

# UC for Enterprise Attendant for Healthcare (UNIVERGE® UA5200)



## At a Glance

- A cost-effective way to increase productivity and efficiency
- Additional features for SNPP and TAP paging as well as click to call, SMS and IM
- Seamless integration of patient data from HL7 as well as other UCE application data such as LDAP directories and presence
- Optional threat recording, 911 alerts, on-call schedules, message taking and procedure management

## Overview

Healthcare organizations need a cost-effective attendant console that makes their workers more efficient while improving their patients' experience. NEC's UC for Enterprise Attendant for Healthcare (UNIVERGE UA5200) was designed specifically to optimize healthcare performance and boost a healthcare facility's physician satisfaction and standard of patient care.

As part of the UC for Enterprise (UCE) suite of applications, the UCE Attendant for Healthcare provides cutting-edge technology that delivers the very latest in advanced call-processing capabilities and productivity enhancements. It provides healthcare organizations with specific tools, developed and based upon each user's role, to make individual staff jobs – and patient experiences – more satisfying without increasing costs.

## Solution

### A Cost-Effective Way to Increase Productivity and Efficiency

UCE Attendant for Healthcare promotes optimal call management for healthcare facilities by delivering the tools necessary to manage heavy call volume. Repetitive activities such as answering, transferring, and parking phone calls are instantly streamlined. Additionally, this solution provides sophisticated functionality via its advanced solution tabs, and offers improved operator performance utilizing the optional custom keyboard and Dterm® Play/Record module. Basic features include:

- Calls in-queue display with multi-tenant answering
- On screen, presence-enabled directory and flexibly organized speed dials
- Skills-based directory search
- Intuitive user interface, customizable for frequently used features and preferred color themes
- Shortcuts and optional custom keyboard for quick call processing
- Distributed Park/Page to optimize performance
- Attendant banners for fast distribution of up to the minute, consistent information to all attendants

- Multiple contact points and click-to-contact buttons
- Instant Message staff members to increase productivity
- SNPP and TAP paging support
- Customizable incoming call alerts and behavior

#### Patient Link - Patient Directory Data Integration

The UCE Attendant for Healthcare's Patient Link connects a hospital's information system (HIS) and UCE Attendant to provide access to patient directory data such as Patient ID, Account Information, Admission and Discharge Dates, Patient Birth Date, Patient Location, Nurse Desk Location plus whether or not a patient will allow visitors.

#### Color-Coded Directory Entries

Color-coded directory entries give attendants the ability to see different entry types, patient confidentiality statuses, organizations and locations at a glance. The color codes offer flexible configuration, and the system administrator has the option to force the attendants into a single color scheme or to enable them to program their own color codes.

## User Message Taking

UCE Attendant for Healthcare lets the attendant take user messages and send them to those users via email, pager, or phone. When a user has an unread message and calls from his or her listed phone number, a pop-up display alerts the attendant. The attendant can then provide the user with the message. Additionally, the user's Message Waiting Light lights up on his or her telephone when he or she has a message. This display prompts the user to call the attendant for a message.

## Room Direct – Direct Inward Dialing (DID)

Traditionally, when a patient is assigned a room it has a direct-inward-dialing (DID) number for the patient to be able to receive external calls without going through the facility's operator. With UCE Attendant for Healthcare's Room Direct feature, a patient can be assigned a DID number that now travels with him or her to whichever room they are moved to. When a patient changes rooms, Room Direct receives the HL7 transfer record and passes that information along to the communications server to redirect calls to the new room which decreases an attendant's call load.

## Call and Threat Recording

With the UCE Attendant for Healthcare, an attendant can record calls either automatically or on demand. If programmed to automatically record calls, calls received by the operator are stored on the attendant's PC or on a network hard drive.

If the attendant wishes to save a specific call, he or she can utilize the feature's Save Recordings option to save the current call for future access. This option is exceedingly useful in the event that he or she receives a threatening call.

## Custom Keyboard

To further enhance your attendant's productivity, a specially-designed color-coded keyboard with hot keys can be added that makes operation even faster and more intuitive.

## Automated Attendant Greetings

The Automated Attendant Greeting provides a greeting to the caller in the attendant's own voice. It can also automatically play back pre-recorded voice greetings over the operator's handset or headset. These greetings are linked to each operator's login, so that the correct greeting is played even if the console is shared. The greeting can also be changed based on the time of day or the telephone number the caller is phoning from. This feature is especially useful for operators in hospitals, multi-doctor or multi-clinic environments.

## Message Center - Physician Answering Service

The UCE Attendant for Healthcare's Message Center enables attendants to provide answering service functionality. Messages can be taken for specific physicians or groups and they can be marked as priority to automatically notify the attendant if the physician does not acknowledge the page within a configured time period. Attendants can easily view messages and internal notes taken by all attendants as well as previous contact attempts. Also, all activity is logged for administrative purposes.

## On-Call

The UCE Attendant for Healthcare's On-Call feature displays selected groups and indicates which nurses, attendants and physicians are either on call or in the office. The on-call screen also provides a click-to-call interface and displays backup contacts, prioritized contact methods, and group details. Additionally, the On-Call Administrator view provides a web interface that makes it easy for departments to manage their own on-call schedules, stream-lining operation.

## Procedure Manager

The UCE Attendant for Healthcare's Procedure Manager guides the attendant through steps to follow in case of specific emergencies such as "code blue" situations in hospitals or allergic reactions in a physician's office. Steps may involve contacting on-call personnel, performing group pages, delivering instructions, or gathering information. As each step is completed, the wizard directs the attendant to the next item for completion. In case of a large scale emergency, attendants can share steps in a procedure to quickly execute the procedure in parallel.

## Additional Features for SNPP and TAP Paging Enhancements

In today's evolving world of increased cell phone usage, UCE Attendant meets physician's requirements by adding SNPP paging to cell phones, allowing them to eliminate the need to carry an additional pager. For sites utilizing TAP pagers, UCE Attendant has added a direct serial connection to the TAP service provider, adding to its previously available modem connection.

## Seamless Integration of Other UCE Application Data

When used in conjunction with UCE Manager, the UCE Application Platform automatically synchronizes all extensions and user information for a single point of entry.

When utilized with UCE Desktop Client, Location Status, or UCE Mobility, attendant's can see Rich Presence information set by these other presence-enabled applications and the employee's Microsoft® Exchange or Lotus® Domino® calendar. The directory and speed dial shows the attendant the status of each user or the user's return date and time. The attendant can also change user presence information, if necessary.

The cost-effective, advanced features and assurance of continued support that UCE Attendant for Healthcare provides can enhance the productivity of any healthcare facility's staff and help keep their patients happy. Now is the best time to take advantage of this productivity-enhancing application.

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