



Bringing New Solutions to Market During the COVID-19 Pandemic

The Importance of Product Testing & Development

MERIDIAN

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Throughout the course of the COVID-19 pandemic, most businesses and organizations have been forced to completely rethink the processes involved in their daily operations. While some were forced to cease in-person operations completely and transition to remote working, many have since returned to a “new normal” and are operating at a full or reduced capacity, with a number of new processes and precautions in place. In light of the unique situation, Meridian, a self-service solutions industry leader, added temperature screening kiosks to their product lineup to help aid in the safe reopening of schools, healthcare facilities, offices, and more. Despite the urgency of the situation, it was imperative that the temperature screening kiosk was fully developed, vetted, and tested in the field prior to its launch into the market.



THE PRODUCT DEVELOPMENT PROCESS

As a 20-year self-service solutions industry veteran, prior to developing and releasing the Personnel Management Kiosk, Meridian was certainly no stranger to kiosks or the technology behind them. Traditionally a more custom kiosk-focused manufacturer and technology integrator, Meridian utilized their tried and true product development processes to ensure the success and effectiveness of the temperature screening solution.



INITIAL IDEA

As the COVID-19 pandemic began to intensify, Meridian dedicated an internal team to developing sanitary self-service solutions. With a fever being one of the most widely recognized and easily detected potential symptoms of sickness, the Personnel Management Kiosk was the first in Meridian's sanitary solutions product lineup.



CONCEPTUAL RENDERINGS

Armed with 20 years of self-service kiosk experience and industry knowledge, the idea of creating an unattended temperature screening solution took off quickly. The Meridian team began by creating conceptual renderings of what the solution would look like and how it would work—keeping both aesthetics and functionality in mind.



PROTOTYPING & INTERNAL TESTING

Prior to releasing any new hardware or software products, Meridian conducts extensive prototyping and testing, both internally and externally, and the Personnel Management Kiosk was no exception. Both the hardware and software aspects of the solution underwent prototyping, revisions, and further internal testing.



FIELD TESTING

As a soft launch of the Personnel Management Kiosk, Meridian collaborated with trusted clients and partners to conduct field testing of the solution. Field testing was comprised of reliability, accuracy, operability, and components.

PARTNER FIELD TESTING

Prior to the official release into the market, as the last step in the product development process, Meridian collaborated with trusted partners and clients to conduct field testing to ensure accuracy and ease of use of the solution. One of Meridian's most valued partners and trusted advisors throughout this process was North Carolina-based Pinehurst Surgical Clinic.

ABOUT PINEHURST SURGICAL CLINIC

Founded in 1946, Pinehurst Surgical Clinic was first opened as a multi-specialty clinic within the walls of Moore Regional Hospital. Eleven years later, their first separate location was established and opened. For more than 50 years, Pinehurst Surgical Clinic's business has been shaped by their founding values of teamwork and a true dedication to delivering quality patient care.



KIOSK PERFORMANCE

Among the first to fully launch Meridian's Personnel Management Kiosk in a forward-facing role, Pinehurst Surgical Clinic designated that all employees must use the kiosks to check their temperature when reporting for work. During the testing phase, their temperatures were also verified with a medical-grade thermometer. According to Pinehurst Surgical Clinic's CEO, Charles Gregg, the kiosks have performed extremely with an accuracy of $\leq \pm 0.5^{\circ}\text{F}$.



BEST PRACTICES

While Meridian's temperature screening Personnel Management Kiosk has undergone rigorous testing both internally and in the field, it is still important that users and kiosk administrators abide by the recommended best practices when setting up and using the kiosks to ensure the most accurate results.

CALIBRATION

Each Personnel Management Kiosk arrives in a calibrated state from the factory, using a blackbody device as a reference temperature source. Once the setup process is complete, kiosk administrators should verify the readings of the kiosk based on an FDA-cleared thermal forehead thermometer. If needed, the compensation value can be adjusted. It is important to note, however, that the temperature compensation value must be entered in Celsius. It is suggested that kiosk administrators calibrate their device once each month, or more frequently if the ambient temperature fluctuates more than 2.0°C (5.6°F).

ENVIRONMENT

The Personnel Management Kiosk is designed for indoor use only. The kiosk should not directly face the sun or the air outlet of an air conditioning or radiator device during measurement, as this can cause changes to the forehead temperature. Measurements should be taken in a stable environment. Kiosk administrators should also avoid installing the Personnel Management Kiosk in an environment with strong Electromagnetic interference as it may cause errors in the reading or even device failure.

TEMPERATURE VARIANCE

The Personnel Management Kiosk has a temperature variance of $\pm 0.9^{\circ}\text{F}$ ($\pm 0.5^{\circ}\text{C}$). It is normal for readings taken from continuous measurements to fluctuate within the tolerance of the unit.

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