

# Health Care Solutions



# Prescribing the right solutions for your communications needs



Your health care facility has unique, dynamic requirements that demand more than a “one size fits all” approach to business communications. You need a partner that understands how your facility operates, what your patients expect and how to serve their needs. Mitel is dedicated to providing tailored, industry-specific and user-centric solutions to help you improve business performance, gain a competitive advantage and maximize your return on investment.

Our approach is unique. We see business communications as an investment in ongoing performance – not a one-time equipment acquisition. Mitel’s advanced IP-based communications solutions leverage a single infrastructure for converged services like voice, video and data, giving you access to advanced features, functions and applications designed to meet your specific needs. With unmatched reliability and scalability, our business communications solutions help you:

- **Save money** with standards-based IP communications platforms and applications that help you work better, faster, smarter; reduce operational costs; improve cash flow management; generate new revenue

streams; and let you leverage your existing communications infrastructure as you transition to more advanced capabilities – when your business needs dictate.

- **Stay connected ... anytime, anywhere** with flexible work, mobility and collaboration tools that break down the barriers to effective communication.
- **Excel in customer service** with 24/7 availability, first-call resolution, seamless connectivity, and monitoring and management tools to maximize your resources.

- **Be green** with eco-friendly, IP-powered applications and products made from recyclable materials designed to use less electricity and help reduce energy costs.

## Simple, flexible solutions for managing the patient experience

Whether a hospital, clinic, private practice, lab, or long-term care facility, Mitel understands that providing patients with quality, affordable health care is your ultimate goal. Today's patients are better educated, more involved in and accountable for their own health care. They demand timely appointments, detailed information and records, and better communication with their providers. Mitel sets the standard for health care communications with:

**Call Handling and Messaging Solutions** that enhance the productivity of your staff and improve patient communication via automated attendants, more efficient communication consoles and automated outgoing messages for appointment reminders, test results and more.

**Unified Communications Solutions** that help you better manage critical patient information by streamlining the connection between your desk phones, PCs, cell phones, faxes, pagers and PDAs.

**Mobility Solutions** that free health care providers and other mobile staff to work more efficiently and provide better care, anytime, anywhere.

**TeleCollaboration Solutions** that enable real-time, Web-based meetings, presentations and staff training, and eliminate the high cost of travel or outsourced services.

**Managed Services Solutions** that give you an intelligent, built-in migration strategy to help with cash flow management and protect your existing and future communications investment for years to come.

