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## AVAYA'S HEALTHCARE VISION

# The Smart Hospital

How we're making this a reality: Avaya Healthcare Solutions



## Avaya Healthcare Solutions

The smart hospital is our vision for the hospital of the future where everything — people, systems and processes — is connected and integrated to work seamlessly together.

## The paradox of today's healthcare technology

Modern hospitals use some of the most sophisticated technologies in the world. In addition to advanced equipment for

patient diagnostics and procedures, they have state-of-the-art systems for managing images, tracking medications, storing patient records and more. Most hospitals also have sophisticated and secure data and communications networks that deliver Internet, telephony and IP connectivity everywhere.

Unfortunately, most of this technology lives in very distinct and disparate silos throughout the facility, and as a result, most workflow processes require a significant amount of manual coordination. Even with an electronic medical records (EMR) system in place, critical information is usually only

available in a limited number of places such as a nurse's station or administrative office instead of everywhere the clinician or patient is.

Given the amount of technology in a hospital, it is ironic that the pencil and paper are still the primary way that many staff members record information and communicate.

## The Smart Hospital

Healthcare organizations are beginning to realize that there are nearly endless possibilities when everything is connected; when people, processes and systems all work together seamlessly. That's the vision of the smart hospital. By using communications technologies to make the right connections, hospitals and healthcare organizations can improve:

- Quality of patient care
- Cost of services
- Staffing shortages
- Facility capacity constraints
- Security and privacy

The existing networking investments in a smart hospital create opportunities to drive better and more effective care, create efficiencies and find new ways to succeed without increasing costs. The key is making those connections without having to reinvent the hospital as we know it.

## Avaya Healthcare Solutions

For healthcare professionals, technology offers many promises for better care, more efficient processes and more productive staff. The problem is that over the past decade technology has also created challenges for IT departments and clinicians alike due to the lack of integration among clinical systems, the demands of government regulations for security and privacy, and the sheer number of different vendors' systems that are in a modern hospital.

Avaya Healthcare Solutions help eliminate many of these issues by using the voice and data networks that already exist in a hospital to connect the disparate systems, people and processes in order to maximize return on investment in clinical systems and infrastructure.

With Avaya Healthcare Solutions, hospitals can find new ways to improve processes and practices, reducing the need for expensive new systems or comprehensive staff training initiatives. And since nearly every system

In the smart hospital, people, systems and equipment are all in sync, working together seamlessly to improve patient care and reduce costs. Avaya Healthcare Solutions use your existing voice and data networks to make it possible.

adheres to set standards, it is possible to use the network to connect them together in ways that were never before possible.

