Creating positive patient outcomes

Instant response. Accurate diagnosis. Well-being and recovery. With positive outcomes your priority, OpenScape Health Connect brings together patients, clinicians and support staff to accelerate collaboration and improve care.
Positive outcomes depend on people. And they depend on communications – to help respond to emergencies, coordinate specialist teams, improve interactions between clinician and patient, and much more.

So, for over two decades, Unify has been doing exactly that – providing award-winning healthcare communications solutions that physicians, nursing teams and support staff trust.

Today, we’re seamlessly weaving all the ways we communicate – voice, instant messaging, video, web collaboration and more – into the heart of your health professionals’ daily work. Into the applications and services they use every day, and into the smartphones and tablets that keep them connected – on the move or at the bedside.

**OpenScape Health Connect**
From fast-response contact centers, through remote video diagnosis to automated workflows that increase efficiency and drive compliance, OpenScape Health Connect is harmonizing your networks, applications and people.

**For the clinician**
Remote access to offsite colleagues. Instant video collaboration to support remote diagnosis. Emergency protocols and patient records via touch screen terminals at the point of care. And the ability to launch patient video calls from smartphones or tablets.

**For the health professional**
Instantly respond to any emergency via OpenScape Alarm Response – triggered by any kind of system, from vital-sign monitoring to a nurse call system. Digitally record all clinical and care activities via OpenScape Health Station.

**For the patient**
World-class care – regardless of hospital size or location. Offer patients access to personal care plans and medicine regimes – giving them the confidence of knowing they’re in safe hands. And, to aid recovery, provide them with interactive education, entertainment and communication services at the bedside via OpenScape Health Station.

**For the IT administrator**
A simplified, unified infrastructure – consolidating multiple networks, applications and devices onto a single, intuitive platform. The technology and support to deploy new, state-of-the-art solutions, and the ability to improve efficiency, reduce cost and future-proof investments.

**Award-winning healthcare communications**
We’re not just winning with hospitals and patients across North America and Europe.

OpenScape Health Connect has received a host of international awards. And it has been recognized by Frost and Sullivan in its Product Line Strategy Award Global for Unified Communications Technologies Healthcare.
Offering a vast array of performance-enhancing options, OpenScape Health Connect is specifically tailored to meet the diverse needs of clinicians, administrators, managers and patients.

It’s easily the most powerful healthcare unified communications solution on the market.

The OpenScape Health Connect solution

| Patient home | Hospital-to-home communications incl. video; contact center reminders. |
| Emergency response | Intelligent command and control, with location- and device-independent conferencing – including radio. |
| Regional / university hospitals | Proactive contact: OpenScape Contact Center - collections, appointments, surveys; inbound web chat, social network integration. |
| | Clinical experience: OpenScape Health Station for streamlined access to EMRs, telemedicine consults, mobile-enabled unified communications. |
| | Patient experience: OpenScape Health Station for entertainment, patient services, discharge instructions and satisfaction surveys. |
| | Nurse station: HiMed IP Nurse Call, an advanced IP-based communications system that streamlines nursing tasks, simplifies shift scheduling and offers inter-room mobile communications via a unified SIP-enabled infrastructure. |
| | Command and control center: OpenScape Xpert emergency dispatch – based on individual helper’s availability and skills, alert and alarm response. |
| | IT and communications infrastructure: wired and wireless, and the power of OpenScape unified communications. |
| | Flexible operating models: on-premise, cloud or hybrid – with dedicated support through Managed Services and Professional Services. |
| Remote locations | Telehealth organizations: patient homes; corporate health clinics; clinician offices. |
Improving the patient experience

Today’s patients are a discerning group. How they feel about the time spent in your hospital can have a positive - or negative - impact on your reputation. Unify is here to help boost satisfaction, differentiate your organization and deliver the best possible patient experience.

Patient access – OpenScape Health Station

- Individual bedside equipment: a comprehensive selection of devices and features – accessed via wall-mounted TVs or individual patient terminals
- Patient entertainment (TV, movies, music, Internet, games and more) through bedside patient terminals
- Bedside phones: keeping patients in touch with loved ones and relatives – over your existing analog, TDM or IP communications infrastructure
- Interactive services: facilitating improved communication between clinicians, care team and patients
- Bedside patient education: with the ability to integrate with your educational content
- Direct mobile communication with nursing staff: via the bedside terminal to highlight pain and other issues
- Transparent access to the daily care plan: including consultant meetings and medicine regimes to build patient trust and confidence
- Improved hospital experience: with proven increases in patient satisfaction
Streamlining clinical workflow

Nurses are in high demand and short supply. Unify not only improves the daily working experience of this most prized asset, it helps you achieve greater efficiency; streamlining workflow while adhering to regulatory requirements.

