LG Pro:Centric® Connect™

Secure Video Calling with LG Hospital Smart TVs

WHAT IS PRO:CENTRIC CONNECT?

Built as an extension to the Pro:Centric platform, Pro:Centric Connect enables third party development partners or "System Integrators,"(SI) to build powerful telemedicine video-communication solutions on LG's range of hospital smart televisions. It also provides a scalable, secure, cloud-based video call handling platform that manages the traffic and call transactions for multiple hospital facilities.

Utilizing WebRTC open standards, real-time communication is added to the existing interactive patient-room application to support peer-to-peer video calls between the patients' smart television, and the desktop and mobile devices of hospital staff, doctors or friends and family.

This enables a simple, convenient way for remote telemedicine consultations between doctors and patients, realizing the benefits of improved patient satisfaction and reduced cost of care. In addition, patients can feel comforted in that they can connect with their loved ones at any time using their LG smart television right from their patient-room without having to use their mobile device or download an app.

HOW DOES PRO:CENTRIC CONNECT WORK?

The built-in browser of LG's smart TV supports the WebRTC open standard and this is used by the hosted third party interactive patient application to add video conferencing capability to the system. With the addition of a web cam, the patient can access the video calling feature through the existing user interface on the LG Smart TV, navigating using their pillow speaker already connected to the patient room TV. The LG Smart TV can originate or terminate calls and will work with Android, iOS, Macbook and Windows Desktop end devices.

When calls are placed, the Pro:Centric Connect platform is used to connect the calling and called parties together using an AWS cloud-hosted WebRTC system with STUN and TURN servers, which manage the address translation and call connections. The SI's system places the call via LG's Pro:Centric API's hosted in the Amazon web services cloud front-end.

LG's Pro:Centric Connect platform is secure in that it contains no patient personal identifiable information and all call traffic is encrypted. The patient confidential information is retained in the SI's application where it resides today, and it's this system which keeps track of mapping of the television to room number to patient identity. The SI's application manages the configuration and administration of users of the video calling feature and therefore, no unauthorized users can make calls or request accounts thereby adding another level of security.

WHAT ARE THE BENEFITS?

For doctors, it means less travel time and more time to meet with patients, providing the ability to see more patients at multiple sites. For patients, Pro:Centric Connect can enable more face-time with their doctors and more frequent check-ins, resulting in enhanced quality of care. Additionally, Pro:Centric Connect creates a connected & safe environment for elderly patients in Long Term Care to communicate with family, doctors and caregivers. The advantages of Pro:Centric Connect include:
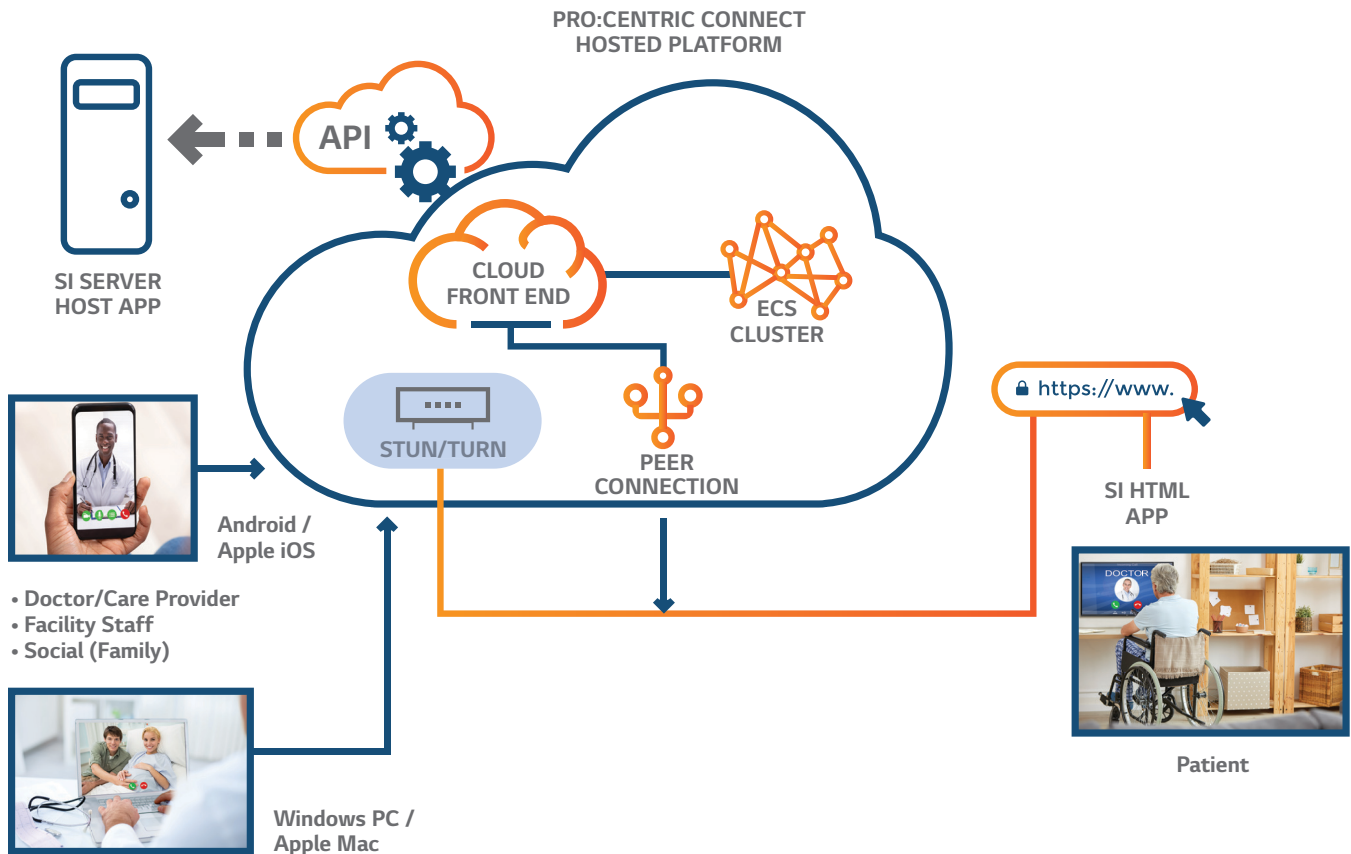

• Ability to leverage a smart TV in the patient room with suitable camera and scalable back end software.

• Patients are familiar with the TV remote control to simply navigate and launch the video calling features.

• System integrators can use the open-source Pro:Centric Connect architecture to enable video calling on patient TVs and most types of hospital staff devices.

• The communication network remains protected within the Hospital IT infrastructure.

• LG develops platform solutions to enable its SI partners to support your specific application. The perfect combination to provide secure, easy-to-use telehealth video calling for your entire facility and remote staff as well.

Contact your System Integrator to talk about developing a Pro:Centric Connect solution for your team. Pro:Centric Connect is open source and supported by Apple, Google, Microsoft, Mozilla and others. All LG Smart TVs with webOS 3.5 onwards support Pro:Centric Connect.

LG PRO:CENTRIC CONNECT ARCHITECTURE

- LG Hosted Platform provides single party point-to-point video call handling
    - TV to PC/Mobile, TV to TV, between PC/Mobile
    - At least one party must be on facilities' network
- SI server requests calls via API & holds user address translatons
- SI TV app is modified to present UI and drive calls via HCAP API/Cloud API

For more information about Pro:Centric Connect, please contact:
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