A Modern Wireless Platform for the Modern Healthcare Facility

Mist

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Delivering Amazing Wireless Experiences to Patients, Caregivers, Visitors, Administrators and the IT Personnel that support them all

Modern healthcare has evolved beyond the need for basic mobile connectivity. As devices have become smarter and more abundant, healthcare applications have also become more robust. Gone are the days when mobile access to patient records, voice communication over WiFi, and internet access are enough in hospitals, clinics and other facilities. Instead, today's healthcare environments also want to take advantage of the location of patients and caregivers to optimize interactions, lower costs, and deliver more personalized services.

As the types of mobile services have changed in healthcare, so too must the underlying wireless infrastructure. Old WLANs that were designed before the Smartphone era must be replaced by more modern wireless platforms, which bring new levels of scale, reliability, and simplicity to healthcare facilities - plus high accuracy location services to take advantage of the unique attributes of Smartphones, tablets and computers.

This is the value proposition of Mist's next generation wireless platform, which takes a unique user-first approach to wireless. Built from the ground-up to deliver smart wireless services for the Smart Device Era, Mist combines unprecedented insight into wireless user behavior with proactive actions for simpler operations and amazing mobile experience.

The Mist platform lets you think centrally and act locally through a combination of cloud-based intelligence and on premise Access Points. Top attributes of the Mist platform include:

- **A purpose-built cloud architecture.** The Mist Intelligent Wireless Cloud (IWC) is designed to provide unprecedented visibility and control at web scale, with a micro services architecture for extreme agility when rolling out new features/services.

- **Data science meets wireless wizardry.** Mist uses machine learning, event correlation, and automation to ensure the wireless network is always optimized for constantly changing user requirements and device capabilities (with minimal manual IT intervention.)

- **Integrated high accuracy location.** The same platform used for business critical Wi-Fi delivers highly contextual location services using enterprise grade BLE. With Mist, you can see where the mobile are at all times, and deliver high value location services with the click of a mouse. No physical beacons or site surveys are required.

In addition to classic wireless networking functions, the Mist platform enables healthcare providers to offer services never before possible. Examples include:

Amazing Patient Experiences:

- **Faster check-in.** Patients can be automatically checked in the moment they enter a facility. Rooms can be automatically assigned, with directions pushed for easy navigation.

- **Richer in-Room Experience.** In-room entertainment and applications can be personalized by individual or location (e.g. children's ward.) Patients can use these services to easily get information about their doctors and treatments. Plus, they can easily locate the nearest nurse when in need.

- **Easy navigation.** Patients can easily locate and get directions to the closest cafeterias, labs, pharmacies, and other locations.

- **Analytics.** Patients can review the time spent with specific doctors and whether strategic assets were used in their care for accurate billing
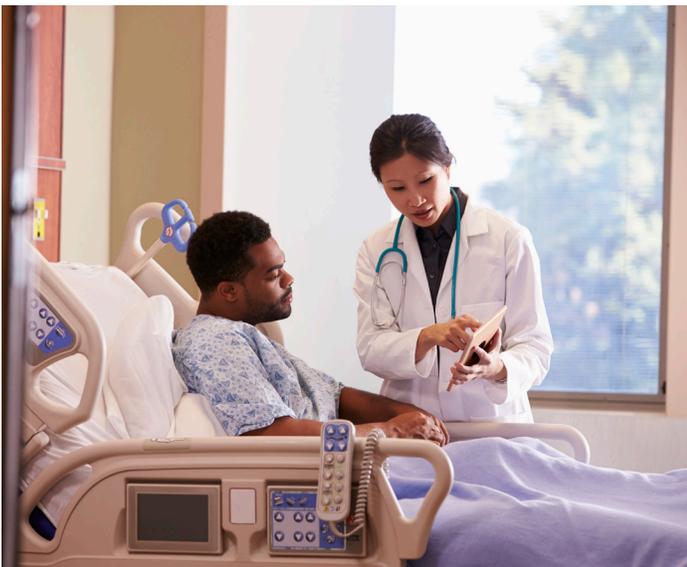
Amazing Caregiver Experiences:

- **Resource assignment.** Doctors and nurses can easily locate labs, open consultation rooms, and available nearby staff members.

- **Reliable access to records.** Patient records are always available with secure and easy mobile access.

- **Asset location.** Track down available wheel chairs, diagnostic carts, pumps, etc.

