



press release  
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## e-health: Connected Hospital improves patient care and comfort with new services

- a new multimedia terminal developed by Philips
- a device of WIFI traceability to localize the medical equipment and control the biomedical products

### Orange Business Services and Philips combine their know-how to offer an innovative solution to healthcare establishments

CareServant, the multimedia system developed by Philips and integrated by the Orange Business Services teams, offers:

- **more autonomy and convenience to patients:** multimedia services (tv, radio, telephone, games, Internet), medical and educational information, access to the establishment's own content and services (welcome handbook, meal orders, etc.);
- **direct, secure access to patient medical records at bedside,** freeing up the hospital staff from their many repetitive administrative and housekeeping duties so that they can devote themselves primarily to patient care;
- **improved hospital profitability and attractiveness:** the savings reaped through organizational optimization and the additional services offered (TV, radio, telephone, internet, video on demand) generate additional revenues for the establishment.

The combination of these two players in the health field gives healthcare centers a secure, reliable, cutting-edge solution all year round. As Michèle Lesieur, CEO of Philips Healthcare France and Chairman of Philips France says : “Coupled with the know-how of Orange Business Services, the integrating operator, our solutions are pulling down the barriers between different hospital services and transforming healthcare centers into truly connected hospitals.”

### WiFi traceability: an effective way to optimize healthcare management in real time

For hospitals and healthcare professionals, WiFi traceability offers multiple benefits:

- **optimized equipment management:** medical equipment can be located at any time and protected from theft, damage, shortage or surplus through an alerting system;
- **better control of the circulation and conservation of biomedical products:** hospital products can be monitored from receipt through final use, including continuous monitoring of the temperature and humidity of refrigeration equipment and storage areas, ensuring full compliance with prescribed standards;
- **improved patient processing:** by monitoring equipment availability at the hospital, the wait time due to the unavailability of equipment can be reduced.



### **Connected Hospital: innovative services for optimized organization of healthcare**

Connected Hospital, the modular solution launched in 2007 by Orange Business Services is an integrated and interactive communication platform, dedicated to the healthcare establishments. It enables to monitor operations better, improve the quality of healthcare, and increase patient comfort and safety, all at their own pace with:

- communication tools for the patient's use: multimedia terminals and an interactive television solution (Room TV)
- innovative services for optimized organization of healthcare: greater reachability, the free flow of patient data, and optimization of daily work by reducing repetitive tasks
- increased protection of patients (geo-positioning bracelet, nurse call) and of personnel (alerting system for staff working in isolated conditions)
- total support from Orange Business Services' expert consulting : it includes equipment installation, operation and maintenance.

### **About Orange Business Services**

Orange Business Services, the France Telecom-Orange branch dedicated to B2B services, is a leading global integrator of communications solutions for multinational corporations. With the world's largest, seamless network for voice and data, Orange Business Services reaches 220 countries and territories with local support in 166. Offering a comprehensive package of communication services covering cloud computing, enterprise mobility, M2M, security, unified communications, videoconferencing, and broadband, Orange Business Services delivers a best-in-class customer experience across a global landscape. Thousands of enterprise customers and 1.4 million mobile data users rely on an Orange Business Services international platform for communicating and conducting business. Orange Business Services is a four-time winner of Best Global Operator at the World Communication Awards. Learn more at [www.orange-business.com](http://www.orange-business.com)

France Telecom-Orange is one of the world's leading telecommunications operators with 170,000 employees worldwide and sales of 33.8 billion euros in the first nine months of 2011. Orange is the Group's single brand for Internet, television and mobile services in the majority of countries where the company operates. France Telecom (NYSE:FTE) is listed on Euronext Paris (compartment A) and on the New York Stock Exchange.

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