



IP Telephony

Contact Centers

Mobility

Services

OVERVIEW

Many of the world's leading medical centers, including 5 of the top ten U.S. hospitals in the highly regarded U.S. News and World Report ranking, rely on Avaya communication solutions.

Intelligent Communications Solutions for Medical Centers and Health Care Organizations



Avaya helps medical centers and health care organizations put intelligent capabilities into their communication networks—helping to reduce costs, improve patient satisfaction and enhance the safety and quality of medical care.

Utilizing the full range of communications—telephony, e-mail, voice messaging, instant messaging, cellular and more—these capabilities make it possible to deliver faster access to critical information, streamline administrative processes and reduce the incidence of life-threatening errors.

Avaya provides a range of intelligent communications capabilities that operate above the network level and enable healthcare providers to profit more fully from their IT investments—computerized patient records (CPRs), computerized physician order entry (CPOE), bar coding for medication administration, and more—while also getting a secure communications infrastructure that addresses malpractice and patient privacy regulations.

Whether it is reaching a doctor in an emergency, locating a specialist for an impromptu consult, confirming a dosage at bedside or allowing a patient to get faster access to checkup and lab results, Avaya solutions help health care institutions work safely, cost-effectively and more securely.

Reach me anywhere

In health care, the major determinant of quality care and patient satisfaction is often your level of responsiveness: how quickly can you find the right information or the right person to answer a question, make a diagnosis or schedule a procedure?

Doctors lead hectic lives and are rarely in their offices. And detailed patient records are often not easily accessible at bedside. As a result, getting even a minor question answered can involve rounds of telephone tag between doctors, patients and fellow health care practitioners. Decisions get delayed. Care suffers. Nurses and staff spend unproductive time tracking down doctors and locating information.

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Complete healthcare solutions

Avaya works with development and integration partners to create custom solutions for nurse call integration, patient data retrieval, call accounting and more. Avaya partners include:

- IgeaCare
- Calubris Networks
- Meru
- Millenigence
- Veramark Technologies

For a complete list of DeveloperConnection Partners and Integration partners visit avaya.com

Avaya solutions address the “reachability” issue through solutions that enhance the accessibility of mobile medical professionals.

One-Number Reachability: Because so many medical professionals today rely on several phones, email and instant messaging, Avaya solutions embed intelligence in the network to automatically redirect critical communications and maximize reachability. Instead of requiring everyone to guess what number or form of communication to use, the network knows and also provides doctors with features and filters to screen and manage calls to ensure that the right ones get through and get attention.

Full-featured Communications Anywhere: A cell phone or a beeper that keeps you in touch is a good start on mobile communications, but it’s just that: a start. To be truly effective today, you need the same communications features you have at your desk. By putting intelligence in the network, Avaya makes it possible to deliver a full set of communications features on virtually any mobile communications device. Doctors can use a mobile phone or PDA or plug in an IP phone (including a softphone on their laptop) to handle calls, retrieve voice mail and email; hear their email read over the phone; set up conference calls on the fly; record calls as necessary (and to comply with health care regulations), and more.

The wireless medical center—reducing errors

The greatest opportunities for enhancing the quality of care involve communications inside the four-walls of the hospital—getting information from bedside to the station to the lab, to the pharmacy and elsewhere. Solutions from Avaya and its partners take advantage of wireless networking, bar code scanning, RFID (remote frequency identification) and other capabilities. The net result is a hospital that is able to automate existing manual processes, which can help to dramatically boost productivity, reduce mistakes and increase patient safety.

- **Medication administration:** Caregivers can scan a barcode on a patient’s wrist, and confirm the time, dosage and prescription at the patient’s bedside.

- **Patient Communications:** Patients can contact and communicate with attendant nurses via nurse call solutions using Avaya wireless phones and text messaging.
- **Patient Records:** Doctors and nurses can consult up-to-date computerized patient records and enter new information using a wide range of mobile devices, such as BlackBerry’s.

Making specialists available

Delivering a consistently high level of medical care is often a matter of having the right medical expert available in the right place at the right time. Consider a typical emergency room scenario: the parents of a young child with a rare disorder need to make a fast decision about the appropriate course of action. An emergency room staff person accesses the “FindSpecialist service” embedded in your network, which uses presence capabilities and programmed rules to locate a specialist in another facility who is available for a videoconference consult. The result: better, faster decisions about care and a cost-effective use of an important specialty resource.

Network-wide collaboration capabilities also open the door to new ways of supporting remote clinics—providing opportunities for sharing expertise and providing consultations as well as training and continuing education. They also have an important role in any business continuity plan, to provide back-up and continuing medical care in the event of an outage or disruption at one location.

Enhancing patient experiences/Cutting Costs

Patient experience is ultimately driven by quality care—but cumbersome administrative procedures can undo the positive feelings generated by good care. Streamlined, patient-focused administrative procedures that rely on intelligence embedded in your network can go a long way toward driving up patient approval ratings, while driving down costs.

