



Communications Solutions for Health Care

Avaya IP Office delivers the communications capabilities health care providers need to:

- Keep doctors easily in touch
- Save time and money
- Streamline office procedures



Communications that enhance your practice

No profession needs instant, always-on, reliable communications more than health care. Doctors and other providers who are on call must be reachable—delays are unacceptable.

Although accessibility is an important function, today's communications systems can do much more. With health care costs increasingly under scrutiny, the growing emphasis on technology such as electronic medical records, and more competition between providers, investing in the right communications system is a smart business deci-

sion. By choosing wisely, health care providers can dramatically simplify office procedures, lower costs and improve patient satisfaction.

Avaya works with health care providers around the world to help them take advantage of the Avaya IP Office communications system: a single, compact solution that is designed to meet the needs of today's small and mid-size medical practice.

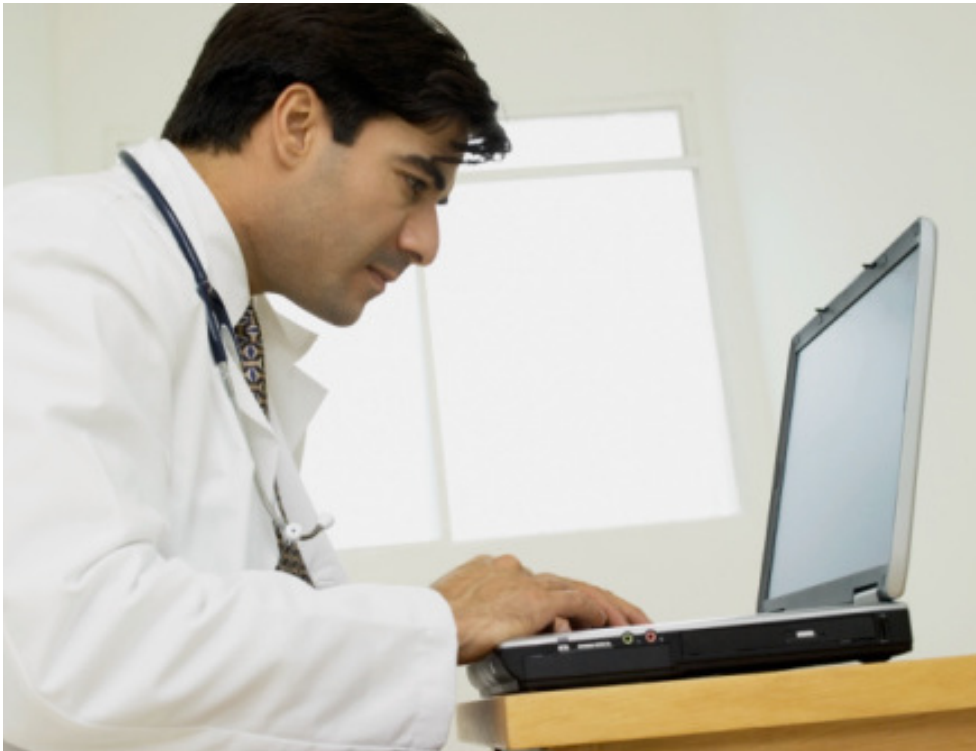
If you are ready to take advantage of communications to drive up the quality of patient care—while driving down costs—rely on Avaya IP Office to give you the tools you need to succeed.

Learn More About Avaya IP Office:

- ▶ Watch a Demo
- ▶ Calculate Your ROI in 5 Minutes
- ▶ See Customer Stories

Go to avaya.com/small

IP Office: Simplifying Communications



“Reach me anywhere”: Because healthcare providers are away from their offices so much of the time, reaching them—even with mobile phones—can result in endless rounds of telephone tag and confusion over which number to use. Avaya IP Office can eliminate the problem by having everyone give out just one number—your practice’s main number. When routed to the IP Office extension, it will automatically send that call to the mobile, home, or other phone that person uses. Doctors can screen unimportant calls and also see their voice mail, e-mail and faxes all together. Because all phone contact goes through your main office number—and not personal numbers—it provides a more professional image.

Patient scheduling: IP Office can help your practice maximize its schedule by providing a simple, automatic way of contacting patients and confirming appointments. “No-shows” can result in lost revenue for the practice, as well as delay care to other patients. Even a small reduction in the number of no-shows can generate thousands of dollars in revenue while also freeing up staff who might otherwise make the calls manually. With auto appointment confirmation, IP Office can automatically dial scheduled patients and leave a pre-recorded appointment reminder with the options to confirm, cancel or reschedule.

