



# VoIP Healthcare Solutions

Optimizing Costs, Operating Efficiencies and Enhancing Patient Care

Converged Business Communication



# Solutions for Healthcare provided by VOIP Pty Ltd.

Optimizing Costs, Operating Efficiencies and Enhancing Patient Care

## The healthcare challenge

Healthcare challenges are among the foremost concerns within communities all around the world. The main issues that arise are aging population, shortage of healthcare professionals and rising costs, this in turn is causing most healthcare system to be on the verge of exhaustion.

In order to overcome these external factors and the efficiency of doctors, nurses and other support staff we must improve and remove the barriers that are preventing our healthcare system from having seamless communication. Healthcare faces many key challenges and the most important one today is communication:

- Existing communications infrastructure features static and disparate systems which don't interoperate with each other
- Healthcare professionals carry multiple devices to enable communication with different hospitals, departments and paging systems
- Patients are put at risk and valuable time is lost when information is not available to physicians or nurses

Instead of facilitating patient care communication within the healthcare system becomes a stumbling block.

## The ICT challenge

Healthcare has built multiple networks for a variety of applications such as Paging, Telemetry, Wi-Fi, Nurse Call, Coding, Security, RFID and Telephony.

These applications increase costs and create silos of technology, information and most importantly silos of communication.

- Increasing cost
- Healthcare professional inherent dislike of new technology
- Reliability above all

## ICT Solution

- By deploying a dynamic framework hospitals can streamline workflows and connect caregivers faster and easier with information such as patient records, images and video.
- This framework speeds accurate decision-making; while reducing errors, clinician stress and improving patient outcomes.
- These solutions bring voice, video and data together to provide a user-centric approach and mobile a Health care system which is agile, and knowledgeable while being based in real-time.



## Healthcare benefits:

Dynamic Communications solutions enable real-time flow of information and knowledge in clinical and administrative workflows that will reduce time between a patient event and its outcome. When time is reduced, patients receive higher quality care and outcomes are improved.

There are three powerful overarching benefits:

- Strengthen relationship by providing better communication between patient/clinician interactions
- Simplifying communications by personalizing patient care and mobility and ensuring that networks, mobile devices and applications are secure
- Improve performance by connecting physicians whether they are in the office or clinic

Solutions such as enterprise communication servers, contact centers, voice routing, advanced mobility and unified communications, virtualization of resources and user profiling will improve the effectiveness of the healthcare system and make doctors, nurses and staff more efficient.

Healthcare systems can personalize tools for collaboration, customer service and mobility. This means multiple systems can be connected, such as nurse call systems, IV units, sensors, monitors and building security systems to the notification server, which can then pass information over IP to wireless handsets.

Communication tools and solutions can be personalized by job role and function. Nurses can speak with patients while away from the nurse's station, read lab values, send and receive codes and interact with other clinicians while on the move for improved patient care. Understanding the complexities of healthcare information mobility and how that can be a crucial differentiator to the healthcare system-resulting in higher quality patient care, improved patient outcomes, clinician retention, faster bed turns and reduced errors.

## VoIP Value:

VoIP Pty Ltd works with Healthcare to build an always-on, secure converged communication infrastructure that delivers IP, TDM and cellular voice, IP network and application management.

VoIP Pty Ltd provides healthcare systems to connect people-to-people, people-to-devices and devices to- devices, all to enable real-time collaboration that is independent of location. With this dynamic interconnection, clinical and administrative workflows can be optimized by applying specialized knowledge to drive process integration.

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