



Industry

Avaya Healthcare Solutions

Improve the Patient Experience—and Your Productivity

What Do Today's Patients Want and Need?

Across the shifting healthcare landscape, patient expectations are changing along with regulatory requirements, placing new demands on healthcare providers.

Busy schedules and rising costs make it difficult for many people to make and keep doctor's appointments. Patients accustomed to mobile devices and always-on access want the same choices during their healthcare interactions. Providers dealing with the multiple health concerns of an aging population—and the complexities and limitations of insurance coverage—may find it challenging to collaborate with the care team and coordinate treatment plans.

And even as privacy concerns and regulations have made managing patient information more complicated, the explosion of electronic health records and mobile devices in healthcare has led to new and expanding security risks.

Of course, cost pressures are top of mind for almost every patient and provider today. As payers increase their focus on outcomes and quality, healthcare providers must find ways to improve patient experiences, reduce costs, and improve productivity.



Delivering the Connected Patient Experience with Seamless, Integrated Solutions for Your Healthcare Challenges

Avaya Communications Solutions Support Better Care and Improved Outcomes

From clinics to hospital systems, Avaya can help you deliver connected patient experiences at every stage of the patient care cycle. Our integrated solutions for mobility, collaboration, telemedicine, contact center, and networking can enable you to streamline workflows, enhance clinical productivity, maintain data and network security, and improve patient satisfaction.

What's more, by delivering care and interacting with patients and the care team in more flexible, convenient, and powerful ways, you can reach more patients in more places—and drive better patient outcomes.

Avaya Solutions for Healthcare Providers and Organizations Can Help You:

- Improve patient outcomes by enabling better care team coordination by mobilizing staff, reducing the risk of medical errors, and enhancing safety and quality. For example, Avaya mobile collaboration solutions can streamline admitting, room preparation, post-op, prescription, test scheduling, and other workflows by enabling staff to seamlessly communicate wherever they are.
- Deliver better patient experiences and improve patient retention through personalized delivery solutions like mobility and telemedicine that improve access to care, proactive patient outreach to assist in personalized disease management, and networking solutions that enhance reliability and security.
- Reduce / control costs by improving payment recovery and reducing no-show appointments through automated reminders and mobility, and increasing efficiency through call routing and one-number access.
- Improve utilization and optimization management by enhancing staff productivity and efficiency through increased automation and improved communication and collaboration.
- Improve security while enhancing the patient experience with a flexible network that segments guest WiFi access, medical devices, and payment systems in separate zones. IT staff can balance security and flexibility, and easily deploy and maintain networks that provide mission-critical dependability and superior return on investment.

Mobile Clinical Collaboration Solutions

The connected patient experience extends to the entire care team. Avaya Mobile Activity Assistant and Avaya one-X® Mobile help keep providers, patients, and caregivers connected” anywhere, anytime, via smartphones and tablets” for better care coordination and increased patient engagement. Action requests and alerts are handled quickly and seamlessly, so that patients receive the right care at the right time” while mobile staff time and resources can be utilized with maximum efficiency.



Sensitive Data, Shaky Security, High Costs

- 94% of healthcare organizations surveyed leaked data from 2010 to 2012.¹
- The average economic impact of a healthcare data breach during the same time period was \$2.4 million.¹

In addition, Avaya Guest Assist enables patients and guests to make requests and contact hospital staff from their own iOS or Android smartphones or tablets, or with an in-room device (if provided).

Contact Centers for Healthcare

Your contact center is often the first interaction patients have with your organization, and your agents have the power to shape the patient experience in meaningful ways. Accelerate your services and support with Avaya patient experience management solutions for healthcare contact centers. For example, with the Avaya Patient Appointment Reminder solution (including Avaya Aura® Experience Portal and Proactive Outreach Manager), you can create and send patients automated outbound appointment reminders to increase agent productivity, provide better service, and reduce no-shows. With Avaya interactive notifications such as the Proactive Outreach for Payment Solution (POPS) you can also increase patient collections.

