



Helping Care Homes With Solutions That Improve Healthcare Work Efficiency And Patient Outcomes

A Zebra Technologies Solution Guide

Learn more about the challenges facing care homes with the delivery of technology enabled care and how Zebra's portfolio of healthcare focused devices, software and support solve these challenges.



Table of Contents

Helping Care Homes with their biggest challenges	3
Zebra Solutions & Devices for Care Homes	4
HC2X/HC5X Series Device Overview	6
Top 5 Reasons to choose the HC2X/5X for Care Homes	7
Why choose a Purpose-Built Device?	8
Supporting Zebra Products for the Care Home	9
Why Zebra for Care Homes	11
Beyond the Care Home	12



Helping Care Homes with their biggest challenges

Challenges faced by Care Homes

Care homes face mounting pressure to deliver high-quality, person-centred care which helps improve patient outcomes with limited staff and rising expectations. Zebra's healthcare-ready solutions can help care homes overcome the following key challenges:

- **Staff Shortages & Workforce challenges:** Increasing workloads lead to caregiver burnout and impact the quality of care
- **Cost Management:** Balancing operational costs while maintaining high-quality care is a persistent concern
- **Technology Integration:** Implementing and managing technology that enhances care without adding complexity remains a significant hurdle
- **Data management and compliance:** Secure data handling and healthcare regulation compliance
- **Patient/customer centricity:** Providing a trustworthy experience to patients who can be sceptical of devices that look like personal phones
- **Staff and visitor safety:** Aggression to staff or visitors is increasingly prevalent, so integration with emergency call systems and panic functionality are increasingly important
- **Resident Safety & Monitoring:** Medication errors and ID verification challenges within a care home
- **Communication Gaps and Shift handovers:** Difficulties in communicating, especially in real time, and to facilitate smooth handovers between shifts
- **Infection Control:** The spread of infections via devices that cannot be easily disinfected

Use Cases in the Care Home environment

Care homes face a wide array of needs and use cases for their staff. These include urgent incidents, medication and care co-ordination, team communications, resident identification and more.

At the management level, care home operations teams need to coordinate staff, monitor work done, protect devices from loss and ensure staff safety. All of these require modern approaches to technology, data management and integration.

Zebra is here to help

Zebra's healthcare-ready solutions are designed to solve these challenges and support key use cases. Through a portfolio of devices, software and support, Zebra can help care homes connect, enable and manage care workers, within individual care home sites or across multi-site networks and home-based care settings.



Zebra Solutions & Devices for Care Homes

A complete portfolio of healthcare solutions

Zebra brings a comprehensive suite of Healthcare-optimised devices, software and support to enable care homes to deliver better patient outcomes and more efficient care delivery. Ranging from rugged lightweight all in one devices for every day use, to easy to carry tablets and purpose built scanners Zebra has a device for every use case in the home or on the go. This includes the new HC2X/5X series – the perfect companion for care workers in single facilities or working across multiple sites and home settings. Alongside the device portfolio, Zebra also provides software and integrations through Workcloud, Mobility DNA and Guardian to help IT and Operations team manage devices and staff. The portfolio is completed with support packages to keep devices up and running as well as complete accessory ecosystem purpose built for healthcare.

Healthcare Specific Devices – HC2X/5X Series

Central to the portfolio is the new HC2X/5X series – the perfect companion for care workers in single facilities or working across multiple sites and home settings. Rugged, lightweight, all-in-one devices designed for healthcare environments. Ideal for staff communication, scanning medications, and resident ID checks.

Other Devices, Software and Services

- **Tablets** - Easy-to-carry Android™ tablets for mobile care documentation, virtual visits, and staff coordination
- **Scanners, Printers and Wristbands** - Including fast and accurate barcode scanners in a disinfectant-ready design and wristband printing solutions for patient ID and safety
- **Zebra Software Suite** -
 - **Zebra Workcloud Sync** - Real-time, secure voice and text communication for coordinated care
 - **Zebra Workcloud Workforce Optimisation Suite** - Simplify staff planning and reduce absenteeism
- **Zebra DNA** - A suite of tools to enhance device performance, manageability, and security
- **Zebra Guardian Suite** - Guardian Device monitoring and workforce visibility.

Zebra Healthcare Solutions in Action in the Care Home

Today, Zebra is supporting a number of care homes through a partnership with one of the UK's largest provider of care home services. In this scenario portable devices are used to optimise workforce management and efficiency, through enhancing communications, scheduling and handovers.



The Zebra Healthcare Mobile Computing Family...



