

# Improving the Healthcare Experience

At Clinics and HMOs



## Embracing the Latest Communications Capabilities

Clinics and HMOs are on the front line of outpatient care and, as such, have to manage an increasing flow of patients—and information—in and out of facilities and home-based environments. Therefore, straightforward and timely communication and collaboration is critical to augmenting staff efficiencies and improving the quality of patient care.

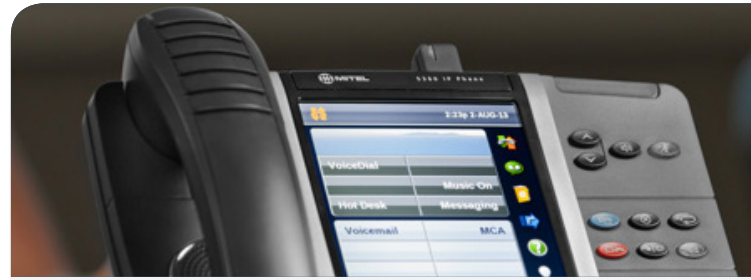
Mitel helps these facilities by delivering a single, easy-to-manage communication suite across the organization, providing staff with the fixed and mobile solutions needed to streamline day-to-day tasks, enhance the delivery of patient care and keep costs in line. Mitel can help you transform your clinic/HMO environment by deploying the latest technology wherever it makes sense and protecting investment in traditional telephony where it continues to meet requirements.

Many clinics and HMOs have older communications systems that don't offer the latest collaboration capabilities. Does any of the following sound familiar? You don't have IT staff on hand to fix issues when they occur and your communications with other clinics, hospitals and patients often are limited to voice calls. Callers to your facility may be routed directly to voice mail when the front desk is busy. And there's just never enough time to contact patients to remind them about upcoming appointment or to follow up on test results.

Advances in cloud-based applications and mobile technologies, however, have allowed clinics and HMOs to offer true collaboration between all participants in the healthcare ecosystem. So, is your facility missing out?

With access to the latest technologies and solutions, staffers can communicate and share data with each other and patients in real time, across a variety of communications devices and solutions. Moreover, interactions can take place regardless of whether they are down the hall or at a sister facility across the state.

New collaborative communications solutions, such as those from Mitel, complement the infrastructure you already have in place, extending your ROI while enhancing the overall productivity of your staff. The



## Voice

Clinics and HMOs need a highly scalable, flexible communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models, depending on the needs of your clinic or HMO.

company's solutions offer clinics and HMO facilities the latest voice, video, collaboration, contact center and mobility capabilities—all without having to "rip and replace" infrastructure.

Requirements for clinics and HMOs include:

- **Voice:** Clinics and HMOs need a highly scalable, flexible communication platform that delivers a range of communications services, including voice, unified messaging, mobility, presence, conferencing, collaboration and other services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports a range of deployment models, depending on the needs of your clinic or HMO.
- **Unified Communications and Collaboration:** Clinic and HMO staff need to collaborate more easily and effectively, no matter where they are, what job they do and what device they use. Mitel's MiCollab combines collaboration, mobility and messaging in a single solution, giving staff members the reliability and flexibility they need to improve quality of patient care.

- **Tele-health Solutions:** Through its partnership with Vidyo, Mitel offers video tele-health solutions that help doctors and visiting nurses streamline care of patients, regardless of the device each has available.
- **Contact Center:** Managing inbound calls is critical to smooth clinic operations. Whether the contact center is responsible for one clinic or dozens across the clinic brand, Mitel's MiContact Center delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools.
- **Outbound Notification:** Automated systems that reach out to both patients with upcoming appointments as well as staff that might be needed to cover shifts is key to helping clinics trim costs. Mitel's Appointment Notification and Staff Recall capabilities automatically perform outbound notification tasks, streamlining everyday operations.
- **Enterprise Mobility:** Your clinic and HMO staff is always on the move, moving from patient to patient. Mitel's Enterprise Mobility solutions provide on-the-go staff with the same feature-rich communications experience they have at their desks or stations.

### Streamlining First Contact, Followup Visits

Your front desk staff carries a lot of responsibilities. They are charged with greeting patients, collecting necessary information, responding to questions about wait times, answering phones and calling patients with appointment reminders. In an HMO environment, you're also dealing with a highly mobile nursing staff who are visiting patients in their own homes. While they understand your team has a lot going on, patients have the right to expect high-quality care and want to be seen as quickly as possible.