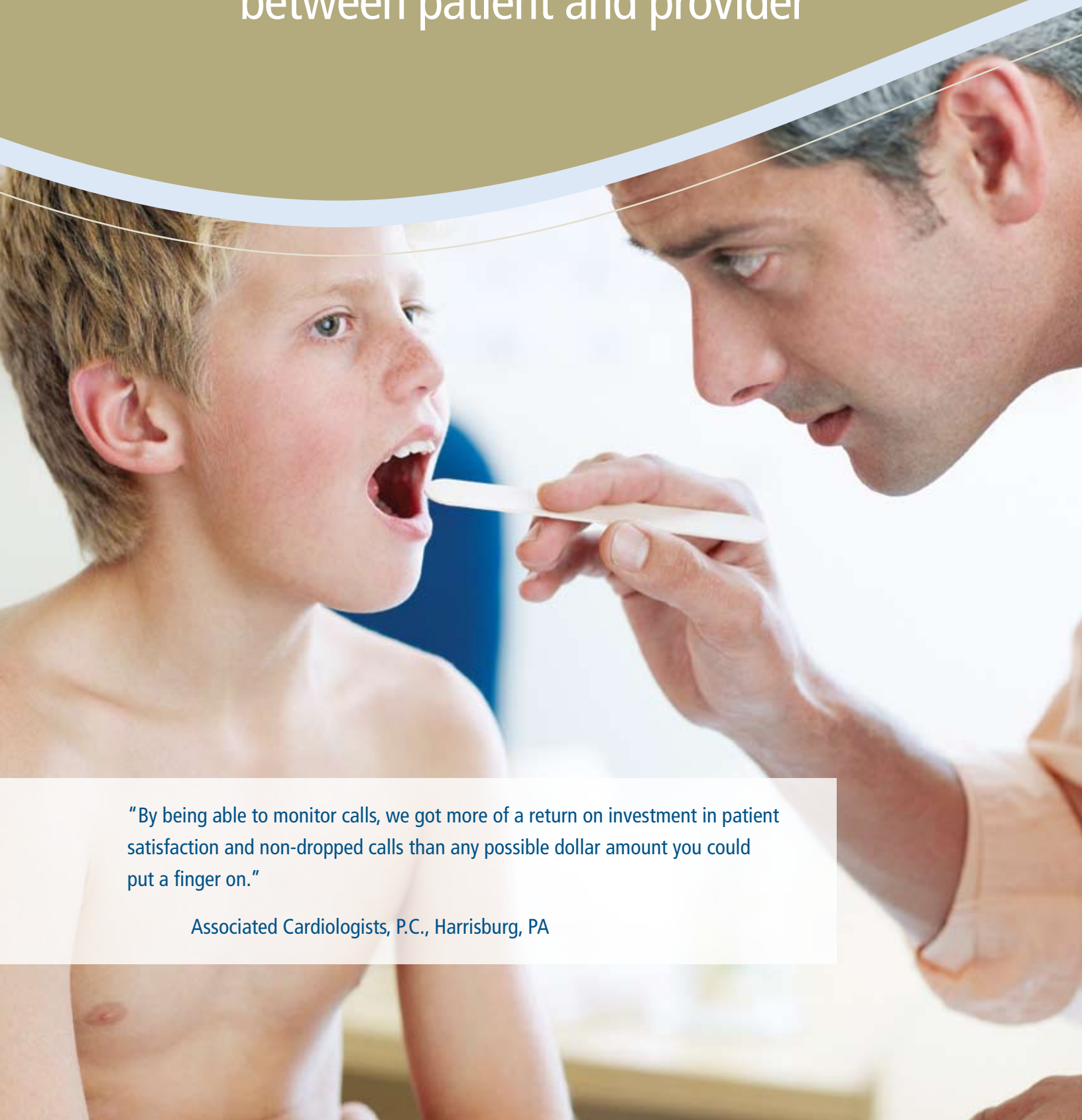


### Flexible, Scalable, Secure Solutions for the Health Care Industry

- Point-of-care delivery of patient-centered information and services to enhance the patient experience
- Embedded, feature sets, including voice mail, auto attendant, customized greetings, call recording, MOH, WiFi
- Integrated, easy-to-use-applications that enable staff to be trained quickly
- Intuitive, user-friendly consoles, desktop and wireless handsets for more professional, efficient call handling
- Industry-leading architecture to eliminate single point of failure, resulting in more reliable, secure communications
- Seamless integration with most third-party applications
- Cost-effective scalability for distributed organizations with up to 65,000 users and enterprises with fewer than five to more than 1,000 users with IP and/or analog phones
- Unparalleled customer service and support from Mitel's local branch offices and network of more than 1500 certified resellers

Call Handling and Messaging Solutions

# Improve communication between patient and provider



"By being able to monitor calls, we got more of a return on investment in patient satisfaction and non-dropped calls than any possible dollar amount you could put a finger on."

Associated Cardiologists, P.C., Harrisburg, PA



Health care facilities are under immense pressure to provide quality health care to a growing number of patients while still maintaining patient satisfaction. How can you continually grow your practice and keep service quality high? How do you give patients the personalized attention they demand and maintain efficient operations? Mitel's Call Handling and Messaging Solutions offer true flexibility to help you respond quickly to your patients' needs with scalable, intuitive, Web-based applications that enable your staff to give patients that "personal touch."