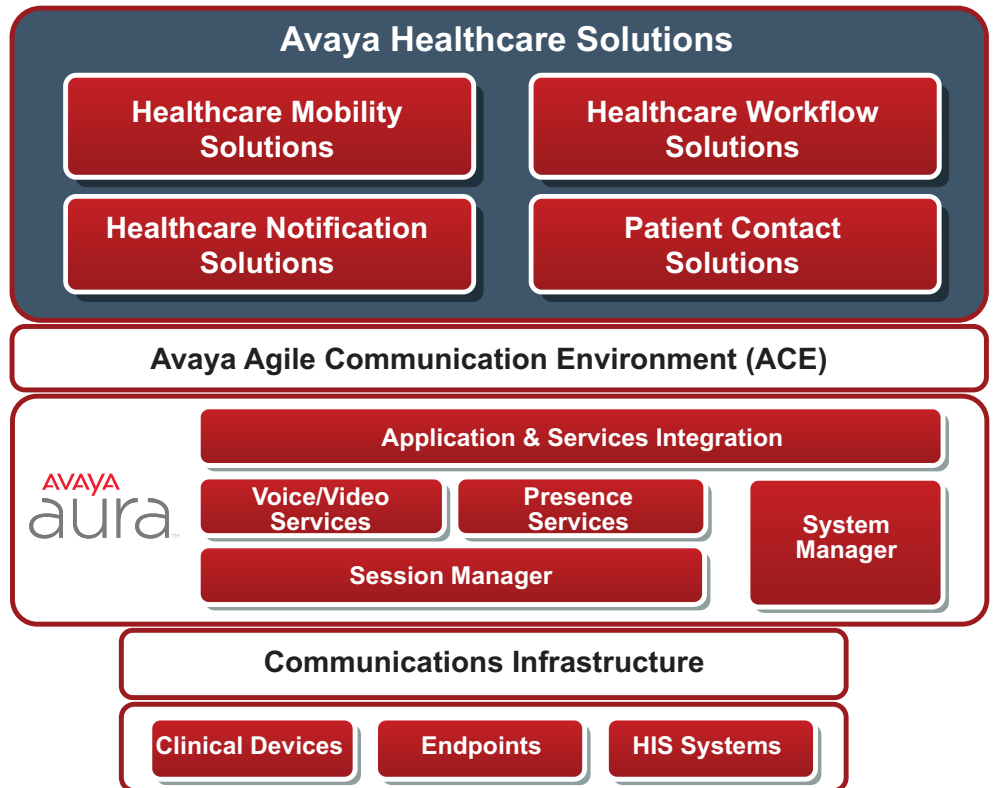
### Benefits

Avaya Healthcare Solutions take a comprehensive approach to effectively integrating communication technologies into a modern hospital environment in order to accelerate the pace of business. It is not just about adding a few features to our voice systems or making our data products regulatory-compliant, it is about finding ways to leverage infrastructure technologies to make hospitals better.

By developing solutions that communications-enable disparate systems, Avaya is helping hospitals refine what they do best without changing much of what they already do. Enabling a smart hospital can result in:

- Increased staff productivity resulting in lower operating costs
- Accelerated patient throughput, which increases top-line revenue
- A more secure healthcare environment, protecting patients, staff and sensitive data

### AVAYA HEALTHCARE SOLUTIONS



## Avaya Healthcare Solutions Portfolio

Avaya Healthcare Solutions empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient. Solutions consist of four categories: Healthcare Mobility, Healthcare Workflow, Healthcare Notification and Patient Contact.

**Healthcare Mobility** solutions are fundamental technology solutions that give hospital staff greater mobility without compromising accessibility. Avaya Healthcare Mobility solutions include:

- **Asset Tracking and Management** — Identifies and reports the location and status of critical resources in a hospital via RFID tags and wireless LAN technologies, helping reduce equipment searches and wait times while lowering equipment inventory requirements
- **Mobile Device Checkout** — Allows nurses and clinicians to “checkout” a mobile handset while maintaining a personalized contact number at all times
- **Nurse Communications** — A set of advanced communications tools that are uniquely tuned to support the collaborative work demands of the nursing staff, enabling increased nursing productivity and enhanced patient care

**Healthcare Workflow** solutions use integrated communications technologies and leverage the Healthcare Mobility

solutions to accelerate workflows involving human-to-application or human-to-human interaction. When a clinical process uses these accelerated workflows, it can result in improved staff productivity and operational efficiency. These solutions include:

- **Patient Discharge Coordinator** — Streamlines the patient discharge process via automation of internal and external approvals and notifications, helping increase patient throughput and boosting nursing productivity
- **Patient Admit Coordinator** — Streamlines the admission process from the Emergency Department (ED) through process automation and communication enablement of clinical business processes

**Healthcare Notification** solutions allow information and instructions to be transmitted in real-time across the organization or to a specific doctor, nurse or other professional. These interactive events notifications can improve hospital operations, staff productivity and patient quality of care.

- **Nurse-Call Response** — Allows the nursing staff to receive and respond to urgent patient needs and help alleviate long wait-times for patients

**Patient Contact** Solutions provides an interactive patient, clinician and hospital experience. These solutions automate routine processes in an efficient manner to allow improved clinical productivity and expanded patient interaction outside of the hospital.

- **Patient Appointment Reminder** — Automates a process normally performed with considerable human interaction. The solution can not only maximize resources but drastically reduce no-shows, helping recover otherwise lost revenue from the hospital
- **Patient Follow-up** — Helps assure patients are recovering properly after they leave the hospital. This effective automated process helps reduce re-admittances and clinical workload, and can improve patient satisfaction.

## Learn More

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

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## 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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References to Avaya include the Nortel Enterprise business, which was acquired as of December 18, 2009.

04/10 • SVC5121

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