- **Find/Navigate.** Visitors to a facility can easily find cafeterias, patient rooms, gift shops, and other resources.

- **Push Messages / Promotions**. Facilities can notify guests of available services, such as free flu shots or discounts in the gift shop. In addition, it can push health tips, news, or interesting articles to visitors, and let them know the status of family members being treated.

Amazing Administrator Experiences

- **Monitor patients' quality of experience.** Administrators can see which doctors are spending enough time with which patients, that enough nurses are available in every shift, and that patients can access the online resources they need.

- **Asset location.** Monitor location of Wi-Fi and BLE-enabled devices, like wheelchairs and pumps.

- **Accurate billing.** Track what resources were used for each patient, plus how much time was spent with individual caregivers

Amazing IT Experiences

- **No physical beacons;** No BLE site surveys. IT administrators have a painless BLE experience with Mist, as there is no need to hang beacons, replace batteries, move beacons, or do site surveys. With Mist, virtual beacons and zones are setup in seconds with the simple click of a mouse.

- **Best accuracy and performance.** People and items can be located to within 1 m (with sub second latency) using Mists' sophisticated location algorithms that constantly adapt to changing RF and user/device conditions. With room level accuracy, health records can be easily updated to reflect which doctors/nurses spend time with which patients, and which devices were used in treatment.

- **Quick problem remediation.** Proactive Analytics and Event Correlation (PACE) identify Wi-Fi problems as they happen and identify root causes easily for rapid troubleshooting (i.e. is it a connection, capacity, or time to connect issue? Is it a wired or wireless problem? Is it specific to individual users or groups of users?)

- **Predictive recommendations.** The Mist platform provides recommendations to fix Wi-Fi problems before they arise, ensuring the best experience across mobile devices.

- **Easily assign resources.** IT staff can provide access to the Internet, printers and other resources to wireless users with the click of a mouse.
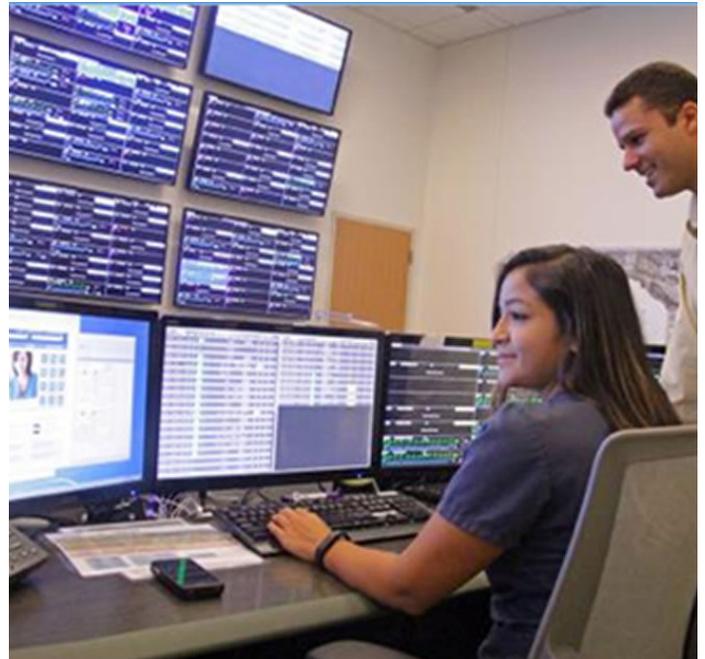
Smart Wireless for Smart Healthcare

Modern healthcare needs modern wireless technology. If internet access and remote connectivity to records are all that are required, legacy WLAN solutions are a perfect pill. But if scalability, ease of use, automation, and high accuracy locations services are required to deliver amazing patient, caregiver, guest, administrator and IT experiences, then Mist is just what the doctor ordered.

About Mist

Mist built the first wireless platform for the Smart Device era. By taking a user-first approach to networking, the Mist Intelligent Wireless Cloud (IWC) eliminates the operational burdens of legacy wireless architectures by replacing human interaction with machine learning and proactive automation. In addition, Mist takes unique advantage of user location and behavior to deliver a superior experience for wireless users.

The Mist team consists of leading experts in wireless, machine learning, and cloud, who are responsible for building the largest and most advanced networks in the world. Founded in June 2014, the company is based in Cupertino, CA. For more information, visit mist.com

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