And the result: more time spent at the bedside, improved patient care and an enhanced patient experience.

**Accelerating clinical access – OpenScape Health Station**
- Streamlines clinical access with single sign-on, secure smart cards and RFID tags
- Facilitates patient-to-nurse communications – including video calls
- Simplifies medication administration through bar code readers
- Delivers direct order entry and input to clinical systems – at the bedside

**Alerts and alarms for mobile devices – OpenScape Alarm Response**
- Supports combined messaging, voice and alarm functionality
- Notifies intended message recipients via a wide array of mobile and fixed display devices – from enterprise-owned to Bring Your Own Device (BYOD)
- Offers convenient handling of secured alert messaging
- Provides regulatory compliant security for all alerts and messages

**Integrated communications for first responders – OpenScape Xpert**
- Enables patient transport centers to manage radio and telephone communications with a single device
- Bridges radio and telephone communications into a single conference
- Delivers fast access to hundreds of lines and speed dials
- Proven in mission critical use cases worldwide – in command and control centers, on trading floors and in healthcare environments

**Patient-to-nurse communications**
- Instant interaction between bedside patients and on-the-move nursing staff
- Mobile phone-connected staff can be more productively deployed
- Improved clinical care through faster identification of pain
- Increases in patient confidence and satisfaction as nursing staff become ever-present
- Voice and advanced functions available through integration of DECT/WLAN/VoIP
- Standardized in accordance with DIN VDE 0834 and easily integrated into the hospital IP network
The OpenScape patient-centric experience

Futureproofing the Ethianum
Having opened its doors in 2010, The Ethianum in Heidelberg became one of the first clinics in Germany to fully adopt a completely sustainable business model. And it’s done so with the help and support of Unify.
Working together, the partners have deployed a sustainable environment: everything from energy management through its communications systems, to cutting-edge patient care services, including:

- Unified communications and collaboration through OpenScape 4000 and OpenScape Xpressions
- Enhanced reaction to predefined events through OpenScape Alarm Response
- Enterasys Secure Networks switches and WiFi
- OpenStage fixed and wireless phones
- HiMed IP Nurse Call
- OpenScape Health Station HiMed – featuring Cockpit IP.
  This offers:
  - mounted on modern bedside table, with keyboard
  - Remote IT desktop access at Point of Care with smartcards
  - Patient survey
  - Room control

Wall-mounted IP TVs and a media hub for iPods and game consoles complete the patient experience package.

“Thanks to measures such as the development of digital patient files and an innovative IT structure, waiting times are brief and procedures streamlined. As a result, physicians or specialists can focus fully on their patients, instead of being stifled by bureaucracy and administrative functions.”

Dr. Peter Görlich, Director of the Ethianum.
Extending care with telehealth

Access to the right clinicians for your patients helps drive revenue for your hospital. Reducing administrative stress in finding access to these clinical resources whilst embracing mobile technology can ultimately help recruitment and improve productivity.

OpenScape Health Connect lets you enhance the clinical experience regardless of location:

**Video Translation and Consultation Services**
- Provides day-and-night specialist consultations (stroke, psychiatry, etc...)
- Seamlessly initiates a web, video, or audio conference from a PC or any mobile device

**Unified Communications Enabled Devices and Clients**
- Extends unified communications to the latest mobile devices
- Offers easy-to-use, high-definition voice desk phones
- Offers bedside video interpretation

**Making it work**
Enhancing communications and operational efficiencies with OpenScape Health Connect extends the reach and performance of your healthcare teams.

Not only that, your communications costs will fall, and your IT teams will benefit from radically reduced maintenance requirements.

And, in today's competitive healthcare sector, where revenue generation, competitive advantage and differentiation are key, this is critical.

Making it all work is our global services team – offering a complete range of professional, support and managed services.