HC2X

- Cost-effective
- Advanced voice and collaboration technologies
- 6-inch display
- Wi-Fi/cellular (HC25)
- Wi-Fi-only (HC20)
- Fast Wi-Fi capable, Wi-Fi 6 upgradeable to Wi-Fi 6E



HC5X

- Fully-featured
- Advanced voice and collaboration technologies
- 6-inch display
- Wi-Fi/cellular including 5G (HC55)
- Wi-Fi-only (HC50)
- Integrated fast Wi-Fi, including Wi-Fi 6E



HEALTHCARE TABLETS

- Fully-featured
- Advanced wireless technologies
- 10.1-inch display
- Wi-Fi/cellular (ET45-HC)
- Wi-Fi-only (ET40-HC)

...improves it all!

**Workflows, Task Accuracy, Productivity, Collaboration,
Patient Outcomes, The Patient Experience**

For more information, please visit [Zebra Healthcare Mobile Computing](#)

HC2X/HC5X Series Device Overview

Meet the HC2X/HC5X Series Mobile Computer – Purpose built for Healthcare, including Care Homes

Introducing the HC20/HC25 and HC50/HC55, Zebra's newest family of healthcare mobile computers. Designed from the ground up to meet the needs of today's healthcare organisations, the HC2X/HC5X empowers clinical and non-clinical workers to improve efficiency, task accuracy and patient outcomes. This series offers the perfect balance of ergonomics, features and cost—a pocketable device that is easy to carry, easy to use, easy to disinfect and easy to manage.



1. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E upgrade available with Zebra DNA Enterprise license

2. HC25/HC55 only

Top 5 Reasons

to choose the HC2X/5X for care homes



1

Connect more staff to deliver a higher quality of care

Tiered models and a cost-effective price point let you put a purpose-built healthcare device in the hands of more workers, including non-clinical healthcare workers who may have previously carried a two-way radio or no device at all. You can equip each user with the right feature set for their needs while getting all the benefits of a common product family: shared application support, common platform, shared accessories and one device to learn and support.

2

Enhance staff and visitor safety

Equipped with an integrated emergency alert button, enabling frontline staff to instantly signal for help in urgent situations. With a single press, the device can trigger a nurse call system, alarm, or send a real-time emergency message to designated responders—ensuring swift support when a caregiver is in distress or faces a safety threat. This functionality not only protects staff in high-risk or lone-worker scenarios but also improves overall response coordination across care teams, making it an essential tool for enhancing safety in care home environments.

3

Works as hard as your staff

Your operations never rest—neither does the HC2X/HC5X. With easily removable and rechargeable batteries, devices can stay in use around-the-clock, and hot swap support on the HC50/HC55 enables staff to change batteries without missing a call or notification. And with disinfectant-ready plastics and single sign-on support, the HC2X/HC5X is perfect for sharing shift after shift.

4

Ready for today and tomorrow

You need solutions that can adapt to new challenges and serve your workflows for years to come. With Qualcomm's latest platform and support through Android™ 16, the HC2X/HC5X can power all of today's healthcare applications, as well as whatever comes next. Future-ready connectivity, including Wi-Fi 6E¹ and 5G/Private 5G², provides increased bandwidth and lower latency, enabling future healthcare innovations with augmented reality (AR) and virtual reality (VR).

5

Zebra DNA—unlock the power of enterprise device software

As the industry's only software suite to span every stage of a hardware's lifetime, Zebra DNA fully covers your needs, from app development to integration, from security to device management and optimizing performance. Save in management costs while increasing the collaboration and performance of your employees, security and network.

1. Wi-Fi 6E standard on HC50/HC55; Wi-Fi 6 standard on HC20/HC25 with Wi-Fi 6E upgrade available with Zebra DNA Enterprise license

2. HC25/HC55 only

Why choose a Purpose-Built Device?

Because consumer smartphones will cost you twice as much

Over five years, you'll lose 2.5x in productivity, spend 2.5x more on IT costs and will spend nearly twice as much on the purchase, deployment and support of consumer devices.



1. Zebra hospital customer implementations

2. Enterprise Mobility Total Cost of Ownership; From the Expected to the Unexpected: Uncovering the True Costs of Mobile Solutions for Frontline Mobile Workers; VDC Research, 2021

3. Enterprise Mobility Total Cost of Ownership; Emily Gove and David Krebs; VDC Research, 2022

Additional Zebra Products for the Care Home

Zebra's advanced healthcare solutions go beyond our industry-leading devices like the HC2X/HC5X Series to deliver a fully connected, efficient, and responsive care environment. Our suite of software and management tools is designed to support care home teams in delivering safer, faster, and more coordinated resident care.

