

MEDICAL PRACTICE & MEDICAL CARE CENTER OF TOMORROW

SELF-SERVICE TECHNOLOGIES FOR PATIENTS AND STAFF



PYRAMID

HEALTHCARE



In this brochure, we introduce Pyramid as a partner for the digitalization of your medical practice or medical care center.

Digital transformation makes everyday work more relaxed and efficient for your medical assistants and yourself. In addition, you will increase patient satisfaction with your treatment and service performance.

Our brands AKHET®, faytech® and POLYTOUCH® are already providing hospitals, pharmacies and health insurance companies with technology to digitize their processes. You will find a selection of our references in the healthcare sector at the end of this brochure.

With the self-service terminals from POLYTOUCH®, the digital signage and the touch PCs from faytech® as well as the server infrastructure solutions from AKHET®, you can realize the potentials of digitalization in your medical practice or your medical care center.

We provide our brand solutions in basic configurations that satisfy many use cases off the shelf. Add-on components or peripheral modules at an additional cost are generally not needed.

For special use cases, the platform principle enables both the cost-effective as well as rapid implementation of your special requirements.

This makes Pyramid your first choice for setting up a new or modernizing an existing digital infrastructure in your medical practice or medical care center, regardless of whether you opt for a basic configuration or a customized solution.

The functional yet elegant design of our solutions, which usually integrate all peripheral devices within the chassis, has been recognized multiple times with international awards. In 2020, the FLEX kiosk terminal received the European Design Award, and in 2022 the NANO received the Good Design Award from the Chicago Athenaeum. The GDA is one of the most prestigious awards for industrial and product design worldwide.

Also important to know: For your digitalization project, our company provides you with a dedicated contact person. He or she will be an expert in your industry and will support you from the initial kick-off to the installation and beyond. We also have a telephone service line for you and your medical assistants to answer any questions.

As you can see, we will accompany you competently as your partner in the digitalization of your practice or medical center with innovative technologies, designs and services.

We are Pyramid: Agile. Creative. Reliable.

Table of contents

- 01.** Transformation
- 02.** Reception
- 03.** On their way
- 04.** Waiting area
- 05.** Consulting room
- 06.** IT infrastructure
- 07.** References

ABOUT THE AUTHOR

Dr. Christian Hartmeier



Dr. Christian Hartmeier is the content creator for the Pyramid brands AKHET® (industrial PCs and servers) and POLYTOUCH® (self-service terminals and paging and location systems).

01. TRANSFORMATION

IN MEDICAL PRACTICE & MEDICAL CARE CENTER



Fast communication, friendly medical assistants and doctors with enough time for detailed consultations are factors that determine satisfaction with a practice as well as the medical success of a treatment..

Individual physician practices and medical centers are caring for more and more patients, and not just since yesterday.

The life expectancy of the population is increasing and with it the need for medical care. The baby boomers (1955-1966) who are now reaching the fifth or sixth decade of life are also increasingly seeking medical attention.

The increased volume of patients in the health care system is in contrast to a significant shortage of providers, which means that in everyday practice there is too often too little time to meet patients' expectations and one's own standards.

Too often, several calls have to be made to make a doctor appointment, and long lines at reception result in increased stress levels among staff and patients. The lack of time often continues in the doctor-patient conversation. In Germany, eight minutes are the limit on average.

However, the high administrative overhead that eats up about a third of the work capacity of medical assistants and physicians can be reduced with a smart digitalization strategy. This makes time a much less scarce resource. This frees doctors and medical assistants up for the most important thing: the individualized treatment and care of patients.

The COVID pandemic has increased patients' willingness to utilize digital healthcare offerings. A McKinsey survey from August 2020 showed that just six months after the start of the pandemic, more than two-thirds of respondents were more open to digitalization than before.

