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Avaya Healthcare Mobility Solutions

KEEPING NURSES IN TOUCH NO MATTER WHERE THEY ARE.

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.



In a modern hospital, there are many different ways for a nurse to stay in communication with patients and colleagues. Unfortunately, most of them begin and end at the nurse's station. In the smart hospital — one where everything is connected — nurses have the ability to move throughout the facility without being tied down by the limitations of their communications technologies.

Nurses are always on their feet, walking up to five miles during a typical shift. Much of this time is spent traveling to and from the nurse's station — the communications hub on most floors where nurses spend a disproportionate amount of their time. At the same time, they are expected to be everywhere at all times, and in a role where every minute counts, the nurse's communications capabilities often tether them to a central location.

Traditional hospital communication systems such as desk phones, pagers, overhead paging and two-way radios can alleviate some communication challenges but create others. Often nurses have access to mobile handsets that they share with other nurses and clinicians on their floor. In order for members of the staff to contact one another, they must post temporary directories or even rely on sticky-notes to indicate the contact number of the handset they are carrying.

This means that they are likely to have a different number every shift and if the list with the numbers gets misplaced, it makes it even more difficult to reach the correct nurse. The result of this communication discontinuity is slower clinical processes and ultimately a negative effect on patient care.

Healthcare Mobility solutions from Avaya give nurses the ability to communicate with anyone, anywhere in the hospital, instantly.

Avaya solutions also help improve nurse response times and increase the quality of patient care. By allowing nurses to spend more time with their patients and less at the nurse's station, Avaya solutions not only help improve patient and staff morale, but improve on-the-spot decision making as well.

Avaya Healthcare Mobility solutions include:

- **Mobile Device Checkout** provides an easy and convenient way for nurses to “checkout” a personalized handset when they start their shift and return it at the end, meaning they never have to worry about whether they can be reached or what phone number they have on any given day. It's always the same.

Avaya Healthcare Mobility

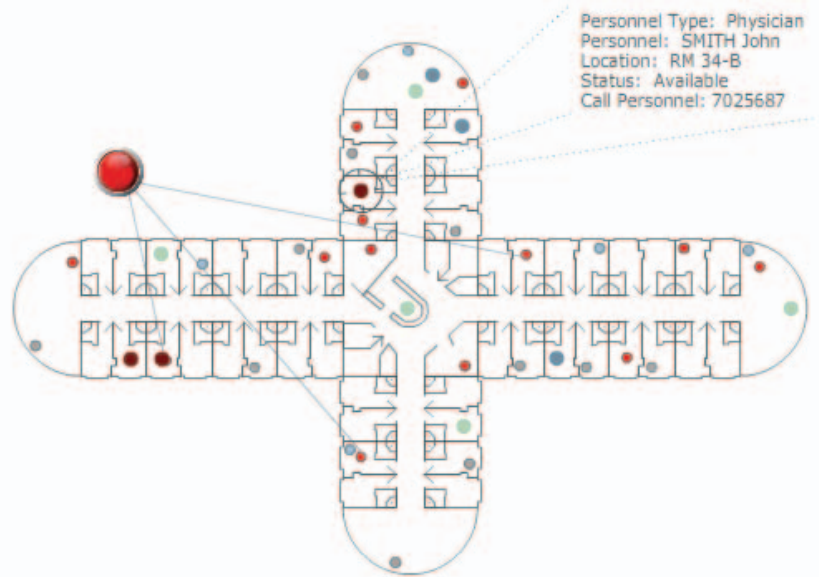
Nurse Communications Technologies



Mobile Device Checkout



Asset Tracking and Management



THE THREE AREAS COVERED BY CLINICAL MOBILITY INCLUDE:

- MOBILE DEVICE CHECKOUT
- ASSET TRACKING AND MANAGEMENT
- NURSE COMMUNICATIONS TECHNOLOGIES

• **Nurse Communications** technologies feature Avaya's lightweight, durable and easy-to-use mobile handsets that are always ready to go, and work anywhere in the hospital. These Wireless LAN handsets are complete communications appliances that allow access to advanced features such as speech dialing, for quick access to other clinicians simply by saying their name, hands-free mobile speakerphones and a portable corporate directory for finding contact information whenever and wherever it is needed. They also provide Nurse Call and patient

monitoring alarms so that nurses know patient status no matter where they are.

- **Asset Tracking and Management**, which identifies and reports the location and status of critical medical equipment and staff in real-time within a hospital. This helps nurses find equipment and staff instantly, and allows them to intelligently route calls to the most appropriate staff member based on location.

Because Avaya's Wireless LAN handsets are designed for healthcare environments, they are both rugged and easily cleaned,

meaning they will withstand the demands of a hospital environment. In addition, they use the latest encryption, authorization and authentication technologies, so patients and staff can rest easy.

With Avaya Healthcare Mobility solutions, hospitals are better equipped to meet increasing clinical demands. By giving nurses the ability to be in constant contact no matter where they are, nurses will be more productive and have more available time to spend with patients. Avaya solutions help create a smart hospital that is more streamlined, efficient and cost-effective.

Communications Solutions for Healthcare Providers

In addition to Healthcare Mobility solutions, Avaya offers a complete portfolio to address the specific needs of healthcare providers – solutions which help optimize clinical processes, reduce costs, drive additional revenue and allow your caregivers to provide the best care possible.

- **Healthcare Workflow** solutions use integrated communications technologies and leverage Avaya's 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
 - Patient Admit Coordinator
- **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
- **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
 - Patient Follow-up

Learn More

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

Avaya Healthcare Mobility solutions are fundamental technology solutions that give nurses and staff members greater mobility without compromising accessibility.

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.



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

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