



## Industry

# Video-Enabled Healthcare Solutions

## Advances in Video Technology are Driving Dramatic Improvements Throughout the Healthcare

### Avaya Healthcare Collaboration Solutions

Avaya has been a leader in designing healthcare solutions to help improve communication and engagement among healthcare providers. With Avaya video collaboration solutions, our customers find they are able to roll out high-quality, video-enabled services faster with minimal risk and disruption. Avaya solutions can improve patient outcomes, enhance the patient experience and help healthcare organizations reduce costs and improve profitability.

### New Models of Care. Improved Outcomes. Long-Term Gains

Healthcare organizations are embracing video to create innovative new models of care and to address vexing problems like making specialists, translators, and other patient support staff available when and where they are most needed. As demands on providers grow, the need to achieve greater efficiencies in service delivery, training and collaboration also accelerates.

### Extending High-Quality Care Through Telemedicine

Telemedicine allows local health care centers in remote and underserved areas to connect to specialists, assessment teams and other providers via video. Removing the barrier of long-distance travel for specialty care means patients are more likely to seek more timely medical intervention, improving outcomes, easing the burden on patients and their family members, and decreasing the cost of care. For rural health centers,



## **Avaya Has Been a Leader in Designing Healthcare Solutions to Help Improve Communication and Engagement Among Healthcare Providers.**

offering remote specialty care allows them to attract more patients, establish a more secure revenue stream and improve overall care. For health centers that are part of a larger system, it also means saving on transfer costs by serving more patients closer to where they are. Specialists are able to see more patients than is possible through face-to-face visits and benefit from a reliable source of referrals when in-person care is required.

Avaya Scopia® solutions have been validated for use in telemedicine carts with FDA Class 1 Medical Device Data Systems (MDDS) qualifications.

### **Reduce Hospital Readmissions**

The ability to reach patients and their care givers with effective, ongoing education after they leave the hospital is one key to reducing hospital readmission. Avaya real-time video solutions provide healthcare organizations with the tools they need to better support remote patients. Solutions include offering remote video consultations with patients at home to help avert problems that can lead to readmission.

### **Medical Education**

Avaya video collaboration solutions are ideal for effective medical training programs and for community outreach such as:

- Creating High-Quality Room Systems to Extend Training to Remote Learners.
- Expansion of Access to Grand Rounds or From Operating Rooms to Anyone With a Video-Enabled PC, Smartphone or Tablet.
- Extending Community-Based Health Courses to Homebound Community Members.
- Connecting Physicians Together to Collaborate on Complex Cases and Share the Results With Peers.

### **Healthcare Administration**

Avaya real-time collaborations solutions support rapid and collaborative communication within healthcare organizations. As a leader in unified communications, Avaya is the ideal partner to help your organization speed up decision making, improve collaboration, and accelerate business processes. It's what we do.

Avaya video collaboration solutions can help improve the quality of interactions since they are built on a solid foundation of real-time collaboration.

- Rapidly Reach and Mobilize the Right People Regardless of Location on Whatever Device They Happen To Be Using.
- Improve Support for Case Management, HR, Risk Management and More.
- Speed Up Implementation of New Business Processes.
- Strengthen the Connection Between the Executive Team and Employees.



Advances in video technology are driving dramatic improvements throughout the healthcare system from enabling high-quality care in remote and underserved areas, to improving coordination among healthcare teams, reducing hospital readmissions through effective patient education, improving clinician training, and streamlining administration.

## Professional Services and Grant Assistance

At Avaya, we back up our solutions with world-class service and support. Avaya Professional Services team can help you design a complete telemedicine solution from scratch—starting with the process of helping you to define your vision, goals and budget and funding sources—or we can help you implement any part of your vision. Avaya will also help you identify and qualify for funding from both governmental and non-profit sources to cover all or some of the cost of implementing new technology to extend care and improve patient outcomes.

## Avaya Scopia® Video Solutions

Implementing successful video initiatives from in-house training systems to extending care to rural areas creates challenges because of the variety and complexity of systems that must work together and the need for extensive user training.

The Scopia product portfolio is the ideal solution for healthcare organizations that need to help:

- Existing and Future Video Investments Work Together.
- Extend Video Services Across Unreliable Networks to Consumer Video Devices Like Smartphones and Tablets.
- Reduce IT and Training Costs With An Easy-to-Use Interface.
- Optimize Video Quality Over Both Controlled and Uncontrolled Network Connections.
- Ensure High-Quality Data (e.g. Diagnostic Images) Receives the Same Priority as Person-to-Person Video.



## 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](http://www.avaya.com).

## Scopia Video Helps Protect Your Video Investments

Scopia video solutions leverage a heritage of twenty years of focus on defining and developing standards-based technology and overcoming technical difficulties faced by users outside a highly controlled corporate network. Scopia video solutions easily connect to video endpoints you may already have installed as well as to consumer video devices like tablets, smartphones and laptops, regardless of vendor. For healthcare organizations, this means Scopia video can work as a bridge between technology islands you may already have in place as a result of earlier installations of propriety systems from other vendors.

## Scopia Video: Security, Quality and Ease-of-Use

Scopia video automatically adjusts the image quality to account for network issues—maintaining the highest possible quality transmission at all times without dropping data. Competing solutions, initially designed for use on tightly controlled corporate networks, compensate for poor network conditions either by dropping to a lower-quality transmission for the entire session or by dropping frames—resulting in frozen or choppy video feed.

Scopia video also transmits data (e.g. diagnostic images) in the highest quality format. Most competitors offer the highest quality only for the human channel, even though, for clinicians, clinical data is a higher priority.

When it comes to rolling out effective, community-based solutions, ease-of-use is essential to success.

At Avaya, our focus on the quality of the user experience means that Scopia users do not need extensive training to start, run or join a video session. Patients, translators or clinicians who join from home or the road can do so from any video-enabled device, including a laptop, smartphone or tablet simply by clicking a link.

Importantly, Scopia solutions help protect patient data with Advanced Encryption Standard (AES) encryption, facilitating compliance with HIPAA requirements.

## Flexible, Scalable Video-Enabled Healthcare Solutions for the Long Term

When selecting the right vendor for your video initiatives, you can count on Scopia video solutions to provide the flexibility, quality, scalability and ease-of-use you need for success now and long term. Scopia video customers put it best when they say, It Just Works!

## Learn More

To learn more about Avaya Healthcare Solutions, including video collaboration, contact your Avaya Account Manager or Avaya Authorized Partner or visit us at [www.avaya.com/healthcare](http://www.avaya.com/healthcare)