Health insurance holders and patients are becoming increasingly open to the digital benefits that the healthcare system can offer. One in three has booked a doctor's appointment online, and two out of three Germans welcome the introduction of electronic patient files and e-prescriptions – even in the 65-plus generation, this figure is more than 60%.

An important touchpoint in the successful digitalization of medical practices and medical care centers is the kiosk in the entrance area: patients begin their visit here by checking in using self-service. They continue their short journey through the practice or medical care center to the doctor's office along other digital touchpoints. We cordially invite you to accompany one patient on this journey.

Along the way, you'll learn about the technologies Pyramid provides for patients, physicians and medical assistants. We'll show you which self-service terminals and digital signage solutions are best suited to which use cases as well as the benefits of our solutions in detail.

We wish you an informative read!



02. RECEPTION

POLYTOUCH® FLEX21.5 HEALTHCARE

The patient terminal...

...for managing admission!

First impressions count and last a long time! To ensure that the decisive encounter between practice and patient is a success, POLYTOUCH® offers the FLEX21.5 HEALTHCARE.

The compact and space-saving kiosk terminal is equipped with all the peripheral modules required for smooth patient admission in self-service. With the FLEX and the software application of your choice, you can automate the reception process so that it meets your ideas and the requirements of your practice optimally.

For example:

Self-check-in is completed when the arrival scans the QR code they received when they made the appointment online, which they can bring with them in electronic form on their cell phone or printed out.

The medical history is also entered by the patient on their own at the terminal. The patient already selected the reason for their visit (vaccination, doctor's note for their employer or specific complaints) during online registration. Therefore, the FLEX can present the corresponding medical history forms right at the check-in. The forms on the screen can be filled out using a physical or a virtual keyboard similar to those on cell phones.

If the patient's consent is required for the start or continuation of treatment, he or she can sign the relevant documents (e.g., consent to data processing) on the terminal's signature pad.

All this reduces the workload on reception staff and saves

patients from having to wait in line. Another benefit for your medical assistants: The data recorded on the FLEX are immediately transferred to the practice management system. The time-consuming manual transfer by typing or scanning sheets of paper is no longer necessary.

Since data protection and hygiene are particularly relevant in medical practices, the screen on the FLEX has a privacy filter and a holder for disinfectant dispensers. All components of the terminal are resistant to the cleaning agents used in disinfecting wipes.

Whether and how patients accept self-service stations depends largely on the user-friendliness of the terminal. That's why we gave the FLEX the look and feel of a tablet with an almost frameless, slim touch display in portrait format.

Thus, the familiar ergonomics invite all generations to the self-service terminal. Moreover, the ergonomic arrangement of the peripheral modules reduces the patient interaction area to an absolute minimum. This further enhances user-friendliness. In 2020, the FLEX received the prestigious European Product Design Award for its pioneering concept.

The FLEX is the gateway to your practice: if documents or data are missing, the system directs the patient to reception. If there are no outstanding questions, the FLEX assigns a call number and tells the patient to be seated in the waiting room until called.

Digital wayfinding system...

...for corridors and waiting areas

In larger medical care centers, patients often find it difficult to find their way around. Digital guidance systems prevent this from happening in the first place.

They provide the patient with information about their direction and route on walls or ceilings at passages and doors, in halls and corridors, in front of elevators and specialist departments, and in the cafeteria.

Compared to analog display and information signs, digital signage offers enhanced visualization options. Dynamic elements can be used to maximize the guidance effect.

Another advantage of digital signage: information can be changed quickly and easily, regardless of whether the content needs to be updated hospital-wide or locally. In both cases, the information is fed to the signage centrally via software and is then immediately displayed on the signs.

Digital displays from faytech® are available in screen sizes ranging from 7" (17.8 cm) to 55" (139.7 cm). Thus they can fit in almost anywhere digital signage can help to better inform and orient patients.

At central traffic junctions, faytech's® interactive information terminal PATHFINDER additionally supports navigation through the hospital. It shows patients their current location and calculates the route to their destination.