Record Look-ups: Simply reducing the time needed for administrative tasks such as record lookups and patient scheduling can have a dramatic impact on costs

Intelligent Communications—enhancing the quality of care

The nation's 100 "most wired" hospitals and health systems have, on average, risk-adjusted mortality rates 7.2 percent lower than other hospitals³:

- They use a wider array of IT tools to address quality and safety including: computerized physician order entry (CPOE), bedside electronic medication matching, automated alerts and reminders, physician portals and electronic patient surveillance.
- A larger percentage of physicians enter orders themselves.
- A larger percentage of clinical transactions—doses ordered and medications matched to patients—are done using information technology.

and patient satisfaction. With Avaya solutions, when a patient calls, a "screen pop" of information about that patient can automatically appear.

Patient scheduling: No-show patients are costly and unnecessarily delay delivering care to other patients. Avaya solutions can provide a simple, automatic way of contacting patients, confirming and rescheduling appointments, improving patient satisfaction and reducing costs.

Patient self-service: Many hospitals use interactive speech-recognition software for prescription refills and to allow patients to obtain information (from the simple to the complex) over the phone. For chronic care patients, who may have regular appointments and Rx refills that can take an hour or more to prepare, being able to call ahead gets the patient in an out more quickly. Avaya solutions also provide the support that makes it possible for information captured in the self-service transaction to be used to provide additional service and support.

Seamless communications across locations

When communications is simple, it's more effective. But artificial barriers between medical facilities can make communications difficult and prevent opportunities for cost-saving measures such as sharing receptionists and messaging systems. System administration is also more costly—you may need onsite system administration capabilities in each location.

Avaya solutions make it possible to network systems located in different offices. A receptionist in one office can answer and transfer calls for all offices or serve as

a back-up for overflow situations—providing a central resource, but one that keeps the "local touch" for clinics and their communities. All the offices can share a common messaging system. And you can manage the entire communication system from one location via a single web browser interface. It all adds up to lower costs and easier, enhanced communications.

Business continuity and security

You want your communications to be available at all times, and you want it to be secure. Avaya delivers both:

Continuity: Avaya provides health care centers with the leading edge communications technology they need, without sacrificing reliability. In independent evaluations of its IP solution, Avaya was the only vendor to record a perfect call-completion rate under "grueling" load tests of 50,000 calls per hour. Avaya also scored highest for the architecture category, where the company had the fastest call-control failover time (indicating the speed of recovery in the event of a system disruption).¹

Emergency communications: The Avaya Emergency Mobile Communications System can supply the life-line to keep you connected and communicating during a natural disaster. This mobile system can quickly help to ensure vital communications are not lost.²

Security: Built-in encryption capabilities in Avaya solutions address the information security and authentication requirements of patient privacy legislation. Independent evaluations have declared Avaya IP encryption as "the most complete of the IP PBX vendors evaluated."

Making the move to Intelligent Communications

The Intelligent Communications solutions provided by Avaya are standards-based applications designed to allow health care centers to protect their investments and move forward with new capabilities. Health care organizations can exploit the power of IP so that people and resources can be physically located anywhere or, indeed, be accessed while in motion. Specific communications applications are distributed when and where they are needed. The result is greater operational efficiency and responsiveness.

Avaya Intelligent Communications applications are able to “discover” and communicate with each other on the network providing true agility—the ability to use the network to respond to patients at any point and time and to know at all times what people and resources are available to be mobilized. These advanced communications services lead to truly enhanced patient care.

Learn more

For more information about how health care organizations—including hospitals, medical centers and physician practices—are benefiting from Avaya solutions, visit avaya.com/healthcare.

Avaya is able to reliably address the requirements of the health care providers for traditional and IP-based telephony, contact center, messaging and services. Avaya offers standards-based applications that allow companies to extend their existing investments in applications, servers, gateways and phones into a converged solution at their own pace. Avaya has development and integration partners to deploy global solutions that help make health care professionals more productive, hospital processes more intelligent and patients better cared for.

¹ "Best in Test" in Business Communications Review, January 2005.

² "Best in Test" in Business Communications Review, January 2005.

³ Source: 2005 Hospitals & Health Networks' Most Wired Survey and Benchmarking Study, July 2005.

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications infrastructure and solutions. For over one million businesses worldwide, including more than 90 percent of the FORTUNE 500®, Avaya's embedded solutions help businesses enhance value, improve productivity and create competitive advantage by allowing people to be more productive and create more intelligent processes that satisfy customers.

For businesses large and small, Avaya is a world leader in secure, reliable IP telephony systems, communications applications and full life-cycle services. Driving the convergence of embedded voice and data communications with business applications, Avaya is distinguished by its combination of comprehensive, world-class products and services. Avaya helps customers across the globe leverage existing and new networks to achieve superior business results.

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