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Remote connectivity: The crucial link for healthcare digitalization



CIO

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IMPROVING PATIENT OUTCOMES IS THE ULTIMATE GOAL OF ALL HEALTHCARE ORGANIZATIONS. However, they each face unique challenges that span issues such as delivering healthcare remotely, monitoring devices, and ensuring uptime of digital infrastructure across remote facilities. A secure remote connectivity platform that can access, manage, and support any device – across platforms – from anywhere can be instrumental in meeting those challenges.

Pursuing better health through digitalization and device management is essential for more efficient and successful delivery of services. Failure to do so increases financial, social, and political stress on health systems, which, in turn, impacts the patients these systems exist to protect. In the U.S., for example, health spending is double that of other developed nations, without achieving better outcomes.¹

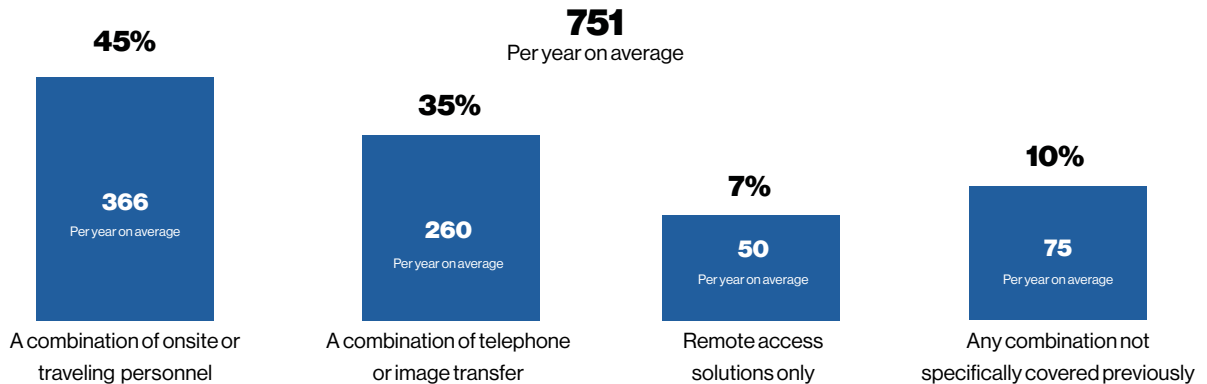
A recent survey conducted by Foundry on behalf of TeamViewer revealed that digital transformation is a high to top-priority issue for 94% of the 111 healthcare IT decision-makers polled in North America. Increasing operational efficiency (61%) and improving customer experience and satisfaction are the top drivers motivating those decision-makers.

Although 92% of those surveyed are currently using remote connectivity solutions, relatively few are currently able to use those solutions to handle IT or operational technology service cases. Almost half rely on expensive travel, and just 7% of service cases are accomplished solely with remote access solutions.



Almost half of service cases are still resolved by a combination of on-site or traveling personnel

Percentage of Healthcare IT- or OT-specific service cases resolved via remote access



MediTouch, for example, utilizes a TeamViewer remote connectivity solution to [train clinicians on and maintain its rehabilitation technology](#). Using remote access in this way means that the company can train clinicians to use complex medical technologies for clinic as well as remote rehabilitation sessions, reducing the significant time and cost of face-to-face teaching.

Remote connectivity addresses many challenges beyond staffing and training, such as:

- Enabling remote patient monitoring for more effective outcomes and to avoid exposing vulnerable patients, such as seniors, to potentially contagious waiting rooms
- Encrypting, logging, and auditing access and transactions
- Providing instant and personalized technical IT support

Survey respondents indicated that security ranks 8.1 on a 10-point scale on average in terms of evaluating remote connectivity solutions. Security is a priority as healthcare organizations are dealing with a cyberpandemic of ransomware² that can disrupt service delivery and cost millions of dollars, either from paying a ransom or from having to remediate system damage.

Cyberattacks or operator errors can quickly spread across interconnected systems. With more devices, practitioners, and researchers accessing healthcare IT systems from outside the traditional network, a secure remote connectivity solution can ensure access by only authorized personnel.

Remote connectivity plays a vital role

The ability to provide access to embedded medical equipment, even in sterile environments, places new digital capabilities into the hands of doctors, nurses, techs, and administrators.

Arizona-based Health Point Neurodiagnostics is an advanced neurodiagnostic national laboratory that [conducts remote diagnostic tests](#) in patients' homes and in facilities across the country. This includes appropriately wiring the patient, collecting and processing brain wave data, and sending a detailed report to the reading neurophysician for final interpretation and diagnosis. Technicians can remotely monitor data streams and instantly fix any problems – without the need to deploy team members to the patients' location.

Remote access enables patients to remain in their home and makes it possible for researchers and practitioners to participate in procedures and examinations without having to be physically present.

IT infrastructure needs to consistently work to ensure access to and management of mobile, remote, and embedded devices. When a link fails, it needs to be fixed fast to ensure service delivery and enable professionals and technicians to do their job.

Minimize downtime, reduce costs

TeamViewer remote connectivity solutions enable IT teams to manage troubleshooting on remote devices while monitoring and managing systems to ensure availability and security. With better remote access management, organizations can minimize downtime and lower the overall cost of providing services.

IT teams can control connections through a router, which enables a closed infrastructure – similar to an on-prem or offline solution – while facilitating remote connections exclusively through the router. In addition, IT can set authority levels for connections, role-based access controls, and time restrictions, all of which provide a more reliable, manageable digital environment. New devices can be rolled out with unattended support.

TeamViewer is a leading global technology company that provides a connectivity platform for remotely accessing, controlling, managing, monitoring, and repairing devices of any kind. Its software has been installed on more than 2.5 billion devices around the world. For more information, go to [TeamViewer](#).

¹ <https://www.pgpf.org/blog/2023/07/why-are-americans-paying-more-for-healthcare>

² <https://www.npr.org/2023/10/20/1207367397/ransomware-attacks-against-hospitals-put-patients-lives-at-risk-researchers-say>