

NORTEL'S HEALTHCARE VISION

THE HYPERCONNECTED HOSPITAL



How we're making this a reality: Agile Clinical Communications



Nortel Healthcare Solutions

The Hyperconnected Hospital is our vision for the hospital of the future where everything — people, systems and processes — is connected and integrated to work seamlessly together.

The paradox of today's healthcare technology

Modern hospitals use some of the most sophisticated technologies in the world. In addition to advanced equipment for patient diagnostics and procedures, they have state-of-the-art systems for managing images, tracking medications, storing patient records and more. Most hospitals also have sophisticated and secure data and communications networks that deliver Internet, telephony and IP connectivity everywhere.

Unfortunately, most of this technology lives in very distinct and disparate silos throughout the facility, and as a result, most workflow processes require a significant amount of manual coordination. Even with an electronic medical records (EMR) system in place, critical information is usually only available in a limited number of places such as a nurse's station or administrative office instead of everywhere the clinician or patient is.

Given the amount of technology in a hospital, it is ironic that the pencil and paper are still the primary way that many staff members record information and communicate.

The Hyperconnected Hospital

Healthcare organizations are beginning to realize that there are nearly endless possibilities when everything is connected; when people, processes and systems all work together seamlessly. That's the vision of the Hyperconnected Hospital. By using communications technologies to make the right connections, hospitals and healthcare organizations can improve:

- Quality of patient care
- Cost of services
- Staffing shortages
- Facility capacity constraints
- Security and privacy

The existing networking investments in a Hyperconnected Hospital create opportunities to drive better and more effective care, create efficiencies and find new ways to succeed without increasing costs. The key is making those connections without having to reinvent the hospital as we know it.

Agile Clinical Communications

For healthcare professionals, technology offers many promises for better care, more efficient processes and more productive staff. The problem is that over the past decade technology has also created massive headaches for IT departments and clinicians alike due to the lack of integration among clinical systems, the demands of government regulations for security and privacy, and the sheer number of different vendors' systems that are in a modern hospital.

In the Hyperconnected Hospital, people, systems and equipment are all in sync, working together seamlessly to improve patient care and reduce costs. Agile Clinical Communications from Nortel use your existing voice and data networks to make it possible.

operational efficiency. This translates into improved patient throughput, patient care and reduced operating costs. Another important result is the increased clinician satisfaction on administrative and manual tasks.

- **Patient Discharge** — Streamlines the patient discharge process via automation of internal and external approvals and notifications, increasing patient throughput and boosting nursing productivity
- **Patient Admittance and Follow-up** — Automates the communications processes surrounding the admittance of a new patient and the follow-up calls that hospitals conduct once a patient leaves the facility; this reduces costs and increases staff efficiency

Nortel Clinical Core Communications provide the core Unified Communications capabilities for Agile Clinical Communications. They include the secure, robust networking and communications infrastructures that offer ubiquitous IP connectivity throughout a facility while saving energy and delivering outstanding performance.

- **Nortel Clinical Voice** — Provides secure and reliable IP voice infrastructure vital in a modern hospital setting
- **Nortel Clinical Data** — Delivers a safe, secure and resilient networking infrastructure that meets the stringent requirements of a healthcare environment
- **Nortel Clinical Wireless** — Extends secure access to critical information and communications technologies to anywhere a clinician, nurse or doctor is located
- **Nortel Communications Applications** — Deliver basic functionality such as Integrated Voice Response (IVR), call center and automated attendant that hospitals rely on every day in order to function

Why Nortel

Nortel has over 7,500 healthcare customers around the world who rely on our products and solutions to improve their ability to deliver quality care. As a leader in delivering state-of-the-art communications and data networks, we understand the needs of today's clinical environment and are constantly working with our customers to find new ways to make their lives easier and their businesses more successful.

In addition, Nortel also works closely with some of the largest and best technology companies in the world — including software, hardware and systems integration specialists — to support efforts by hospitals to improve the care they deliver while maintaining the highest standards.

A more secure
healthcare environment,
protecting patients,
staff and sensitive data.



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