

android 

# Life Lines of support

**King's Health Partners  
chooses Android Enterprise  
to connect patients, families,  
and clinical teams**



# Frontline



Frontline healthcare workers have been an enduring inspiration throughout the COVID-19 pandemic. Among their many challenges is supporting patients who face physical isolation from loved ones while in intensive care.


King's Health Partners, an initiative of King's College London, sought a mobile solution to connect patients in hospital with their families.

# Life Lines

**Connect  
patients and  
loved ones  
virtually**

Through launching [Life Lines](#), patients can have virtual visits with loved ones on Android tablets, providing a critical source of connection. Life Lines has helped patients at Guy's and St. Thomas', King's College Hospital and others across the UK stay in touch with those closest to them.

Samsung, telecommunications provider BT and MobileIron (acquired by Ivanti) [worked with Google](#) to quickly launch the project as the pandemic took hold. After starting at St. Thomas' Hospital, it has expanded across 175 NHS hospitals with over 1,400 devices in use.



**The Life Lines project supported 100,000 virtual visits by patients to their loved ones during the COVID-19 pandemic.**


# Secure and flexible management



To enable clinical teams to securely conduct virtual visits, the tablets are managed with Android Enterprise, providing necessary controls and security features to ensure compliance with data protection protocols.

Hospital IT teams leveraged Knox Mobile Enrollment to rapidly configure Android tablets with [aTouchAway](#), an app built by Aetonix for secure video visits and messaging.





**“Each Life Lines video call through aTouchAway has been an essential connection that might otherwise not have happened between a family and their loved one in intensive care. Brilliant, dedicated staff have ensured that families stay connected during exceptional pandemic times.”**

**Dr. Joel Meyer, Critical Care Consultant,  
Guy’s and St. Thomas’**

The Samsung tablets are also used by hospital staff to give families a way to speak directly with healthcare providers, so the family can meet the clinical teams virtually and ask questions about the treatment process.

Android Enterprise ecosystem partners worked closely to create a solution that would work for patients, hospital staff and IT over the long term. Connectivity and proper security controls were key — Samsung tablets connect to BT's 4G LTE network, providing a constant connection and helping preserve bandwidth for hospital Wi-Fi networks.

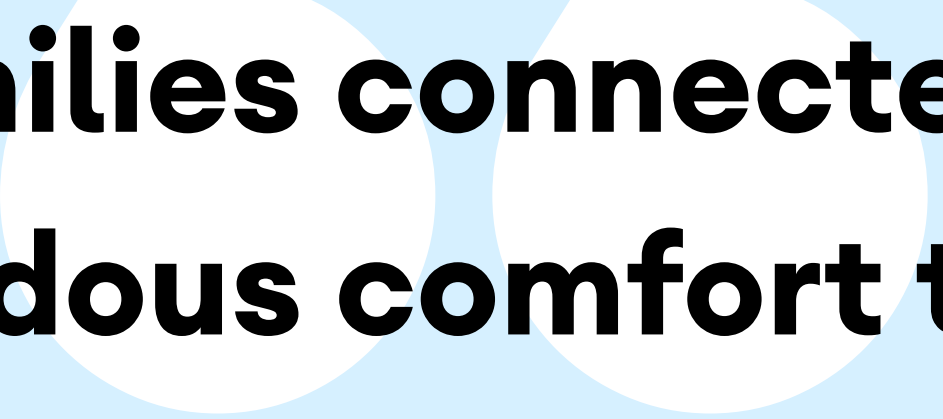


# Enterprise- grade security

The devices, managed through MobileIron, are used by many patients and staff throughout the day, so hospital IT teams must meet strict security requirements to ensure patient privacy. Admins use Android Enterprise management features to require a PIN to unlock the device, restrict access to only the apps the IT team wishes to be available, and enforce other policies needed.

The device use cases have expanded to help patients in other situations. In children's hospital settings, devices have been customized with child-friendly games and entertainment applications. Life Lines has begun work with various clinical teams to map out future use cases for the devices to extend this connection between patients and their families further.






**Life Lines has kept families connected when they could not be near, giving tremendous comfort to patients and helping reduce the burden on nurses who do everything they can to ensure no one feels alone. Thanks to our tremendous partners, we believe Life Lines revolutionizes the way we communicate with families in the future.**

**Professor Louise Rose, Professor of Critical Care Nursing  
at the Florence Nightingale Faculty of Nursing,  
Midwifery & Palliative Care, King's College London**

While Life Lines began initially as a pandemic virtual visiting response, it has evolved to enhance how hospitals provide better connection for patients and staff. The Life Lines team is developing a program to embed virtual visits into routine intensive care practices alongside face-to-face visits. As these Samsung tablets are managed with Android Enterprise, hospital IT teams can add additional applications and use cases while retaining device security.

Android Enterprise partners came together at a critical time to facilitate a solution that has provided a vital sense of connection. The virtual connections enabled through these Android tablets will continue to be of value as hospitals evolve their care and provide a connection for patients no matter where their family members may be located.





**Healthcare organizations have many device and management choices from Android Enterprise partners to create an experience that will improve the wellbeing and resources for their teams and their patients.**

**Learn more**

To learn more about how to deploy Android devices for your organization, visit [android.com/enterprise](https://android.com/enterprise).