- **Zebra Workcloud Sync** enables real-time, secure voice and text communications directly on healthcare devices, keeping carers connected and informed wherever they are. From urgent resident needs to routine coordination, care teams stay aligned without delay. [Learn more](#)
- **Zebra Workcloud Workforce Optimisation Suite** simplifies complex staff planning, helping care homes efficiently manage shifts, reduce absenteeism, and ensure the right people are always available to deliver high-quality care. [Learn more](#)
- **Zebra DNA** enhances the performance and security of Zebra healthcare devices, making them easier to deploy, manage, and use. With powerful tools for device management and workflow optimization, care homes can maximize productivity and minimize IT overhead. [Learn more](#)
- **Zebra OneCare™, Zebra Guardian and VisibilityIQ™ Foresight** provide critical device health and performance insights, ensuring that essential equipment is always operational and ready when needed, reducing downtime and unexpected failures. [Learn more](#)

Together with the Healthcare devices and tablets, these solutions empower care homes to improve resident outcomes, streamline operations, and support their caregiving teams with the tools they need to deliver compassionate, efficient, and uninterrupted care.



Empower Your Healthcare Teams with a Complete, Collaborative Experience

Forums engages the front line with interactive posts, enabling broad communication across the organization

Chat enriches collaboration with the ability to send 1:1 and 1:many messages with text, images, audio, and video in real time

To-Dos streamlines the assignment and tracking of activities, prioritizing work and enabling accountability with real-time visibility into task completion status

Robust Functionality That Comes Standard

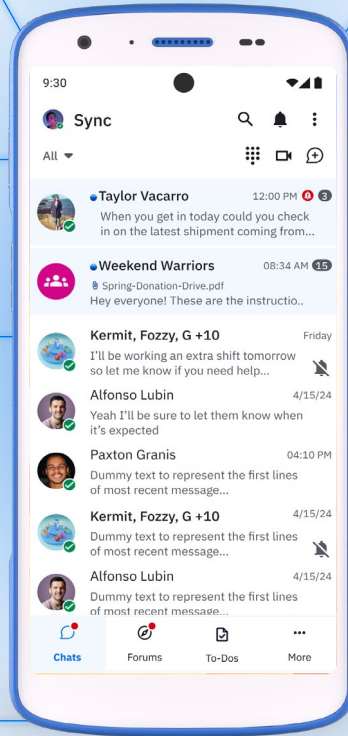
- **Location tracking** of care staff inside/outside the four walls
- **Role selection**, enabling the ability to dynamically switch roles
- **Alerts and notifications** to focus the front line's attention
- **Single sign-on** to support shared devices
- **Presence** to clarify staff's availability
- **Search** from chat and tasks within the same field
- **Analytics and reporting** for actionable insight
- **Language translation**, key for today's multicultural workforce
- **Central administrative hub** for simplified IT management
- **User directory** for quick access to employees

Voice Calling is ideal for 1:1 and team calls, offering the convenience to hold, transfer, add ad-hoc callers, and more

Video Calling is the perfect complement of voice, helping care teams connect remotely and collaborate visually

PBX Telephony builds on voice calling by enabling care staff to take inbound calls directly

Push to Talk instantly connects individuals, groups or teams across sites to coordinate everyday activities and immediately handle emergencies



Why Zebra for Care Homes

The Zebra difference



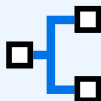
Designed for Healthcare

Devices that meet rigorous clinical and hygiene standards



Reliable Performance

Long battery life and enterprise-grade durability



Seamless Integration

Compatible with existing care management and EHR systems.



Proven Results

Trusted by thousands of healthcare providers worldwide.

Challenges we solve:

