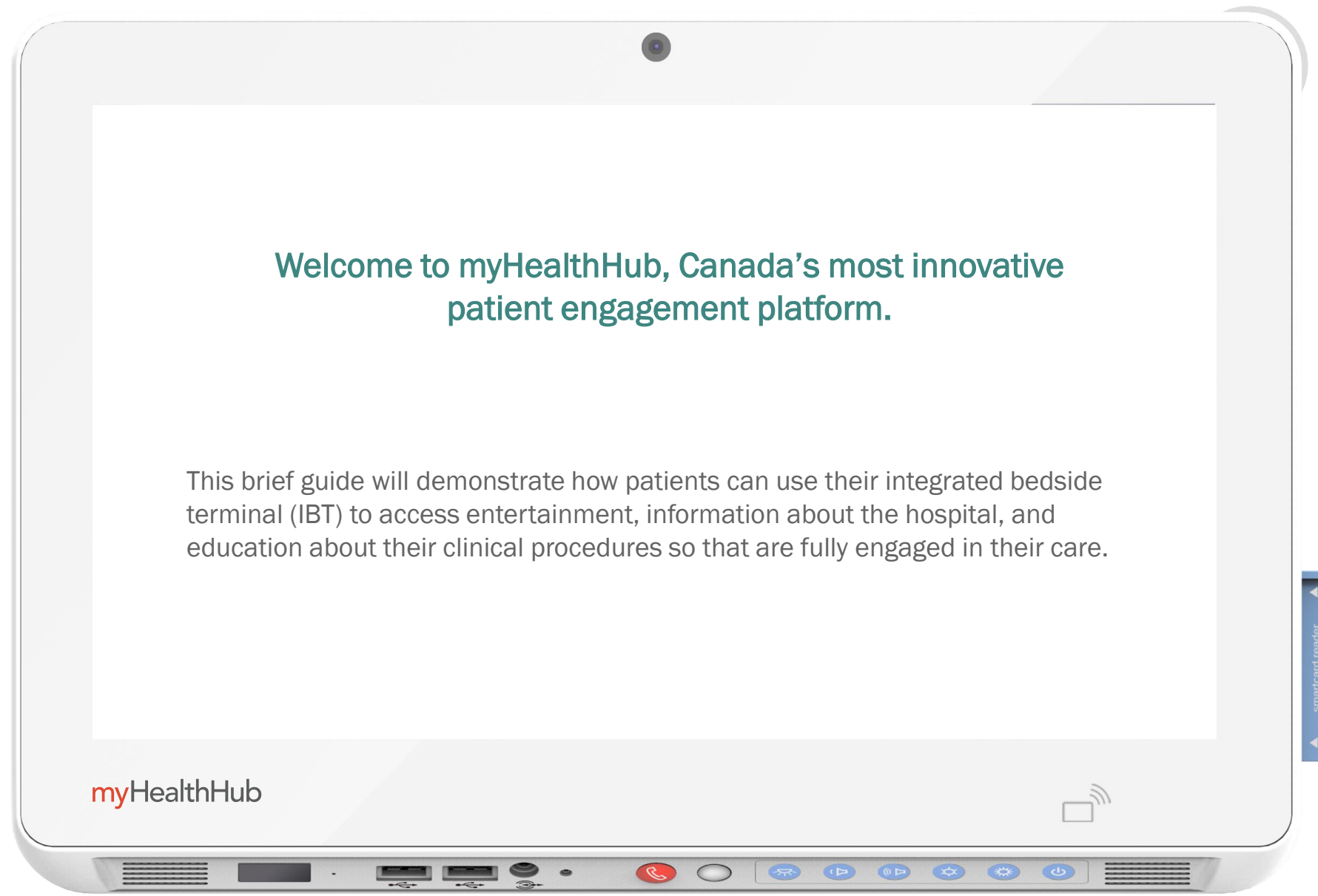


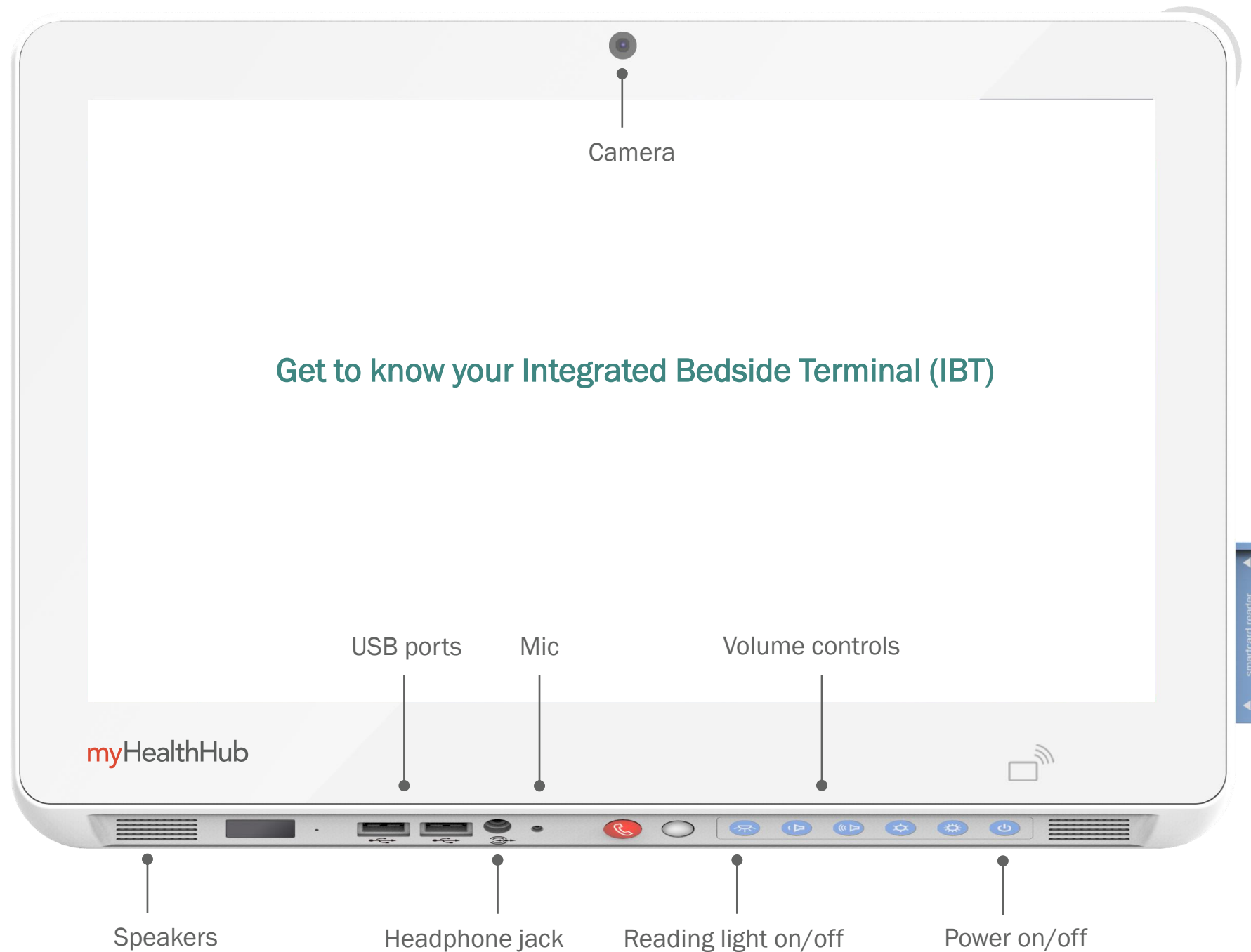


Welcome to myHealthHub

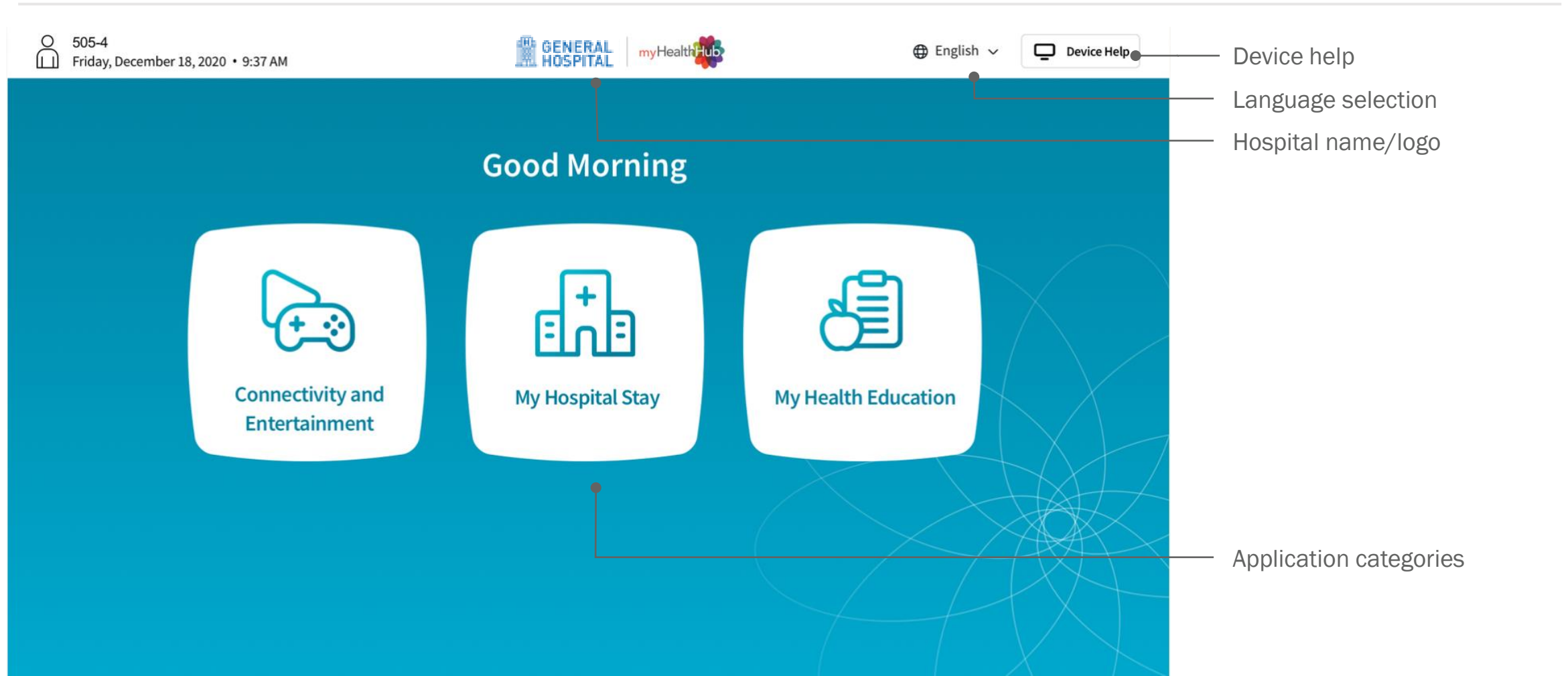
Simplified User Guide

SEPTEMBER 21, 2021

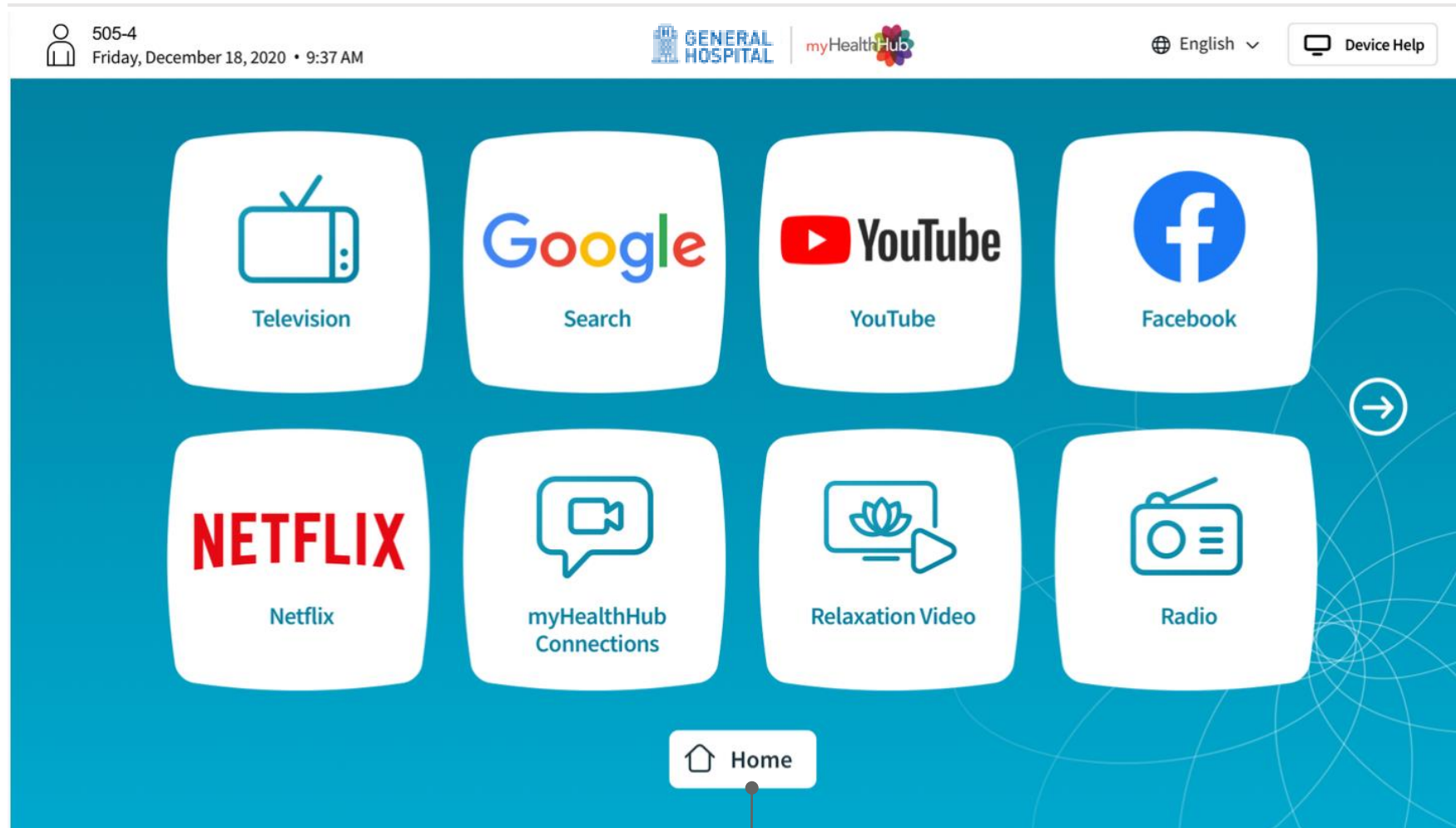




HOME PAGE



CONNECTIVITY & ENTERTAINMENT



Patients can watch TV, browse the internet, use streaming services and social media, all through their IBT.

A simple click on the icon launches the application.

Home button is always available to take the patient back to the main menu

