Reduce Costs and Improve Healthcare Efficiencies

with "UC Software Applications"

Anet
TECHNOLOGIES
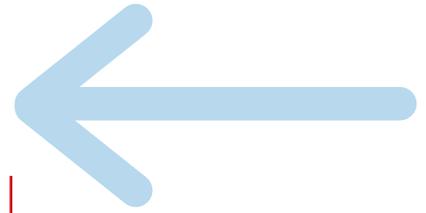
With budgets being cut and the pressure on to make savings, NHS & Private Healthcare organisations need to look at every possibility for streamlining operations.

There is an argument for greater efficiency in the Healthcare Sector at a time of spending reductions, but the importance of efficiency goes beyond saving money. It also means delivering better outcomes while using public money in the smartest way possible.

4net Technologies are committed to help bring the Healthcare Sector into the future with UC applications that easily fit into existing IT and telephony environments. By connecting new and existing technologies, we free the Healthcare Sector from the constraints of a closed, single vendor lock-in approach and allow them to succeed with their business communications objectives.

Our UC applications can transform the way the Healthcare Sector does business, and plays a key part to their cost saving objectives. By tying in communications with information and with our out-of-the-box applications, the Healthcare can improve their efficiency and make considerable savings.

4net Technologies help bring the Healthcare Sector into the future with UC applications that easily fit into existing IT and telephony environments.

RECITE	SMS	CX-E
Meeting Regulatory Compliance Call Recording reduces risk associated with regulatory compliance and information security; – Encrypt recordings of patient interactions to meet security standards – Mask sensitive information to comply with HIPAA, PCI and other regulations	**Campaign Manager for Health Campaigns** The NHS are driving their 'Innovation and Improvement' plans with SMS solutions. With SMS, Healthcare associations can attach healthcare information to patients, for example, flu vaccine reminders, antenatal classes, encourage people to stop smoking, mammograms and other Health campaigns.	**Virtual Operator** Virtual Operator is an automated system that connects callers to who they want to speak to (individual or department) without the need for a live operator. This simple process often adds no value in a human operator being involved. The 'recognition' rate is very good and the system recognises local accents and dialogues, helping callers get through to who they want, quickly and efficiently. If the 'virtual operator' is unable to process the call, callers have the choice to be re-routed to another contact or leave a message. This keeps costs down and improves the service.
Maintaining the Healthcare Associations Reputation – Ensure staff training on policies and procedures – Monitor live agent interactions – Easily evaluate agents and provide situational training	**Medication Reminders** Text messages to automatically remind us to keep taking the tablets. How many of us fail to complete a course of antibiotics because we feel better? Apparently 50% of us fail to take our medicines adequately. Packs of untaken prescribed drugs are lurking in bathroom cabinets all over the county. This represents a huge cost to the NHS and often a second appointment with our GP because the ailment returns due to our failure to complete the course.	**Message Escalation** In certain circumstances, it is imperative that staff are aware of messages left for them. When calls are unanswered by Healthcare staff, callers can request to leave a message for them (some of these can be very sensitive relationships with 'at risk' or vulnerable patients) and often these are some of the only people they trust. To ensure these messages are responded to in a timely fashion the system can prompt Healthcare workers to check these messages at regular intervals. Should the 'SLA' pass, the system can escalate this message to a line manager or care team to ensure contact is made with the caller.
Gain Advanced Technology – Access valuable data live at a glance – Seamless integration with third-party applications – One of the only solutions compatible with Skype for Business – Compatible with virtually every PBX and UC platform	**Stay in contact with Staff** SMS messages are the quickest way to keep in contact with non office-bound staff; GPs, Nurses and Midwives, Bank Staff, Porters, Ambulance Crew and so on, can all be contacted discretely, without the need to 'leave a message' or wait for a call-back.	**NotifyXpress for Outbound Patient Reminders** A healthcare organization can automate their patient reminders using NotifyXpress. Calls are customized to the individual patient, with varying data elements for the name and time of appointment. Patients have the option to verify their appointments or transfer the call to a live recipient. Provides reports with detailed logging of call attempts, retries and results