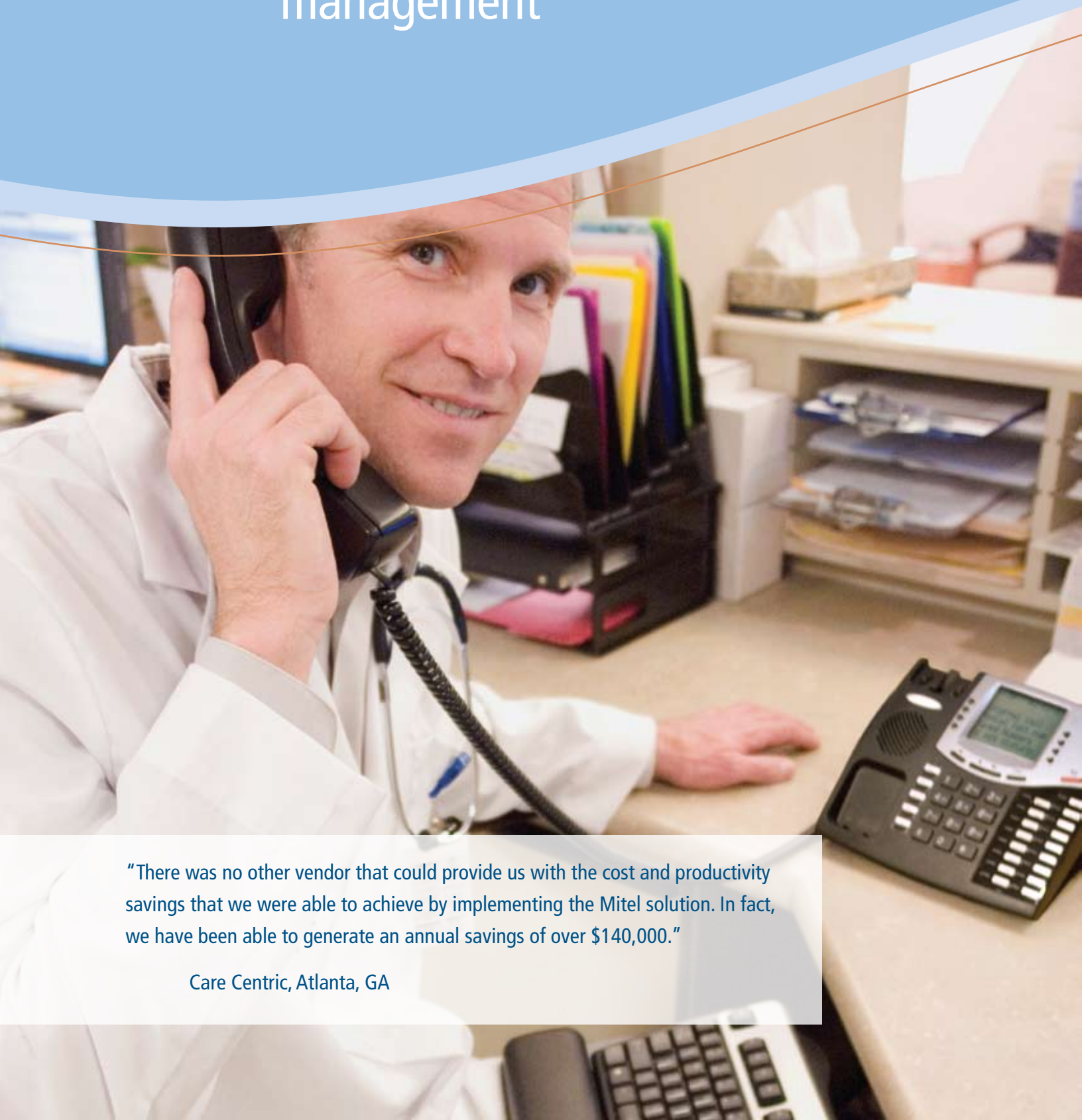
Our presence-based call routing technology directs incoming calls to the next available or most appropriate staff member. Mitel Contact Center Solutions also integrate with a number of patient databases to give office staff immediate patient account information on incoming callers. In addition, our management tools allow office managers to view a number of performance metrics, including call completion rates and time on hold. Calls can be recorded to support both training and compliance objectives.

