

Intelligent Communication Services for Healthcare Providers

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



Healthcare professionals lead hectic lives and are rarely in their offices. Because of their highly mobile nature, getting even a minor question answered can involve rounds of telephone tag between doctors, patients and fellow healthcare practitioners. Decisions get delayed. Care suffers. Costs increase. Nurses and staff can spend unproductive time tracking down doctors and locating information.

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 healthcare institutions work safely, cost-effectively and more securely.

Utilizing the full range of communications—telephony, e-mail, voice messaging, instant messaging, cellular and more— makes it possible for healthcare providers 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 enable healthcare providers to profit more fully from their IT investments—electronic medical records (EMRs), computerized physician order entry (CPOE), electronic prescription

management, bar coding for medication administration, and more — while also getting a secure communications infrastructure that addresses security and patient privacy regulations.

Communication Enabled Services for Healthcare

Avaya helps Healthcare Providers improve the quality of care, drive down costs, and increase patient satisfaction by accelerating communications, provider – to – provider and provider – to – patient. By coupling Unified Communications to provide true device, media, and format independence with the ability to synchronize, track, and manage all forms of messaging, we enable healthcare providers to be assured that information is delivered and acted upon by the intended recipients. And what's more, Avaya's Communication Enabled Services automatically invoke proactive services based on the recipient's responses and the business/clinical rules you define.

Communication Enabled Services assure information is delivered in the timeframes demanded by your clinical and business services. Through a series of self-service and automated facilities, healthcare professionals can easily communicate amongst themselves and with the information systems, patient monitoring equipment, and lab systems necessary to support the process of care. What's more, the services provide real time conversion between voice and data. This means that information, such as lab test reports, can actually be retrieved by a physician over the telephone or that order management approvals can be given verbally and automatically transferred to the medical record system.

Avaya has established more than 40 Communication Enabled Services for

Healthcare. They meet the needs of the clinical process as well as the administrative healthcare professional and the patient.

Proactive Notification

Offering automatic Provider – to – Patient communication for the purpose of assuring information is delivered, acknowledged, and acted upon by the patient. Solutions include:

- Appointment Reminder/Confirmation
- Family Finder/Communicator
- Patient Scheduling
- Medication & Immunization Notification

Patient Health Management

A series of in-home communication services designed to automatically solicit and track key health related information using voice enabled communication services and eliminating the need for specialized in-home data collection equipment. Solutions include:

- Chronic Care Management
- Wellness Management

Self-Service

Enabling Provider and Patient to request and manage a wide range of Provider services in support of clinical, administrative, and operational support services. Solutions include:

- Prescription Refill
- Directory Lookup
- Education Scheduling
- Information Hotline

Patient Account Services

Communication enabled solutions streamline patient interaction with the Healthcare Provider's administrative services for the

purpose of reducing internal resource requirements while improving overall customer service. Solutions include:

- Provider Plan Coverage
- Patient Payment Recovery and Collections
- Pre-Admissions

Hospital and Clinic Security Management

Designed to support the safety and security of the physical premises, these solutions assure accurate, highly reliable communications making onsite and public safety personnel highly efficient and accurate in their emergency response efforts. Solutions include:

- Security Touring
- Building Security Messaging and Alarms
- E-911 Facility Notifications

Professional Employee Support

These solutions address the unique information access, distribution, and management requirements of the healthcare professional including:

- Performance Evaluation Notification (JCAHO)
- Benefits and Enrollment
- Employee On/Off-Boarding
- Staff Scheduling and Shift Coverage

Making the Move to Communication Enabled Services for Healthcare

Avaya's Communications Enabled Services for Healthcare are standards-based applications

designed to allow Healthcare Providers to protect their investments and move forward with new capabilities. Healthcare organizations can exploit the power of IP to enable true device independence, enabling people and resources to access information and communicate real time conversion of voice and data media. Specific communications applications are distributed when and where they are needed. The result is greater operational efficiency and responsiveness.

Avaya's Communication Enabled Services for Healthcare 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, patient safety, and improved staff effectiveness.

Learn More

For more information about how Healthcare Providers, 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 Healthcare Providers for traditional and IP-based telephony, contact center, messaging and services. Avaya offers standards-based applications that allow healthcare organizations 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 healthcare professionals more productive, hospital processes more intelligent and patients better cared for.

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.

The Avaya logo consists of the word "AVAYA" in a bold, red, sans-serif font. The letters are closely spaced and have a slight shadow effect.

INTELLIGENT COMMUNICATIONS

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A red rectangular button with the text "avaya.com" in white, lowercase, sans-serif font.