



« The customized communications solutions for the healthcare sector »

Atiras Healthcare

Benefits for you and your patients:

- **Support of patient pathway:** Admittance/discharge, same telephone number and same account in the event of relocation, vacation etc.
- **Customized hotel service:** Preparation and billing of communication, entertainment and catering services for patients, visitors and staff
- **Central advance and subsequent collection without a prepaid card,** with integrated POS solution, optionally with a credit limit
- **Monitoring** ensures constant monitoring of the systems with notification of customers by e-mail or SMS message to prevent surprises
- **Seamless migration,** irrespective of whether analog or SIP patient terminals to Avaya or Cisco PBX (mixed operation is possible)
- **Integrated IP attendant solution** with hospital functions and Microsoft Lync presence information
- **Up-to-date connected systems** thanks to numerous interfaces such as HL7, Web Service, AD/LDAP, SNMP etc.

Avaya certified

Cisco certified

Member of



Official sales partners:

CEL, Cofely Quentris, connectis, Entiretec, ETK networks, ICP Business Communication, Kapsch BusinessCom, Netcloud, Protelekom, Swisscom, Vodanet

Compensate for loss of earnings due to cost pressure in the healthcare sector through efficient patient processes and customized value-added services for patients, visitors and staff. Convenience that pays off.

On the one hand, more convenience for your patients, visitors and tenants, and on the other, higher process efficiency for your company. eHealth is steadily promoting networking and digitization. This results in the elimination of media discontinuities and in the automation of process steps. Just having a telephone and TV set at your bedside is not enough to meet convenience demands. The availability of Internet access for business and private use is expected. A supplementary catering service and the use of a tablet PC and smartphones are not only demanded by visitors and patients, but by everyone in a modern clinic.

New perspectives with Atiras – Healthcare

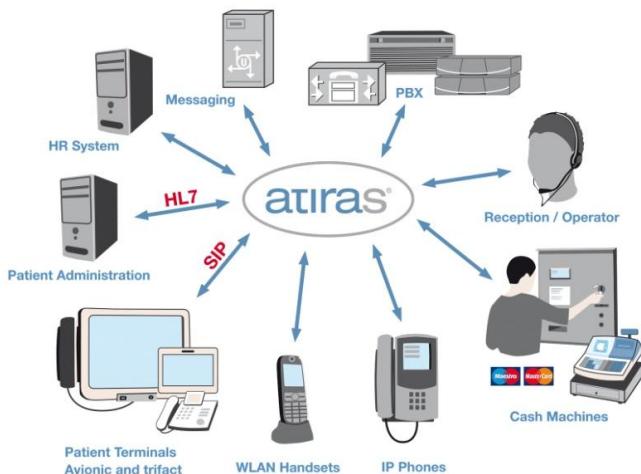
Patient data is captured once on admittance of a patient. Atiras assigns a free telephone number and creates a personal account. The front reception desk, the patient terminal, the hospital information system, and the ward are automatically updated and configured with the required data. Use of a telephone, TV/radio, video, Internet, kiosk and food and drinks can be billed individually as value-added services for patients and visitors via advance or subsequent collection. The information desk at reception knows at any time where and how the patient or employee can be reached.

This solution, based on Avaya ACM / CS1000 and Cisco UCM, is currently in use at numerous:

- retirement homes and nursing homes
- trauma centers and rehab clinics
- psychiatric hospitals
- public and private hospitals (also in a hospital network)
- university clinics

The most important new features in Release 7.4 for Atiras Healthcare:

- IP attendant with integrated presence information for Cisco and MS Lync, check-in/out and other HC functions
- Support of IP-DECT handsets (I62) from Ascom
- Integration of the trinity SIP patient terminal via Web Service interface to the trifon SIP Server from trifact ag
- Support of several CTI route points for the flexible definition of main numbers and diversion destinations for Cisco UCM
- Putting a call through to a free outside line (dial "0") is also possible for Avaya Aura CM
- Compatibility with Avaya ACM 6.2, CS1000 7.6 and Cisco UCM 9.1



The core of a top integrated Healthcare solution is the continuous synchronization of current data from Atiras with not only the PBX but all connected systems such as patient administration, the front reception desk and the HR system.

Integrated patient processes

- The Healthcare configurator takes care of your current patient processes without the need for any additional programming
- You can adapt the individual process steps (e.g. admittance, room occupancy, relocation, vacation, readmittance etc.) precisely to your requirements thanks to freely definable actions
- Actions can be initiated either from Atiras, the patient terminal or a third-party system (e.g. hospital information system)
- The HC configurator enables process changes to be easily implemented during operation and without any additional costs for programming

Account management for patients and staff

- Call charge data capture constantly calculates the individual service costs of staff, patients and tenants and continuously updates their account balance
- Charges for private calls, costs for food and drinks in the on-site restaurant or rental charges can be periodically billed for staff
- For patients and visitors, chargeable services for telephone, TV/radio, Internet, and food and drinks can be individually defined, for example depending on the insurance class
- With centralized advance collection, the account can be loaded in different ways (e.g. at the front reception desk or at a vending machine using cash or all well-known debit and credit cards)

- For billing, choose between subsequent collection (e.g. invoice on discharge or at the end of the month) or centralized advance collection (different billing types can be used for different people groups)
- If there are insufficient funds in the account, the user is notified of this and is requested to load the account
- A maximum credit limit can be defined for subsequent collection

IP attendant with additional functions for hospitals

- The staff at the front reception desk must always be able to provide information about the location and status of patients in a quick and efficient manner
- The presence information and the integrated Outlook calendar enables you to quickly see how patients and staff can be currently reached
- In a mixed network with Microsoft Lync, the presence information can also be displayed
- Optionally, voice messages can be played for external calls or music for calls in the queue
- Special Healthcare functions provide considerable support for front reception desk activities (e.g. function keys for admittance/discharge, vacation, billing etc.)
- Updates to the central telephone directory are immediately synchronized with the PBX and the connected systems (e.g. hospital information system, AD/LDAP etc.)

Integration in patient administration and hospital information systems

- Patient data is captured once on admittance
- Data can be captured either directly at the front reception desk or with a third-party system
- Atiras ensures that the patient data (name, address, case number, type of insured person etc.) is synchronized with all the other systems (hospital information system, patient administration, SAP, PBX...)
- HL7 or a reasonably priced ASCII-based flat file interface is available for online data exchange
- This interface can be used to transfer the process steps (actions) to Atiras and execute them either immediately or later
- When a patient is discharged, with subsequent collection, Atiras also transfers the incurred service costs to the required third-party system

Integration of the patient terminal (analog or SIP)

- Analog or SIP terminals from Avionic Design and trifact ag (e.g. trinity) are available for selection
- System sets from the PBX manufacturers without a patient card can also be integrated with reduced Healthcare functions
- If required, different set types can also be used in combination

Web-based ICT self-service portal

- Atiras myICT enables employees to manage the desired ICT tools and services themselves, regardless of time and place.
- This relieves the IT department and increases employee satisfaction.
- For further information please request the Atiras myICT flyer.

For the Server/Client system requirements and scope of services please refer to the compatibility list.

References (others available on request, 60+ customers in total)

- KPD (Cantonal Psychiatric Services) Liestal, Baselland: Cisco UCM, IP attendant, trifact patient devices
- Sanatorium Kilchberg, Zurich: Avaya ACM, IP attendant

Subject to changes. Issued in April 2014