



# Essential insights into **FlexCare**

Bedside Tablet

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# 1. FlexCare Bedside Tablet

## An overview of FlexCare in the health and care sector

FlexCare is a patient-centred, screen-based platform developed for the Danish healthcare system. The platform makes it possible to gather information, dialogue and participation on one intuitive screen – right by the patient’s side, designed to be a helping hand that strengthens collaboration between patient and caregiver.

### The roles around FlexCare

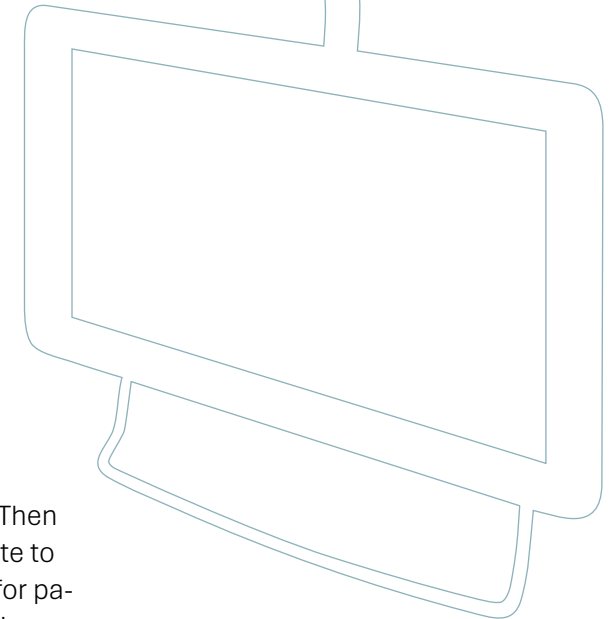
Making new technology work in everyday life is a change project. It requires all hands, systems and perspectives to come together and form a common understanding of the meaning and possibilities of technology.

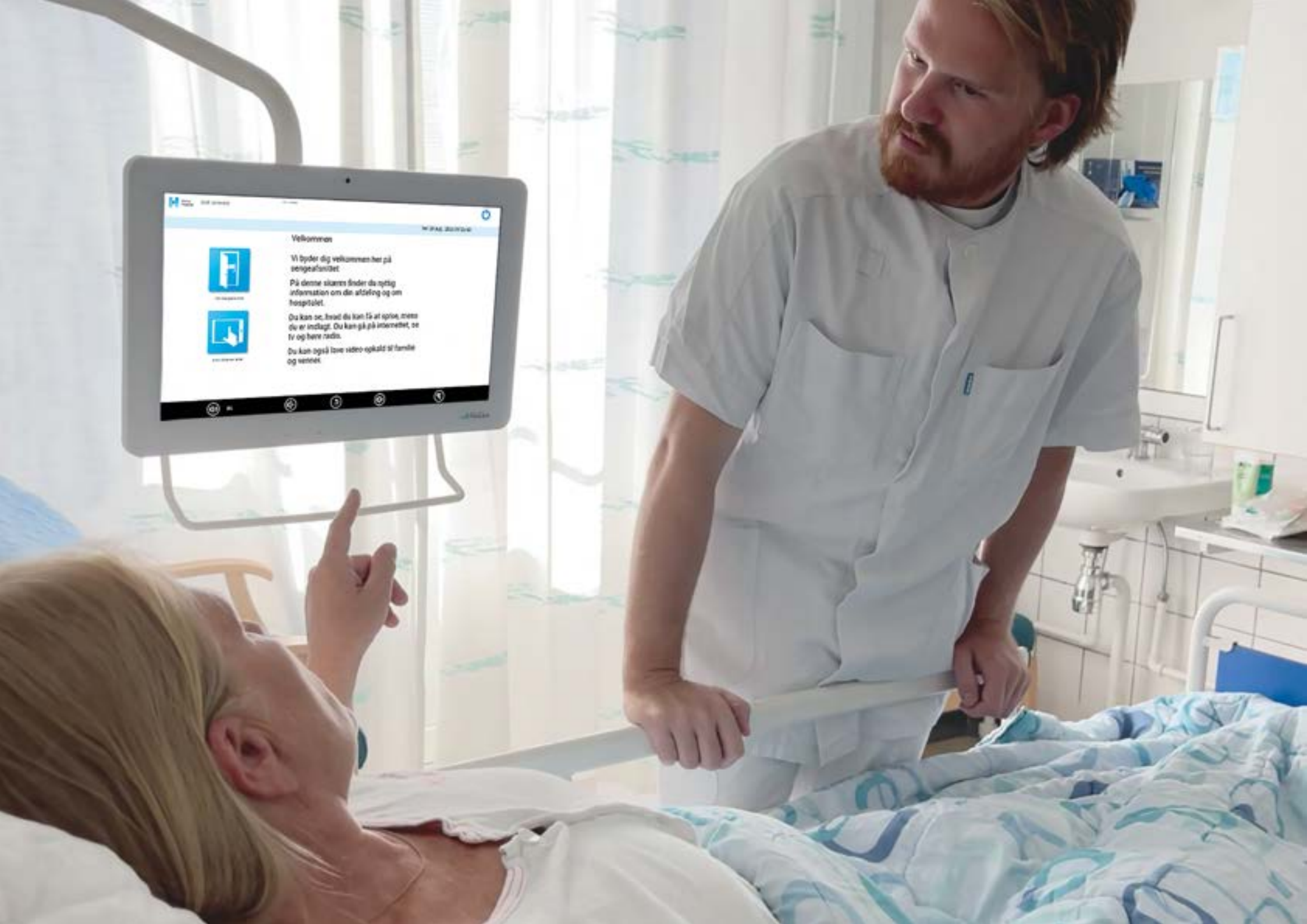
We have compiled an overview of FlexCare so that you can quickly find what is relevant to you and your functions in relation to the patient platform. You can view the booklet as ten info sheets compiled into one booklet with one page for each of the professions or tasks involved in the procurement and implementation of FlexCare.