The PATHFINDER is also available from faytech® in different height and screen dimensions.

Its touch panel is equipped with an antimicrobial coating that eliminates 99.99% of all bacteria and viruses.

The service life of the LED panel that provides the illumination for digital signage by faytech® is up to 100,000 hours.

This corresponds to a durability of 12 years - in 24/7 continuous operation! This means you can be sure that a long return on investment will reward your purchase.

02. ON THEIR WAY

faytech® PATHFINDER



faytech



Wait management...

...und infotainment

In waiting areas, digital display boards perform several tasks: As part of the wait management system, they display the call number assigned to the patients by the self-service terminal at the reception desk, prompting them to come in for their examination or treatment.

In addition, the digital display boards contribute with infotainment by presenting nature videos, news or available treatments. This means that they can help with relaxation as well as patient education and self-presentation of your medical practice or medical center.

The MEGASCREEN by faytech® displays visual content in 4K (UHD). The screen resolution of 3840 x 2160 pixels (four times the resolution of Full HD) brings out the colors and details of the videos and images so brightly and clearly that they captivate every patient.

This digital signage is also available with a touch panel. It allows patients to interact with the content on the huge display. There are numerous possible applications: text dialog with avatars, virtual visits behind the scenes of the medical practice or medical care center, or simple quiz and puzzle games to while away the time.

A 2.8 mm thick glass with hardness grade 7 makes the touchscreen of the MEGASCREEN highly robust. The antimicrobial coating reliably destroys bacteria and viruses.

The optical bonding of touchscreen and LED panel by a special glue guarantees very good readability and visibility of the screen contents, even under unfavorable lighting conditions. The display and the other components of the display board can be cleaned with all standard hospital disinfectants and cleaning agents.

Good to know: A fully-fledged media player is integrated in the MEGASCREEN, which means that media content can also be maintained and presented locally via the USB interfaces if this is desired or required.

03. WAITING AREA

faytech® 55" MEGASCREEN 4K



05. CONSULTING ROOM

faytech® i7 REACHER



Telemedizin

ALSO FOR
TELECONSULTATIONS &
TELEDOCTOR

faytech

Telemedicine offers great potential in medical practices and medical care centers.

Doctors can discuss findings remotely, agree on the next treatment steps, answer questions about medications and possible side effects, issue and send e-prescriptions and electronic doctor's notes for employers. In addition, the doctors can gain additional transparency through special apps that collect and transmit measurements taken from the patient in rehabilitation facility or at home (telemonitoring).

Care in Germany for outpatients and psychotherapy practices prove that patients are open to remote consultation: while

there were just 4,000 tele-medicine consultations in all of 2019, there were well over two million in the first 6 months of 2021. Of those patients, 22% were in the 50-64 age group.

Patients have recognized the benefits they derive from remote consultations. Some find it difficult to get to the hospital for a doctor's appointment because of their illness, disability or age. For others, going to the hospital carries an increased risk of infection because their immune system is compromised. Others have to travel long distances, which can only be managed at great expense in terms of time and money.

And what benefits do medical practices and medical care centers from telemedicine? If only those patients personally come to the hospital whose presence is necessary for a successful examination or treatment, patient traffic and management is reduced considerably. In addition, telemedicine solutions make it easier to maintain at least part of medical care for patients in times of crisis, such as the COVID pandemic.

The REACHER system by faytech® is a touch PC doctors will like to utilize to invite their patients for telemedicine appointments:

The computer unit behind the screen works silently and absolutely reliably. Its mother board is manufactured subject to the same high quality standards that apply to industrial computers. This is why the REACHER's service life is significantly longer than that of comparable products.

The REACHER can be operated via the display as well as via mouse and keyboard. It is delivered off the shelf with an Intel® i7 processor. If lower processing power is sufficient for your application, the processor can be scaled down for maximum cost efficiency. Available screen sizes range from 27" to 43".

