



# Healthcare Services Solutions



Seamless communications  
improves your  
**Healthcare Delivery**

**Connect staff and patients** and  
integrate with key healthcare workflow  
solutions to improve patient services  
while providing the common controls  
customers can use to help address their  
regulatory compliance requirements.

Provide a foundation for better patient care by  
modernizing your communications platform with  
technology that fully integrates with your existing  
healthcare applications.

Mitel's collaboration with providers of healthcare  
applications and our smart API solutions, creates  
cost effective and secure end-to-end solutions  
that improve the collaboration between your  
employees and your patients that leads to  
increased patient experience throughout the  
entire life cycle.

**Deliver the best patient experience  
throughout the entire journey.**

## Improved Patient Experience

Communication between patients and healthcare/care  
providers is more than the personal visit, but also how you  
are treated professionally by using competency-based  
routing to connect you to the right nurse and accessing the  
right patient data during the call for quicker resolution.  
Allowing the patient to pre-book, confirm or change an  
appointment also increases the patient experience.

## Critical patient care

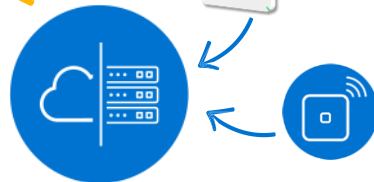
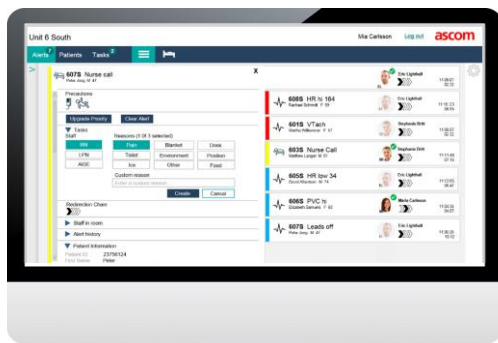
Deploy communications solutions that provide the critical  
information to the doctor/nurse/medical attendant when  
they need it.

## Business Continuity with Increased Safety and Security

Provide a reliable, redundant, local survivability and high-  
availability communications solution that meets the  
rigorous healthcare requirements.

## Regulatory Compliance is top of mind

Have peace of mind knowing that Mitel Healthcare  
Services Solutions include common controls which  
customers use to address requirements in their regulated  
environments (such as HIPAA, HITRUST and GDPR) which  
require security, privacy, and/or anti-fraud measures.\*



Wireless Solutions for Better Patient Care

Mitel Healthcare Services Solutions integrate with your existing applications that are tailored to your business workflows such as event notifications and confirmations to deliver faster, higher quality critical care to your patients when you need it.

- **Deployment flexibility:** Mitel supports hybrid deployment and delivers multiple options to fit the healthcare strategy, including combination of on-site, virtualization, survivability and private cloud deployments to provide business continuity.
- **Off-the-shelf integration:** Our Mitel Solutions Alliance partners, the open Mitel APIs and CloudLink enable quick and smart integrations with your healthcare applications.
- **Secure access\*:** Compatible with HIPAA, HITRUST, GDPR and privacy for the healthcare customers. Secure access to healthcare records and multi-factor authentication protect user data from being accessed by unauthorized third parties.
- **Wireless integration:** Mitel creates business efficiencies through mobility integration, messaging and alarm management through dedicated devices and alarm servers supporting wired/Wi-Fi/DECT to enable secure on-site mobility for the healthcare staff.
- **Patient Experience:** Give your agents access to necessary patient healthcare record data that enables quick and accurate patient handling and use smart agent scheduling to ensure you have the right number of agents to handle all patients' requests.
- **Patient Self-Service:** Patients can self-serve via our IVRs that automates responses to routine inquiries 24x7x365 and delivers automatic reminders of booked patient appointments.
- **Omnichannel:** Improved patient accessibility and care that allows patient to communicate through their preferred channel (email, voice, SMS) and the self-service menus free up staff to deal with more complex issues. Enable support for Nurse call and transcription integrations to simplify the handling of patient requests.

## Unmatched installed base



# Communications Infused Healthcare for **Healthier** Patients and Resilient Workforces

## Integrations to make your Healthcare Serve

Mitel Healthcare Services Solutions integrate with many of the leading applications used across healthcare facilities. A sampling of the top integrations are listed here. Our open APIs allow us to integrate with virtually any healthcare application on the market today.



## Mitel Deployment and Integrations with:

[Ascom](#)

[VoiceGate](#)

[Vocera](#)

[New Voice](#)

[Epic](#)

[Connexall](#)

[Cerner](#)

[Spectralink](#)

[Austco](#)

[Status Solutions](#)

[MWS](#)

[Esprit-AI](#)

[Poltrys](#)

[Primary Systems](#)

[Fact 24](#)

[Veradigm](#)

## How the Right Communications can **Drive Results**



### Increase patient satisfaction

Features like web chat and automated scheduling give patients more – and faster – options for connecting with nurses and physicians.



### Increase revenues and ROI

Reduce costly readmissions by automating appointment reminders and follow-up communications.



### More staff, more efficient

Streamline workflows with collaboration tools such as video conferencing and desktop sharing.



### Enable staff mobility

Dispersed teams are more productive and agile with clinical workflow and communications apps integrated and available on wireless devices.

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“Our customers want us to communicate with them based on real-time data and be able to act upon the information. Mitel is the communication channel providing outbound communications, IVR, SMS and other capabilities, enabling our customers to not just receive communication, but to be able to take action about the communication.”



"We have control over how and when we communicate with external customers that we never had before."

Lou Gallagher, Senior Director of Engineering and Architecture, HealthEast

### Personal data protection: Reliable and safe

A critical consideration of any Unified Communications platform is to understand the operational conditions of the service. Protection of private data, healthcare records and information providing a reliable infrastructure that's protected against cyber-attacks, with common controls to achieve compliance with privacy laws is required. Mitel Healthcare Services Solutions provide:

- Common controls that customers may use to help address requirements in their regulated environments, such as security, privacy, and/or anti-fraud measures (e.g., PCI DSS, GDPR, HIPAA, Dodd Frank Act, and MiFID II) via product features or through partnerships with providers.\*

## Mitel Healthcare Services Solutions

Be reliable, compliant\*, and effective. Mitel's easy-to-use phones, applications, messaging, video and integrations with healthcare applications enable efficient and secure communication between healthcare staff and their patients. With Mitel Healthcare Services Solutions, master virtual meetings and build trusted relationships.

[Contact us to learn more about Mitel Healthcare Services Solutions](#)

\*Controls enabling compliance to regulatory standards may vary based on specific Mitel product capabilities and components and may be delivered via one or more Mitel products, Mitel Solutions Alliance (MSA) partner solutions, or a demonstrated integration to a 3rd party solution via Mitel Professional Services and may require additional corporate IT controls. Degree of product specific compliance is documented as part of Mitel's publicly available documentation for the applicable product, partner solution or professional service integration. For more information regarding Mitel's ability to help customers comply with regulatory standards, please contact your Mitel Representative or Channel Partner.

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