- Patients and relatives
- Healthcare professionals
- Health IT and key personnel
- Department and development managers
- IT and digitisation managers
- Technical service and building operations
- Procurement department
- Interest groups
- Education and research environments
- Municipal health and care

We start with those who matter most: the patients. Then we move on to the many players who each contribute to making healthcare innovation a positive difference for patients and their families. We end with the municipalities, where FlexCare can tie together the citizen’s care pathway, because it can be the same tablet they encounter both at the hospital and in home care.

We hope that this booklet will provide you with knowledge and insight tailored to the needs and decisions that come with your roles in the field of digitisation and healthcare innovation. If you would like to know more, you are always welcome to contact us at PowerNet FlexCare. We are also happy to help you find colleagues among healthcare IT managers and key personnel at hospitals who can share their experiences with new users.





M Helse



### Velkommen

Vi byder dig velkommen her på sengeafdelingen.  
På denne skærm finder du nyttig information om din afdeling og om hospitalet.  
Du kan se, hvad du kan få at spise, mens du er indlagt. Du kan gå på internettet, se tv og høre radio.  
Du kan også lave video-opkald til familie og venner.



## 2. FlexCare for patients and relatives

### Knowledge, contact and security – right at your fingertips

Being admitted to hospital can be an overwhelming experience. There is a lot of information and new concepts to remember and understand. Staff may be working at a fast pace and waiting times can be long. Often, patients lack the energy to ask questions and remember all the answers, which can make it difficult to pass on information to their relatives.

With FlexCare, patients are given a fixed framework for their hospitalisation. The tablet by the bed becomes a safe point of reference where they can orientate themselves and keep up to date. It makes information more accessible and supports the patient's experience of being actively involved in their own treatment process. For the patient's relatives, this means that they can provide support more easily, both in conversation and in practical matters.

The tablet does not replace contact with staff. It strengthens it. Patients who know more about their situation ask more targeted questions and feel more secure. Patients become calmer when they are offered sensory stimulation and meaningful recreation.. And relatives who can read along, ask questions and provide support become a greater resource in the course of treatment.

### Today, the screen is used for, among other things

- welcome videos
- information about the department and daily routines
- overview of your own course
- training exercises and instructional videos
- radio, television and streaming
- sensory stimuli for relaxation or treatment support
- food ordering and recording of food intake
- video calls with relatives – also during ward rounds
- interpretation of multilingual care conversations

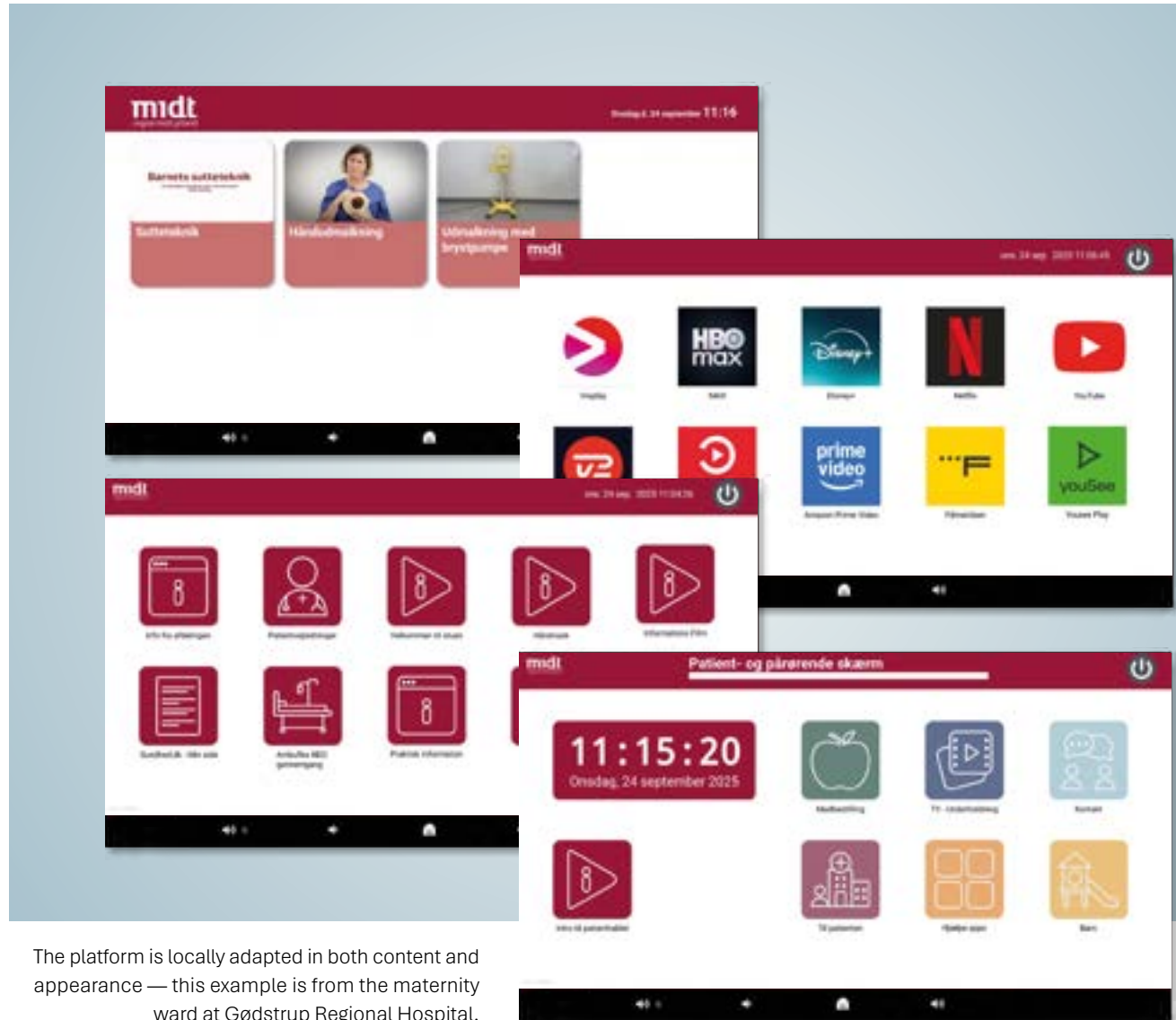


“My 7-year-old son always panics when he has to have blood tests. But at Herlev, the bioanalyst came over, pulled the screen towards him and said, “You need to see this.” Then she put on some children’s entertainment, and he just sat there — calm and still — while they took his blood samples. We’ve never experienced that before, not even when we’ve given him a phone with Ramasjang in his hand at the same time.”

