

# ShoreTel Healthcare



## SHORETEL FOR PHYSICIAN PRACTICES

Improve mobility, collaboration, and care coordination. STAT.

### Patient-centered care

Patients today have many choices of healthcare providers, and they have high expectations of their patient experience. How can you stay competitive within this new patient-centered healthcare landscape?

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

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

### Precision tools for clinical transformation

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 give them the answers they need, faster, and intelligent out-bound call automation that makes pro-active patient engagement easy to administer. And you'll be able to communicate

### 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 highquality 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

with staff instantly via instant messaging, extension dialing and mobile devices to ensure highest care.

### Rx for mission-critical collaboration

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

- **Reduce patient no-shows:** When patients receive reminder phone calls, they appreciate the prompt and your operation appreciates the schedule continuity. ShoreTel fully automates out-bound patient appointment reminders and addresses the challenge of patient no-shows.
- **Optimize patient support services:** Group and multi-location practices can centralize patient appointment management, billing support, satisfaction surveys, test result delivery and more. ShoreTel streamlines overall patient engagement capabilities and eliminates redundant or inefficient workflows.
- **Enable staff mobility:** Improve your access to staff members who alternate their time at multiple locations, and increase responsiveness to patients. With ShoreTel, dispersed teams can use their own mobile devices to efficiently collaborate with others using instant messaging and web conferencing.
- **Enhance your patient web portal:** Improve patient satisfaction by adding a “call me now” feature—patients receive assistance when it is most convenient for them via the contact medium of their choice: e-mail, voice call, or web chat.

- **Manage multi-sites with ease:** 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 patient and physician practice health

When patient care and satisfaction are at stake, physician practices can't afford miscommunication. Whether you chose a ShoreTel on-premises or hosted IP phone solution, we keep your practice 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](http://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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