06. IT INFRASTRUCTURE

AKHET®



With computers, mobile devices and the internet, IT is present in almost every situation in life nowadays.

Doctors and medical care centers also depend on smoothly functioning practice IT. IT failures can have a lasting negative impact on processes and cause considerable costs.

If the server malfunctions, patient data cannot be retrieved, insurance cards cannot be scanned, and medical findings cannot be stored. If the telephone system is also running on the server, then the entire medical practice is at a standstill.

The result of all this is a growing demand for IT availability and data integrity. Today, critical applications and IT resources must always be available. Affordability and user-friendly design are extremely important in relation to the benefits of high availability (HA) of data and applications, especially for small organizations.

This is where so-called 2-node HA-clusters including hardware, software and service come in. Two redundantly designed systems, each of which actively meets the requirements at all times and is also capable of running the critical applications alone in the event of a system failure, are the optimal solution here.

For over 35 years, AKHET® has been supplying the healthcare industry, among others, with customized and reliable server systems that are maximally oriented to the customer's needs in terms of technology and design.

Large medical laboratories rely on AKHET® servers to control their blood analysis systems, as do life science research labs for high content screening. In emerging and third world countries, compact stand-alone systems based on industrial computers by AKHET® support medical diagnostics.

You too can rely on AKHET®! With its brand-name 2-node HA-clusters, you will reliably safeguard your practice or medical center's operations against failures. Our experts will be glad to consult with you on which solution is appropriate for the scale of your medical operation.

FAILSAFE

Individual & flexible solutions

AKHET®

07. REFERENZEN

Aversi



In pharmacies, time is at a premium for staff. The balancing act between the core business – providing pharmaceutical goods and services to the customers – and sales activities such as billing and accepting payment is often difficult.

Aversi, the Republic of Georgia's largest pharmacy chain, remedied this situation by introducing self-checkout for its non-prescription product range with kiosk terminals from Pyramid Computer.

Supplements, first-aid items, nutritional drinks, cosmetics and personal care products are simply taken from the shelf or from the display and paid at the kiosk terminal in self-service without having to line up at the checkout.

This relieves staff from cashier duty and gives them more time to look after customers who are in need of expert advice and help. At the same time, it also significantly reduces the wait for these customers.

Scan QR code and watch the video



POLYTOUCH®

The MESO Group develops and distributes software and hardware products for medicine. In cooperation with faytech®, they developed the IBox Touch, which creates video recordings in endoscopy departments.

The IBox is a complete touch-screen computer that is connected via a DICOM interface to the HIS or RIS, from where it receives its workload.

The images and image sequences generated during the endoscopic examination are transferred to the PACS archiving and communication system for storage and further processing.

The IBox is well thought out down to the smallest detail: The touchscreen is operated intuitively, including with gloves. It also features a germ-free protective coating that eliminates 99.99% of all bacteria and viruses. This baked-on Kastus® coating lasts for the entire life cycle of the product and is active around the clock, day and night.

The IBOX operates completely noise-free, as the design does not include any mechanical moving components. In the absence of a network connection, the IBox temporarily stores the image data until it is online again.

The services provided by faytech® also include support for the continuing development of the IBOX

Scan QR code and watch the video



MESO



AKHET®

YOUR TAILOR-MADE HARDWARE SOLUTION

High quality computer systems for
Industrial Automation, Retail, Network & Security
for medium businesses and large enterprises.



YOUR TOUCH SOLUTIONS SPECIALIST

Specialized in design, development, manufacturing and
marketing of Touch Screen Monitors and Touch Screen PCs.



POLYTOUCH®

ULTIMATE TOUCHSCREEN SOLUTIONS FOR TODAY AND TOMORROW

Interactive self-service kiosks, info terminals,
paging and real-time locating systems.



**WE ARE
PYRAMID**
AKHET® | FAYTECH® | POLYTOUCH®

PYRAMID
agile. creative. reliable.