# Enhancing the care environment with Philips Ambient Experience

## Key advantages

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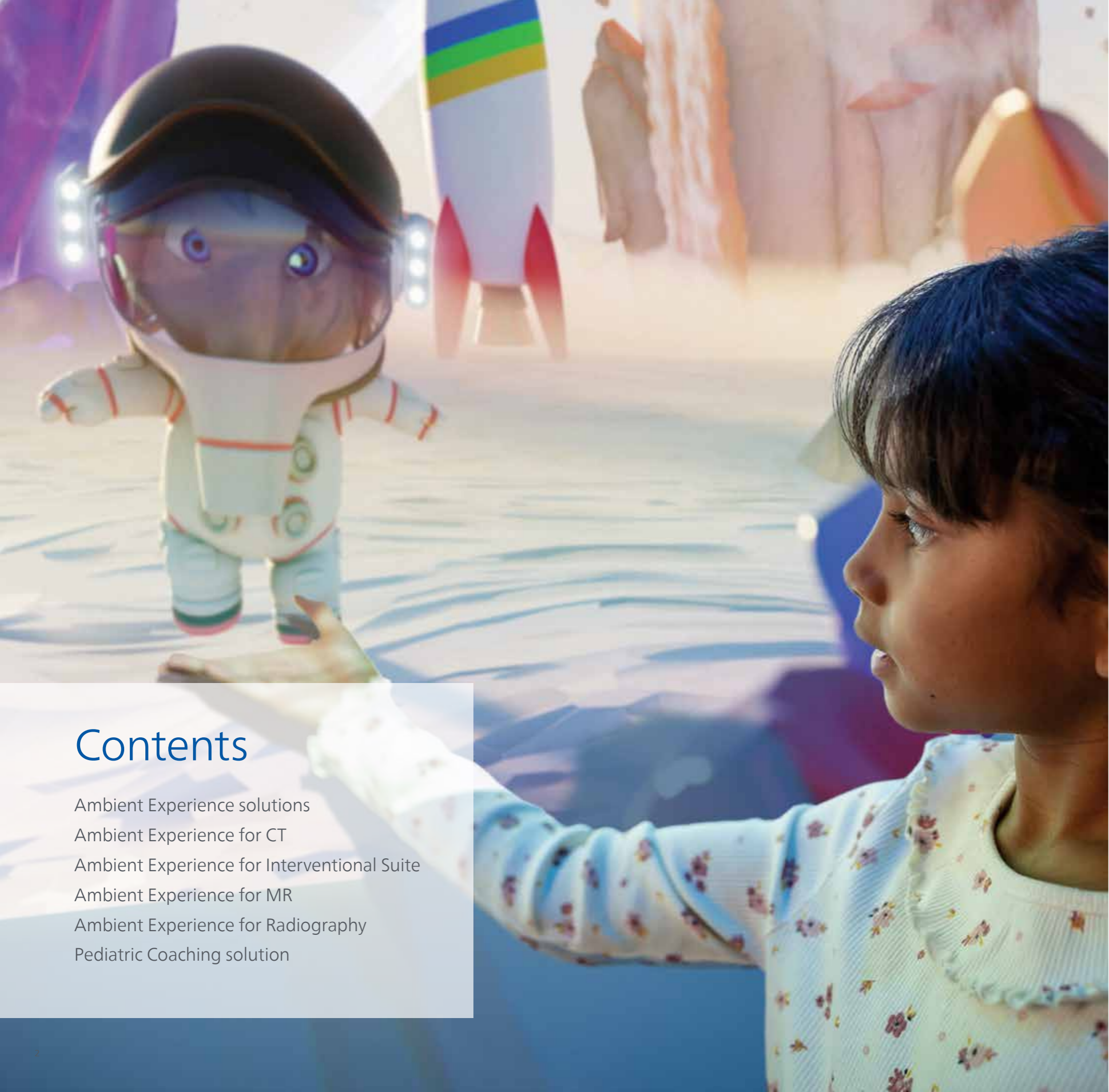- Designing a better care environment

## 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 2,500+ 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.

**Details per modality can be found on the following pages.**

# Contents

# 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.

**Standard themes**
Variety of 31 standard 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 large 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

