



Application Brief Patient Discharge Solution

Improve revenue and earnings without adding a single new bed or modifying physical structures!

The solution value

Every patient admitted into a hospital must be discharged after receiving their necessary care and treatment. Despite significant escalation in the patient population, rising costs of healthcare and limited pools of skilled personnel, little attention has been focused on applying technologies strategically to improve information collection and communication among skilled and scarce medical clinicians.

Improving the patient discharge process after receiving necessary medical attention is addressed by Nortel's Patient Discharge Solution.

After a detailed study of current processes used by almost all hospitals in North America and working with Orlando Regional Healthcare, Nortel designed a solution that significantly automates the patient discharge process. Nortel results show substantial increase in bed capacity through increased efficiency and streamlined support services of the hospital (including laboratory support, pharmacy, housekeeping, food services, etc.).

Leave the decision to the skilled provider

After a patient is recommended for discharge by the authorized nurse, the

Patient Discharge Solution takes on the tedious process of calling the responsible care-givers (primary and attending physicians) to obtain the approval for discharge. After approvals are collected, the data is presented to the authorized personnel in an easy-to-read format, facilitating the decision process and triggering the next steps to releasing the patient in an organized and respectful manner.

Convey the decision to other departments and family members

Once doctor approvals are received, the system can optionally inform other internal hospital departments (housekeeping, hospital pharmacy, food services and patient transportation) of the pending patient release.

The Patient Discharge Solution can additionally notify the patient's family of the pending discharge. This automation better coordinates the discharge activities while allowing the skilled resources to be focused on the patient's needs, thereby enhancing the patient's overall hospital experience.



Automatically archive data for future business analysis or audit needs

All data and responses are collected and stored for future medical, business or statistical analysis. These added capabilities (not easily available today) can be used to further improve the quality of service delivered by the hospital and improve existing procedures.

The business case for Patient Discharge Solution

Nortel's solution simplifies today's complex manual process of discharging a patient. Integration of IVR and Web applications with hospital business and process logic creates a natural human interface that simplifies patient discharge process management and recovers lost revenue. Some of the measurable and tangible benefits include:

- Increased revenue per hospital bed improves margins of the generated revenue

- Immediate investment payback; fast deployment as there is no dependency on external organizations adopting and integrating this hospital solution
- Increased nursing productivity; enables greater attention to patients and better healthcare without having to increase staff
- Increased nursing job satisfaction* let's them do the job that matches their training
- Greater flexibility to plan the patient discharge and coordinate all the associated events within the hospital
- Greater patient satisfaction as they and their family are better informed throughout the process
- Greater time flexibility for the physicians and provides location independence during the discharge process
- Reduced cost of implementation; uses existing hospital data and voice infrastructure

* Trained nursing staff is a diminishing resource in the industry, and attracting and keeping these skilled professionals is high on the industry's agenda.

Note: Patients are routinely turned away or necessary procedures delayed due to lack of available beds in a hospital.

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Nortel's innovation makes your hospital more profitable by improving your patient discharge process.



In the United States:
Nortel
35 Davis Drive
Research Triangle Park, NC 27709 USA

In Canada:
Nortel
195 The West Mall
Toronto, Ontario M9C 5K1 Canada

In Caribbean and Latin America:
Nortel
1500 Concorde Terrace
Sunrise, FL 33323 USA

In Europe:
Nortel
Maidenhead Office Park, Westacott Way
Maidenhead Berkshire SL6 3QH, UK
Email: euinfo@nortel.com

In Asia:
Nortel
United Square
101 Thomson Road
Singapore 307591
Phone: (65) 6287 2877



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