



# Migrating to New Technology for Customers in Healthcare

**Over 5800  
healthcare  
institutions  
worldwide  
rely on Avaya.**

## Meeting the Needs of Patients and Providers with Loyalty2gether

New communication technologies are opening a path to innovative capabilities and enhanced practices in healthcare and healthcare administration. Enhancing physician-patient communication is vital in securing patient outcomes, and tele-medicine provides new ways to enhance service delivery. High volumes challenge hospital staff to maintain quality of care.

Healthcare organizations also experience many of the same challenges as other enterprises: managing an organization consistently across multiple physical locations, seeking operational efficiencies in mergers and restructuring, managing expenses in a time of spiraling costs, and providing consistent service to patients, providers and members alike. Consistency, scalability and reliability are vital.

By connecting people, resources, data, and solutions, Avaya helps healthcare organizations optimize operations and reduce risk while increasing operational efficiency and profitability. When it comes to the digital transformation of healthcare systems, Avaya knows the importance of a flexible communications solution.

Loyalty2gether allows customers to increase their business value and move faster while minimizing migration disruption along with unprecedented incentives to move to the latest technology whether on your premise or in the cloud.

**“Our average wait time is now 1-2 minutes. I can tell you that’s phenomenal.”**

—John Monreal, Director of Patient Rapid Response Center, ENT and Allergy Assoc.

**“Avaya has earned my trust. I am very optimistic about the future.”**

—Karen McSweeney, Telecommunications General Manager, NHS Greater Glasgow and Clyde

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**Avaya currently has very attractive promotions to support migration from legacy systems such as the CS1000 to current technology, be sure to ask your Avaya account manager or business partner or visit [Avaya.com/Upgrade](https://www.avaya.com/Upgrade)**

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## Big Hospital, Small World

As small hospitals grow into communities, it’s a challenge keeping everyone connected.

The demands of running a modern hospital keep providers in a constant state of motion – yet connection and collaboration are critical to quality of care. With Avaya IX™ Workplace, professionals carry their phone extension in their pocket – minimizing the need for beepers and paging. Connections happen immediately to resolve issues faster. Ensuring providers have access to knowledge and information they need is one way Avaya contributes to quality outcomes in healthcare.

## Extending Healthcare Availability

For remote locations and complex cases, telehealth is a life-saver.

Give patients in any location the most appropriate, convenient, and cost-effective care by using telehealth video and proactive outreach. Provide remote access to specialists and care teams; monitor preventative, chronic, home, and end-of-life care plans; and reduce no shows and referral leakage.

## Booking, Billing, and Patient Care

Workforce management supports regulatory compliance and enhances quality.

The role of the contact center is expanding. They’re now staffed by nurses trained to answer medical questions and deliver care via internet and phone. But network expansion has led to contact centers with hit-and-miss service – placing regulatory requirements and quality-of-care at risk. Avaya IX™ Contact Center brings order to the chaos, integrating repeatable processes with scheduling and forecasting to optimize the healthcare journey for patients and callers.

## About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we’ve enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we’re committed to innovation, partnership, and a relentless focus on what’s next. We’re the technology company you trust to help you deliver Experiences that Matter. Visit us at [www.avaya.com](https://www.avaya.com).