Our intelligent, user-friendly solutions:

- Automatically screen-pop patient information for more personalized service
- Efficiently manage all incoming and outgoing communications from a standard PC, including voice, e-mail, fax and text messaging
- Enhance patient service by monitoring calls and queues to ensure staff are providing good service and adequate response times
- Help you maximize resources and reduce costs with skills-based scheduling tools and labor cost reports
- Centralize calls to provide best-of-class answering services
- Support first-time issue resolution, personalized service and improved patient satisfaction
- Facilitate easy access to the right resource at the right time, wherever and whenever they are needed
- Allow you to leverage a distributed workforce to deliver superior service from anywhere

Unified Communications Solutions

# Simplified communications management



"There was no other vendor that could provide us with the cost and productivity savings that we were able to achieve by implementing the Mitel solution. In fact, we have been able to generate an annual savings of over \$140,000."

Care Centric, Atlanta, GA

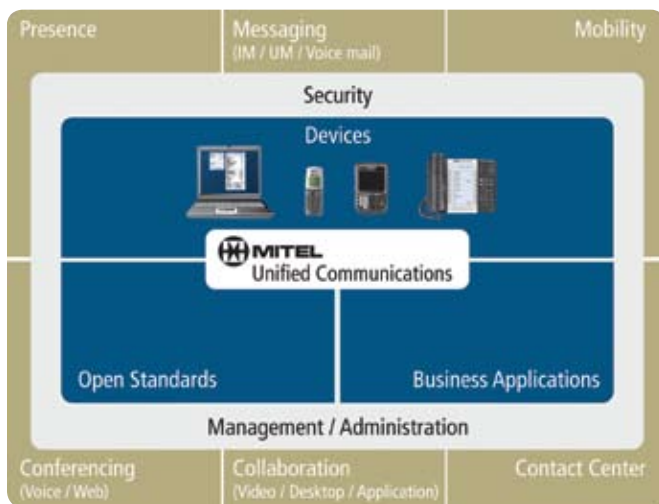


Managing the volume and complexity of communications at a health care facility of any size is critical to its success. You need a solution that will provide the same features and reliability as your existing system while allowing you to seamlessly add new productivity-enhancing functionality and revenue-generating opportunities available via today's IP-enabled communications.

With Mitel's intelligent IP telephony devices and our Health Care Services Dashboard, you can integrate and give your staff access to back-end processes with the touch of a finger, dramatically improving efficiency and productivity throughout your facility or organization.

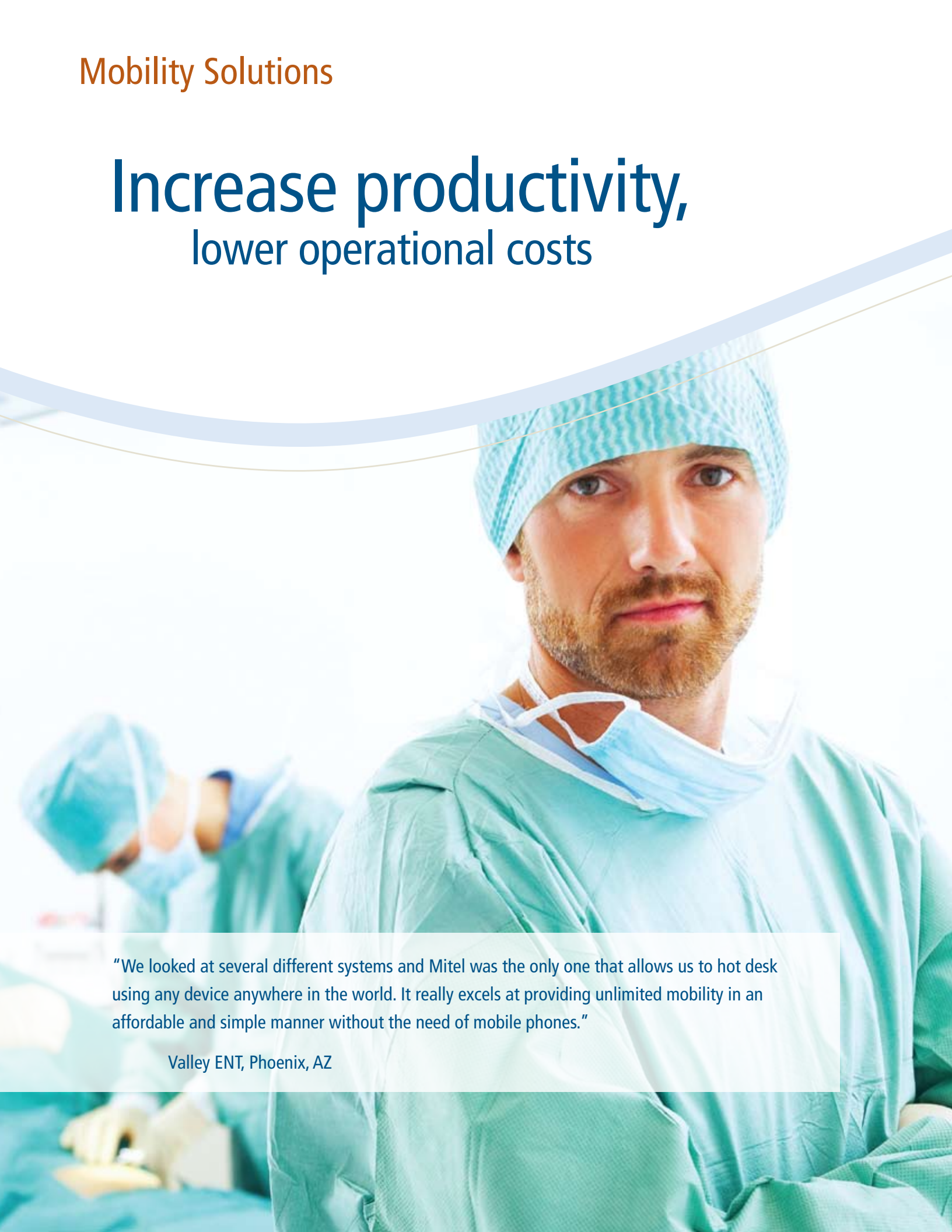
Mitel's Unified Communications solutions provide powerful and effective tools to streamline communications and keep your facility operating at peak efficiency so you can focus on the health and safety of your patients by:

