



FACT SHEET

Solutions for Healthcare Organizations

Using Avaya Intelligent Communications to Enhance Productivity

Avaya delivers the intelligent communications solutions that enable health care organizations to operate more productively — streamlining information flow, simplifying administration and reducing medical errors.



What's possible with Avaya solutions?

- Maximize efficiency and accessibility of your medical teams
- Simplify routine patient administration tasks
- Lower the costs of system management and maintenance
- Increase job satisfaction and retention of nurses and physicians

Virtually every healthcare organization today faces the same challenge — providing superior medical care while coping with rising operating costs and increasing competition.

Automating routine tasks through the use of computerized patient records (CPR) and computerized physician order entry (CPOE) is helping to enhance efficiency while also reducing errors.

Now Avaya Intelligent Communications solutions can bring together a wide range of communications capabilities — from basic telephony, e-mail, voice and instant messaging, to customized mobility offerings, self-service options and contact center solutions — to enable healthcare organizations of all kinds to deliver better care more cost-effectively by:

- **Enhancing** the accessibility of physicians and clinical staff.
- **Empowering** important medical personnel with productivity-boosting communications.
- **Automating** routine administrative matters.

Reach me anywhere

Healthcare was one of the first professions to embrace beepers and cell phones. Now Avaya is helping health care professionals to use these and other devices for much more than just basic connectivity:

One-number reachability: Because so many medical professionals today carry more than one device,

Avaya solutions embed intelligence in the system to automatically redirect critical communications to the right one. Instead of requiring everyone to guess what number or form of communication to use, the system knows and also uses features and filters to screen and manage various calls.

Full-featured communications: To be truly effective today, health care professionals need the same communications features they have at their desk. Avaya Intelligent Communications software 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 do all the things they can do in the office: handle calls, retrieve messages, set up conference calls on the fly, record calls as necessary (and to comply with health care regulations), and more.

Seamless communications across locations

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 in each location.

Avaya solutions make it possible to network systems in different offices, share resources, and manage the entire communication system from one location via a single web browser interface.

Streamlined administrative procedures

By streamlining access to information and routine administration, Avaya solutions help drive efficiency:

Record look-ups: Reducing the time needed for administrative tasks such as record lookups can have a dramatic impact on productivity and costs. A “screen pop” of information about a patient calling can allow your support staff to more quickly view detailed patient data.

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 appointments, and filling vacancies.

Patient self-service: Interactive speech-recognition software for prescription refills and to allow patients to obtain information (from the simple to the complex) over the phone — frees up staff resources. Information captured in the self-service transaction can be used to more efficiently provide additional service and support.

Maximize your resources

By using intelligent communications capabilities you can help increase job satisfaction as well as retain and leverage skilled personnel resources more effectively, sharing them across your entire organization:

Home-based work: Utilizing IP-based solutions makes it possible to equip a new generation of home-based employees — such as transcriptionists and night shift help desk workers — with the communications tools they need to support the hospital.

Remote clinics: Network collaboration capabilities and solutions (such as meeting exchange, video conferencing, enterprise mobility and Session Initiation Protocol) open the door to making medical personnel available across a wide range of locations.

Learn more

Many of the world's leading medical centers, including seven out of fourteen U.S. hospitals in the highly regarded U.S. News and World Report ranking, rely on Avaya communications solutions.

To learn more about how health care organizations — including hospitals, medical centers and physician practices — are benefiting from Avaya solutions, contact your Avaya client executive, authorized Avaya BusinessPartner or visit avaya.com/healthcare for white papers, case studies and other information showcasing Avaya solutions in action.

About Avaya

Avaya delivers Intelligent Communications solutions that help companies transform their businesses to achieve market-place advantage. More than 1 million businesses worldwide, including more than 90 percent of the FORTUNE 500®, use Avaya solutions for IP Telephony,

Unified Communications, Contact Centers and Communications Enabled Business Processes. Avaya Global Services provides comprehensive service and support for companies, small to large. For more information visit the Avaya Web site: <http://www.avaya.com>.

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