
IGEL
DISRUPT 24
Miami, Florida, April 29 – May 1
The EUC Event for Now & Next
Endpoint Security, Digital Workspaces, and Beyond.
Healthcare Workflows Best Practices
The Ultimate EUC Event

Presenters

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Healthcare Workflows Best Practices

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Agenda

- Identify High Value Use Cases in Healthcare
- Identify common peripherals in each use case
- IGEL Best Practice Configurations for each use case
- Best practices for Audio / Video and USB redirection



High Value Use Cases in Healthcare

- Shared Workstations
- Back Office
- Hybrid / Remote Workers
- Patient Registration Kiosks
- Display / Tracking Boards / Digital Signage



High Value Use Cases In Healthcare

Shared Workstations



Bedside Workstations



Workstation on Wheels (WOWs)



Physician + Specialists



Doctor Dictation Stations

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Bedside Workstations

Typical IGEL Configuration & Peripherals

- Badge Tap Logon
- Fast User Switching
- Barcode Scanners

These devices are physically mounted within a patient room. Their priorities are rapid access to clinical data and maintaining patient context. These are almost always a Badge Tap Shared Workstation or an EMR-only configuration where the application remains persistent and changes user context when the next user authenticates without changing patient context.





Workstation on Wheels (WOW Carts)

Typical IGEL Configuration & Peripherals

- Badge Tap Logon
- Fast User Switching or Roaming Desktop/Apps
- Barcode Scanners



These are endpoints mounted on a cart using wireless networking with a battery attached allowing for mobility within the patient floor setting during a shift. These are often in use by a nurse for their shift or shared by several users.

Some organizations have reported that running IGEL OS on the endpoint has further extended the battery life allowing for longer usage during a shift.



Physician & Specialist

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps

These are typically laptops carried by physicians, their staff, and specialists that are rounding regularly. The ability to roam the session, keep the session active at all times, and keep data in the session.

IGEL customers often configure these as either single user or shared workstations, although some organizations omit badge tap and have the user authenticate to the virtualization solution directly and launch their session.







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Doctor Dictation Rooms

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps
- Speech Microphones

These are typically workstations dedicated for doctors to use in a quiet place with an attached microphone (ex: Nuance DragonMic, Phillips Speechmike) that can be used within a virtual session and the EMR.

Badge Tap can be used on the IGEL endpoint to access the virtual desktop or applications, or the user can authenticate to the virtualization solution directly and launch their session. These can be configured as either a single user or shared workstation.





High Value Use Cases In Healthcare

Back Office



Knowledge Worker



Nursing Stations



Telehealth / Virtual Visits

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Knowledge Worker

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps
- Printers / Scanners / Headsets

IGEL devices can be used in conjunction with a virtualization platform where they are typically provided a persistent VDI, published applications, or access to websites.

If Badge Tap is in use, these machines are often configured setup as a shared workstation so different users can work at the machine during the day or as a single user device for the duration of the users shift.





Nursing Stations

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps
- Printers / Scanners

IGEL devices can be used in conjunction with a virtualization platform where they typically provide a persistent VDI, published applications, or access to websites.

These machines are often configured setup as a shared workstation so different users can work at the machine during the day





Telehealth / Virtual Visits

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps
- Webcam / Headset / Speech Mics

Telehealth / Virtual Visits will incorporate some form of Unified Comms such as Zoom, Teams, etc. so a workstation with a camera is key.

These are typically workstations dedicated for doctors to use in a quiet place with a webcam / headset and/or attached microphone (ex: Nuance DragonMic, Phillips Speechmike) that can be used within a virtual session and the EMR.





High Value Use Cases In Healthcare

Remote Workers



Work From Home



Call Centers

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Work from Home

Typical IGEL Configuration & Peripherals

- Manual Logon
- Roaming Desktop/Apps
- Printers / Webcams / Headsets

IGEL devices can be used in conjunction with a virtualization platform where they are typically provided a persistent VDI or published applications. Unified Comms Optimization support is a key enabler (Zoom, Teams, WebEx) but the endpoint hardware needs to be able to handle the offloading of audio / video to support a great user experience.

IGEL provides the ability to manage remote devices without a VPN.
If a BYOD policy is desirable, consider the IGEL UDPocket as an option.





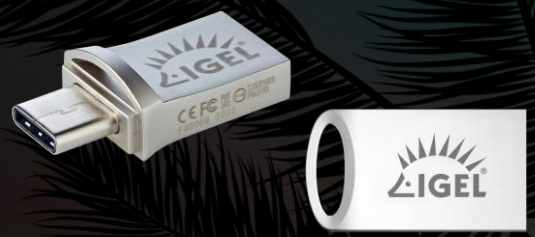
Call Centers

Typical IGEL Configuration & Peripherals

- Manual Logon
- Roaming Desktop/Apps
- Printers / Webcams / Headsets

These devices are used with an audio headset and/or webcam used with IGEL OS in conjunction with a virtualization platform where they are typically provided a persistent VDI or published applications. Unified Comms is a key enabler (Zoom, Teams, WebEx) and the ability to manage remote devices without a VPN.