Although these staff responsibilities and goals are often in conflict with each other, an advanced communication and collaboration solution can simplify and automate many of the tasks your staff faces, speeding up patient wait times and improving quality of care. Solutions align with your current clinic/HMO's communication or collaboration requirements, including mobility, unified communications and virtualization.

Here's how Mitel can help:

- Automated appointment reminders available via MiContact Center reach out to patients with notifications in advance of their scheduled appointment. These individuals can accept, decline, or reschedule appointments or ask to speak to attendants. In so doing, the number of missed appointments can drastically drop.
- Through MiVoice communications solutions, inbound callers are properly routed so patients are never forced to leave a voice mail message and wait for a callback.



## Unified Communications and Collaboration

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- Automated check-in capabilities allow patients to announce their arrival and join the queue immediately, rather than waiting for an available staff member. This helps streamline the check-in process and improves patient perspective of wait times. Individuals can then leave the facility and be notified via text or phone when their expected appointment time nears.

### Providing a Safe Environment for Staff and Patients

Staff and patients have the right to expect a safe environment, which accounts for not only their physical security, but also their overall exposure to other patients and their respective ailments. In a clinic environment, patients may be shown to rooms and left waiting alone behind closed doors for significant periods of time. While it ensures their privacy and limits exposure to fellow patients who require treatment, they need to feel empowered

to reach staff at the touch of a button to signal distress or just to make contact with staff. At the same time, staff members need to be able to quickly communicate emergencies to coworkers and the outside world.

In an HMO environment, nurses and other staff members need to provide care wherever the patient is located, including follow-up visits with patients in their homes. They are in search of mobile solutions that allow them quick contact with the office and patients they are visiting—to communicate not only schedule changes but also any emergencies they encounter. Further, being able to check in automatically at each location enables other staffers to know where other team members are at any given time. The patient also wants to feel he or she can contact the specific team responsible for his or her care quickly and easily, without being routed through multiple parties.

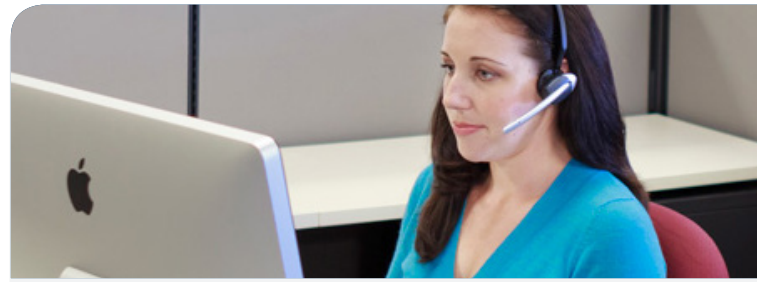
Here's how Mitel can help:

- Mitel's MiVoice communications platform coupled with the clinic's middleware can integrate to the existing nurse call solutions to provide **direct communications between patients and staff** who may need immediate attention.
- With kiosks integrated with MiContact Center, **patients can be routed quickly out of the waiting room**, where they may be exposed to new illnesses.
- Through MiContact Center in an HMO environment, patients can be **routed to the specific team responsible for their care** so they can check-in, report changes in condition and ask questions.
- Nurses visiting homes can also be tracked with Mitel's wireless solutions and can signal distress if their **personal safety** is compromised.

## Control Costs

Clinics and HMOs are called to improve the level of patient care; meanwhile the number of patients requiring your staff's attention is growing and your budget is not. You want to take advantage of the latest communication solutions, but you don't have a staff member on-site to deal with your growing IT needs. You're facing an audience base with an increasing knowledge of technology in other situations who have less and less patience with "process."

On the clinic side, appointment no-shows are a huge issue. Patients who do not arrive for scheduled times keep your team from serving other patients. To top it off, your front desk is overloaded and you need to streamline the way patients are treated. On the HMO front, you are searching to reduce the number of in-home visits where



## Contact Center

Managing inbound calls is critical to smooth clinic operations. Whether the contact center is responsible for one clinic or dozens across the clinic brand, Mitel's MiContact Center delivers feature-rich IVR capabilities and contact center monitoring, reporting, forecasting, and agent productivity tools.

