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# Avaya Patient Admit Coordinator

Promoting efficiency by expediting patient admissions



Overcrowded waiting rooms, delayed admissions, dissatisfied patients, and ineffective communication systems. Sound familiar? As the demand for healthcare services continues to rise, the need for efficient communications solutions is becoming more and more critical. Until now, healthcare systems and communications were kept separate. By integrating the two into one efficient, fluid system, hospitals can stop wasting time on repetitive tasks and start focusing on what's really important: high quality patient care.

Avaya offers packaged solutions that integrate and organize current hospital business processes to drive patient flow, improve satisfaction, and enhance the overall experience. Avaya Patient Admit Coordinator leverages your existing Healthcare Information Systems to automatically select and notify the appropriate person for task completion, efficiently moving the admissions process along.

## Healthcare Provider Challenges

Inefficient business processes and communications are at the root of many challenges in healthcare today, including patient admissions. They negatively impact key success factors such as patient flow and clinician productivity, which ultimately deteriorates hospital profitability.

Repeatedly calling and paging doctors takes extra time that hospitals don't have,

occupying valuable staff resources with non-patient care tasks. Staff can get bogged down by time-consuming procedures as they move through the multiple sequential steps required. Manual communication methods cause frustration for all hospital staff, including Primary Care Physicians and the hospital's Admitting Physicians, delaying approval for direct admissions.

Long admission times reduce patient flow and degrade patient satisfaction. The challenges and business consequences

are apparent in a key source of hospital admissions, the Emergency Department. With Emergency Department beds occupied by patients waiting to be admitted, ambulance diversions are much more likely and waiting patients grow so aggravated they Leave Without Being Seen (LWBS). The resulting reduction in patients can cost a hospital over \$1M in revenues a year<sup>1</sup>.

## Boosting Hospital Revenues

Patient Admit Coordinator enhances your existing Healthcare Information Systems by adding smarter communication capabilities to your hospital. By intelligently managing communication tasks, it enables improvements in patient flow and satisfaction, helping you maximize every revenue opportunity.

With Patient Admit Coordinator in place, you can reduce admission times and free up critical resources. More patients can be seen, which in turn will help reduce LWBS volume and avoid ambulance diversions, and increase annual revenues.

Patient Admit Coordinator improves efficiency by eliminating missed

handoffs and time spent on manual contact by automating repetitive, error-prone communication steps in the patient admission process. Managing communication bottlenecks can significantly improve admissions cycle times, reducing admissions by up to 120 minutes and accelerating patient flow and increasing service availability.

With automated processes and resource management, Patient Admit Coordinator allows staff to concentrate on delivering high quality service. It enhances patient and clinician experience by integrating your current business processes into one straightforward system. Patients and Physicians will be more inclined to select and refer your hospital over others due to its reputation for quality care and streamlined admissions.

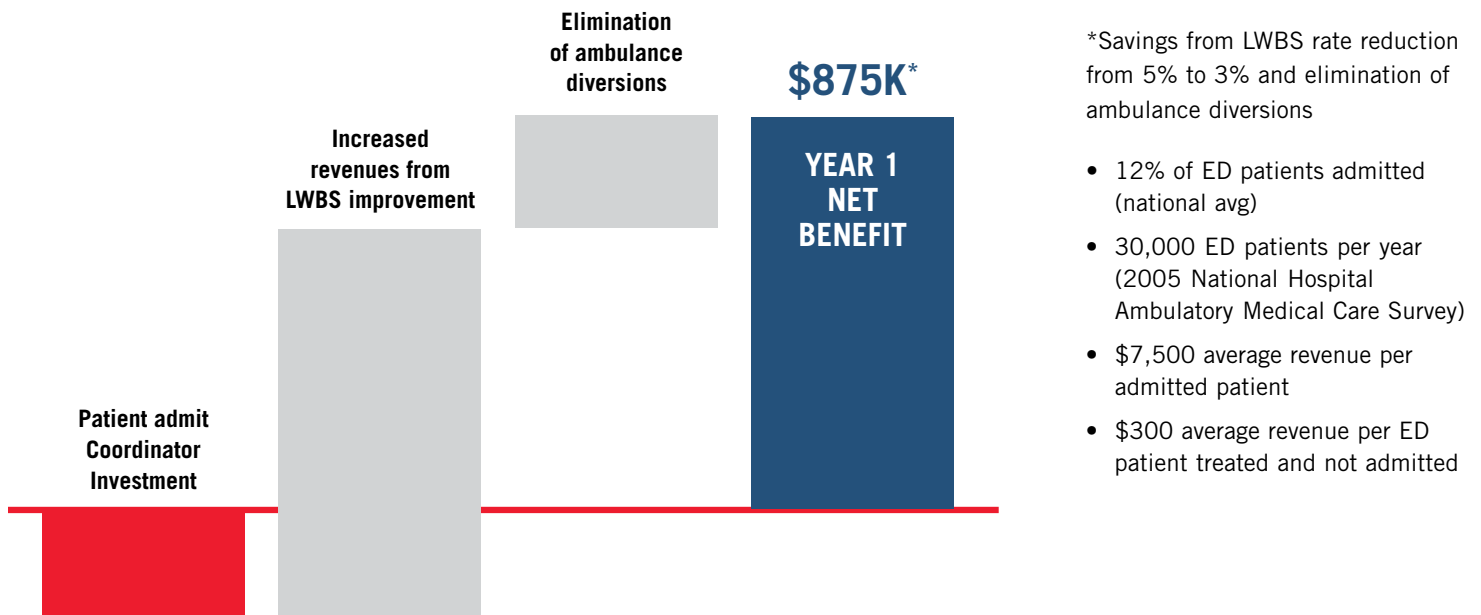
## Optimizing Admissions

Patient Admit Coordinator is an integrated communication system that expedites patient admissions to improve patient flow. It manages admissions workflow tasks, from bringing clinicians together for consultations to notifying other departments that a work item is ready to be completed. Automated calls and notifications help ensure your staff members are connected quickly and reliably. They no longer need to manually perform and monitor communications and can focus on patient care.