RECITE	SMS	CX-E
Enhance Your Patient Relationships – Train staff to deliver exceptional telephone customer service – Use customized scorecards for insightful evaluations – Reveal and resolve skill gaps in performance – Resolve Misunderstandings and Disputes – Monitor live interactions	**Appointment Reminders and Notifications** Missed appointments are a huge problem in the health sector. Millions of people every year just don't turn up when expected – an official report by MORI puts the figure at a conservative five million. These 'Did Not Attends' (DNAs) are not only very expensive and a drain on already tight budgets, but also cause great inefficiency and lead to poor service. By simply integrating text messaging with the existing PAS System, every organisation, from the local surgery to the county hospital, could save vast amounts of time and money each month. Text reminders reduce "DNA's" by 25%, saving the NHS thousands of pounds each day.	**Home Healthcare Provider Attendance Reporting and Schedule Review** Interacts with a back-end SQL server-based employee management database to allow in-home healthcare providers to record their appointment attendance and review their upcoming work schedule using a touch-tone telephone. Callers are required to provide an ID number and PIN, and are given options to start an in-home visit, end an in-home visit, or listen to their appointment schedule for the next two days. Calling party ANI is used to verify that the caller is at the correct patient location. Attendance data, including appointment duration, is submitted to the back-end database for processing.
Ensure Liability Protection with Interaction Recordings – Record Doctor/Patient phone consultation – Record life flight dispatch and communication – Record paramedic to ER communication – Record calls handled by all departments, including: • Patient transfers • Collections • Appointment scheduling • Phone prescriptions – Securely share interaction recordings	**Patient Services** In addition to appointment reminders, SMS solutions could also be used for patient services in any number of other situations; Automated text message information systems, Patient Transport booking/confirmation, messages to friends and relations of hospitalised patients, prescription ready for collection notifications and so on.	**Patient Health Order Status** Callers receive automated order status information by entering an order number or billing telephone number from a touch-tone telephone. Callers are presented with the status of the order, including in-process, cancelled, or shipped, as well as the actual or expected shipping date. Database interaction is facilitated by stored procedures residing in a Microsoft SQL Server database.

RECITE	SMS	CX-E
		Secure Messaging to Select Users Ability to send a voicemail message to select users. For example, a CEO of a Trust can send a message to his/her executive team. Security is achieved by restricting the voicemail message forwarding or saving by the recipient. Provides an alternate telephone user interface (TUI) for the retrieval of secure voice messages. The TUI allows access to voice messages contained in CX-E user subscriber mailboxes, but provides a limited subset of the normal message handling actions available to regular subscribers.
		Health Insurance Plan Eligibility, Authorization and Claim Status Providers and members can access member eligibility, authorization status, and claim status information all with a touch-tone telephone. Data required by the application is retrieved from a Microsoft SQL server database.
		TeamQ – The Informal Contact Centre For busy teams fielding calls, solving problems, juggling multiple service requests. They could be IT help desks, technical support groups or customer services. TeamQ delivers high ROI by giving teams access to vital call centre features – at a fraction of the price of other call centre solutions. Features include: Uniform Call Distribution (UCD), Automatic Call Distribution (ACD), Agent Desktop Control with Informative Screen Pops, Supervisor Interface, Reporting and more.

RECITE	SMS	CX-E
		First Call Resolution (Mobile and Agile workers) The need to empower the mobile workforce, to help deliver better services and reduce costs. It is no longer feasible to have desk-based staff just available to take calls. Efficiencies can be achieved by enabling remote workers to deal with calls in between other important daily tasks rather than duplicating the amount of staff. By understanding more about the individual members of the team we can make substantial personnel savings. The solution can take information about the 'state' or 'mode' of an employee and decide best how to route calls. We can use the location, calendar and IM and Presence information from other key IT systems to enable seamless routing to remote or nomadic staff.
		Location Services Callers can identify their nearest Healthcare Facility based on the Post code or telephone area code they specify. Separate categories are provided for Healthcare lookup types. Callers are presented with up to three location listings, within a twenty-mile radius of the Post code or telephone number entered.

4net's powerful combination of service excellence and technical expertise makes us the partner of choice for organisations who want to transform the way they communicate with customers, staff and stakeholders, reduce costs and gain competitive advantage.

Our contact centre, unified communications, managed and cloud services are designed to address today's complex business challenges, helping you to respond to your customer and staff requirements.

From simple IP Telephony Solutions to Virtual Contact Centres, from Unified Communications to Cloud Services, we partner with best in class vendors such as Avaya, Microsoft and Enghouse to deliver a solutions portfolio that will address today's changing workplace and build tomorrow's future, making 4net the preferred communications partner for many businesses across the UK and the Globe.

4net
TECHNOLOGIES