

Unified Communications for Healthcare: the Right Information, Always on Call

In an industry where the ability to respond quickly and reach the right person at the right time is crucial, unified communications represent an unprecedented opportunity to streamline communication processes and improve the quality of patient care. Physicians, nurses, staff and patients can have secure, anytime access to the information they need — and to each other. With a unified communications solution that integrates all communications tools into a single interface, critical information can be exchanged by email, voicemail, text messages or even video.



The Power of Staying Connected

For many facilities, the implementation of VoIP telephony was a first step towards modernizing their communications capability. Unified communications can take them a step further and deliver innovative applications to reduce costs, enhance productivity and deliver enhanced services — the possibilities abound. Bring voice and video communications to the exam room. Enhance collaboration among busy physicians, nurses and staff. Improve work scheduling and assignments for nurses and technicians. And let employees go where they need to go and still be available to collaborate, no matter where they are.

Advanced Communications for Nurses

Nurses are always on their feet, coming and going throughout the floor. Time spent answering calls at the nursing station is time away from patients. Unified communications allow a nurse to receive messages, phone calls or voicemails on a mobile device, wherever and whenever. Tasks can be delegated and prioritized on the fly. Increased mobility results in increased responsiveness, more frequent patient contact and an improved ability to respond to emergencies. As a result, there's an increase in both patient satisfaction and nurses' job satisfaction.

Improve Workflow for Mobile Staff

Nurses aren't the only healthcare workers always on the go. Housekeepers, porters, orderlies and technicians need to move throughout the facility as quickly as possible. Receiving work orders and messages via mobile devices, these workers can be in constant communication about current and future assignments without having to check in at a central location. Unified communications improve the scheduling of the organization by making the entire staff much more efficient.

Critical Data When and Where It's Needed

Unified communications solutions enable more efficient collaboration between healthcare providers. With a COW (computer on wheels) or tablet PC, physicians and nurses have immediate access to updated lab results, radiology reports and other vital information. So no matter where their workloads take them, doctors always have the information they need to make an accurate diagnosis right at their fingertips.

Boost Physician Availability

Unified communications solutions offer physicians the opportunity to effectively treat patients even when the doctors aren't in the hospital. Physicians can use "presence" to customize when and how they are available, offering virtual office hours

CASE STUDY: WIRELESS COMMUNICATIONS BOOST PRODUCTIVITY

A major medical center came to Avaya with the desire to improve the collaboration of its mobile staff. The initial focus was communications between doctors and radiology technicians and the efficiency of the radiology department's deployment processes. Avaya worked with the facility's IT department to implement an integrated communications system that enables the radiology department to securely send medical orders directly to radiology technicians wirelessly.

This unified communications system allows technicians to receive medical orders anywhere on the hospital's 120-acre campus on unified communications and VoIP-enabled BlackBerry™ devices. As a result the technicians receive their order requests faster, with relevant information such as patient location and severity of need. Because they don't have to return to a central location between jobs, the technicians have enjoyed increased productivity and are able to get crucial diagnostic information to physicians faster, reducing the time needed to make a diagnosis.

This implementation is believed to be the first use of instant messaging and presence awareness on mobile devices to improve the efficiency of healthcare providers. The medical center is now exploring ways to implement this technology in other departments.

when they will be online to answer questions and talk with colleagues. A find me-follow me feature can locate a physician and even set all the doctor's communication devices to ring simultaneously if desired, ensuring a doctor can be contacted when needed. There will always be 2 a.m. consultation calls received at home, but now instead of having to go in to the hospital, the physician can securely review the patient's chart digitally, instant message with colleagues and provide recommendations from home.

Protect Your Investment

Institutions don't have to overhaul their current telephony infrastructures to reap the benefits; they can adopt unified communications in whatever configuration fits their needs and budgets. Migrating your telephony network to VoIP is often the first step towards enabling unified communications. You can then determine what applications to deploy and which departments will benefit the most.

Avaya Unified Communications Solutions for Healthcare: the Right Prescription

Avaya offers a continuously evolving portfolio of unique unified communications solutions that give healthcare facilities a customized solution to fit any need and budget. These capabilities can be implemented in existing network environments, eliminating the expense of replacing current systems and processes.

Avaya Healthcare Industry Solutions empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient. Healthcare Solutions consist of four categories: Healthcare Mobility, Healthcare Workflow, Healthcare Notification and Patient Contact.



Healthcare Mobility solutions are fundamental technology solutions that give hospital staff greater mobility without compromising accessibility. Avaya Healthcare Mobility solutions include:

- Asset Tracking and Management
- Mobile Device Checkout
- Nurse communications

Healthcare Workflow solutions use integrated communications technologies and leverage Avaya's Healthcare Mobility solutions to accelerate workflows involving human-to-application or human-to-human interaction. When a clinical process uses these accelerated workflows, the end result is improved staff productivity and operational efficiency. These solutions include:

- Patient Discharge
- Patient Admit

Healthcare Notification solutions allow information and instructions to be transmitted in real-time across the organization or to a specific doctor, nurse or other professional. These interactive events notifications improve hospital operations, staff productivity and patient quality of care:

- Nurse-Call Response

Patient Contact Solutions provides an interactive patient, clinician and hospital experience. These solutions automate routine processes in an efficient manner to allow improved clinical productivity and expanded patient interaction outside of the hospital.

- Patient Appointment Reminder
- Patient Follow-up

Through Avaya's partnerships with world-class enterprise software developers including Microsoft and IBM, Avaya is delivering unified communications with value propositions that offer significant benefits to the healthcare industry. For more information on unified communications solutions or to get started in planning your network transformation, visit www.avaya.com/healthcare.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.



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