Avaya also provides inbound applications including self-service caller identification and verification, self-service options for ordering replacement membership cards and reaching an agent when needed, and routing to the appropriate agent based on caller type and option selected.

Telemedicine

Avaya provides flexible, easy-to-use video conferencing and unified communications (UC) solutions to improve care coordination and patient access to care. Patients and their providers can communicate and consult with specialists and other resources across the globe, nurse practitioners in retail clinics can receive real-time advice from physicians in other

Healthcare Goes mobile

- Eight in 10 healthcare providers surveyed use laptops for medical purposes.²
- 72% of healthcare providers surveyed use tablets (mostly Apple iPad devices) for medical purposes.²
- 85% of healthcare organizations surveyed use mobile devices; physicians are using them to access patient data.²
- Nearly 89% of U.S. healthcare workers use their personal smartphones for work purposes.³

locations, and patients with limited time or who are unable to travel can contact their providers from home. With Avaya's complete suite of video solutions including Avaya Scopia® video collaboration, you can improve care delivery and patient outcomes.

Multimedia Collaboration

The Avaya Flare® Experience for tablets enables you to achieve better productivity through seamless mobile integration and high functionality. This powerful solution allows staff, patients, caregivers, and others to quickly and easily communicate and collaborate—while reducing total cost of ownership through sharing services across leading mobile platforms.

The Avaya Flare Experience makes it possible to share knowledge and data in real time through Web collaboration, whiteboards, and document sharing, so patient information can be viewed by specialists and virtual care teams located anywhere in the world.

In addition, AvayaLive™ Engage offers virtual collaboration capabilities in an immersive 3-D environment—ideal for patient education, patient orientation, and internal training. Avaya Scopia video collaboration also enhances care team and administration collaboration.

Data Networking Solutions

Avaya provides the highest-quality, highest-availability voice communications available for your hospital. Why not extend those capabilities by deploying them on Avaya data networks? Avaya VENA Fabric Connect helps you protect data with the flexibility to isolate your network with zones segmenting guest WiFi, medical devices, and payment systems. The Avaya Identity Engines

solution simplifies BYOD access for employees, guests, and business partners by allowing your IT staff to quickly and simply provide network access to any user on any device. It also offers detailed visibility into the types and profiles of devices on the network, allowing staff to quickly identify specific devices and act accordingly. Avaya also provides a critical component of safety and security procedures with our comprehensive video surveillance solution. Discover why healthcare organizations around the world are taking advantage of using one infrastructure for both voice and data communications.

Hosted, Cloud Solutions

Healthcare organizations can benefit from the flexible, frictionless infrastructure that a private, public, or hybrid cloud provides. Traditional communications infrastructures serve a key purpose, but usually involve upfront costs and may lack the flexibility to support fluctuations in the volume of patient registrations and discharges. By transitioning to a cloud-friendly option (hosted or on-premises) from Avaya, we can help you overcome these challenges and increase your return on investment.

1. "Third Annual Benchmark Study on Patient Privacy & Data Security," Ponemon Institute, December 6, 2012.
 2. "2013 Healthcare IT Priorities Survey," InformationWeek, April 2013.
 3. "Talk of the Town: 10 Hit Trends," Health Tech Report, CDW Healthcare, Summer 2013.



- Partner with the global leader in healthcare communications⁴
- Avaya solutions are used in more than 5,500 healthcare organizations worldwide.
- Seven of the top 10 U.S. hospitals use Avaya communications solutions.

Crisis Management

When disaster strikes, is your healthcare organization prepared to respond? Avaya Notification Solution enables you to automatically transmit urgent information and instructions regarding upcoming appointments to staff and patients in real time. Easily relay notifications about unexpected facility closures, the need for extra staff to handle emergency patients, and more—so you can continue operations when your services may be needed most.

Learn More

To learn more and to obtain additional information such as white papers and case studies about Avaya healthcare solutions, please contact your Avaya Account Manager or Authorized Partner or visit us at www.avaya.com/healthcare.

About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

4. Avaya revenue reports, 2010–2013; "50 Largest Hospitals in America." Becker's Hospital Review, June 20, 2013.