- Fully integrating hospital services at the bedside, such as electronic patient records; catering and dietary services; bed status reporting; digital imaging services; and discharge administration and medication
- Personalizing the patient experience with customized applications to leverage patient information from multiple databases, including personalized voice mail for individual patients
- Streamlining patient check-in and check-out
- Enabling communication, education and entertainment services for in-patient stays
- Providing a direct phone number that bypasses the operator and connects calls directly to a patient's room
- Increasing communication and service levels with multi-language capability
- Improving accessibility and responsiveness by giving staff control over how, when and by whom they are reached
- Reducing case costs and lowering your total cost of ownership with easier system administration and communications management
- Cost-effectively adding applications, features and capacity to your existing infrastructure as your needs dictate



Mobility Solutions

# Increase productivity, lower operational costs



"We looked at several different systems and Mitel was the only one that allows us to hot desk using any device anywhere in the world. It really excels at providing unlimited mobility in an affordable and simple manner without the need of mobile phones."

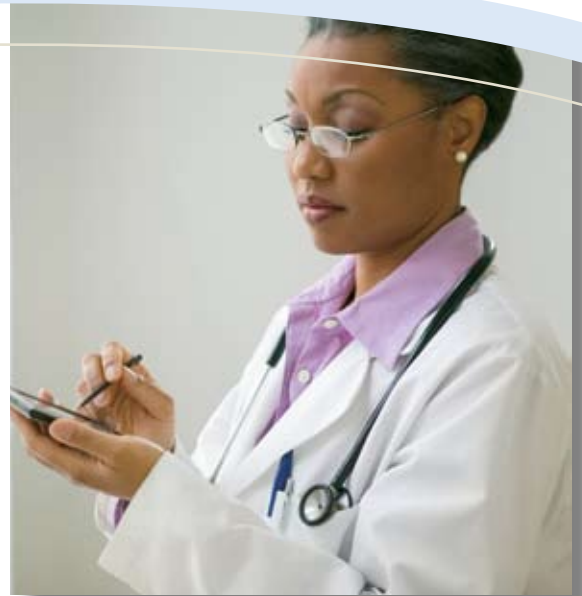
Valley ENT, Phoenix, AZ

## Anytime, anywhere access ... STAT!

Wireless services are critical for keeping your caregivers mobile ... and providing the best level of care to patients. Mitel Mobility Solutions can help keep everyone connected, working and moving while reducing one of your IT department's biggest expenses – mobile phone costs.

