

ShoreTel Healthcare



SHORETEL FOR HOSPITALS

Improve mobility, collaboration, and care coordination. STAT.

Transformative power of communications

Since the inception of the HITECH Act, hospitals have focused on transforming patient data management to build fully interoperable electronic health records (EHR). As that initiative yields new knowledge, clinical process owners are seeking equally transformative ways to introduce additional workflow efficiencies and fill care coordination gaps and needs.

Multi-modal communications is a key to driving efficiency, accuracy and process coordination. For example, time-in-motion workflow analysis shows the hard-dollar cost of communication waste in hospitals can run \$22,000 per bed per year. Today's care teams, patient experience stakeholders and hospital executives require solutions that enable collaboration agility across their diverse hospital environments.

Precision tools for clinical transformation

ShoreTel offers the most comprehensive and cost-effective unified communications solutions available in the market today—from enterprise 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.

With ShoreTel as your business phone provider, you'll be able to connect teams via instant messaging, web video collaboration and "one-click" conference calling. You'll have automated call routing, queuing and messaging options that easily accommodates variable hours, staffing and call volume levels. You can offer callers self-service options that give them the answers

WHAT CUSTOMERS SAY:

"With pressure to provide top-notch patient care while controlling costs, the hospital needed to boost the availability, mobility, and capabilities of its communications infrastructure. We needed a vendor who would do more than rip and replace our phones and who truly understands how critical the right voice over IP (VoIP) network is to the way we work."

ROBERT ACOSTA
Director of Technology Services
and Security, Doctors Hospital at
Renaissance.

they need, faster, and intelligent out-bound call automation that makes post-discharge surveys easy to administer.

Rx for mission-critical collaboration

Here's why hospitals trust their investment in a ShoreTel phone system:

- **Enable staff mobility:** Keep dispersed hospital teams agile and connected to each other with ease from their PCs, smartphones, and tablets. Teams can access their clinical applications as well as our collaboration tools from a single device. And your hospital will maximize its investments in Wi-Fi networks and mobile access devices.
- **Enhance the patient experience:** ShoreTel Enterprise Contact Center automates outbound appointment reminder calls and coordinates other post-discharge patient services more efficiently. With ShoreTel solutions, patient perceptions of care can be measured and your HCAHPS scores improved.
- **Support patient engagement:** Compliment your meaningful use-patient engagement initiatives with ShoreTel. By adding a “call me now” feature to your patient portal, patients receive assistance on their schedule via the medium of their choice: e-mail, voice call, or web chat.
- **Improve care coordination:** Frustrating communication delays disappear with ShoreTel. Teams can quickly assess staff availability and optimal contact method. When workflows require repetitive tasks, users appreciate the one-number reach, one-button dialing, and single join key for conferencing with others.
- **Manage multi-sites with ease:** Manage your ACO and acquisition-related phone system expansions with ease. Phased roll-outs integrate with pre-existing telephony systems, and you can mix-and-match equipment or locations while administering your entire system with a single browser-based management interface. For distributed clinics that are best aligned for unified communications as-a-service (UCaaS), our hosted cloud phone service offers the highest quality redundant network operations center and HIPAA compliant data center to assure service continuity and security.

Supporting both patient and hospital health

When patient care and satisfaction are at stake, hospitals can't afford miscommunication. Whether you chose a ShoreTel on-premises or hosted IP phone solution, we keep department and hospital financials healthy by reducing communication waste, improving patient engagement and offering the most-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.

World Headquarters
960 Stewart Drive
Sunnyvale, CA 94085
USA
shoretel.com

+1 (800) 425-9385 Toll Free
+1 (408) 331-3300 Tel
+1 (408) 331-3333 Fax

EMEA
Inspired
Easthampstead Road
Bracknell, RG12 1YQ
+44 (0) 1344 208800 Tel

APAC
8 Temasek Boulevard#41-03
Suntec Tower 3
Singapore 038988
+65 6517 0800 Tel

