

Industry

Patient Interaction Solutions



Avaya Solutions Help Over 5,500 Healthcare Organizations Combine Communications

Focused on the entire lifecycle of patient care, Avaya Healthcare Solutions can improve patient outcomes, reduce healthcare costs, and increase patient satisfaction by removing barriers that hold up hospital clinical processes. Avaya solutions help over 5,500 healthcare organizations combine communications, collaboration, mobility, and workflow automation to simplify and automate patient care processes from prevention to treatment to post discharge follow up and home care. This can result in an improved patient experience and reduced costs.

Patient Interaction solutions help improve clinical productivity and enhance the patient experience by automating routine processes and expanding patient interaction outside the hospital. The goal of these solutions is to:

- Enhance the patient experience through increased personalization.
- Decrease preventable readmissions.
- Reduce wait times.
- Improve patient recovery through social support / support network.
- Decrease patient anxiety prior to admission.
- Boost patient satisfaction.



**Avaya
Healthcare
Solutions are
designed to
improve patient
engagement
while helping
healthcare
providers
reduce costs
and improve
profitability.**

Proactive Patient Outreach Solutions—Pre-Treatment

One third of healthcare providers experience missed appointments for more than 21% of all scheduled appointments.¹ Automated Patient Outreach reminds patients to book appointments while Patient Appointment Reminder can reduce the need for dedicated staff and increase facility utilization by proactively identifying cancellations automatically and maximizing the number of patients who show up properly prepared (fasting, etc.) for scheduled appointments. The Avaya Notification Solution application automatically transmits urgent information and instructions regarding upcoming appointments to staff and patients in real time. For example, it can send information about unexpected facility closures, the need for extra staff, etc.

Proactive Patient Outreach Solutions—Post-Discharge

With Patient Follow-Up Post Discharge and Chronic Disease Management, healthcare providers can encourage patient self care and minimize preventable readmissions by tracking patient progress after discharge. Collecting health readings, measurements, and questionnaire responses, the solutions can enhance staff productivity by minimizing the need to follow up with patients manually while increasing facility utilization overall.

Rx Prescription Refill enables a pharmacist to notify a patient that it is time to request a refill, and / or enables a patient to request a refill via phone or Web.

Patient Payment Recovery offers a simple, automated way for patients to make payments while helping to protect patient information. Leveraging proactive communications and self-service, it helps healthcare providers expedite patient payment processing which can increase cash flow, reduce past due accounts, and lower labor costs.

¹ Health News Digest, November 26, 2012.



About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

Orientation to Hospital Environment and Wellness Education

AvayaLive™ Engage provides an online, immersive multimedia environment that helps clients adjust to the hospital environment by doing a virtual admission walk through. At each stage—reception, admitting and registration, nursing station, etc—patients can talk to staff they encounter. AvayaLive™ Engage makes it easy for clients and patients to interact with peers and engage with clinical staff to learn, among other things, how to manage wellness. Connecting with healthcare professionals prior to treatment in this way can decrease patient pre-admission anxiety while post-discharge interaction can enhance recovery through a social and support network.

Increase Patient Personalization and Contact

Avaya Social Responder enables healthcare facilities to leverage social media mentions to enhance profits and / or manage public relations. When a patient interaction opportunity or a potentially damaging conversation is detected, the solution automatically initiates a work assignment and queues it to agents.

Agents can be clinicians or physicians or other roles in an organization, fixed or mobile. Organizations can effectively monitor thousands of mentions daily with the advanced text analytics engines in the Social Responder solution to drive better connections with prospective patients and to refer them to publicly available resources pre or post-treatment.

Conclusion

Avaya Healthcare Solutions are designed to improve patient engagement while helping healthcare providers reduce costs and improve productivity. The solutions can enhance all aspects of the patient care lifecycle and enable healthcare providers to save money by improving existing healthcare processes and practices instead of purchasing expensive new systems that require comprehensive staff retraining. Using open standards such as SIP and HL7 to integrate communications technology into existing clinical systems, Avaya enables the acceleration of clinical processes without requiring a significant cultural change from users.

Learn More

To learn more and to obtain additional information such as white papers and case studies about Avaya Healthcare solutions, please contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com/healthcare.

