

# A New Vision for Healthcare

The Connected Hospital



# Voice

Hospitals need a highly scalable, flexible business communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models.

## Taking Advantage of the Latest Communications Capabilities

Your hospital may have updated its communications systems in the past few years—and you may have no reported operational problems with your relatively new system—but do you have access to the latest collaboration technologies available? Advances in cloud-based applications and mobile technologies have allowed hospitals to offer true collaboration between all participants in the healthcare ecosystem. Your hospital may be missing out.

In a connected environment, team members can communicate and share data with each other and patients in real time, across a variety of communications devices and solutions. Moreover, interactions can take place regardless of whether the intended parties are down the hall, across the hospital campus or even across the state at a sister facility.

But you do not need to embrace a “rip and replace” of existing technology to take advantage of these new capabilities. Rather, new collaborative communications solutions, such as those from Mitel, complement existing infrastructure, extending your return on investment while enhancing the overall productivity of hospital staff and improving patient care. The company's solutions can offer your hospital the latest voice, video, collaboration, contact center and mobility capabilities—all without having to replace existing infrastructure.

Requirements for a connected hospital include:

- **Voice:** Hospitals need a highly scalable, flexible business communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice Business communications solutions can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models.
- **Unified Communications and Collaboration:** Hospital staff members need to collaborate more easily and effectively, no matter where they are, what job they do and what device they use. Mitel's MiCollab combines collaboration, mobility and messaging in a single solution, giving staff members the reliability and flexibility they need to improve quality of patient care.
- **Tele-health Video Solutions:** Through its partnership with Vidyo, Mitel offers video tele-health solutions that help doctors streamline care of patients, regardless of the device each has available to them.
- **Contact Center:** Managing inbound calls is critical to smooth hospital operations. Mitel's MiContact Center delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools for the most sophisticated hospital contact centers.
- **Outbound Notification:** Automated systems that reach out to both patients with upcoming appointments as well as staff who might be needed to cover shifts is key to helping hospitals trim costs. Mitel's Appointment Notification and Staff Recall capabilities automatically perform outbound notification tasks, streamlining everyday operations.
- **Enterprise Mobility:** Hospital staff is always on the move, visiting patients, tracking down equipment and collaborating with colleagues. Mitel's Enterprise Mobility solutions provide on-the-go hospital staff with the same feature-rich communications experience they have at their desks or stations.

# Unified Communications and Collaboration

Hospital staff members need to collaborate more easily and effectively, no matter where they are, what job they do and what device they use. Mitel's MiCollab combines collaboration, mobility and messaging in a single solution, giving staff members the reliability and flexibility they need to improve quality of patient care. And through its partnership with Vidyo, Mitel offers video tele-health solutions that help doctors streamline care of patients, regardless of the device each has available.

## Ensuring Business Continuity

Hospitals are always-on environments, and your communications capabilities must keep up with this requirement. Business continuity, however, is a constant challenge, especially when an emergency occurs that impacts primary systems or the hospital's borders must be extended to provide services at an emergency site off campus. Without reliable voice and collaboration systems, chaos can ensue.

With Mitel, you can choose your deployment strategy for maximum business continuity: distributed, centralized, or public cloud. Let's take a look at some of the company's chief business continuity capabilities that enable a connected hospital:

- Mitel's virtualized call control and applications on VMware permit hospitals to realize greater cost savings, simplify support and ensure communications are always available, regardless of circumstances or user location.
- MiVoice Resiliency serves as your primary communication link between staff, patients and healthcare service providers located outside the hospital. If a server or network goes down, for instance, your communications system ensures calls from patients will never be missed.
- Hot Desking allows staff to log onto any designated phone in or out of the hospital. All calls are routed to the device they are logged into, so co-workers can always be reached by dialing their office extension.

## Providing a Safe Environment for Staff and Patients

Your staff and patients have the right to expect a safe environment, which accounts for not only their physical security, but quality of care for patients from the moment they make their first appointment to their final follow-up visit. Your staff needs to be equipped with communications devices and solutions to be responsive to patient needs around the clock. At the same time, they need to be able to quickly communicate emergencies, patient and otherwise, with the touch of a button, and respond to different types of monitoring alarms—such as infant care alarms—and heart and blood pressure monitors quickly and efficiently.

