Policy

Directive: compliance is mandatory

Bedside Computers Patient Entertainment Framework for SA Health

Objective file number: 2011-10126 eA511338
Policy developed by: eHealth Systems Division
Approved at Portfolio Executive on: 6 October 2011
Next review due: 31 December 2013

Summary
SA Health, in partnership with Telstra, is installing bedside computers at hospitals as the first step in its eHealth program to deliver an integrated electronic health record.

Telstra will be providing a number of patient entertainment packages on the bedside computers at a fee for service.

The purpose of the policy is to provide a framework for the application of patient entertainment services across SA Health where bedside computers are available.

Keywords
Enterprise Patient Administration System (EPAS), Monitor, Bedside Computer, eHealth, entertainment services, directive

Policy history
Is this a new policy? Yes
Does this policy amend or update an existing policy? No
Does this policy replace an existing policy? No

Applies to
Flinders Medical Centre, Lyell McEwin Hospital, Modbury Hospital, Mount Gambier Hospital (including private ward), Noarlunga Hospital (including private ward), Port Augusta Hospital, Port Pirie Hospital, Repatriation General Hospital, Royal Adelaide Hospital, The Queen Elizabeth Hospital, Whyalla Hospital, Women’s and Children’s Hospital

Staff impact
All Staff, Management, Admin, Students, Volunteers, Patients

PDS reference
D0309

Version control and change history

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1. **BACKGROUND/PURPOSE**

SA Health, in partnership with Telstra, is installing bedside computers at hospitals as the first step in its eHealth program to deliver an integrated electronic health record.

The bedside computers will provide staff with access to patient information electronically via the Enterprise Patient Administration System (EPAS), a clinical service which is scheduled to commence in 2013.

Bedside computers will provide 17 inch flat screen monitors for access to and entering of patient clinical information at almost every bedside and point of care across eight metropolitan and four country public hospitals once the electronic health record is introduced across SA Health.

Using the bedside computers provides opportunities for health care professionals to spend more time at the bedside communicating with patients about their treatment and overall wellness education while also providing patients with a variety of entertainment services.

Telstra will be providing a number of patient entertainment services on the bedside computers at a fee for service.

The purpose of this document is to provide a framework for the application of patient entertainment services across SA Health where bedside computers are installed.

2. **SCOPE**

This policy is applicable to all patients and visitors across SA Health who utilise the entertainment services on the bedside computers where installed.

There are eight metropolitan and four country public hospitals in scope, including:

- Flinders Medical Centre
- Lyell McEwin Hospital
- Modbury Hospital
- Mount Gambier and Districts Health Service, including the private ward
- Noarlunga Hospital, including the private ward
- Port Augusta Hospital and Regional Health Service
- Port Pirie Hospital and Regional Health Service
- Repatriation General Hospital
- Royal Adelaide Hospital
- The Queen Elizabeth Hospital
- Whyalla Hospital and Health Service
- Women’s and Children’s Hospital
Bedside computers will be installed in a wide range of general and specialist medical/surgical areas within these hospitals. These areas include:

- Day surgery units
- Emergency Departments
- Renal wards
- Aged care, burns, oncology and haematology areas
- Recovery rooms
- Paediatric wards
- Hospice wards
- High dependency units

Bedside computers will be installed in the above areas where possible, however some areas may deemed as not feasible.

The bedside computer will not have patient entertainment services available in:

- Recovery rooms
- Some medical imaging areas
- Nursery units
- Emergency departments

Bedside computers will not be installed in:

- Communal areas (such as waiting rooms)
- Mental Health Units
- Operating theatres
- Rehabilitation hospitals
- Long stay Rehabilitation wards at Repatriation General Hospital
- Country Day Surgery

### 3. BEDSIDE MONITOR ENTERTAINMENT PACKAGE OVERVIEW

The bedside computer entertainment packages will provide patients with access to standard terrestrial digital television channels, terrestrial digital television based radio stations, a range of pay television channels, movies on demand, a dedicated phone line and internet access.

### 3.1 Package Content

- Patient entertainment packages can be purchased by all patients and visitors within the hospitals where there is a bedside computer installed with entertainment functionality.

- Packages and content are standardised across all in scope sites in accordance with the terrestrial services available in the region and the contractual arrangements with Telstra.

Telstra charges will apply for entertainment packages. Some exemptions apply.
Standard Package (short stay, daily, 3 day, 5 day, weekly)
- All terrestrial digital television channels available in the metropolitan and regional areas
- All terrestrial digital television based radio stations in the metropolitan and regional areas
- Unlimited local calls to fixed lines
- Short stay package is up to four hours of content

Premium Package (daily, weekly)
Standard package plus:
- Foxtel (metro) or Austar (country) Channels – Fox Sport 1, Fox Sport 2, Fox Sport 3, MAX, Nickelodeon, Lifestyle, Sky News, Fox 8, Discovery
- Internet access (filtered for inappropriate content)

Premium Plus Package (daily, monthly)
Premium package plus:
- Credit for calls to fixed, mobile and national long distance calls
- Calls to premium services such as 1800 numbers will be blocked

Movies on Demand
- Movie of choice per bed per day
- Can be viewed for a 24 hour period
- Only G and PG classified movies available in a dedicated paediatric environment
- Only movies with a rating of up to MA15 plus will be available
- Single or multiple movies can be purchased

Pre-Paid Telephone Calls
Local, mobile and national long distance calls
- Available in pre-paid credit amounts
- Credit available during stay until used

Internal and incoming external calls can be received on the bedside computers at no charge. This functionality is permanently activated on both commercial and non-commercial units.