– Father of a son in anaphylactic shock at the emergency room at Herlev Hospital

FlexCare is a practical, reassuring support at a time when so much can be new and unpredictable.

– Nurse Helle Bay Marcussen, clinical consultant PowerNet FlexCare



The platform is locally adapted in both content and appearance — this example is from the maternity ward at Gødstrup Regional Hospital.

### 3. FlexCare for healthcare professionals

#### When technology supports the relationship with the patient

FlexCare enables nursing staff to give patients a clear overview of their stay, communicate relevant information, and encourage active participation in their care pathway.

In a daily routine full of changes and interruptions, the platform helps to gather information, rehabilitation and entertainment in one place. It supports patients in understanding their treatment and finding peace of mind – even patients with cognitive impairments. For staff, this means fewer verbal repetitions, a calmer environment, and more time for core tasks.

FlexCare makes it easy to share knowledge, provide guidance and follow up, because the platform creates common starting point for dialogue between patients and staff.



#### With FlexCare, you can, among other things:

- display daily routines, contact persons and practical information
- share welcome videos, guides and instructions
- link the patient's digital care guide (Min SP, Mine Aftaler, etc.)
- provide the opportunity to follow up on food orders and dietary registration
- provide access to rehabilitation videos from, for example, the physiotherapist
- use sensory stimuli to promote calmness and better sleep
- communicate with patients in foreign languages via FlexCare's secure interpreting app
- assist patients without spoken language with pictograms or spelling boards

Healthcare professionals who incorporate the FlexCare bedside tablet into care and treatment find that patients become more engaged and that the nature of the conversation changes when the screen is used as a common starting point. It provides an overview and strengthens the rehabilitation work – even during short hospital stays.

The platform's content and appearance can be customised locally by your healthcare IT department. Always with PowerNet FlexCare support behind you.

“When patients use the tablet, it often becomes a common point of departure. Many patients start with television and their regular channels, as this is an important part of their daily routine during dialysis.

Gradually, we have added more content – for example, dietary advice and information from the Kidney Association, selected by our dietician, and material on smoking cessation. This means that the screen is not only entertainment, but also a support for treatment and conversation.

News or the weather can open up dialogue. Patients who would otherwise sit through the entire treatment without saying anything feel like talking to each other and to the staff.”

– Nurse and key person for FlexCare, dialysis department in Region Zealand.



# 4. FlexCare for Health IT and key personnel

## Anchoring welfare technology

Bedside tablets make no difference in itself. It is you – healthcare IT employees, super users, key personnel and local coordinators – who are the key drivers in ensuring that the content is relevant to your patients. You train colleagues, lead the way, follow up and act as the link between the platform’s possibilities and clinical practice. Between management’s intentions and actual use.

Once FlexCare goes live, you are our key partners. Ongoing dialogue is what keeps FlexCare evolving. That’s why we focus on close collaboration and the support you need to implement and integrate the platform.

We advise and support you based on how you usually organise your work with health IT and welfare technology, which can vary greatly from hospital to hospital. Some have chosen a centralised approach, where maintenance and distribution of content is handled by a specialised communications or IT department. Others have delegated responsibility locally to departments and key personnel who are in close contact with patients. In some places, communications staff add content to the CMS system, while in others it is clinical staff.

## How we support you in your role with FlexCare

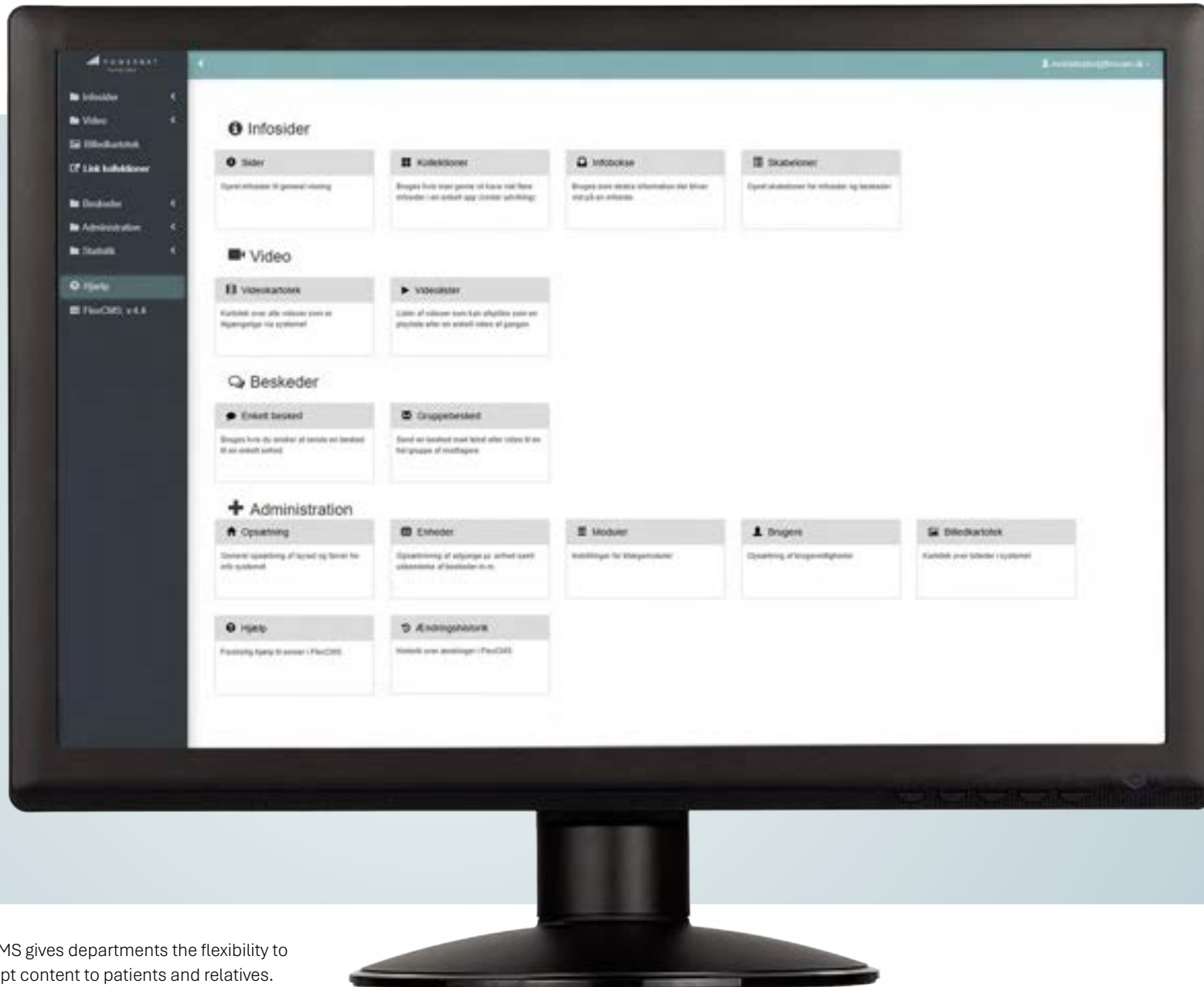
- You will receive technical and methodological training so you can support colleagues during the start-up phase.
- You will receive guides and practical support that make it easy to onboard new employees and follow up
- You will receive a solution where your feedback is used to ensure technical integration for you and your IT department
- You get a platform that is continuously adjusted in collaboration with you – based on your experiences and wishes
- You will become part of a professional community with other FlexCare managers who meet annually and share knowledge.

