

ShoreTel Healthcare



SHORETEL FOR EXTENDED CARE PROVIDERS

Improve mobility, collaboration, and care coordination.

Resident-centered care

Healthcare consumers today have many choices when selecting long-term and post acute care providers, and they have high expectations of their overall residential and care experience. How can you stay competitive within the senior care continuum market?

Pro-active, service-focused residential communications are mission critical. Don't risk jeopardizing a valuable relationship with a poor client engagement. Instead, delight your residents with your attention to communications detail.

Equally important is your staff's ability to collaborate within your facilities to optimize client engagements and overall service operations. Your ideal solution is a communication and collaboration solution that can streamline facility workflows, maximize business revenue, and reduce operational overhead.

Comprehensive communications for comprehensive care

ShoreTel offers the most comprehensive, cost-effective unified communications solutions available in the market today—from contact centers spanning multiple locations, to mobility solutions that connect teams via smartphones and tablets, to fully hosted subscription phone services in the cloud. That's why nearly 1,000 hospitals, physician practices and extended care providers utilize ShoreTel for their communications needs.

ShoreTel provides automated call routing, queuing and messaging options that easily accommodate variable hours, staffing and call volume levels. You can offer callers self-service options that connect them directly with staff or with residents. And you'll be able to communicate efficiently with your care and service teams via

WHAT CUSTOMERS SAY:

"The efficiency of the Clinic's telephony and related operating costs became a major concern when reviewing the opportunity to open a second practice." Front-of-practice efficiency is critical in the delivery of high-quality patient care and how you engage with people via the telephone is particularly important when a patient's wellbeing is at stake."

ROBERT SZWARCBERG
Director of the Airlie
Women's Clinic

instant messaging, extension dialing and mobile devices to ensure responsive client service.

Collaboration simplicity in extended care

- **Enable remote staff training and meetings:**

Keep teams trained and engaged with ShoreTel voice and web conferencing. Deliver training courses to multiple locations seamlessly and affordably, eliminating staff travel and the recurring expense of hosted conferencing solutions.

- **Optimize resident care planning:**

Resident care planning meetings are so important, but your staff may not always have time to place reminder calls to family members, local physicians and consulting staff. ShoreTel automates appointment reminder calling, ensuring higher participation.

- **Connect home health teams:**

With ShoreTel mobility and collaboration solutions, dispersed home health staff can stay connected with their PCs, smartphones, and tablets. Instant messaging and conference sessions are easy to create on the fly and even easier to join with the touch of a button.

- **Enhance resident phone services:**

ShoreTel's ergonomically designed keypads and precision-balanced, contoured handsets reduce strain on the shoulders, fingers and wrists. Create a competitive advantage by differentiating your residential voice services with our numerous design options and customizable voice features.

- **Unify chain-wide phone systems:** No matter how you mix-and-match equipment across your locations, system administrators manage your entire ShoreTel system via a simple “single-image” browser-based interface. And phased roll-outs easily integrate with pre-existing telephony systems.

- **Leverage the cloud:** If you prefer monthly, recurring operating expenses versus upfront capital equipment purchases, then you may also prefer to use unified communications as-a-service (UCaaS). ShoreTel's hosted cloud-based phone service ensures that your practice always has the latest system capabilities—without the need for on-site hardware or technical staff support. Our redundant network operations center and HIPAA-compliant data center assure cloud service continuity and security.

Supporting both resident and extended care facility health

When client care and satisfaction are at stake, extended care providers can't afford miscommunication. Whether you chose a ShoreTel on-premises or hosted IP phone solution, we keep your facility financials healthy by improving client engagement and satisfaction via the most cost-effective unified communications solutions available today.

Want to know more?
Talk to an expert.

Visit www.shoretel.com/findareseller

ShoreTel. Brilliantly simple business communications.

ShoreTel, Inc. (NASDAQ: SHOR) is a leading provider of brilliantly simple IP phone systems and unified communications solutions powering today's always-on workforce. Its flexible communications solutions for on-premises, cloud and hybrid environments eliminate complexity, reduce costs and improve productivity.

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