**Professional Services**
How do you plan your OpenScape Health Connect deployment? What’s your future roadmap? How do you maximize existing investments? Answering these crucial questions, our Professional Services teams will design, implement and integrate a solution that’s tailor-made to your hospital or health center – on time, in budget and with no fuss.

**Managed Services**
Day-to-day network, application and device management can take resources away from crucial strategic IT initiatives. A Unify Managed Service eliminates this. Underpinned by ITIL® and featuring a range of service levels to suit your organization, you now have complete confidence in, and control over, every part of your communications network.

* ITIL® is a Registered Trade Mark of AXELOS Limited.
Maintenance and support
So that you can go live faster, and realize benefits sooner, our maintenance packages offer the instant support you need. From alarm monitoring and fast incident response through to storage and back-up, we’ll keep you secure, compliant and online. Moves, adds and changes are a breeze, while rapid response parts replacement limits potential disruption.

 Networking built for clinical workflows
To support the very specific demands of clinical workflows and communications, Unify, together with leading network technology suppliers, offers:

- Wired/wireless networking for high availability to your EMR and other clinical systems
- Service level agreements for application availability for clinicians
- A consistent user experience for all clinical applications – on any device
- Support for fully dynamic private cloud

OpenScape proactive contact center for health
Because the relationship doesn’t stop when your patient leaves the hospital or clinic, OpenScape Proactive Contact Center for Health helps you maintain the conversation:

- Reducing treatment waiting times by scheduling patients’ visits
- Collecting unpaid patient balances – featuring automated reminder calls on past-due balances
- Delivering patient appointment reminders
- Enabling patient satisfaction surveys

Available as cloud or premise-based and with both inbound and outbound calling options, our contact center solutions keep patients informed, and your organization in control.
The Chester County Pennsylvania Hospital enhances clinician productivity and patient satisfaction with the OpenScape Health Station solution from Unify.

Results:

- Streamlines and eliminates steps in workflow processes
- Significant time savings with single sign-on and smart cards for clinicians
- Ready access to information with terminals in all patient rooms
- Enhanced compliance with HIPAA and Joint Commission requirements
- Improved patient satisfaction for higher HCAHPS scores

“We deliver healthcare, not IT. The solution is making a big difference here at The Chester County Hospital by significantly streamlining our clinicians' workflow, while at the same time supporting our goals of excellent patient safety and satisfaction.”

Mary Buckley, Vice President of IT, Chester County Hospital
Voice, instant messaging, web collaboration, video conferencing – today’s communications technologies are evolving. And they’re having a dramatic impact on working practices across the health sector.

Flexibility, mobility and collaboration are now as critical to positive patient outcomes as they are to organizational efficiencies and cost control. They’re breaking down geographic boundaries and bringing specialists together – whenever and wherever you need them.

But cutting-edge communications don’t simply accelerate the performance of your virtual teams. They’re giving you more time at the point of care, reducing risk and enhancing patient care and well-being.

These are the catalysts for dramatic improvements in performance: from doctors, nurses, support teams, administrators and first responders.

Here at Unify were driving these communications innovations into hospitals and medical centers across the world – synchronizing technologies, harmonizing the user experience and weaving communications directly into your daily operations.

That’s the power of OpenScape Health Connect.
A unified approach from Dr. Christóvão da Gama Maternity Hospital

A comprehensive unified communications solution and total infrastructure refresh from Unify reduced costs and expanded mobility capabilities at Dr. Christóvão da Gama Maternity Hospital in Brazil.

The solution adopted by the hospital includes: data infrastructure, IP-based communications, and applications management solutions. The aim is to enhance mobility, scalability, accessibility and performance of the hospital systems network, and to reduce the hospital's operational costs.

Results:

- Energy costs were reduced by 40% right away
- 600 clinical and non-clinical users, as well as patients, are enjoying increased mobility through mobile telephony and WiFi
- Electronic patient records can automatically be accessed and updated remotely
- Solution interoperability allows the hospital to select any provider, leading to even more savings

"With this project, we were able to provide wireless phones, meaning our patients can walk around hospital corridors and still get their phone calls. It is a way to offer convenience and mobility to patients."

Another service is the Mobile Diagnosis Center, a telephone and data solution that is available within hospital facilities which means examination information can be easily accessed and updated on the patient's electronic medical record."

Fernando Lorenção, CEO at Dr. Christóvão da Gama Maternity Hospital
About Unify
Unify is one of the world’s leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

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