



# STRENGTHENING CONNECTIONS BETWEEN PATIENTS AND PROVIDERS

Advances in voice technology offer new, innovative tools for patient care. But the healthcare ecosystem is a big place, and a small practice doesn't necessarily need the same phone features—or have the same infrastructure—as a large hospital network. When it comes to choosing a business phone solution for your healthcare environment, how do you make the right call?

## IMPROVING THE HOUSE CALL

The right technology gives today's patients, physicians and administrators a strong voice—but it also must support the needs of modern healthcare:



### TELEHEALTH:

Meet with patients by video instead of in person. Up to **450,000** patients participate in telehealth programs.<sup>1</sup>



### CLINICAL MOBILITY:

Go on rounds without missing a call. **80%** of clinicians said communicating via email, phone and text was faster and more effective than meeting in person.<sup>2</sup>



### BUSINESS CONTINUITY:

Turn phone lines into lifelines in natural disasters. Hurricane Sandy forced the evacuation of roughly **6,300** patients from **37** healthcare facilities.<sup>3</sup>



### SECURITY AND COMPLIANCE:

Protect patient data between devices and facilities. Cyber attacks on medical data have risen by **125%** since **2010**.<sup>4</sup>

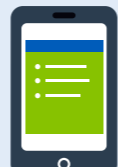
## TACKLING MODERN HEALTHCARE CHALLENGES WITH TECHNOLOGY

Physicians need the power of mobility and richer communications that combine data and voice to more effectively care for today's patients.

### WITH CLOUD-BASED COMMUNICATION SOLUTIONS, DOCTORS CAN:



Review patient records while talking to them by phone



Conduct video calls and securely share electronic health records



Collaborate with colleagues to provide better patient care

## TRUSTING MANAGEABILITY AND RELIABILITY TO SAFEGUARD CARE

At the same time, IT pros in healthcare need solutions that work with their existing infrastructure, fit their budgets and provide the tools to manage ongoing growth and change in this dynamic industry.

### FROM AN IT STANDPOINT, THEY NEED VOICE SOLUTIONS THAT ENABLE:



Central coordination of voice across multiple hospital/clinic locations



New IP telephony capabilities



Managed monthly costs



Business continuity



## SO, WHAT'S THE SOLUTION?

### BUSINESS VOICE SOLUTIONS SUPPORT MODERN HEALTHCARE

The right combination of hosted services, landlines and mobility features can help your healthcare organization improve care, manage costs and adjust for the future.



### READY TO LEARN MORE?

[Download the White Paper](#)

Sources:

<sup>1</sup> "88% of Nurses Profit from Mobile Health Apps, Smartphones," *mHealth Intelligence*, June 2015. <http://mhealthintelligence.com/news/88-of-nurses-profit-from-mobile-health-apps-smartphones>

<sup>2</sup> "Mobile Devices and Apps for Health Care Professionals: Uses and Benefits," *National Center for Biotechnology Information*, May 2014. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC4029126/>

<sup>3</sup> "5 natural disasters that stung healthcare," *Healthcare Payer News*, September 2015. <http://www.healthcarepayernews.com/node/27776#VvrjxkAlIzC>

<sup>4</sup> "Criminal attacks are now leading cause of healthcare breaches," *Ponemon Institute*, May 2015. <https://www2.idexperts.com/fifth-annual-ponemon-study-on-privacy-security-incidents-of-healthcare-data>