We see you as co-developers of FlexCare. This applies both to the initial roll-out and to ongoing development. You know your colleagues, your department’s needs and workflows, and you know how much it takes before something is actually put into use.

We know that it requires professionalism, patience and the right tools. That is why we look not only at the functions of FlexCare, but also at its application and the people who will make it a success.

“What I love about working with PowerNet is that we can say, ‘We would like this and that’ – and then you get started. Here, we experience an energy and a willingness to make it work.”

– Nurse and Health IT Consultant, Central Jutland Region.



FlexCare CMS gives departments the flexibility to quickly adapt content to patients and relatives.

## Selected examples of customers' content choices on FlexCare

### Diet and nutrition

- Dankost/Mathilda Food
- Master Cater
- Min Menu

### Communication and interpretation

- FlexCare Conference
- FlexCare Dialogue
- FlexCare Spelling Board
- FlexCare Video/Audio player

### Information and patient involvement

- MySP Bedside
- My Appointments
- Digital Course Guide
- PRO questionnaires
- TwentyThree Video
- HC And

### Rehabilitation and recovery

- The Active Patient
- Digirehab
- Exorlive
- Helpii
- Coco Care
- SENS Motion

### Entertainment and sensory stimulation

- ViMer Digital Experiences
- WaveCare
- Streaming services
- FlexCare Radio
- FlexCare TV (flow)

### Device management

- FlexCare MDM
- FlexCare Profile Designer
- FlexCare CMS

### Integrations

- FlexCare API
- Intelligent building management (MQTT)
- Differentiated patient call to Ascom via CIMT app



PowerNet's development department continuously integrates new content into the platform. This includes our own apps, yours, and third-party apps.

# 5. FlexCare for department and development managers

## A shared digital third

FlexCare is a strategic framework designed to strengthen patient participation and support staff. It serves as a shared digital space – a common ground in everyday practice. Unlike handheld devices belonging to staff or patients, which always carry an element of the private domain, FlexCare provides a neutral arena for information and dialogue.

FlexCare not only replaces familiar work and paper processes with digital ones. It also adds new opportunities that cannot be achieved through human interaction and dialogue alone – for example, by providing a single shared location with the right information and guidelines, sensory stimuli, foreign language interpretation or video calls with relatives who cannot be physically present. In this way, technology becomes a tool that expands and strengthens practice.

## Implementation and anchoring

To ensure successful implementation and anchoring, we help you develop a strategy that takes into account your workflows, goals and patient groups. It is not just about getting the technology into the corridors, but also about how it makes sense and adds value.

The healthcare professional of the future will increasingly need to embrace both healthcare and IT expertise. FlexCare supports this development by being easy to use and allowing staff to take ownership of content – without requiring any special technical skills.

## Flexibility and improvement

Employees can create and update content themselves via the FlexCare CMS, without the need for technical intervention. This increases flexibility and supports the ongoing development driven by your feedback and requests for new platform features.





“FlexCare has become part of our dementia toolbox when we need to choose which methods are best suited to patients who are unable to cooperate immediately with treatment.

I remember a patient with dementia who lay with her eyes closed and refused both food and drink. When we put a short film on the screen showing horses in a meadow, she opened her eyes, sat up and stroked the horse on the screen. Only then did she eat and drink, and the treatment could begin.

Experiences like this show that the screen can do more than words when we are faced with new patients without medical history. But in order for us to embrace the screen, the supplier and management must motivate us to dare to get started – so that we dare to fumble with it in front of patients and relatives the first few times. You just have to get over that. And then you discover how easy it is to use. I know nothing about technology, so if I can figure it out, anyone can.”

– Social and health care assistant and key person for dementia in the orthopaedic surgery department, Region of Southern Denmark.

FlexCare implemented in Brunsviger. Thanks to Odense University Hospital for lending us a photo of the kick-off workshop on FlexCare.