CONNECTIVITY AND ENTERTAINMENT

Television

4
CBC Toronto

Vet on the Hill
A power outage during surgery at the worst time; puppy party causes chaos in the clinic.

COVID-19 PANDEMIC
CALL FOR PROACTIVE TESTS IN CITY'S NORTHWEST NEIGHBOURHOODS
Toronto's Board of Health chair Joe Cressy calls for proactive testing in city's northwest neighbourhoods.

CP 24 Thu Jul 09 4:08:53 34°
EVE NITE MORN AFT EVE
30 22 27 34 30
HUMIDEX 42
TORONTO'S BREAKING NEWS
LANES BLOCKED

GARDINER EB
JAMESON AVENUE
DON VALLEY PARKWAY
NOW 5 MIN

S&P 500 3,150.64
NUTRIEN 42.50 ▼ 0.43 OPEN TEXT CORP. 58.59 ▲ 0.14 PEMBINA 31.89 ▼ 0.36 POWER 23.35
54,535 BBY 7.93 ▼ 12,371,162 ALT 20.03 ▲ 12,018,451 SQQQ 6.1

TV Guide
CH
Volume
Closed Captions

You can control the TV volume in two ways:

- you can use the volume control buttons on your IBT, and
- you can use the TV controls within the TV application, as seen below.

TV Guide will bring up the menu screen of channels.