## Outbound Notification

Automated systems that reach out to both patients with upcoming appointments as well as staff that might be needed to cover shifts is key to helping clinics trim costs. Mitel's Appointment Notification and Staff Recall capabilities automatically perform outbound notification tasks, streamlining everyday operations.

possible while still providing the same level of care.

Case cost control and reduction is key. Advanced communications and collaboration solutions from Mitel can resolve these administrative issues and help your day-to-day operations run more efficiently—without requiring a significant infrastructure upgrade. The company's solutions easily integrate with other vendor telephone systems, enabling your clinic or HMO to improve communications while controlling costs.

Here's how Mitel can help:

- You have control over the deployment model that works

best for your organization—on-premises, off-premises in a data center, cloud or hybrid.

- MiContact Center helps you present a common interface across all of the clinics and HMO facilities under your brand so patients have a common experience no matter what location they are visiting.
- Automated appointment reminders available in MiContact Center reach out to patients with notifications in advance of their scheduled appointment, decreasing the percentage of no-shows.
- Mitel's partnership with Vidyo provides easy-to-use solutions that allow help visiting nurses streamline care of patients, regardless of the device each has available. A visiting nurse, for example, may be able to replace an in-person visit with a video conference where she can visually and verbally "check in" with a patient. This means they can see more patients per day, reduce travel time and associated travel costs

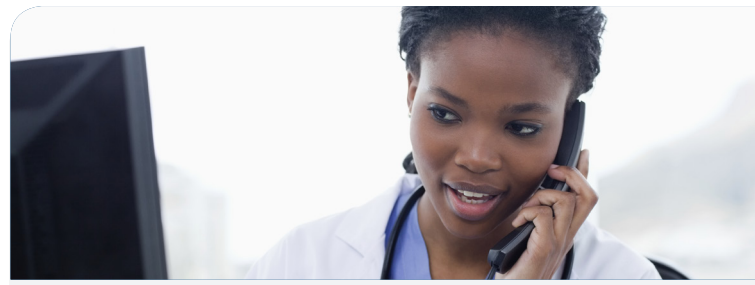
## Enable Patient-Centric Care

When your staff members spend significant time on administrative work with patients, care at your clinic or HMO is impacted. Yet without advanced communications and collaboration solutions that bring high levels of efficiency, that's exactly what happens. The front desk staff is overwhelmed with callers seeking appointments, questions from patients, and payment and insurance tasks. Physicians don't have the collaboration solutions they need to garner second opinions from other physicians, so patients are often required to obtain those separately.

Communications solutions from Mitel can help your clinic and HMO teams improve efficiency in their day-to-day operations, allowing them to be more attentive to patient needs.

Here's how Mitel can help:

- The web-based MiCollab solution allows physicians to **collaborate with colleagues around the world**, share information such as high-definition X-Rays. Video-enabled tele-health solutions from Mitel and Vidyo also allow physicians to communicate face to face, simplifying diagnosis and obtaining second opinions.
- Mitel's MiVoice, MiContact Center and mobility solutions allowing your **staff members to respond to patient needs quickly**.
- Audio, video and web conferencing capabilities via MiCollab and Vidyo allow staff to **quickly engage with specialists**, organize conference calls, share patient records and make timely decisions focused on improving service and patient outcomes.



## Enterprise Mobility

Your clinic and HMO staff is always on the move, moving from patient to patient. Mitel's Enterprise Mobility solutions provide on-the-go staff with the same feature-rich communications experience they have at their desks or stations.

## Learn More

To learn more about how Mitel Healthcare Solutions can help you control costs, empower your staff and enable patient-centric care, contact your Mitel sales representative or visit [www.mitel.com](http://www.mitel.com).

## How Can Mitel's Communications and Collaboration Solutions Benefit You?

### ADMINISTRATORS

- Control costs through automated processes, such as appointment reminders
- Improve staff efficiency through mobility and collaboration solutions
- Enable high-quality, patient-centric care by removing roadblocks

### STAFF

- Spend more time with patients and less time on administrative roles
- Become increasingly mobile, knowing you're always within reach
- Improve communication and collaboration with colleagues, regardless of location

### PATIENTS

- Communicate quickly and easily with their assigned team, on-premises or in an in-home environment
- Benefit from patient-centric care enabled by communications and collaboration solutions



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