# 6. FlexCare for IT and digitisation

## Easy, secure and scalable technology

FlexCare makes it possible to strengthen patient participation and support professional efforts – without changing your existing systems or requiring special IT skills from your staff.

The platform meets the sector's desire for non-proprietary solutions without vendor lock-in. It can be flexibly implemented in existing IT infrastructure and maintained within your current operating model, even over time. FlexCare can be run securely on the hospital's own network and supports a strategy for reducing BYOD, in line with national and regional requirements for security, responsible device management and a consistent user experience.

## Technical platforms

- FlexCare Tablet based on Android OS with PoE or battery
- Browser module based on Chromium, with automatic data deletion
- MQTT integration for CTS management, serviced by PowerNet
- Android and Linux-based TV boxes, depending on requirements

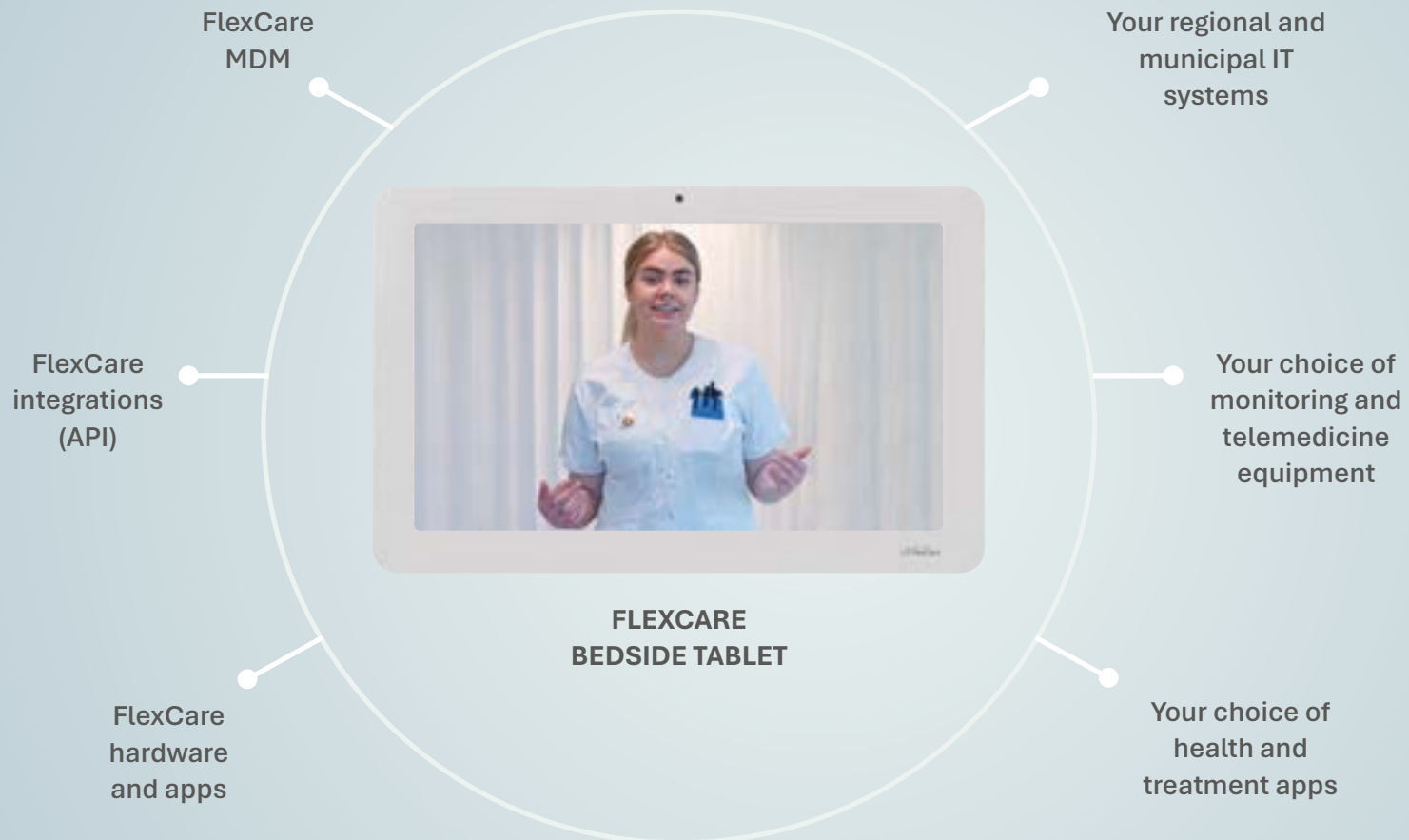
## FlexCare supports

- Central device management (FlexCare MDM) with:
  - app installation and updating
  - layout management and profile setup
  - device-level user permissions
  - automatic deletion of user data after use
- Integrations via API for, among other things:
  - cost systems
  - building management (lights, curtains, temperature)
  - call systems
- Access control and security:
  - GDPR compliant
  - Data processing agreement
  - Encrypted data traffic and secure connections
  - Hosted in PowerNet's Danish data centres

FlexCare is designed as a platform that works from day one and can keep pace with developments in healthcare. For me, it's about delivering something that is stable in operation and sustainable over time – even when technology and organisation change.

– Jan Kildelund,  
Product and Quality Manager at PowerNet FlexCare

## Flexible, secure and scalable technology



“Without the hospitals’ IT and digitisation consultants, the solution would never have been developed. FlexCare as a bedside tablet came about because a forward-thinking IT project manager in Region South wanted more than just flow TV and streaming on FlexCare’s TV box solution. This paved the way for the technology we have today. FlexCare Bedside Tablet is in itself a textbook example of public-private innovation – created through the interaction between clinical needs, hospitals’ IT expertise and PowerNet’s experience with telecommunications, networks and operational reliability.”

– Per Buchard Hansen, Director at PowerNet



# 7. FlexCare for technical service and building management

## Screens that fit the real world

FlexCare is designed for everyday use in healthcare, where hygiene, durability and flexible mounting are essential. It has been tested and certified according to recognised standards for impact, drop and electrical and mechanical conditions.