TV controls to change channel, adjust volume, and turn on Closed Captions.

CONNECTIVITY AND ENTERTAINMENT

Television – TV Guide Menu Screen


4 • CBC Toronto


Thursday, July 9 2020 • 4:11 PM

Vet on the Hill

A power outage during surgery at the worst time; puppy party causes chaos in the clinic.

4:00 PM - 5:00 PM • PG






Education Minister Stephen Lecce says the province's math curriculum will be the first to be de-streamed.

TSX NET LOSERS

62.00 ▼ 12.00

70.0


4



Vet on the Hill

4:00 PM - 5:00 PM


5



Save My Reno

4:00 PM - 4:30 PM


6



The Dr. Oz Show

4:00 PM - 5:00 PM


7



The Goldbergs

4:00 PM - 4:30 PM


8



One Day at a Time

4:00 PM - 4:30 PM

9



The Kelly Clarkson Show

4:00 PM - 5:00 PM

4:30 PM

The Young and the Restless

4:30 PM - 5:30 PM

4:30 PM - 5:00 PM

The Goldbergs

4:30 PM - 5:00 PM

4:30 PM - 5:00 PM

The Facts of Life

4:30 PM - 5:00 PM

5:00 PM

Jamie Oliver's 15 Minute M...

5:00 PM - 5:30 PM

5:00 PM - 5:30 PM

CP24 News at 5:00

5:00 PM - 5:30 PM

5:00 PM - 6:00 PM

Dr. Phil

5:00 PM - 6:00 PM

5:00 PM - 5:30 PM

Cheers

5:00 PM - 5:30 PM

5:00 PM - 5:59 PM

CityNews at 5 Toronto

5:00 PM - 5:59 PM

5:30 PM

Jamie Oliver's 15 Minute ...

5:30 PM - 5:59 PM

5:30 PM - 6:30 PM

Global News

5:30 PM - 6:30 PM

5:30 PM - 6:00 PM

CP24 News at 5:30

5:30 PM - 6:00 PM

5:30 PM - 6:00 PM

Happy Days

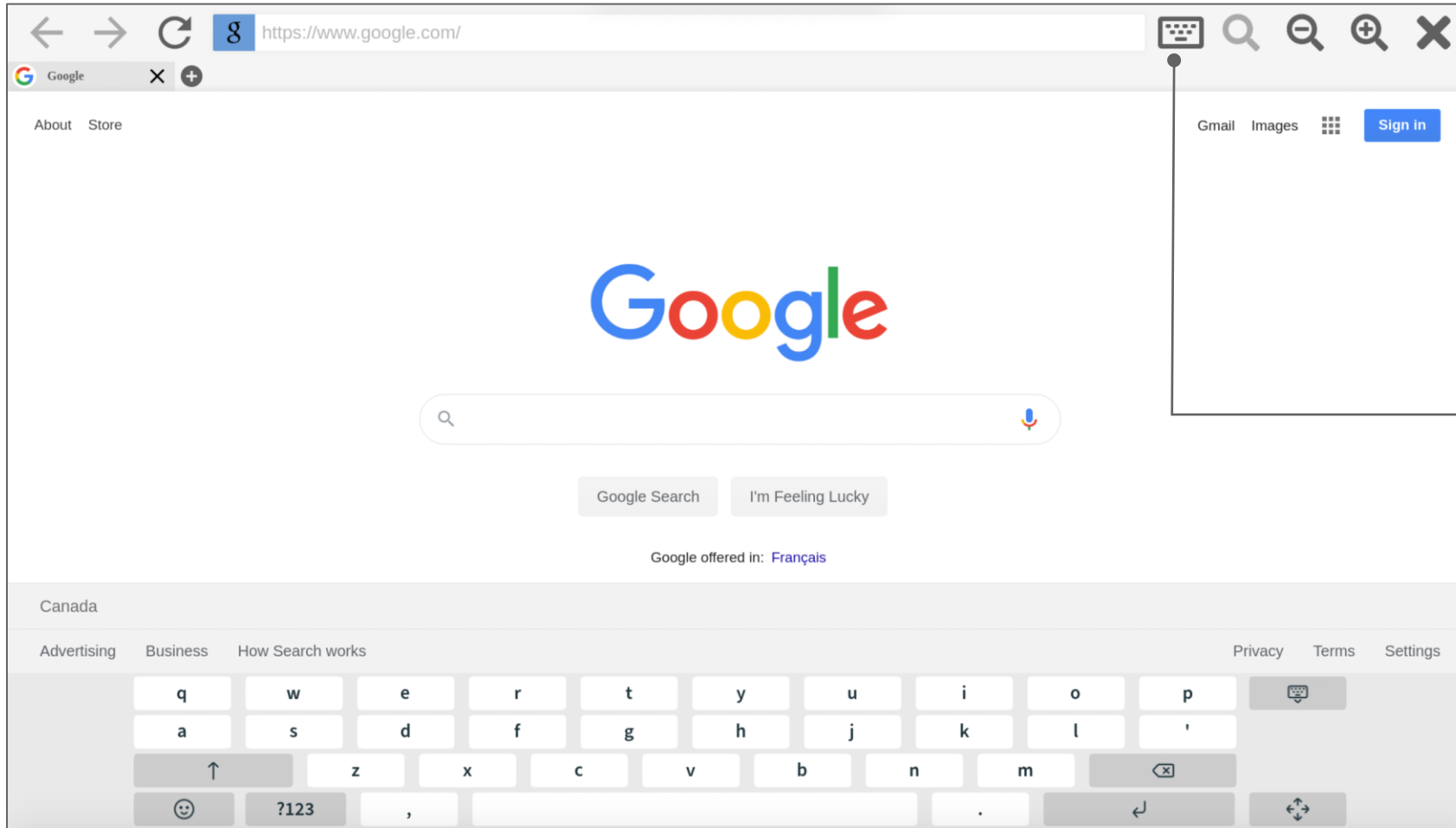
5:30 PM - 6:00 PM

TV Guide menu screen is an interactive menu where the patient can scroll up or down and select the desired channel.