**Privacy glass control**
The privacy glass interface enables changing of the privacy glass with a simple touch on the touchscreen.
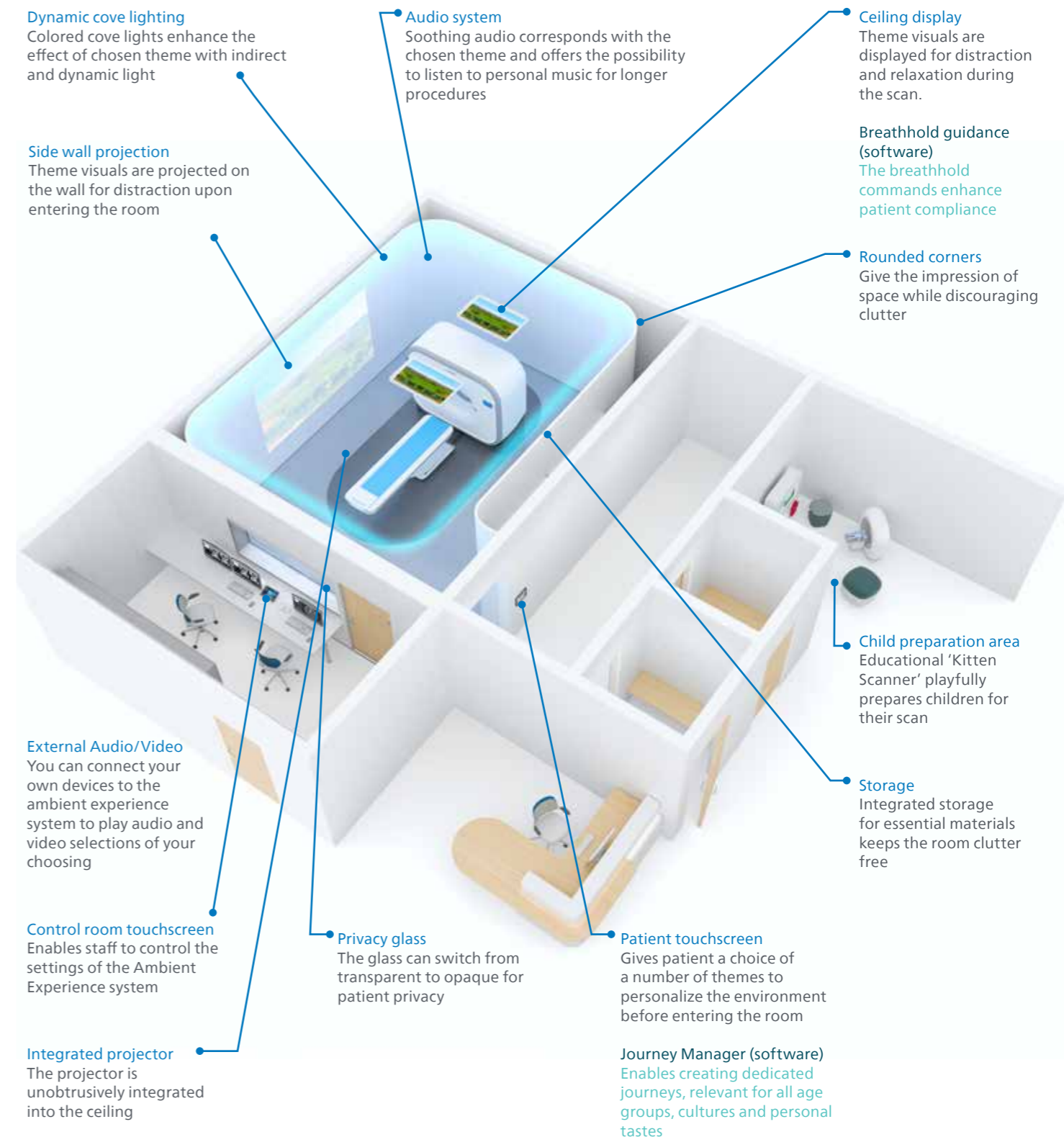
**Premium themes**
Via the Philips Service Manager any additional theme can be added to the standard themes. 14 premium themes can be added to the Ambient Experience themes library.

