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# Avaya Communications-Enabled Healthcare Portal

Delivering improved patient care through application integration of real-time communications.



As a result of caregiver shortages, increased demand on healthcare systems, and increased regulatory burden, time is a scarce resource in hospitals. In fact, there are few places where time and communication are more critical. Healthcare providers must have timely, effective means of communication and immediate access to up-to-date patient information. However, patients often receive treatment from a number of different caregivers, and clinical data may be stored across several disparate hospital information systems. As a result, in times of urgent need, staff can lose

precious moments trying to obtain the most current patient information. From a recent study at Trillium Health Centre in Canada, delays in communication are responsible for 37 percent of medical errors committed in the ICU. To help address these challenges, Avaya has joined forces with Carefx to offer a complete multi-channel healthcare solution based on Carefx's Fusionfx® software suite — with communications enabled by Avaya Agile Communication Environment (ACE).

## What exactly is a communications-enablement healthcare portal?

Leveraging the power and ease of use from telecom web services made available by the Agile Communication Environment, the Fusionfx portal incorporates the ability to see a care provider's presence — whether they are currently available, offline, on the phone, their location, etc. Based on this contextual information, support personnel may choose to contact them in the most appropriate manner — click-to-call, instant message, SMS, email, file sharing, etc. Consider the following examples:

- When admitting a patient with chest pain, the hospitalist can quickly identify the best communication method with the patient's primary care physician. Using either a quick text message or instant message with the PCP's office, the hospitalist can request a prior EKG and cardiologist note without having to pick up the phone.
- After documenting a positive finding in the patient's CT scan, the radiologist needs to communicate with the ordering provider on the critical report. This is one of the key joint commission patient safety requirements. With the patient provider list, the radiologist can immediately identify the current attending physician and use the portal to Click-to-Call the provider. All the communication is fully audited so that compliance on this patient safety measure can be reported.

- When discharging a patient, the charge nurse can quickly locate the consultants who need to provide the full assessment and plan. Instead of going through the chart and order history, the nurse can use the patient provider list to immediately communicate with the consultant via a text message or instant messaging. This will eliminate phone tags and unnecessary waiting that could delay the patient's discharge, affect bed availability, and increase length of stay.



## Enhanced, more efficient patient care

By integrating information management and communications services with healthcare solutions, you can provide quality, timely health services. The solution also:

- Enables real-time clinical alerts using multiple channels. Avaya's Communications-Enabled Healthcare Portal helps ensure that clinicians get the information they need, when they need it, sent to the appropriate mobile devices.
- Improves emergency response with location technology. Built-in location identification from Avaya alerts clinical staff of incoming ambulances to help improve patient triage.

- Delivers accurate, up-to-date patient data via Carefx Fusionfx. Patient information previously dispersed across the organization is now integrated, providing medical staff with a complete, up-to-date view of patient profiles.

Fusionfx streamlines and simplifies clinical and business workflow, and connects care providers to the information they need — where, when, and how they need it. Furthermore, it delivers crucial patient information with speed, efficiency, and logic by managing care transitions and information gaps between diverse departments, systems, and facilities.

The communications-enabled framework of the joint Avaya and Carefx offering is based on a Service-Oriented Architecture (SOA) approach for hospitals and is powered by Avaya Agile Communication Environment, a SOA-based software solution that enables healthcare providers to integrate nearly any vendor's communications infrastructure

into the Fusionfx portal as well as other clinical support applications. Avaya and Carefx are committed to helping healthcare organizations advance the quality and safety of patient care delivery through this joint technology integration. For more information on Avaya Agile Communication Environment, visit <http://www.avaya.com/usa/campaign/roadmap/docs/UC4433.pdf>.

For more information about Carefx, go to [www.Carefx.com](http://www.Carefx.com).

## Learn More

To learn more about how Avaya can help your organization, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at [avaya.com](http://avaya.com)

## 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](http://www.avaya.com).

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