Once channel is selected, press Watch Now near the top left of the screen.

CONNECTIVITY AND ENTERTAINMENT

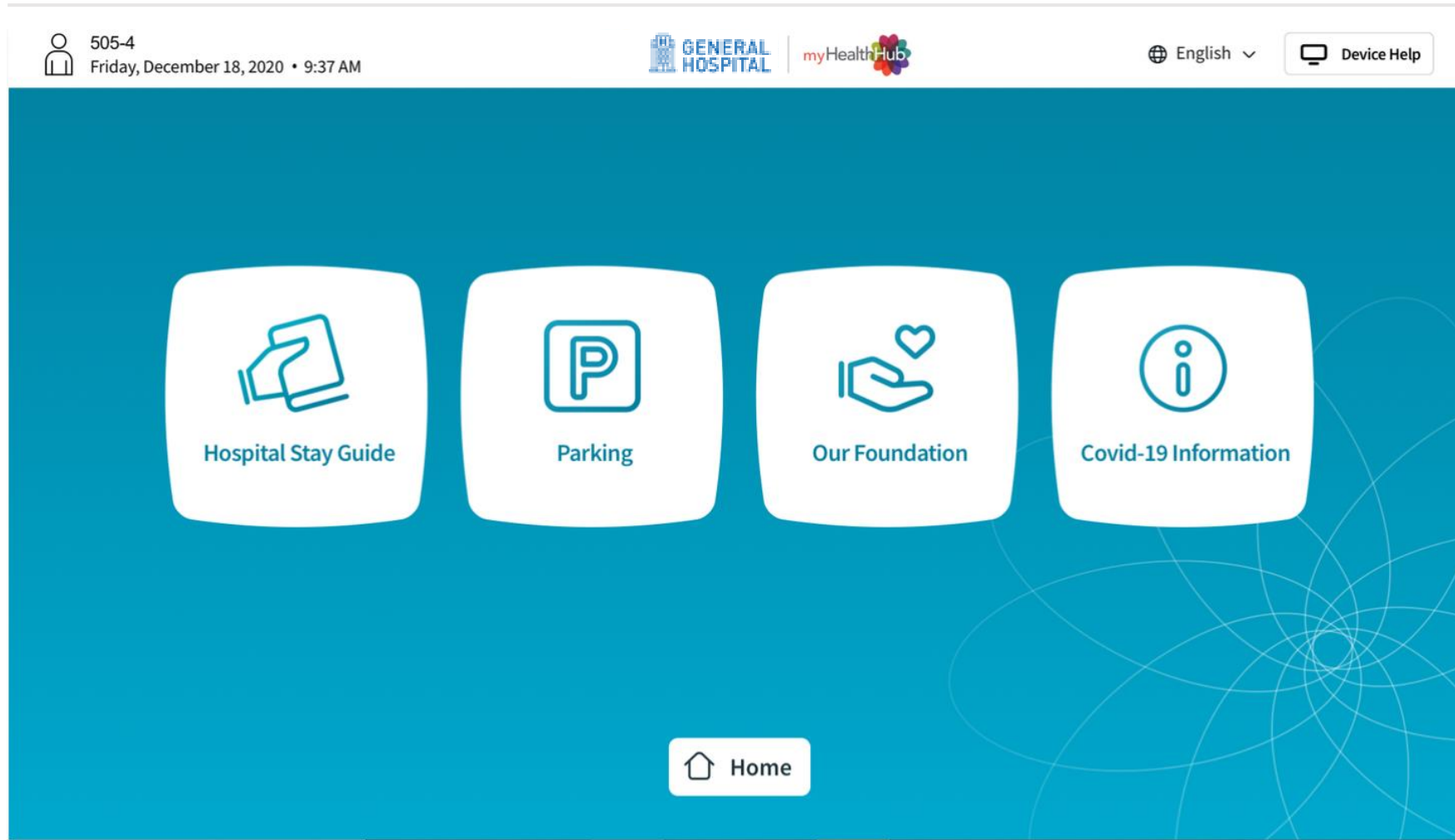
Search Screen – Virtual Keyboard



A virtual keyboard will appear on the bottom of browser page so that the patient could input the text required for the search.

To make the keyboard disappear/reappear on screen, click on the keyboard icon located on the top right.