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

**Wireless access**
Enables iPad tablet to control the Ambient Experience system as a 2nd touchscreen.



**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

**Privacy glass**
The glass can switch from transparent to opaque for patient privacy

**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

**Integrated projector**
The projector is unobtrusively integrated into the ceiling

# Ambient Experience **for Interventional Suite**

Patients worried about their outcome are most stressed prior to the procedure and busy staff have less time to comfort. Ambient Experience provides self-selected lighting, audio, and theme settings help to calm the patient during procedure preparation, during the procedure, and in post-procedure recovery.

## 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 and cabling for installation. Software to control the Ambient Experience components such as volume, light intensity and color.

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

**Audio system**
Two ceiling speakers and cabling for connection to the AE control system.

**Standard themes**
A variety of 31 standard 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.

**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.

**Ceiling theme elements**
Large displays unobstrusively integrated in the ceiling on which theme visuals are displayed. These displays provide distraction for the patient during preparation phase and relaxation during the scan.

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

**Cove design as a service**
Cove design is included in the offering to design the best suitable option for a closed hygiene cove in new to build or existing rooms.

**Azurion FlexVision**
Integrated with Ambient Experience displays the visual themes in sync with room lighting and audio

## Accessories and Options

**Privacy glass control**
The privacy glass interface enables changing of the privacy glass with a simple touch on the touchscreen.
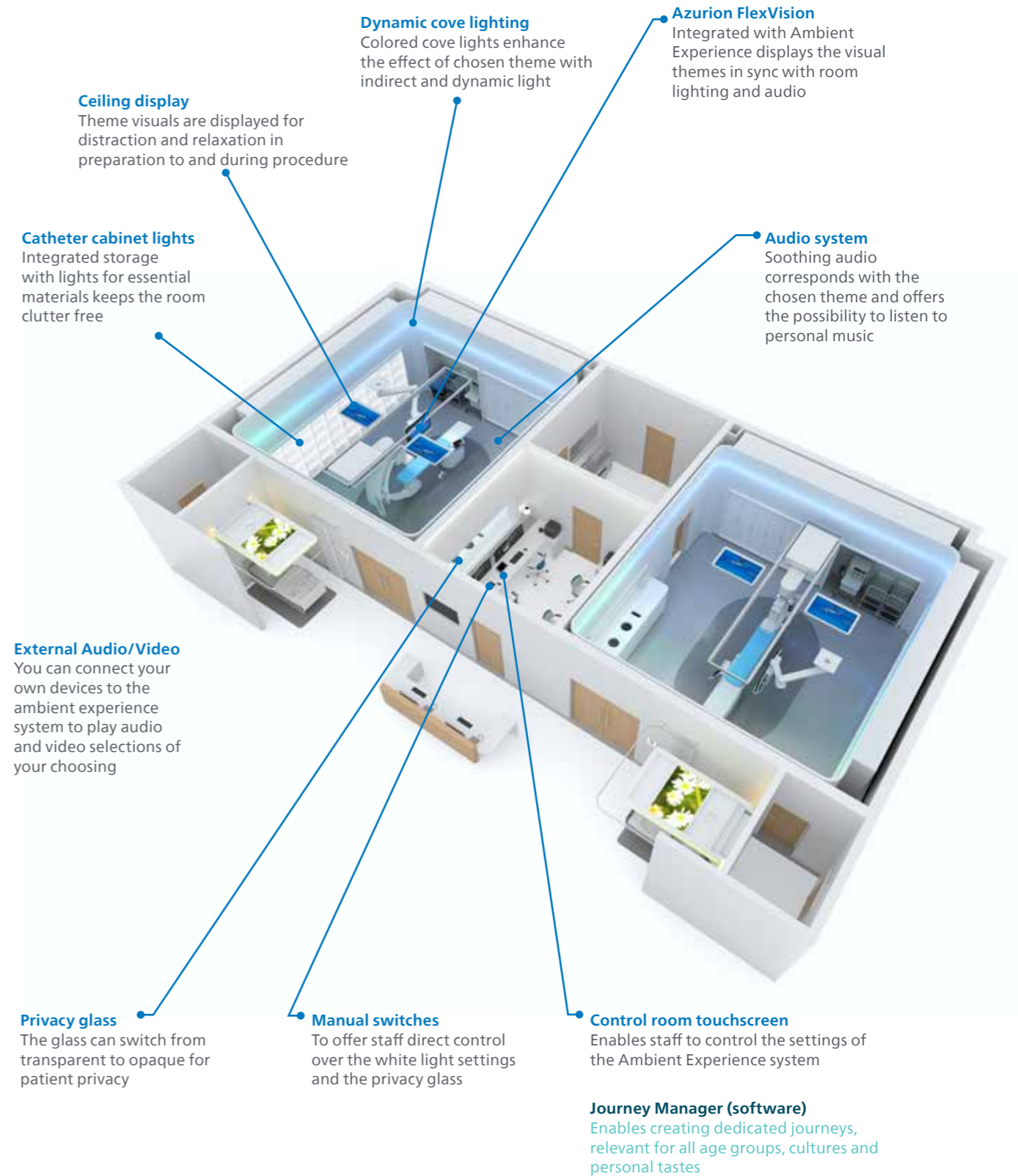
**Premium themes**
Via the Philips Service Manager any additional theme can be added to the standard themes. 14 premium themes can be added to the Ambient Experience themes library.