The solution can be adapted to everything from intensive care and hospices to outpatient clinics and wards with limited space. The system has been tested for thousands of movements and impacts. It can withstand daily cleaning and is easy to maintain.

FlexCare is delivered fully assembled and tested for the desired application, and installation support and a spare parts warranty are provided. If you want the solution as a service agreement, PowerNet can take care of operation, replacement and technical support throughout its lifetime.

## Technical specifications

- Robust tablet, tested for healthcare use
  - VESA 75 and 100 standard mounts
  - Withstands washing and disinfection (alcohol and chlorine)
- Mounting systems for different room types:
  - Wall arms (160, 180 and 187 cm)
  - Ceiling arms for wall-free environments
  - Bedside arms when fixed mounting is not possible
- Cable management and safety:
  - Concealed cable routing in the arms
  - Potential equalisation in metal construction
  - Gas or spring-loaded counterweight for stable positioning.
  - Tested for over 36,000 movements



“The relationship with your technology supplier is just as important as the technology itself. The level of service is crucial. If a screen breaks down on Friday afternoon, we receive a reply by email on Saturday morning, and a technician is there on Monday. It just gets sorted out. There is no hierarchy or extra fees, it’s easy and smooth working with PowerNet.”

— Clinical IT Project Manager,  
Region of Southern Denmark

## Other FlexCare products

FlexCare is also available as a TV box for ward TVs with an easy-to-clean remote control.



The FlexCare TV box (Android or Linux) connects to the hospital’s own choice of smart TV, allowing the patient to use the remote control to access much of the same content as on the FlexCare screen.



# 8. FlexCare for procurement

## Procurement framework

PowerNet FlexCare is a tried and tested platform with more than 6,000 units in operation in Danish hospitals. The solution is owned, developed and operated by PowerNet ApS – a Danish IT company with over 20 years of experience as a supplier to the public sector.

The system is scalable and can be adapted to different needs and institutions. Procurement takes place in close collaboration with the individual institution based on their local capacity, existing IT infrastructure and organisational needs.

### Procurement and tender basis

- FlexCare has been awarded contracts following public tenders for TV boxes and tablet-based solutions in the Capital Region, Region Zealand and Central Denmark Region.
- The Region of Southern Denmark procures the solution via SKI
- FlexCare is distributed in Denmark in collaboration with Atea A/S, among others.
- In certain cases, funding may be provided through internal resources, pools or funds. This will often be done on the initiative of local health professionals.

### Operation and implementation

- FlexCare Bedside Tablet is supplied with a dynamic management and design layer that can be expanded with desired applications.
- PowerNet offers technical service agreements and support
- FlexCare integrates with existing IT infrastructure and complies with applicable security standards
- The system can be delivered with ready-made modules, including TV, meals, rehabilitation, video calls and a multi-lingual voice-to-voice app, which can be activated as needed
- The system can be implemented in stages – from pilot projects to full scale – and adapted to needs and capacity

### Software and other services

- The FlexCare software licence is paid per unit. This includes access to the FlexCare platform
- Service and support agreements can be included in the licence agreement or purchased separately
- An extended support agreement can also be purchased separately
- TV channels are billed separately depending on the scope of rights
- Use of third-party apps (e.g. diet systems, training platforms and streaming services) is billed directly by the relevant provider
- Ongoing updates and version maintenance are included as part of the licence



Examples of the regions' different graphic identities and icon designs.

## 9. FlexCare for interest groups

### The screen that helps solve a social task

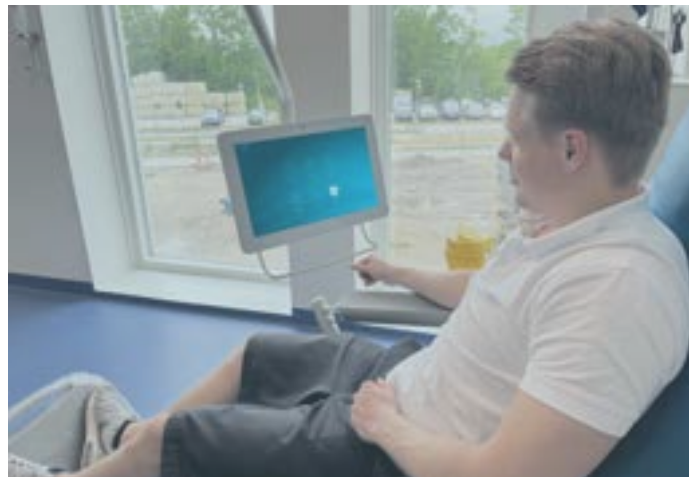
Digital solutions are never an end in themselves, but a means of strengthening citizen participation and facilitating the work of employees. That is why we see FlexCare as one contribution among many in the larger task of developing sustainable health innovation based on experience, shared reflection and practical testing.

When FlexCare is put into play, it performs the tasks it is designed for. At the same time, experience shows that working with the platform strengthens employees' digital routines and lowers the barrier to adopting new technologies. In this way, using the platform also becomes an exercise in developing the digital practices that the entire healthcare system demands.

### Invitation to interest groups, professional communities and decisionmakers

Healthcare innovation should help reduce inequality, not increase it. That is why we work closely with professional communities, interest groups and experts to ensure technical, organisational and ethical sustainability.

If your organisation, association or professional community would like to discuss how screen-based solutions can contribute to welfare, we are happy to participate in collaborations, public-private projects and joint initiatives where the technology is developed and refined collaboratively. This is how FlexCare came into being, and this is how we want to continue to develop the platform.



## FlexCare Dialogue

Legally approved app for multilingual care conversations in the health and care sector.



“Communication is crucial. If it breaks down, these patients withdraw into themselves. There is no interpreter available around the clock, so we need a tool we can rely on.

With the interpreting app, we can have a conversation even if we speak different languages. You can see whether what you are saying has been translated correctly before it is spoken aloud. That way, we can be sure that we understand each other. This is very important, because if we misunderstand each other, things can go wrong. That is why it has been crucial for us to be able to use the solution legally as part of the treatment. part of the treatment.”