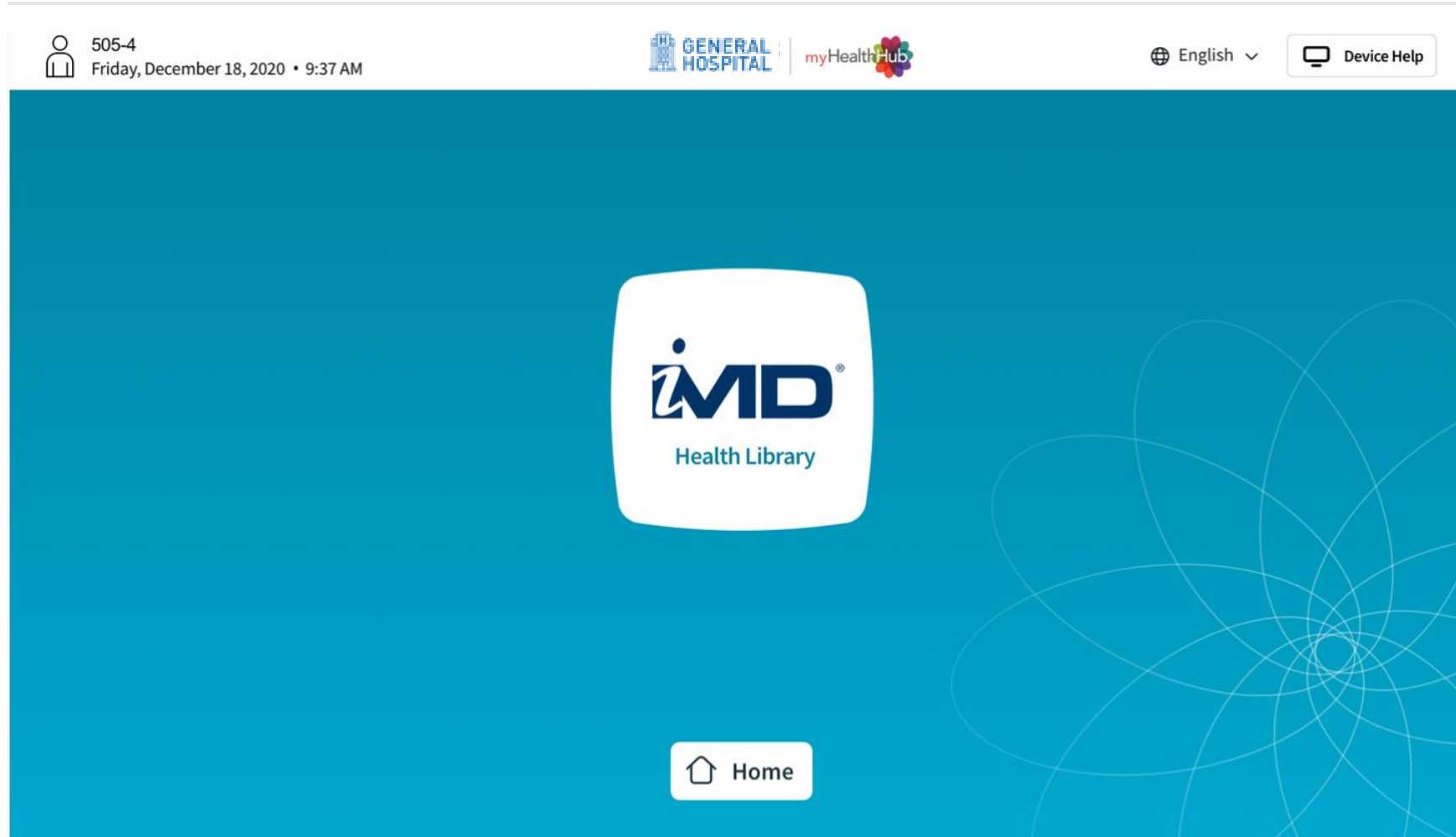
MY HOSPITAL STAY



This screen can be customized to provide links to the hospital website, patient portal, or other informational resources.

Documents created by the hospital (PDF, MS Word) can be made available here.

MY HEALTH EDUCATION



Hospitals can create documents to engage, inform and educate patients about their conditions and treatment plans.

Such documents can be displayed and read on the IBT's "My Health Education" screen.

DEVICE HELP SCREEN

505-4

Wednesday, June 24, 2020 • 10:06 AM

GENERAL HOSPITAL

myHealthHub

English

Device Help


Need help?

If you have any questions about the services provided through your interactive bedside terminal, please call EXT 6400 and our patient engagement ambassador will visit you at their next availability.

Our patient engagement ambassador is on site between 8:30 am and 3:30 pm each weekday, Monday - Friday.

LOCATION ID **5016-505-4**

Get to know your Integrated Bedside Terminal (IBT).



1 Headphone Jack

2 Reading Light

3 Volume Controls

4 Screen Brightness

5 Power

Entertainment & Connectivity

Click here for rentable access to television, streaming, social media, radio and the Internet.

Home

Contact details for HealthHub Support are available here. If the hospital has an on-site HealthHub ambassador, they can be contacted using the information provided.

This screen also contains information about the specific IBT, such as its Location ID.

HealthHub

Patient Engagement Solutions™

11

TROUBLESHOOTING

Are you a patient or a hospital administrator?

Patient

Hospital Name

Southlake Regional Health Center

Floor Name

3E

Room Number

3020

Bed Number

1 - Closest to the window

Bed Location Code

0349-3020-1

Category

Existing Rental

Sub-Category

On-screen messages/errors (TV/IBT)

Description

Error message

Additional Notes

Provide an additional note

Choose File No file chosen

☐ Please notify me about updates to my service ticket.

Submit Ticket >

HealthHub is committed to customer service and transparency. We are available to assist the patient and hospital should any technical problems arise on an IBT.

The fastest way to submit a ticket is through healthhubsolutions.ca/service-request/

Once the online form is submitted and complete information provided, a representative from HealthHub will be in touch to resolve the issue.

