

# Optimizing The Latest Communications Capabilities

For The Healthcare Sector



A Comprehensive Guide to Mitel Communication Solutions for  
Hospitals, Senior Care Facilities and HMOs & Clinics



Every faction of the healthcare sector plays a unique role and responsibility toward furthering patient safety, treatment and satisfaction. Therefore, each deserves stellar communications and collaboration technology that caters to their specific needs; whether it be making real-time decisions in a hospital emergency ward, managing outpatient care or facilitating long-term assisted living.

In today's 21st century healthcare environment, avant-garde tools, technologies and processes are needed to carry professionals and facilities across the finish line. Mitel boasts an extensive array of next-generation solutions—including Mitel MiVoice, MiCollab, MiContact Center and Enterprise Mobility—which are designed to help accelerate communication and collaboration for hospitals, senior care facilities, and health maintenance organizations (HMOs) and clinics. Let's dig a bit deeper into each market and the specific nuances the solutions address:

---

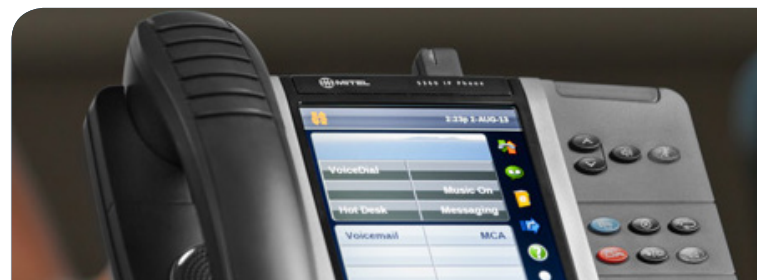
## Hospitals: Security, Safety and Patient Satisfaction

Mitel enables hospital administrators and staff to deliver a single communication suite across fixed, wireless and mobile devices, liberating staff, streamlining hospital operations, enhancing the quality of patient care and driving down costs to create a connected hospital. This approach provides the benefits of real-time IP communications while protecting existing infrastructure investment.

Such facilities require a highly scalable, flexible business 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.

Hospital staff members also need to collaborate more easily and effectively, regardless of where they are, what job they do and what device they are using. Mitel's MiCollab marries collaboration, mobility and messaging into one single solution, empowering staff members with the reliability and flexibility they need to improve quality of patient care. Furthermore, through its partnership with Vido, Mitel offers video tele-health solutions that help doctors streamline care of patients, regardless of the device each has available.

Managing inbound calls is critical to smooth hospital operations. Mitel's MiContact Center delivers feature-rich interactive voice response (IVR) capabilities and contact center monitoring, reporting, forecasting, and agent



## Voice

Senior care facilities need a scalable, flexible business 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.

productivity tools for the most sophisticated hospital contact centers.

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

Hospital staff is always on the move, visiting patients, tracking down equipment and collaborating with colleagues. Mitel's Enterprise Mobility solutions provide on-the-go hospital staff with the same feature-rich communications experience they have at their desks or stations.

## HMOs and Clinics: Precision, Mobility and Speed

Mitel arms HMOs and clinic facilities by delivering a single, easy-to-manage communication suite, 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. The company's solutions help transform clinic and/or HMO environments by deploying the latest technology wherever it makes sense and protecting investment in traditional telephony where it continues to meet requirements.

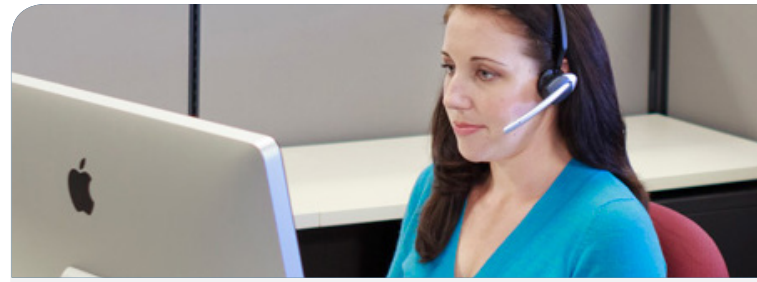
Clinics and HMOs similarly require a highly scalable, flexible communication platform that delivers voice and unified communications and collaboration, among other must-have services. Mitel's MiVoice can be deployed as a modular on-premises solution or as a single, cloud-ready software stream that supports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

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.

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

## Senior Care Facilities: Agility, Accreditation and Patient Protection

Communications solutions for senior care have significantly improved, especially concerning cloud-based applications and mobile technologies. Such solutions now enable senior care professionals to connect with staff members, residents and families in new ways that ensure resident protection while still maintaining a healthy level of



## 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.

autonomy.

In an assisted living healthcare environment, for instance, the need for a flexible yet always-on business communication platform is great. Professionals in this field must be able to leverage 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.

Residents need to reach staff members at any time of the day or night, from anywhere in the facility. Mitel's MiVoice communications platform integrates seamlessly with Mitel's PBX-based Nurse Call Solution to provide direct voice communication between residents and staff, no matter where they are. Furthermore, MiVoice can be integrated with Mitel's IP-DECT wireless devices that nurses and staff carry with them, providing added alerts via text messaging in the event of an emergency.

Staff at senior care facilities 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 into a single solution, giving staff members the reliability and flexibility needed to improve quality of resident care. Video-based solutions from Mitel even let residents connect with their families via familiar devices and utilize a simple interface.

While residents in long-term care facilities are increasingly mobile, so too are the staff that care for them. Mitel's Enterprise Mobility solutions provide on-the-go staff with the mobile devices and technologies to be reached regardless of where they are in the facility. For example, ancillary systems such as perimeter access and wandering solutions can be integrated via Mitel's Open Integration Gateway or the Mitel Escalation Server.

To learn more about Mitel's communications and collaboration solutions for the healthcare sector, including hospitals, senior care facilities, and HMOs and clinics, click [here](#).

### [Learn More](#)

To learn more about how Mitel Healthcare Solutions can enable your senior care facility, contact your Mitel sales representative or visit [www.mitel.com](http://www.mitel.com).



## Unified Communications and Collaboration

**Unified Communications and Collaboration:** Staff at senior care facilities 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 into a single solution, giving staff members the reliability and flexibility needed to improve quality of resident care. Video-based solutions from Mitel even let residents connect with their families via familiar devices and utilize a simple interface.



[mitel.com](http://mitel.com)

© Copyright 2014, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.

6050-10050-123456-R0714-EN