



## A perfect fit in challenging times — Lenovo's ThinkPad® T14 Healthcare Edition

When an academic health system transitioned from a home-grown EHR to Epic in 2010, laptops became an integral part of the clinical and administrative workflows.

As workflows evolved and privacy and compliance requirements increased, the organization found that clinicians were logging in and out of devices multiple times throughout the day.

“Our clinicians had to log in twice for each patient they saw — once in the room with the patient, and then again outside when they were prepping for the next patient, which resulted in dozens of log-ins per day,” said the health system’s director of Information Systems (IS).

When the time came for a technology refresh, he knew the health system needed a solution that would integrate seamlessly with Imprivata single sign-on, which it used for both computer authentication and EHR access, saving valuable time and streamlining patient engagement workflows. In addition, the device needed to meet the Epic resolution requirement to display the full application screen.

### Customer

The academic health system, serving a population of 1.9 million, provides access to more than 1,800 providers in almost every area of medicine, delivering care at its flagship hospital. The system also includes a cancer center, children’s hospital, multiple member hospitals, and 24 clinics providing regional ambulatory services.

### Critical Needs

- **Secure authentication** Tap-to-logout with Imprivata® compatible single sign-on
- **Work-from-anywhere versatility** On- and off-premises hospital workflow support
- **Device durability** Mobile devices designed to stand up to frequent disinfecting

### The Solution

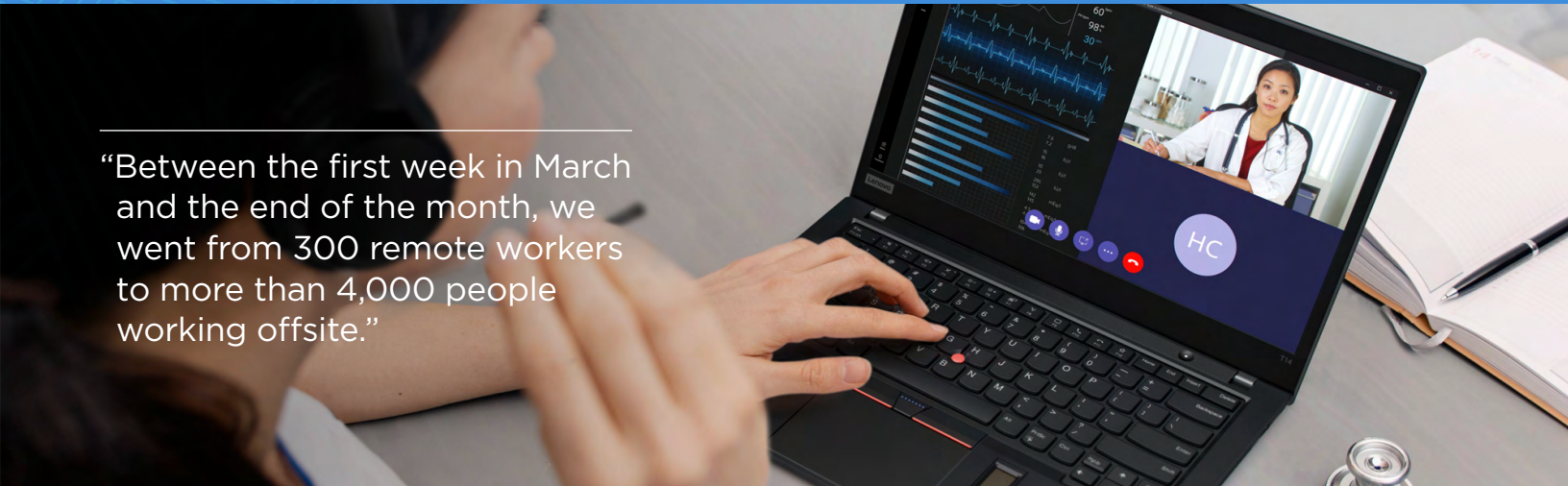
Lenovo ThinkPad® T14 Healthcare Edition  
Lenovo Asset Tagging Service



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### Integrating device and building security

“With the ThinkPad T14 Healthcare Edition’s built-in RFID reader, our employees can just tap and go,” the IS director said. “It’s a tremendous time-saver for clinicians to quickly log in to a device and access the EMR when moving from patient to patient. We no longer have to maintain and support separate badge readers for each device, and employees use the same badge for building access, automated dispensers, and other functions throughout the facility.”

Once clinicians are logged in to the T14 Healthcare Edition, powered by the built-for-business Intel vPro® platform, further protections kick in to shield patient data. This made-for-healthcare ThinkPad has PrivacyGuard, an integrated e-privacy screen filter to prevent visual hackers. When coupled with PrivacyAlert to detect additional sets of eyes, the screen can automatically engage the filter. And the built-in webcam privacy shutter prevents intrusion during a patient encounter by completely covering the device’s camera.

### Navigating disruption and work from anywhere

When the COVID-19 pandemic hit, the health system had to quickly pivot to accommodate employees working from a variety of new locations. As part of the Incident Command Team, the IS director was on the front lines. “Between the first week in March and the end of the month, we went from 300 remote workers to more than 4,000 people working offsite. Having the T14s deployed made that transition much easier as clinicians could move between the office and home and maintain secure productivity. Now, we have some providers working full days from home while others are splitting their time doing half-days of telehealth from the office and the other half seeing patients. The flexibility and reliability provided by the T14s was a real benefit.”

To help support effective telemedicine sessions, the T14 Healthcare Edition provides premium Dolby® Audio experience and dual far-field microphones for crystal-clear reception during consultations. Additionally, the 400 cd/m<sup>2</sup> Full-HD display allows for high-resolution viewing of medical images.



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## Supporting patient and provider safety

Infection prevention protocols are a critical part of healthcare workflows under everyday conditions, but especially when dealing with a situation like COVID-19. For this health system, the T14 Healthcare Edition's ISO 22196-compliant antimicrobial surface treatment and MIL-SPEC durability provide an added layer of confidence. "The antimicrobial covering gave us a much higher level of comfort," said the director. "Combined with the T14's antimicrobial coating and its ability to stand up to rigorous cleaning, it's the perfect device for healthcare in a pandemic."

The T14 Healthcare Edition also includes the Lenovo Quick Clean software application for wipe-downs that don't require shutting down the device. And the T14 Healthcare Edition has been tested against CDC standards to withstand vigorous cleaning throughout the day.

## Fit for the future

While the T14 Healthcare Edition is delivering reliable performance for clinicians and administrators today, the team is also looking into ways to enhance productivity down the road, as its Desktop Support technical lead explained. "We're investigating using the IR camera on the T14 Healthcare Edition for facial recognition authentication, which will streamline log-ins even further. And, as we evaluate workflows for e-prescribing of controlled substances in the future, it's great to know the T14 Healthcare Edition has the FIPS 201-compliant fingerprint reader already integrated."



The organization also plans to explore ways Lenovo can support warehousing and imaging services to further streamline deployment. "Lenovo has been so responsive and easy to work with, we've standardized on their solutions not only for our laptop fleet but for our desktops as well. It's great knowing we've got a trusted partner like Lenovo going forward."

Visit [www.Lenovo.com/Health](http://www.Lenovo.com/Health) to learn more.

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