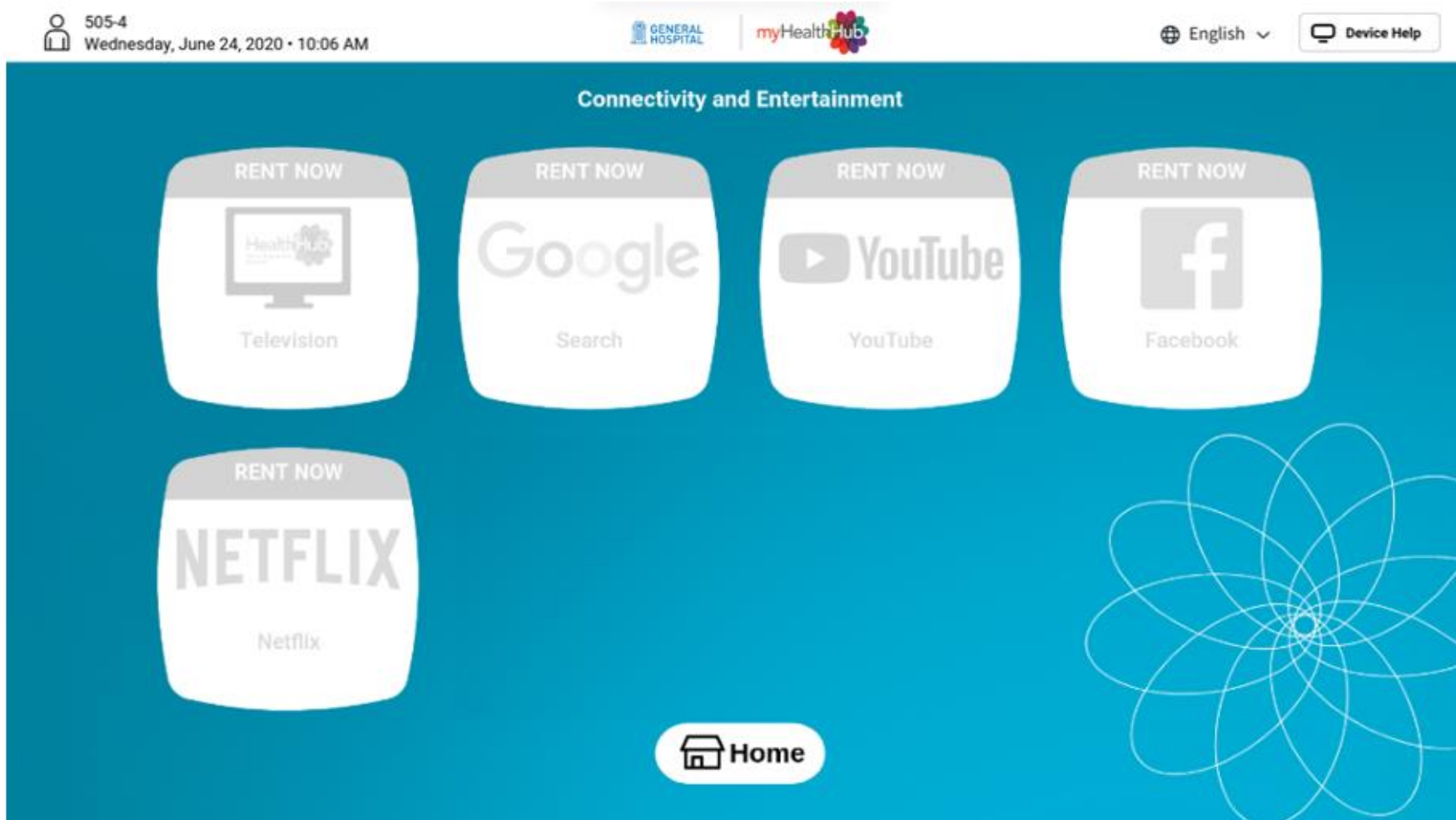
Thank you



Appendix: myHealthHub Rentals

This section is only applicable for hospitals without an “always on” agreement

RENTAL PROCESS



Depending on the hospital's agreement with HealthHub, the use of certain applications may require pre-payment of a rental fee.

Such applications will have a "rent now" label displayed on the icon.

Clicking on the icon will launch the rental store and allow the patient to proceed with their purchase.

RENTAL STORE

The image displays three overlapping screenshots of a web application titled "RENTAL STORE".

Top Screenshot (Home Page): The header includes "HOME", "LANGUAGE: English (CA)", and "CART: (EMPTY)". The main content area is titled "Demo Hospital" and contains three dropdown menus for "FLOOR" (C4), "ROOM" (C426), and "BED" (2 - Closest to the window on the right). Below these are three TV icons representing different rental packages: "TV Service: Buy Daily (070)", "TV Service: Buy 5 Days, Get 2 Free Days (070)", and "TV Service: Buy 8 Days, Get 22 Free Days".

Middle Screenshot (Product Detail Page): This page shows the "TV Service: Buy Daily (070)" product. It includes a TV icon, a "PRODUCT OPTIONS" section with "TV Service: TV", a "PRICE" of "\$13.50", and a "NUMBER OF DAYS TO ORDER" section with a value of "1" and an "Add To Cart" button.

