Enhancing the care environment with Philips Ambient Experience

Key advantages

- Enhancing the patient experience
- Improving staff workflow
- Delivering across service lines
- Designing a better care environment

Creating a calming and engaging experience

Higher productivity, more efficient processes, and a better care experience for patients, family and staff – these are some of the tangible results we can help you achieve with Philips Ambient Experience solutions.

Measured success from our 3000+ installations demonstrates that reducing patient stress can lead to better patient compliance, thereby decreasing delays and retakes. This can have a positive impact on your clinical, operational and financial challenges.

Our evidence-based research approach and people-centric design thinking, helps facilities like yours uncover new opportunities to transform the care experience. We use room design, dynamic lighting, video projection, and sound to provide positive distractions and give patients greater control of the environment. In addition, we can provide recommendations for effective staff workflow and optimized storage – all aimed at improving the care experience for patients and healthcare professionals alike.

Ambient Experience solutions have proven successful in waiting areas, exam/procedure suites, recovery rooms, and even entire departments.

Ambient Experience solutions

Designing a groundbreaking patient care experience

What are the elements of an Ambient Experience solution?

Active relaxation themes
Themes are an important feature of Ambient Experience, helping patients feel engaged and providing them with positive distraction and a feeling of control. Ambient Experience can access more than 9 hours of thematic content for different age groups, cultures, and personal tastes. The themes are developed to calm the patient and are based on Healing Art guidelines and experience research.

Dynamic lighting, sound, and video
A proprietary control system integrates dynamic lighting, sound, and video to provide both positive distraction for the patient and an opportunity to personalize an otherwise intimidating environment. The Ambient Experience theme or color selection and pre-set functionality are accessed with a touchscreen interface. Moreover, patients or staff can connect their own devices to the Ambient Experience system to comfort with personal audio and video.

Room design, site planning, and project management
Site-specific recommendations are provided to optimize the clinical area regarding workflow and storage, including opportunities to reduce clutter for a more soothing environment.
These recommendations are incorporated into the standard equipment site plans.

Specific enhancements are available per modality, such as In-bore Connect for positive visual distraction during an MRI exam and automated breathhold support for MR exams. A Pediatric Coaching program brings child-focused stress relief to the youngest patients.

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Ambient Experience **for CT**

Stressed patients are less likely to comply, which may negatively affect the image quality, that can lead to longer exam times. Active relaxation and positive distraction techniques create a welcoming, relaxing multi-sensorial imaging environment.

Patients can select the room theme and staff can easily provide breath-hold guidance.

Scope of Delivery

Templated room design
Design recommendations to reduce clutter and improve workflow incorporated in site plans, such as floor island, rounded corners, integrated cabinets.

Project Management
Supervision by Philips project manager. Coordination of communication with contractor and/or architect, resources and implementation.

Control system and software
Necessary hardware, cabling, and software to control the Ambient Experience components.

External audio/video
HDMI input for connection of personal devices such as phone or tablet.

Audio system
Ceiling speakers and cabling for connection to the control system.

Ambient Experience themes
A variety of over 42 themes help patients feel engaged and provide them with positive distraction and a feeling of control. The room's dynamic gradient lighting, audio, and video render the theme to create a welcome ambiance.

Journey Manager
The Journey Manager enables creating dedicated journeys from the various Ambient Experience themes, addressing various aged populations, gender and different cultures.

Touchscreen
The touchscreen provides an easy way for the themes to control all components of the system. It provides settings for theme and color selection, as well as system control functionality.

Dynamic gradient lighting
Dynamic LED light system for indirect cove light, controlled by selected theme or selected color.

Side wall projection
Optically short-throw in-ceiling-mounted projector is minimally visible during the operation. Including mounting brackets and cabling.

Ceiling display
Two 55" displays unobtrusively integrated in the ceiling. The Ambient Experience video content can be played head first or feet first depending on the procedure setting.

Breathhold guidance
The manual breathhold commands that are given during the CT-scan, are visualized on the displays in the scanner room and assist with the patient's respiratory cycle.

Accessories and Options

Kitten Scanner
Interactive instructional tool for children to prepare them for their scanning procedure, including set of characters.

Dynamic cove lighting
Colored cove lights enhance the effect of chosen theme with indirect and dynamic light

Side wall projection
Theme visuals are projected on the wall for distraction upon entering the room

Audio system
Soothing audio corresponds with the chosen theme and offers the possibility to listen to personal music for longer procedures

Ceiling display
Theme visuals are displayed for distraction and relaxation during the scan.

Breathhold guidance (software)
The breathhold commands enhance patient compliance

Rounded corners
Give the impression of space while discouraging clutter

Child preparation area
Educational 'Kitten Scanner' playfully prepares children for their scan

Storage
Integrated storage for essential materials keeps the room clutter free

External Audio/Video
You can connect your own devices to the ambient experience system to play audio and video selections of your choosing

Control room touchscreen
Enables staff to control the settings of the Ambient Experience system

Integrated projector
The projector is unobtrusively integrated into the ceiling

Patient touchscreen
Gives patient a choice of a number of themes to personalize the environment before entering the room

Journey Manager (software)
Enables creating dedicated journeys, relevant for all age groups, cultures and personal tastes

How to reach us
www.philips.com/ambientexperience