Patient entertainment services are a Telstra Managed Service. Telstra reserves the right to amend patient packages.
4. **SPONSORED PATIENTS**

SA Health Portfolio Executive has determined selected areas of care will be exempt from payment for the basic services (free to air channels 7, 9, 10, ABC and SBS), these groups include:

- Dedicated Paediatric Wards (Paediatric Wards will receive ABC 2 instead of SBS)
- Burns Unit at the Royal Adelaide Hospital
- Haematology/Oncology Day Units*
- Renal Dialysis Units
- Palliative Care Wards at Repatriation General Hospital, Modbury Public Hospital and The Queen Elizabeth Hospital
- DVA Gold and White Card Holders
- Starlight channel free of charge at Women’s and Children’s Hospital

*Currently excludes Port Pirie Regional Health Service and Whyalla Hospital

5. **PAYMENT FOR PATIENT ENTERTAINMENT SERVICES**

- Credit card payment is available on each bedside computer unit.
- Hospital administration areas will assist with facilitating the purchasing of entertainment packages at designated locations across the hospitals via the use of Telstra supplied EFTPOS machines.
- Cash payment is available via the purchase of a bedside computer voucher. The management of voucher sales and the point of sale are determined by each hospital. Four types of vouchers are available:
  - Weekly package
  - 5 day package
  - 3 day package
  - 1 day package

Vouchers can also be utilised for payment of ad-hoc sponsored patients, i.e. paediatric patients not in a designated paediatric ward.

**Refunds and extensions**

- Refunds apply if a patient has purchased multiple day, weekly or monthly packages and is discharged early. A refund form needs to be raised at the hospital requesting refund from Telstra. Conditions apply.
- If the entertainment service is fully unavailable for operational reasons for 1 hour or more, packages will be extended for the equivalent period of unavailability via reporting to the Bedside Computer Support Desk.
6. **HOSPITAL OBLIGATIONS**

- Ensure that the equipment is cleaned in accordance with the infection control policy.
- Updating of support material upon any amendments to Telstra’s bedside computer fees and charges.
- Opportunities for bedside computer’s installation and commissioning are considered in all capital developments
- Cannot connect any IT infrastructure to the bedside computers and equipment without Telstra’s prior written consent.
- Take reasonable care of the bedside computers and equipment and notify Telstra as soon as practicable after becoming aware of any equipment having been stolen, damaged or not operating correctly.
- Enable access for Telstra employees/contractors where required to enable maintenance and repair of the bedside computers and equipment.
- Do not or permit a third party to tamper, reverse engineer, repair or attempt to repair the bedside computers or equipment.
- Pay Telstra for any damage to, theft or loss arising from such damage or theft of the bedside computers and equipment, other than fair wear and tear and damage caused by Telstra or any of its subcontractors.

7. **EXCLUSIVITY**

The exclusivity of patient entertainment services (PES) is effective for all areas where bedside computers are installed, both commercial and non-commercial units. Communal areas are not included in scope, therefore the terms of exclusivity are not applicable to these areas.

- Telstra is the exclusive provider to SA Health in-scope hospitals, of patient entertainment services of the same or substantially similar type in all patient wards/units where bedside computers are installed (in-scope areas).
- Patients are not permitted to bring their own televisions or desktop personal computers into their rooms or to use at the bedside in all in-scope areas.
- Dependent on local hospital policy, patients and visitors may be permitted to bring in their own personal/portable devices. These devices include:
  - Portable DVD players
  - Portable gaming consoles
  - Radios
  - MP3 players
  - Mobile phones
  - Smart Phones
  - Laptop style computers and
  - Any similar evolving technology

- The hospital and third parties (eg Hospital Television Rentals) are not permitted to provide the above listed devices within in-scope areas.
• Telstra have agreed to permit the use of Starlight Fun Centres, however the number of units is capped at the number held by each site at the time of implementation.
• Donation of devices from charities will be reviewed on a case by case basis by the Bedside Computer Operational Management Committee.

8. GOVERNANCE

Bedside computers are governed by the Bedside Computer Operational Management Committee (OMC), jointly chaired by SA Health and Telstra. The OMC meet monthly.

Matters requiring OMC approval include:
• Permission to use additional entertainment devices, including donated devices, within an in-scope bedside computer area;
• The addition or removal of bedside computers (approval by the Hospital General Manager and Local Health Network Director is required prior to submission to the OMC);
• Reclassification of a bedside computer to commercial or non-commercial;
• Unresolved matters requiring escalation; and
• Feedback and/or concerns relative to bedside computers.

All matters requiring submission to the OMC must be submitted in the form of a briefing note. The briefing note template can be found on the SA Health.

The Bedside Computer OMC can be contacted via email at ehsbedsidecomputergovernance@health.sa.gov.au

9. SUPPORT

There is a dedicated Bedside Computer Support Desk, operating between the hours of 9am – 5pm Monday to Friday. The support desk number is listed on the bedside computers as well as posters on display in each hospital.

Hospitals have been provided with hard copies of the procedures manual, additional copies may be downloaded from the SA Health intranet.

“How To” user guides have been provided for both patients and staff.
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10. DOCUMENT CONTROL INFORMATION

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Title: Bedside Computer Patient Entertainment Framework for SA Health

Description: The purpose of this Policy is to provide a framework for the application of patient entertainment services across SA Health where bedside computers are available.

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Subject: Bedside Computers Patient Entertainment

Contributors: Marcel Althoff, Bedside Computer Program Manager

Jason Dahlenburg, Business Analyst, Bedside Computer Program

Natalie Byrne, Project Officer, Bedside Computer Program

Document Location: SA Health Intranet

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6.1 Change History

A printed version of this document may have been superseded. The current version of this document and all other documents associated with the ICT Standards Framework can be accessed via the SA Health Intranet.

If the current date is after the “Check for new version after” date in the Document Control Information, check whether a later version is available.