Bottom Screenshot (Shopping Cart): The header shows "HOME", "LANGUAGE: English (CA)", and "Shopping Cart". The cart table lists the following items:

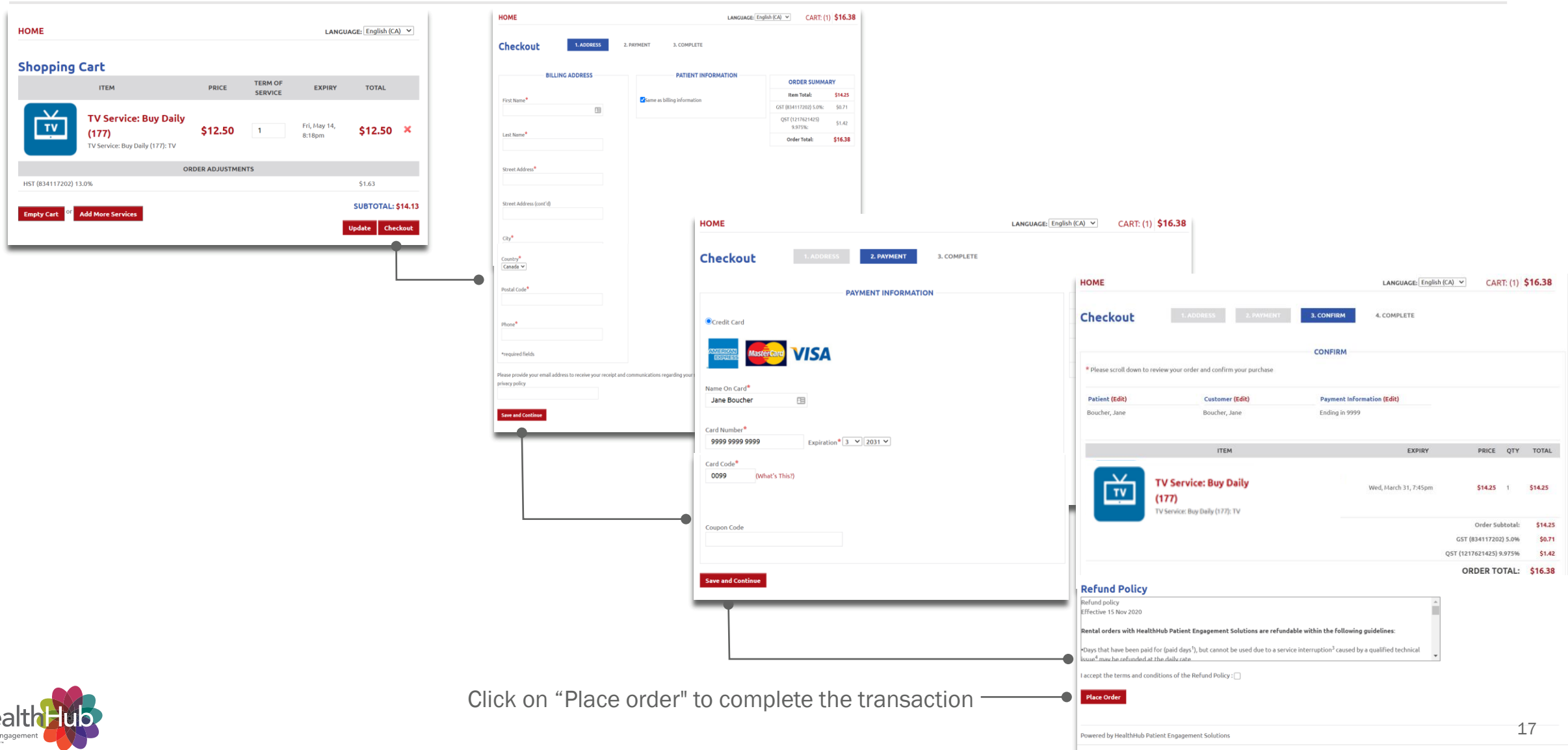
ITEM	PRICE	TERM OF SERVICE	EXPIRY	TOTAL
TV Service: Buy Daily (177) TV Service: Buy Daily (177): TV	\$12.50	1	Fri, May 14, 8:18pm	\$12.50 ✕
ORDER ADJUSTMENTS				
HST (834117202) 13.0%				\$1.63
Empty Cart or Add More Services				SUBTOTAL: \$14.13
Update Checkout				

Various rental packages (daily, weekly, monthly) may be available for the patient to choose from.

Patients can follow the checkout process and pay the rental fee with their credit card.

Alternatively, family members or loved ones can also pay on behalf of the patient by visiting www.connectmybed.ca

RENTAL STORE



RENTAL REFUNDS

YOUR RENTAL BED

Hospital Name
Select an option

Floor Name
Select a floor

Room Number
Select a room

Bed Number
Select a bed

RENTAL DETAILS

Patient Name *

Patient First Name

Patient Last Name

Order ID *

XXXXXXXXXX

Credit Card Holder's Name *

First Name & Last Name

Email Address *

eg. name@gmail.com

Phone Number

(XXX) XXX-XXXX

Rental Start Date

mm/dd/yyyy

Reason for Refund *

Please choose

Refund Policy *

☐ I have read and agree to the [refund policy](#).

SUBMIT

Days that have been paid for (paid days), but cannot be used due to a service interruption caused by a qualified technical issue may be refunded at the daily rate.

Patients requesting a refund should be directed to: healthhubsolutions.ca/refunds/
The online form is the easiest way for patients to have their refunds processed. If required, HealthHub Support can also assist patients with refund requests.

Refund Policy

Rental orders with HealthHub Patient Engagement Solutions are refundable within the following guidelines:

- Days that have been paid for (paid days¹), but cannot be used due to a service interruption³ caused by a qualified technical issue⁴ may be refunded at the daily rate.
- A day is considered used 2 hours after rental start time. Rental start time is defined by the rental order.
- Any free days² of rental included in a multi-day rental package cannot be exchanged for money or transferred to another patient.
- If a refund is processed before all paid days are used, any free days are forfeited.
- Refunds are processed from the *time they are requested*, and will not be backdated.
- Once a service interruption is reported, paid days will be either refunded or added to the rental period (the choice is up to the patient). Free days will be added to the rental period, and cannot be refunded or exchanged for money.

Refund policies are subject to change at the discretion of HealthHub