– Nurse, Health IT consultant and FlexCare key person at an orthopaedic surgery department in the Central Denmark Region.

# 10. FlexCare for educational and research environments

## Preparing future healthcare professionals to work with real-world technology

As healthcare becomes more digital, new demands are being placed on both technological understanding and crossdisciplinary collaboration. We see it as a shared responsibility to equip future staff to work with solutions such as FlexCare – not just as technology, but as part of their daily practice.

We already collaborate with a number of educational institutions and are happy to provide tablets, guidance and case studies for teaching, projects and interprofessional courses. We are also happy to contribute with access to the technology, contact with users and insight into the development work. We participate in dialogues on how best to teach, research and qualify technologies that put the citizen at the centre.

## We would like to engage in dialogue with:

- university colleges and health education programmes
- universities, PhD environments and innovation collaborations
- continuing education and training programmes for clinicians and technicians

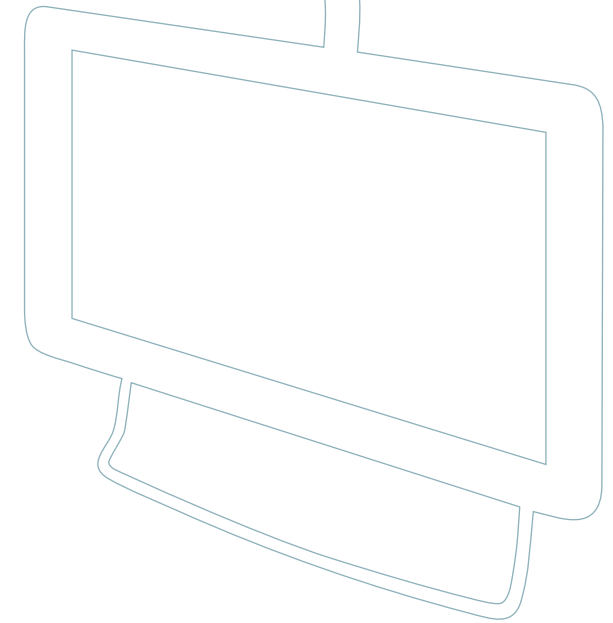
## Examples of collaborations:

- interdisciplinary elective courses in welfare technology (nursing, physiotherapy, bioanalysis)
- term's, bachelor's and master's papers on patient involvement, well-being and hospital-to-municipal care transition
- qualitative studies of user experiences and implementation
- Workshops and demonstration courses with students and teachers

“We greatly appreciate our collaboration with PowerNet because it gives us the opportunity to work with real-life problems. We have been met by committed employees who are always ready to offer sparring, guidance and help in finding relevant contacts. This has given us a safe and inspiring space where we can explore and develop our project.”

– Rebekka, Robin and Rikke – Clinical science and technology students from AAU who are writing about FlexCare in hospital-to-municipal care transition projects.





**Would you like:**

- FlexCare set up in your simulation environment?
- Borrowing screens for a teaching course or research?
- Are you a student on an internship/project course using PowerNet FlexCare as a case study?

We would love to hear from you – educational institutions, teachers and students are always welcome to contact us.

# 11. FlexCare on its way into municipal health and care

## When the patient and the citizen become one person in front of the platform

Municipalities and Regions will play an increasingly joint role in providing local healthcare. This requires digital solutions that can link processes and professional disciplines together. Solutions that can transport relevant content and support dialogue between actors across the board, without placing additional technical responsibility on the citizen themselves.

FlexCare offers just that: a shared digital infrastructure that can connect the region, municipality and citizen through a single, reliable and accessible platform in the home. The tablet can function as a digital hub that collects messages, video calls, training content, measurements, instructions and service calls. A hub that can integrate both municipal and regional systems via open APIs.

Several municipalities are embarking on pilot projects in which Flex-Care is being tested in home care, temporary accommodation, training courses and initiatives to ensure a safe return home after hospitalisation. The projects are being carried out at a time when both elderly care reform and health care reform are awaiting political implementation – and when local health services need concrete proposals on how sector transitions and interfaces can be strengthened in practice.

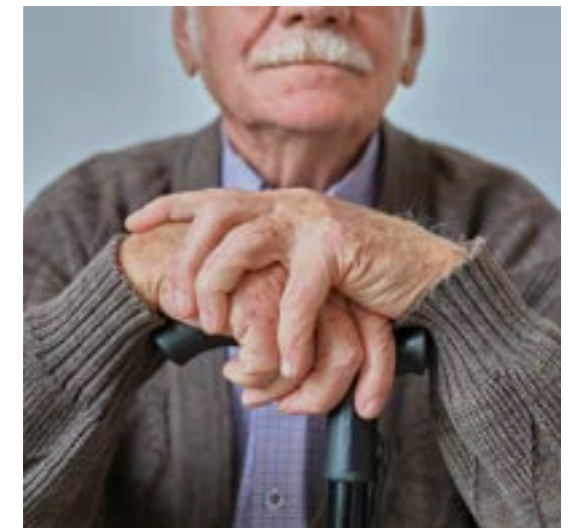
We see FlexCare as an infrastructure, not just a screen. A common highway for digital content and contact – from region to patient, from municipality to citizen, and from region, municipality and citizen to each other.

## We offer pilot projects that can:

- test FlexCare in home care, nursing homes and temporary placements
- strengthen rehabilitation and recovery with digital support in the home
- offer video consultations and on-screen treatment as an alternative or supplement to physical attendance.
- develop safe "come home" programmes after discharge from hospital
- give citizens with disabilities greater opportunities for mastery and overview
- explore new ways of collaborating with relatives, civil society and health councils
- involve and support staff

All projects are concluded with documentation, experience gathering and dissemination.

We provide the platform – and are available for setup, training and sparring throughout the process.



## They know the reality of everyday practice.

Behind PowerNet are more than 30 IT, telecom and health tech employees spread across offices in Copenhagen, Slagelse and Herning.