Mitel's MiVoice communications platform coupled with the hospital's middleware can integrate to the hospital's existing nurse call solutions to provide direct communications between patients and staff. This ensures are always routed to appropriate staff members on the specific device they prefer to receive notifications.

## Enterprise Mobility

Your clinic and HMO staff is always on the move, moving from patient to patient. Mitel's Enterprise Mobility solutions provide on-the-go staff with the same feature-rich communications experience they have at their desks or stations.

# Contact Center

Managing inbound calls is critical to smooth clinic operations. Whether the contact center is responsible for one clinic or dozens across the clinic brand, Mitel's MiContact Center delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools.

## Control Costs

Hospital administrators are called to improve the level of patient care; meanwhile the number of patients requiring attention grows and your budget does not. Therefore, case cost control and reduction is key. Much of the increasing overhead for hospital staff are administrative tasks. In fact, a large percentage of a nurse's daily activities does not involve time spent with patients but rather on documentation, tracking down the right staff members and specialists, and locating equipment in other areas of the hospital.

On the preventative care side, appointment no-shows are a huge issue. Patients who do not arrive for scheduled appointments, such as MRIs and mammograms, block off expensive specialist time that could be used to serve other patients.

Here's how Mitel can help:

- Advanced communications and collaboration solutions from Mitel can resolve these administrative issues and help your day-to-day operations run more efficiently—without requiring a significant infrastructure upgrade. Centralized communications are easier for your staff to manage, thereby helping your hospital control costs. MiVoice also can be deployed as a virtualized solution, further helping with case cost control.
- Automated appointment reminders available via MiContact Center reach out to patients with notifications in advance of their scheduled appointment. These individuals can accept, decline or reschedule an appointment, vastly reducing the number who fail to appear without notice. Fewer missed appointments helps keep your skilled medical personnel busy, improving their satisfaction with your hospital.
- Automated dialers for Staff Recall can contact employees via automated text, email or voice to manage schedule changes, unfilled hours or emergencies when additional staff is needed quickly.
- Mitel's partnership with Vidyo provides easy-to-use solutions that allow doctors to connect with each other through video conferencing, regardless of the device they have available. Mitel's integration options and migration strategies allow you to integrate new solutions into your hospital's existing environment, at the pace you want to migrate to better control costs

## Enable Patient-Centric Care

When your staff members spend more time on administrative work—tracking down who's on call, for example—than with patients, care at your hospital is impacted. Yet without advanced communications and collaboration solutions that bring high levels of efficiency, that's exactly what happens. Rather than spending the majority of their time focusing on the patient, nurses are chained to their existing communications hub—the nurses' station—entering patient information, searching for equipment and tracking down appropriate colleagues.

Communications solutions from Mitel can help your staff members improve efficiency in their day-to-day operations, allowing them to be more attentive to patient needs. Here's how Mitel can help

- Mitel's MiVoice communications platform coupled with the hospital's middleware can integrate to the hospital's existing nurse call solutions, allowing your staff members to **respond to patient needs quickly**.
- Mitel also integrates with mobile applications that manage **service and maintenance requests**, and provide management reporting. Mitel helps your staff better manage the flow of patients through their healthcare journey.
- Audio, video and web conferencing capabilities via MiCollab and Vidyo allow staff to quickly engage with specialists, organize conference calls, share patient records and **make timely decisions** focused on improving service and patient outcomes.

# Outbound Notification

Automated systems that reach out to both patients with upcoming appointments as well as staff that might be needed to cover shifts is key to helping clinics trim costs. Mitel's Appointment Notification and Staff Recall capabilities automatically perform outbound notification tasks, streamlining everyday operations.

## [Learn More](#)

To learn more about how Mitel Healthcare Solutions can help you control costs, empower your staff and enable patient-centric care, contact your Mitel sales representative or visit [www.mitel.com](http://www.mitel.com).

## How Can Mitel's Communications and Collaboration Solutions Benefit You?

### ADMINISTRATORS

- Control costs through automated processes, such as appointment reminders
- Improve staff efficiency through mobility and collaboration solutions
- Enable high-quality, patient-centric care by removing roadblocks

### STAFF

- Spend more time with patients and less time on administrative roles
- Become increasingly mobile, knowing you're always within reach
- Improve communication and collaboration with colleagues, regardless of location

### PATIENTS

- Communicate quickly and easily with their assigned team, on-premises or in an in-home environment
- Benefit from patient-centric care enabled by communications and collaboration solutions



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