Mitel® Communications Director call control software, with the embedded Mitel Dynamic Extension solution, runs on the Mitel 3300 IP Communications Platform (ICP) or industry standard Sun, HP and IBM servers. And it works with any mobile or fixed device, over any network, with any carrier. Keep all your legacy telephones and use the Mitel solution as a gateway to upgrade the performance of your existing business communications system by easily adding advanced mobility and IP telephony functions. Mobile workers can select up to eight devices, regardless of make, so calls to their business number can ring on a mobile, home, or remote office phone, or on any other device they choose. All business calls from mobile devices are routed through the business PBX and billed to the company – no more complicated SMDR records for IT, and personal calls can remain the responsibility of the user.

In addition, Mitel's Mobility Solutions offer presence and availability information that allow your staff and patients to reach the right person, at the right time, using the right device, when they need immediate answers. No endless phone tag, or annoying delays and disruptions caused by overhead paging systems or returning to a central message desk. Even more importantly, Mitel offers a variety of mobile communications solutions to help ensure the safety and security of everyone in your facility, including on-site Emergency 911 alarm notification to your system's main console, display sets and Mitel-supported 802.11 wireless telephones.



Mitel Mobility Solutions provide you with greater accessibility, cost savings and control over your communications, allowing you to:

- Hot desk to any device, even those external to the corporate network
- Dial and receive calls from your office extension no matter where you are
- Connect to any network, even third-party legacy networks
- Twin to any number, device and network
- Stay in real-time on any device, anywhere in the world
- Keep your existing legacy architecture (no rip and replace)
- Reduce roaming charges by pushing calls to other devices without interrupting the conversation
- Route all employee business calls through the corporate network
- Use any brand and type of mobile phone without additional client software or hardware
- Increase mobility support without the need for an additional server
- Switch devices, networks, or communication methods with just one button
- View all mobile call activity in a single location
- Maintain one voice mail box for up to eight devices
- Be mobile and enjoy the same features and applications as in the office
- Have a single identity that is easy to manage and control

# Collaborate, communicate, improve decision making

It truly takes a team to meet the needs of a single patient. Communication and collaboration are the keys to providing the level of service your patients expect.

When minutes matter, Mitel's IP-based TeleCollaboration Solutions help you improve workgroup collaboration so decisions can be made quickly and efficiently. With easy-to-use tools such as unified communications clients, audio, Web and videoconferencing solutions, as well as telephony integration with Microsoft® Office Communications Server 2007, you can conduct time-sensitive consultations on patient diagnoses and treatment; highly interactive online meetings and training sessions; and easily schedule conference calls "on the fly."

Streamline business processes, improve customer care, enhance employee productivity and reduce expenses with time-saving applications for "better than live" communication and collaboration that:

- Enhance collaborative care by enabling colleagues and specialists to confer on patient diagnoses and treatment options without leaving the office
- Extend relevant and powerful communications and collaboration capabilities to mobile practitioners
- Improve decision-making STAT through better access to information and people
- Create a presence-enabled, business-centric communications environment
- Ensure secure and highly reliable communications throughout your network
- Reduce costs by eliminating travel and fees for outsourced hosted conferencing services

# Unified solutions for all your communications needs

Maintaining today's advanced communications systems can be an overwhelming, expensive and time-consuming experience. There are endless moves, adds and changes; software upgrades; integration of new applications and technologies; carrier issues – and the inevitable service calls that must be scheduled and monitored. All the while, your communications costs escalate as the residual value of your system declines. It's no wonder so many businesses now rely on Mitel's Managed Services program to handle everything.

Mitel takes care of your unique communications needs with a true managed services philosophy to ensure you get the most out of your communications investment, including

- Hardware and software
- Data networking solutions
- Managed network services
- Financing and service options
- Third-party solutions

Mitel is unique in offering comprehensive support – from evaluating your existing systems to designing, installing and managing your communications infrastructure, with easy transitions to future devices, capabilities and business models – to help you better manage your cash flow, protect you from technology obsolescence and optimize your return on investment over the next five to 10 years.





[www.mitel.com](http://www.mitel.com)



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