### Revenue Recovery Model

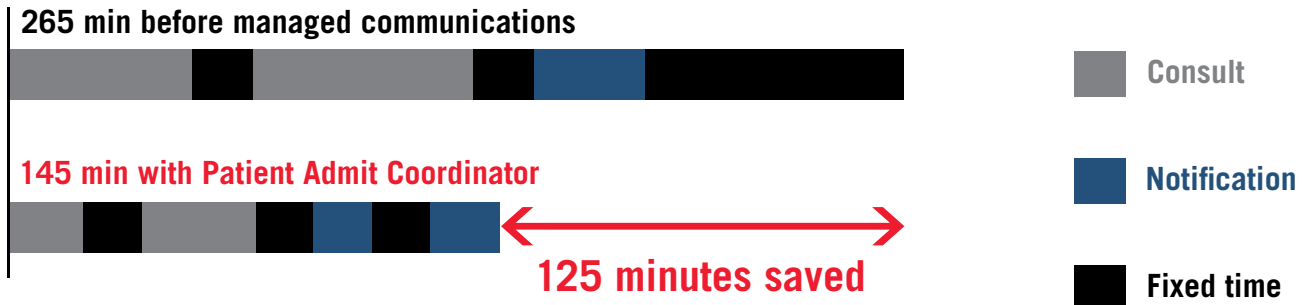
By lowering patient admit times, Patient Appointment Coordinator dramatically reduces LWBS and helps eliminate ambulance diversions.

**The resulting revenue increases will pay for Patient Admit Coordinator in less than 6 months.**



## Streamlined Admissions Process

Patient Admit Coordinator can save up to 120 minutes per admit by facilitating key communication points and reducing bottlenecks.



Once a task is triggered, Patient Admit Coordinator can:

1. Leverage your existing Healthcare Information Systems to select and notify the appropriate person.
2. Monitor for a timely response by issuing reminders.
3. Detect task completion and record results.
4. Update external systems with current status.
5. Log metrics, such as elapsed time and reminder volume, for workflow analysis and optimization.

Each step of the process is governed by configurable rules, enabling the intelligent allocation of resources for each task based on role, schedule and availability. Notification, monitoring and updates occur automatically through bidirectional integration with your existing patient tracking, bed management and other clinical systems.

### What's Inside

The Patient Admit Coordinator solution provides you with a comprehensive software package and includes all applicable services to help ensure you get the most out of your investment.

Avaya will **plan and design** your system to match your specific needs through:

- A Patient Flow Design Workshop
- Communications Consulting Services

As part of the deployment, we will help ensure the system is seamlessly integrated with your patient tracking, bed management and other clinical systems that are already in place. Our services include:

- Project Management
- Healthcare Workflow Solution Base Deployment, configured to match the desired workflow
- External Data Integration – supporting standard interfaces such as HL7

After installation, Avaya provides ongoing **support services** to keep your system running at optimal performance with the latest upgrades and technical support.

### KEY VALUES

Patient Admit Coordinator helps accelerate the admission process, getting needed care to patients quicker and allowing more patients to be seen.

- **Increase patient flow** by enabling efficient communications throughout the admission process.
- **Improve patient satisfaction** with shorter wait and admit times and increased service availability.
- **Recover revenue** from LWBS patients and ambulance diversions while generating additional revenue from new patients who choose your facility.

## Improving Patient Flow End to End

### Patient Admit Coordinator



### Patient Appointment Reminder

Automates reminder calls to improve patient show-up rates and enables proactive rescheduling of appointments.

### Patient Discharge Coordinator

Automates hospital discharges, allowing nurses to spend more time caring for patients and improving the hospital's patient flow.

### Patient Follow-Up

Facilitates checking on patient status post-discharge, helping ensure patients follow discharge instructions, reducing the risk of readmission.

## Improving Patient Flow

Patient flow is a key area of concern for healthcare providers seeking to improve profitability. Patient Admit Coordinator streamlines your patient admission process by automating and intelligently managing dependent communications. You can further improve patient flow by optimizing communications at other key interaction points with other Avaya Healthcare Solution offers.

The "Improving Patient Flow End to End" diagram above illustrates where Patient Admit Coordinator works with other Avaya solutions.

## Get Started Today

Our team of specialists is ready to help you optimize your patient flow with communications integration. Call 1-866-AVAYA (US customers) or +1-908-953-6000 (Worldwide) to get started.

The Avaya family of healthcare solutions includes Healthcare Mobility, Healthcare Workflow, Patient Contact, and Healthcare Notification solutions. Our deep experience in healthcare goes into these purpose-built solutions to help you improve workflows and clinician productivity by leveraging and integrating your voice and data networks

with your Healthcare Information Systems for a collaborative healthcare experience.

To learn more about Avaya Patient Admit Coordinator, please visit us online at [www.avaya.com/healthcare](http://www.avaya.com/healthcare)

<sup>1</sup>Average opportunity loss of 30 min. boarding time in the Emergency Department equaled the time required to see 3.5% of the Emergency Department's daily census. Source: "Measuring the opportunity loss of time spent boarding admitted patients in the emergency department: a multihospital analysis." Raymond Lucas et al. Journal of Healthcare Management. Mar-Apr 2009. Figure based on average 30,000 visits per year.

## 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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