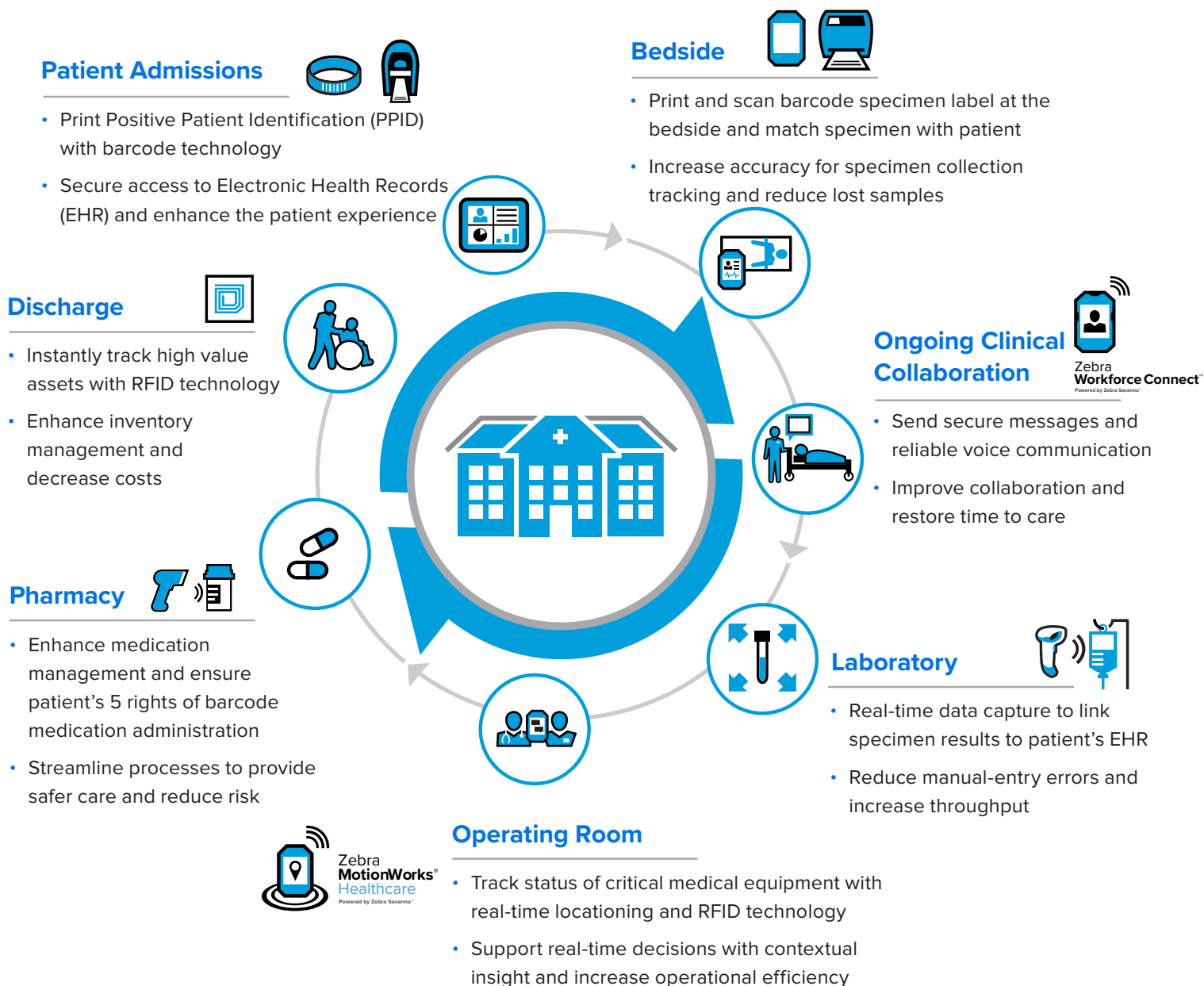
- **Workforce Efficiency:** Zebra's solutions streamline workflows, reduce administrative burdens, and enhance caregiver communication, mitigating staffing shortages and high turnover rates.
- **Cost Management:** The durability and extended support of Zebra's devices reduce the total cost of ownership, providing long-term value for care homes.
- **Technology Integration:** Zebra's solutions seamlessly integrate with existing healthcare systems, simplifying technological adoption and management.
- **Data management and compliance:** Secure data handling and comprehensive device management ensure compliance with healthcare regulations and protect sensitive patient information.
- **Patient/customer centricity:** Patients and their families/caregivers expect modern approaches and technology, but in a secure and trustworthy way. For example, "blue" devices can help avoid misconceptions around personal phone usage whilst patients are in a vulnerable state.

Care Home Use Cases we support:

Medication Administration	Community & Domiciliary Visits	Shift Handover Communication	Location Monitoring
Digital Care Documentation	Emergency Response	Urgent Incident Alerts	Device Loss Prevention
Resident Identification	Regional Oversight	Medication & Care Coordination	Usage Insights
Task Management	Remote Documentation	Broadcasts & Announcements	Lone Worker Safety
Voice and Video Calling	Continuity of Care	Team Chat by Role or Location	Performance Benchmarking

Beyond Bedside Care – Helping the Wider Health Ecosystem

Zebra supports a wide range of healthcare settings beyond care homes, empowering clinicians, caregivers and health care practitioners to stay connected and deliver better patient care. Below is an overview of health solutions that go beyond the care home



Zebra's healthcare solutions, including Zebra Workforce Connect[™], MotionWorks[™] Healthcare and RFID solutions, support The Three Pillars of Connectivity

1 Positive Patient Identification and Safety

2 Clinical Mobility and Collaboration

3 Real-time Intelligence

“The new technology helps reduce preventable medical errors by putting devices in hands of all of our nursing caregivers. This allows them to check and make sure that they have the right patient, the right medication, at the right time and the right route every single time.”

– Amy Peters, Chief Nursing Officer, Truman Medical Center



Explore how Zebra can help you improve resident outcomes, staff productivity, and operational efficiency within the care home environment.

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