If a BYOD option is desirable, consider the IGEL UDPocket as an option along with a supported IGEL Ready vendor for Audio.





High Value Use Cases In Healthcare

Additional Use Cases



Patient Registration Kiosks



Display Boards & Digital Signage

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Patient Registration / Kiosks

Typical IGEL Configuration & Peripherals

- Badge Tap or Manual Logon
- Roaming Desktop/Apps
- Printers / Document Scanners
- Digital Signature Pads
- Thermal Printers
- Credit Card Readers





These check-in workstations are typically managed, and employees handle the registration / check-in and/or payments.

Check-in kiosks running IGEL can be setup in a kiosk mode to a website or launching a published application.



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Display / Tracking Boards & Digital Signage

Typical IGEL Configuration

- Auto logon to a website or published app
- Touchscreen monitors if required

These devices are usually used for patient tracking/bed tracking solutions or corporate enterprise signage. They usually do not use SSO authentication solutions.

In the cases of tracking boards, they'll use a published application or website.

In use cases of digital signage, they'll not use virtualization at all.







High Value Use Cases In Healthcare

Best Practices



Audio



Video

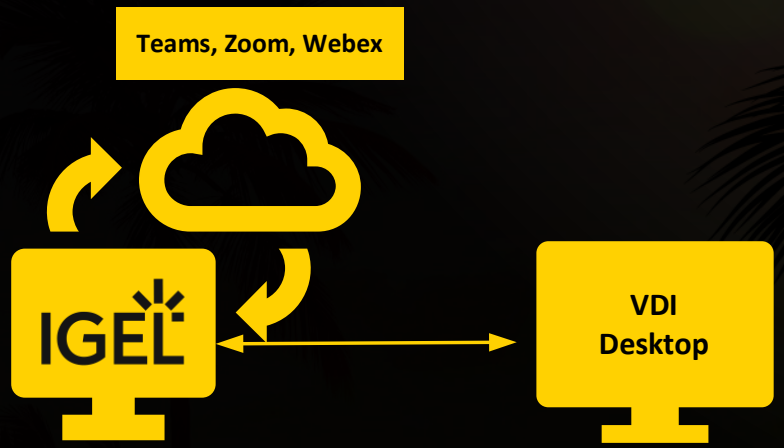


USB

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Best Practices Audio/Video

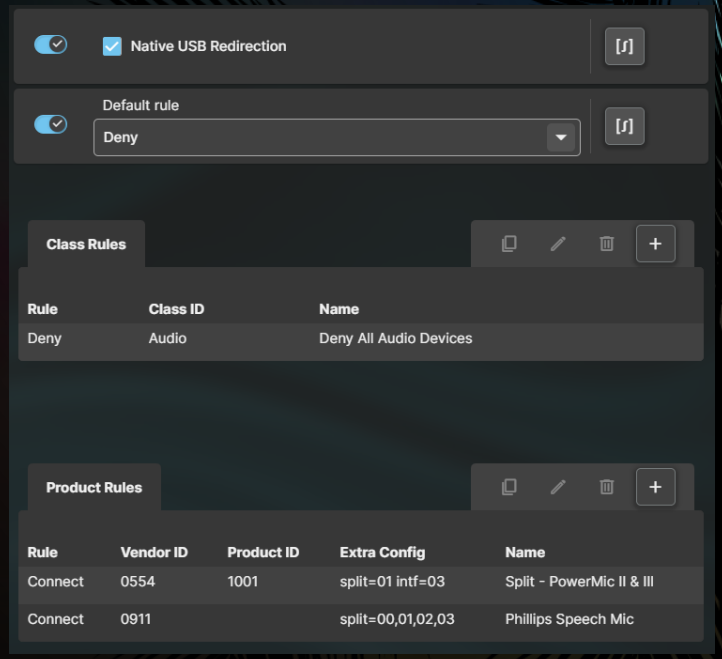
1. Video offloading first / Teams / Zoom / Webex
2. Audio/Video redirection features / VDI Optimization
3. USB Redirection as a lowest tier option



Best Practices USB

- Always set the default rule for USB redirection to Deny
- Allow individual PID VID for devices that must be redirected

- In most scenarios, it is advisable to exclude the following devices from USB redirection
  - ➢ Audio/Video devices
  - ➢ Barcode Scanners
  - ➢ Badge Readers
  - ➢ Printers



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Thank You for attending the Healthcare Best Practices session

Questions?



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