Helle Bay Marcussen and Jan Kildelund are based in Herning and are the two people you will typically meet first. Both have a background in healthcare and know the workflows and decision-making environments from the inside.

Helle Bay Marcussen is a clinical consultant, trained nurse and has held specialised positions and deputy manager responsibilities at, among others, Gødstrup Regional Hospital. She advises on content, implementation and training. If you would like an initial discussion or a price estimate, Helle is the person to contact.

Jan Kildelund is Product and Quality Manager. He is a former project manager at Gødstrup Regional Hospital, where he was responsible for the procurement of patient screens and telephony. He is the right person to contact for questions about integrations and strategic considerations across clinics, IT, building operations and purchasing, as well as for discussing collaborations on product development.

### Get in touch

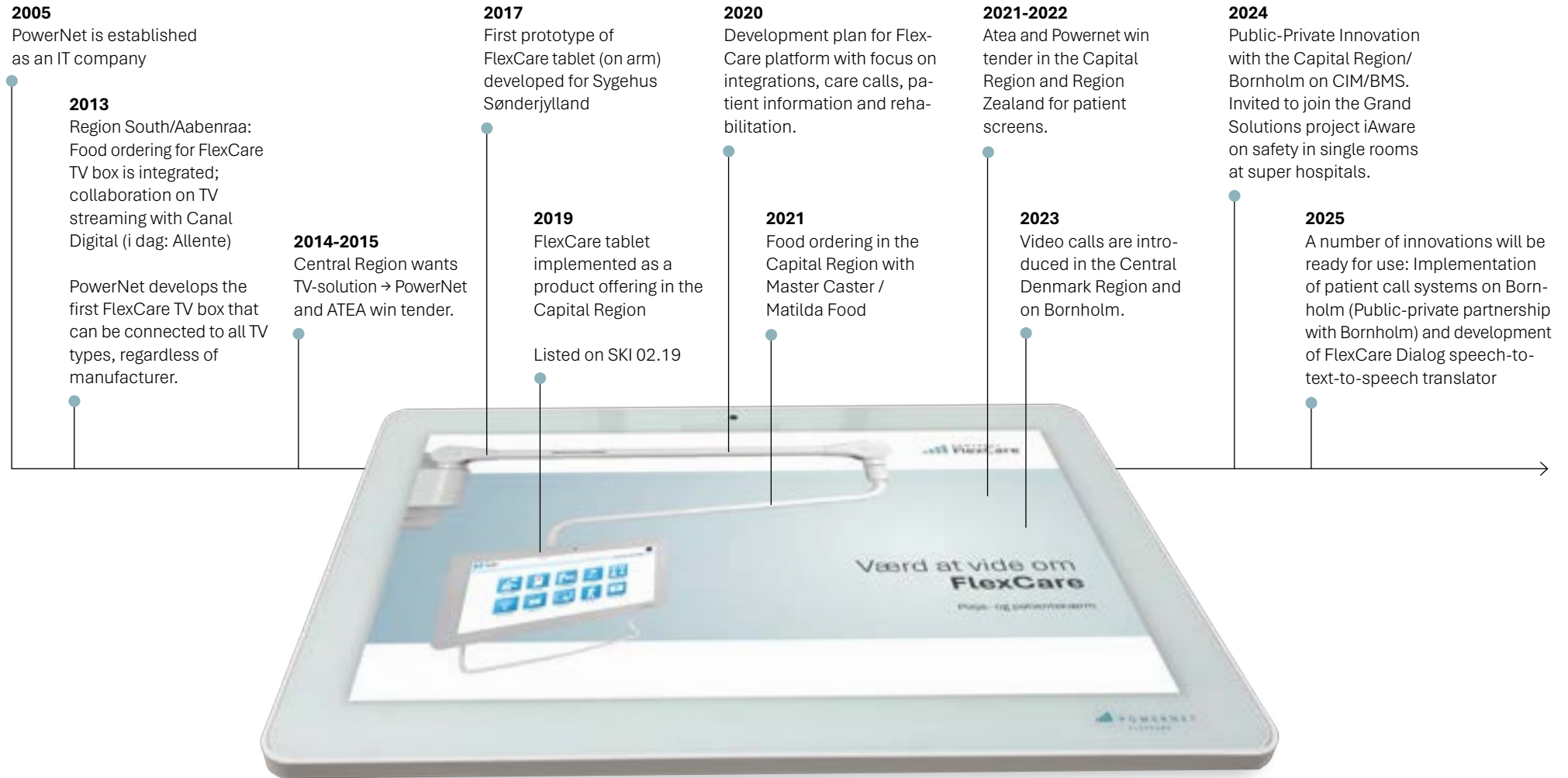
Would you like to hear more about how FlexCare can fit into your organisation? Do you have a specific need for technical clarification? Or are you looking for a speaker for a workshop or conference on screen technology for the health and care sector? Then get in touch with Helle or Jan.

**Helle Bay Marcussen**, clinical consultant,  
hbm@powernet.dk – tel. +45 66 22 63 87

**Jan Kildelund**, Product and Quality  
jk@powernet.dk – tel. +45 22 28 08 70



# 12. PowerNet FlexCare – udvalgte milepæle



Would you like to know more about how **FlexCare** can help your patients, citizens and staff?



Contact us to arrange a meeting where we can map out your needs and review possible solutions with FlexCare.

FlexCare is designed to be operational from day one – and at the same time evolve over time alongside users. That is why PowerNet’s technicians focus on presence: we know the sectors and the different needs of healthcare professionals, and we speak a language that is easy to understand. In this way, we ensure that FlexCare has the best and longest life in the hands of both users and staff.

#### Follow PowerNet FlexCare on LinkedIn

Here we share knowledge, experiences, news and case studies

#### København

Herstedvang 8  
2620 Albertslund

#### Slagelse

Industrivej 1  
4200 Slagelse

#### Herning

Birk Centerpark 40  
7400 Herning

**powernet.dk**

Tel. +45 70 22 32 35  
flexcare@powernet.dk