**Catheter cabinet lights**
Integrated storage with lights for essential materials keeps the room clutter free.

**Wireless access**
Enables iPad tablet to control the Ambient Experience system as a second touchscreen.

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

**Azurion FlexVision**
Integrated with Ambient Experience displays the visual themes in sync with room lighting and audio

**Ceiling display**
Theme visuals are displayed for distraction and relaxation in preparation to and during procedure

**Catheter cabinet lights**
Integrated storage with lights for essential materials keeps the room clutter free

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

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

**Privacy glass**
The glass can switch from transparent to opaque for patient privacy

**Manual switches**
To offer staff direct control over the white light settings and the privacy glass

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

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

# Ambient Experience **for MR**



Anxious, claustrophobic, non-compliant patients lead to more retakes, longer procedures, and unnecessary sedation. Calming themes relax the patient prior to and during the exam. In-bore audio and visuals help them to remain calm and compliant.

## 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 coil 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**
Cabling to connect the Ambient Experience system to the audio system with ceiling speakers and headphones of the MR system.

**Standard themes**
A variety of 31 standard 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.

**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 to control all components of the system. The contemporary user interface enables an intuitive theme and journey selection, as well as system control functionality. System consists of one wall mounted and 1 desk mounted touchscreen.

**Dynamic gradient lighting**
MR compatible, 'wall-washing', dynamic LED spotlight system, controlled by selected theme, color or preset.

**Wall projection**
MRI compatible video projector in a RF shielded projector housing.

**Ceiling Lighting Element (Halo)**
MR compatible dynamic colored LED lighting element. Specially designed and constructed molded light diffuser. Includes: power supply, cabling and ceiling tiles.

**In-bore Connect**
In-bore Connect helps improve the patient experience during the scan by providing step-by-step guidance information and positive distraction.  Synced with the Philips MRI, it provides scan progress and breath-hold information during the scan to support patient compliance.

The MRI compatible exam room display accomodates flexible room design options with the RF cage.

## Accessories and Options

**Privacy glass control**
The privacy glass interface enables changing of the privacy glass with a simple touch on the touchscreen.

**Premium themes**
Via the Philips Service Manager any additional theme can be added to the standard themes. 14 premium themes can be added to the Ambient Experience themes library.

**Storage**
Coil cabinet for storing medical equipment out of sight of the patient. The cart port provides storage for another 5 RF coils as well as a parking space for any MR accessory cart up to 140 cm (55 inch).

**Pediatric Coaching solution**
Successfully scan the vulnerable group of 4+, using as few sedatives as possible, by preparing and guiding children for their MRI scan at home, in the hospital, and during the procedure.

**Wireless access**
Enables iPad tablet to control the Ambient Experience system as a second touchscreen.

**Halo**
Diffused dynamic colored lighting enhances the atmosphere with a light scenario coupled to the chosen theme

**Dynamic Lighting**
Colored LED spot lights enhance the effect of chosen theme through dynamic colored light

**In-bore Connect**
Designed to help patients relax and hold still during the MRI examination

**In-bore Connect (software)**
Is linked in real-time with the Philips MR scanning software providing patient guidance MRI compatible 55" exam room display operates within RF cage

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

**Coil cabinet**
Integrated coil cabinet complements  overall room design and enhances workflow

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

**Rounded corners**
Give the impression of space while discouraging clutter



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

**Integrated projector**
The RF shielded 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

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

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

# Ambient Experience **for Radiography**

Demanding schedules may be slowed by anxious, non-compliant patients.