Record lookups: With IP Office, when a patient calls, a “screen pop” of information can automatically appear. Your support staff can view detailed patient data and answer routine queries that do not need to involve the doctor—saving everyone time and money: reducing the time wasted on telephone and record lookups by just 30 minutes per day can save over hundreds of hours of labor per year.

Communications for at-home work: Doctors often work from home and many practices today rely on independent contractors and/or have formal work-at-home policies for office staff—it’s a great way to take advantage of qualified, part-time help. Because it is an IP-based system, the Avaya solution makes it easy to set up a home office with an IP phone or a softphone on a PC that delivers all of the call handling capabilities of someone working in the office.

Simplify communications across offices: For practices that have multiple locations, with health care professionals seeing patients in different offices on different days, you can use one IP Office system to handle communications across locations as if they were one. IP Office lets you manage the entire communication system—phone, settings, extension assignments, etc., from one location via a single Windows-based interface. You can also pool call handling resources to enable shorter hold times and more qualified people handling the calls. Also, share your messaging system and company directory across locations.

Flexible Options for Healthcare

Essential Edition



“I just need basic communications.”

Help keep your costs down and get all the essential call handling capabilities—IP Office Essential Edition is the perfect communications starter kit for your practice.

What's Included: All the “must haves” your practice needs (call routing, Caller ID, hold/conference/transfer, voice mail) plus a great selection of Avaya phones.

When you are ready, move up to the Preferred Edition.

Preferred Edition



“I want to make my staff more responsive and professional.”

Get the communications capabilities that will give your practice a communications edge...as well as the built-in capacity you need to keep growing.

What's Included: Ten times more call handling and voice messaging capacity than Essential Edition plus automated service prompts (wait time, health-related announcements, etc.) as well as call recording for keeping tabs on how well patients are being handled on the phone.

Advanced Edition



“Give me the tools to serve customers more effectively.”

For medical practices that take customer service seriously and want to be the best. You get everything in the Preferred Edition plus powerful tools for managing your center.

What's Included: Automated self-service options—for providing directions, appointment updates, and more. Automated service alerts that let you know when service thresholds (i.e., wait times, calls on hold) have been exceeded. Advanced call recording options you can use to identify problems and quickly address them.

ACCOMMODATES YOUR CHOICE OF DEVICES

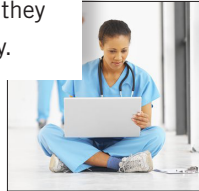
IP Office has the ability to work with IP, digital, analog, SIP or wireless technologies. Use the devices you want, wherever you need them.



Productivity Solutions For All Your Employees

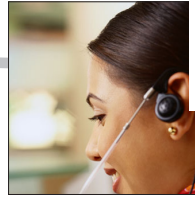
▶ POWER USER

Give anyone on your staff who is using a laptop the communications tools they need to maximize their accessibility.



▶ RECEPTIONIST

Equip your front desk personnel with easy point-and-click call controls that streamline call handling.

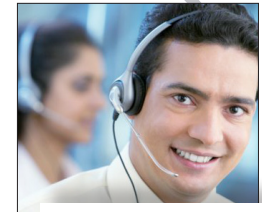


▶ MOBILE WORKER

Tools to keep your staff in touch at all times—wherever they happen to be working.



IP Office User Productivity Solutions— Power to Your People



▶ CUSTOMER SERVICE AGENT

Equip your practice's call center with the tools to provide prompt, accurate, personal service.

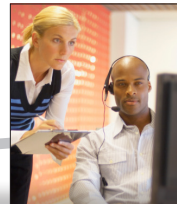
▶ TELEWORKER

Make any home office a remote extension of your practice—an ideal solution for part-time staff many practices use today.



▶ CUSTOMER SERVICE SUPERVISOR

Get the reports to judge how well calls are being handled.



About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

AVAYA

INTELLIGENT COMMUNICATIONS

© 2009 Avaya Inc. All Rights Reserved.

Avaya and the Avaya Logo are trademarks of Avaya Inc. and may be registered in certain jurisdictions. All trademarks identified by ®, TM or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

10/09 SB2567-01