



## Solution Brief

### Collaborative Clinical Solution

*Enabling communications capabilities within clinical software applications creates unprecedented efficiencies, improves quality of care and makes the most of digital health information.*

Healthcare providers are steadily progressing toward standardized digital patient records and automated, software-driven processes. This combination creates unprecedented possibilities for efficient communication and collaboration, time savings and improved patient care. Nortel's Collaborative Clinical Solution unlocks that potential by enabling communications to be generated automatically from within your clinical software applications. Information can be pushed directly from software processes to mobile clinicians and staff, without human intervention. This capability will speed collaboration, preserve human resources and save money, while improving the quality of care.



### Examples... A quantum leap in effective healthcare communications

Effective communications in healthcare is no longer simply “person to person”. It now requires “software to person” and “software to device” communication to leverage the investment in data-standardized healthcare. Nortel achieves this important step with our Collaborative Clinical Software Solution, which combines our proven communications technologies with systems integration to allow automated communications directly from software processes to mobile clinicians and staff. These automated communications can be sent in the form of voice announcements, instant message alerts or the distribution of data or multimedia files on the network or via email. Some examples of the operational, collaborative benefits of this include:

- Test results automatically sent to the appropriate list of physicians the second they become available within a software system
- Patient records can contain a ‘click to call’ capability for all associated clinicians without listing telephone numbers

- Work orders can be automatically generated by scheduling software to speed diagnostic processes and keep patients and equipment optimally deployed
- Code calls can be automated, selecting the best respondent based on proximity and skills and logging the response to the event
- Patient discharge can be automated, seeking physician approval and notifying the patient's family, pharmacy, home care associates and others — off-loading these tasks from the nursing team
- Other solutions for streamlined processes and communications can be developed as Nortel partners with you to deliver the Collaborative Clinical Software Solution that fits your unique needs

## Elements of the Collaborative Clinical Solution

- Application interfaces between your clinical applications and Nortel's SIP-controlled call environment, allowing call control to be enabled within the applications
- Nortel's Real Time Location Services based on RFID and other location technologies to enhance communications decisions based on knowledge of proximity
- Nortel's presence awareness tools, delivering information about the availability, location and current contact preference for mobile clinicians and staff, improving decisions on whom to contact, when and how

- Nortel's wireless LAN and IP voice solutions, with the features, performance and flexibility required for healthcare solutions

Effective integration of these elements results in the ability to drive information from clinical systems to clinicians and staff with full knowledge of person or device location, communication preference, urgency and step-by-step response.

## Long-term benefits

The workflow, efficiency and patient care improvements made possible by Nortel's Collaborative Clinical Solution are limitless. As processes in the hospital are increasingly automated based on standardized digital information, Nortel can partner with you to continuously develop new ways to leverage the integration of digital information, software-driven processes and unified communications. Long-term benefits certainly include the cost and time savings from the operational examples covered in this brief and their positive impact on patient care, but they're only the beginning. We are committed to working with you to develop new and innovative answers to the real-world business challenges of your organization... based on this solution, and the full range of healthcare-specific solutions Nortel provides. For more information, visit [www.nortel.com/healthcare](http://www.nortel.com/healthcare).

## Why Nortel

At Nortel, we understand how much adoptability, performance and cost matter in healthcare IT evolution. Our solutions address those priorities and ensure positive financial and operational return on your investment. We understand that technology without integration and real-world benefits has no value. Nortel is a global leader in the supply of communications solutions for healthcare institutions, and of the widest range of essential component technologies that enable them.

Contact your Nortel representative to begin to realize the many benefits of the Collaborative Clinical Solution.

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Nortel is a recognized leader in delivering communications capabilities that make the promise of Business Made Simple a reality for our customers. Our next-generation technologies, for both service provider and enterprise networks, support multimedia and business-critical applications. Nortel's technologies are designed to help eliminate today's barriers to efficiency, speed and performance by simplifying networks and connecting people to the information they need, when they need it. Nortel does business in more than 150 countries around the world. For more information, visit Nortel on the Web at [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit [www.nortel.com/news](http://www.nortel.com/news).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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