

Better Clinical Outcomes. The Healthy Choice.



One of the main goals of any healthcare organization is to effectively care for populations. There are a hundred different ways to tackle this goal, but have you explored how communications can help? Today's healthcare organizations are using innovative communications solutions from Vonage Business to reduce overhead, empower their staff, and keep patients engaged in their care. They've realized the best communications service helps enable better clinical outcomes 24/7/365.

Communication is empowering healthcare organizations of all sizes.

Care Coordination

Care coordination involves carefully organizing patient care and sharing information among all of the stakeholders in a patient's care to achieve safer and more effective care. With patient history easily and securely shared between care providers, Vonage's unique integrated UCaaS and contextual communications (CPaaS) solutions help close the coordination gap and increase efficiency in the healthcare system, helping achieve better clinical outcomes.

Continuity of Service

Ensure quality of service (QoS) with our SmartWAN solution and/or MPLS network, for reliability when it matters most. Plus, Vonage's continuity of service will help you meet some of HIPAA's Emergency Mode Operations Plan requirements, as laid out in §164.308(a)(7)(ii)(C).

Empower Your Workforce

Easily bring together multiple locations or units with instant messaging, presence, audio/video/web conferencing and desktop sharing, allowing for business-wide collaboration regardless of location.

Business Solutions Integrations

Integrate your phone system with your EMR or other business applications you use everyday. Plus, by leveraging Vonage APIs, you can work towards integrating practice management solutions via the Vonage Reach automation platform enabling you to maintain all your patient data in one place—no need to manually transfer information between systems.

Learn more at vonage.com



HIPAA Compliance

We're committed to information security for healthcare business solutions. We ensure the safe transfer of information and voice communications as well as data at rest on the Enterprise Platform. Our security measures are backed by a secure core network with edge-based security, stateful firewall protection, voice traffic encryption between handsets, and system hardening procedures at each of our co-located data centers.

Some of the Ways Vonage Can Help Healthcare Organizations



Increase patient engagement

Vonage allows you to connect with your patients and keep them engaged in their care, ultimately leading to better clinical outcomes.

Call centers: A negative experience can quickly turn a patient to another provider. With our cloud call center solutions and powerful omnichannel contact center, our healthcare business solution can support your patients in the channel they prefer.

- **Improve patient engagement.** Use EMR integration to ensure patient info is readily available for faster and more intelligent healthcare support, like tracking patient and provider interactions.
- **Support multiple channels.** Patients have the flexibility to communicate on their own terms using AI chatbots and more.
- **Access advanced analytics.** Make better business decisions with real-time metrics and historical data.



Geofenced marketing: New practice? Engage potential patients in your area by reaching out to people within a set distance to let them know you're accepting new patients.

SMS Alerts: Engage patients regularly by sending discharge instructions, appointment reminders, exercise and health tips, or quick updates on their care to deepen your relationship and reinforce trust.

Manage Your Revenue Cycle With Ease

Minimize late payments: Vonage Business can integrate with your systems and automatically send out SMS late payment notices when deadlines are approaching.

Fill cancelled appointments: With on-demand patient scheduling, patients can see your up-to-date calendar and fill cancelled appointments quickly. Plus, decrease your cancellations with SMS appointment reminders.



Lower Your Total Cost of Ownership (TCO):

Cloud-hosted savings. When you migrate to Vonage cloud-hosted healthcare business solutions, there's no need for costly internal infrastructure like servers and storage systems.

More resource efficiency. Resources are shared across offices for a level of redundancy that can be less expensive than traditional, premise-based PBX systems.

Minimal start up costs. With bring your own broadband services, you can get innovative healthcare cloud solutions with minimal start-up costs.

Improve patient satisfaction and health outcomes

Telehealth solutions: Communicate with your patients easier and more effectively, even on the go. Collaborate and share with medical colleagues across multiple offices, hospitals or even countries. Enhance your healthcare business solutions with intuitive collaboration and conferencing.

- **Say "Ahh"** See how they're doing with telehealth services. Dial into a video conference from your desktop, web browser, smartphone, or tablet.
- **Conference in a second opinion with a click.** Amazon Chime's reliable online conferencing with enterprise-grade features is included in most business plans.

Learn more at vonage.com