Philips Ambient Experience provides a welcoming environment that is achieved with lighting and audio. Even for the short exam duration, these elements of positive distraction can help relax the patient enough to increase compliance with staff instructions.

## 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 and cabling for installation. Software to control the Ambient Experience components such as volume, light intensity and color.

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

**Audio system**
Two ceiling speakers and cabling for connection to the AE control system.

**Standard themes**
A variety of 31 standard 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.

**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 tabs 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 video projector. Including mounting brackets and cabling.

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

## Accessories and Options

**Privacy glass control**
The privacy glass interface enables changing of the privacy glass with a simple touch on the touchscreen.

**Premium themes**
Via the Philips Service Manager any additional theme can be added to the standard themes. 14 premium themes can be added to the Ambient Experience themes library.

**Wireless access**
Enables iPad tablet to control the Ambient Experience system as a second touchscreen.

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

**Rounded corners**
Give the impression of space while discouraging clutter

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

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

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

**Storage**
Integrated storage for essential materials keeps the room clutter free
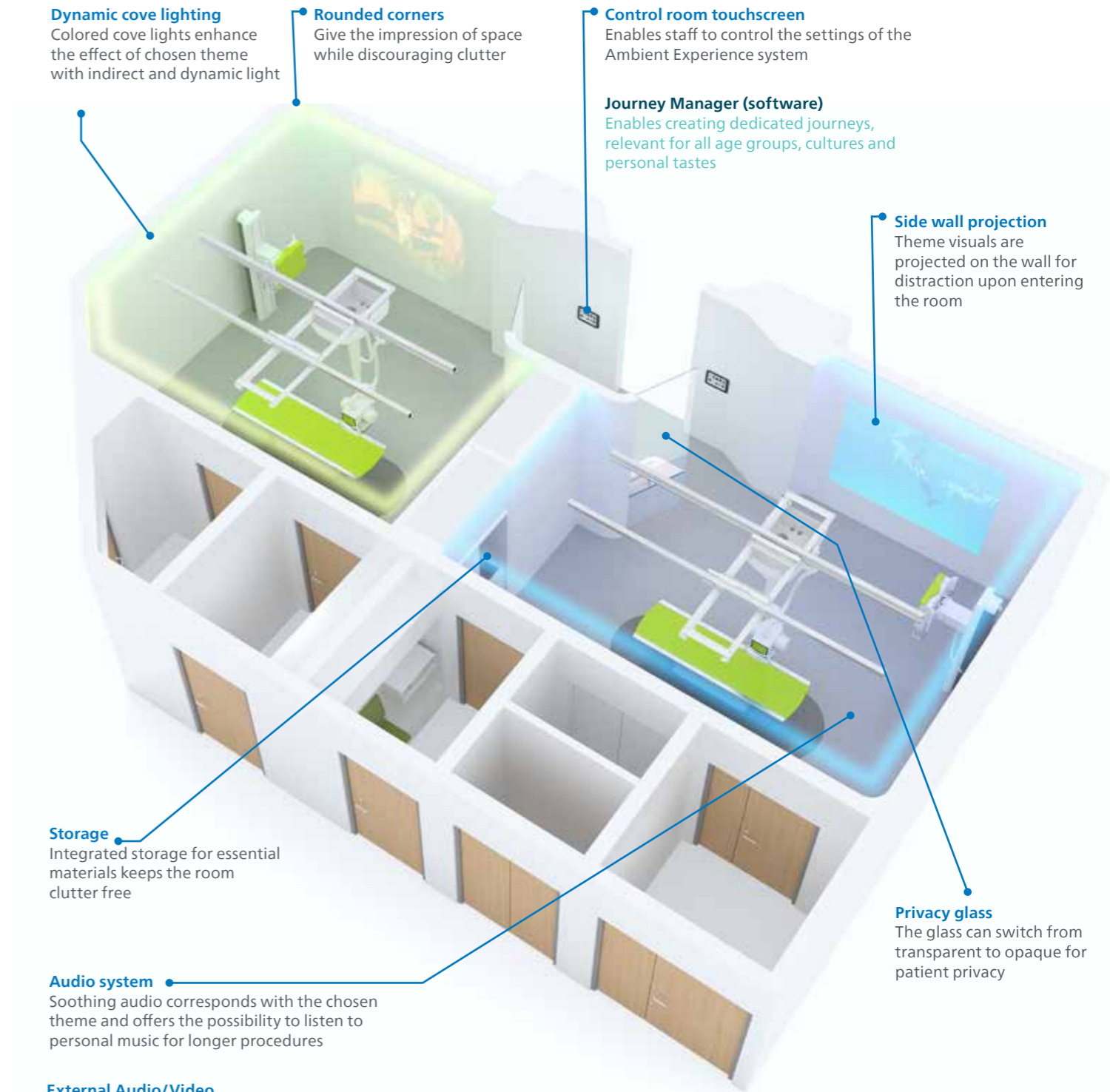
**Privacy glass**
The glass can switch from transparent to opaque for patient privacy

