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Avaya Mobile Device Checkout

Personalized mobility for every nurse on every shift

Tethered to the nurse's station in today's hospitals

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 — it is imperative that nurses have the ability to move throughout the facility without being tied down by the limitations of their communications technologies.

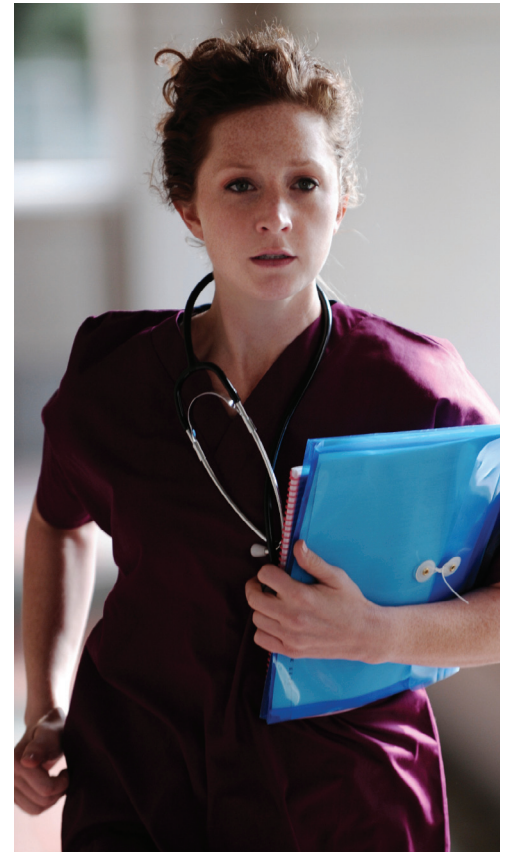
Nurses are always on their feet, walking up to five miles during a typical shift. Much of this time is spent traveling to and from the nurse's station — the communications hub on most floors where nurses spend nearly 40%¹ of their time. Furthermore they are expected to be everywhere at all times, and 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.

To meet the growing connectivity demands of today's patient environment, nurses require a unified communications solution designed specifically to meet their needs.

What they need is a personalized mobility solution that allows them to remain in contact at all times, extending the power and capabilities of the nurse's station while enabling them to spend more time with patients. Avaya can help.



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.

¹ The Permanente Journal/Summer2008/Volume 12 No. 3: A 36 Hospital Time and Motion Study: How Do Medical=Surgical Nurses Spend Their Time?, Hendrich, Chow, Skierczynski, Lu

Avaya Mobile Device Checkout

More effectively equipping and managing nurse communications



1. **Remove handset** and fully-charged battery from station.
- 2a. **Scan the handset** with reader kiosk.
- 2b. **Scan the ID badge** with reader kiosk; the system programs the new user's information on the handset.
3. **At the end of the shift**, the nurse scans the handset again, returns it to the station and replaces the battery in the charger. It is now available for the next user.

Avaya Mobile Device Checkout

Avaya's Mobile Device Checkout solution supports nurses and hospital staff by helping to more effectively equip and manage nursing communications.

When a nurse begins their shift, they simply take a Avaya mobile handset from a nearby charging station and scan its barcode at the accompanying kiosk. Then, by scanning a barcode on their ID badge, they imprint that handset with their unique user identity and register that phone as active within the hospital. Essentially, they "checkout" the handset for the duration of their shift. No more manual tracking of who has what phone number and no more publishing a new phone directory with each shift change.

Once the phone is checked out by a user, it automatically adopts their personal phone number or extension assigned to their functional role and provides access to their

relevant features such as call lists, personal directories and voicemail. The solution also allows integration into other clinical applications such as Nurse-call systems, so that alarms and alerts, specifically for that user, are routed to the Avaya handset, for example. This allows nurses to work more efficiently without having to sign-in to various different applications, or constantly check multiple devices for new voicemails, emails, missed calls and pages.

With Mobile Device Checkout, a user can also be identified by Avaya's location tracking system, so that hospital personnel can easily locate a user in real-time on a map of the hospital, allowing them to quickly and easily contact or redirect clinicians to where they are most needed.

When a nurse's shift ends, he or she simply scans the phone again — deactivating it — so it is ready to hand off to another colleague, who scans the phone and their ID badge to checkout the phone for their use.

And if a phone gets contaminated during the shift, the nurse can simply return it for cleaning and check out another.

Mobile Device Checkout not only consolidates hospital communications to a single point of contact, it provides the equivalent features of a dedicated phone for each nurse, significantly reducing implementation and inventory costs. The solution also delivers a centralized system for managing handsets so that at the start of each shift, every phone is charged and ready to go.

Avaya's Healthcare Solutions

Avaya's Mobile Device Checkout solution is a part of the broader family of Avaya Healthcare Solutions which empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient. Healthcare solutions consist of four categories:

Healthcare Mobility, Healthcare Workflow, Healthcare Notification and Patient Contact. These solutions build off of the clinical grade network and integrate into existing clinical devices and HIS system. Unified Communications capabilities are imbedded in all of these solutions to effectively connect people and processes within the healthcare system.

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
- Mobile Device Checkout

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, the end result is 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 improve hospital operations, staff productivity and patient quality of care

- Nurse-Call Response
- Incident Response

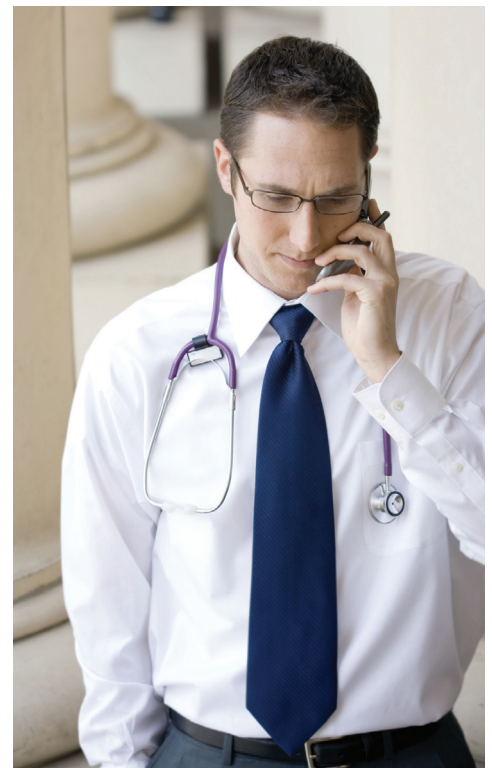
Patient Contact solutions provides an interactive patient, clinician and hospital experience.

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
- Patient Payment Recovery

www.avaya.com/healthcare

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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