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

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

# Pediatric Coaching solution



Pediatric Coaching playfully prepares your youngest patients for an effective MRI exam. This will help you to successfully scan the vulnerable age group of 4+ with as few sedatives as possible and avoid healthcare-induced trauma. The solution employs gamification, a buddy system, and augmented reality (AR) educational techniques to engage, guide, and empower the child through their MRI scan journey. The experience begins at home, continues to the hospital waiting room, and leads right into the scanner itself.

**Scan Buddy app**
The Pediatric Coaching journey begins at home using the Scan Buddy app, a gamified mobile app, helping the child and their parents/caregivers become familiar with the MRI procedure in a playful way. The app is compatible with Apple and Android devices and is available in 15 languages. The app consists of three modules for children; an educational movie, an interactive MRI game, and children can explore the MRI scanner in augmented reality. In addition, the app contains a module with information for parents/caregivers.

**Scope of Delivery**
- 4-year license to use the app
- Unlimited number of users
- 15 languages (English, Spanish, French, German, Italian, Dutch, Portuguese, Norwegian, Swedish, Greek, Finnish, Arabic, Danish, Turkish and Hebrew)
- Download  Apple Store for iOS or Google Play for Android devices[1]

**'Kitten Scanner'**
The journey continues in the hospital waiting room at the educational toy Kitten Scanner where the child can 'scan' a favorite buddy character to trigger a fun, informative video. This helps the child to learn about the scanning procedure and provides tips to relax, and lie still. Reducing stress for the child beforehand can make the procedure go more smoothly and may reduce the need for sedation. The Kitten Scanner is designed to take into account how each child learns best, with visual, auditory and kinesthetic learning.

**Scope of Delivery**
- Scale model of a scanner mounted on a base unit, including a moving patient table
- 3 buddy characters (Ollie the elephant, Doris the chicken and Chris the crocodile) and a storage board
- Language selection cards in 15 languages (English, Spanish, French, German, Italian, Dutch, Portuguese, Norwegian, Swedish, Greek, Finnish, Arabic, Danish, Turkish and Hebrew)
- 32 -inch flat screen display with embedded speakers and remote control. A bracket is included for wall mounting

**Technical specifications**
Power requirements : 100-240 V, AC, 50-60 Hz
Weight: 20 kg
Dimensions: 932 mm (W) x 887 mm (H) x 917 mm (D)
Audio and Video connector type: HDMI

**In-bore Connect Pediatric license**
The in-bore Connect Pediatric License is an addition to the Ambient Experience in-bore Connect (sold separately, Ambient Exerience system release 6.1 is required.) Staff can select the pediatric option in the Ambient Experience user interface. This will enable the pediatric friendly overlay with Ollie, the elephant, whose familiar voice guides the child through the scanning procedure with visual and auto-voice timings and breath-hold instructions. Moreover, the overlay and auto voice are automatically triggered by the Philips MR scanner system.

**Scope of Delivery**
- Pediatric Coaching journey continued in the bore
- Children encounter same characters, design elements, voice, and child-friendly language as in the Scan Buddy app
- Overlay and auto voice automatically synced with Philips MR scanner
- Lowered stress levels and enhanced patient compliance help hospital staff improve workflows[1]
- 4-year license for one MR system (additional licenses for more MR systems can be ordered)



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**How to reach us**
www.philips.com/ambientexperience