



Healthcare Communication Solutions

Gain the Altura Advantage to improve patient care.

Did you know healthcare regulations such as The Patient Protection and Affordable Care Act in the U.S., Health and Social Care Bill 2011 UK, and Excellent Care for All Act in Ontario Canada are linking medical reimbursements and funding for hospitals to the patient experience in terms of quality of patient care and better patient outcomes?

Additionally, in the U.S. at least 35 states allow some reimbursement for telehealth services with 12 states having enacted legislation mandating private sector insurance companies to cover telehealth services. These regulations along with standardized digital patient records and automated, software-driven processes are creating unprecedented opportunities for efficient communication, collaboration, improved patient care, and a reduction in the cost of care.

Focusing on the entire lifecycle of patient care, Altura implements best-of-breed Avaya healthcare solutions. These solutions improve patient outcomes, reduce healthcare costs, and help increase patient satisfaction by removing barriers that hold up hospital clinical processes. Avaya solutions have successfully helped over 5,000 health-care organizations combine communications, mobility, collaboration, and workflow automation to simplify and automate patient care processes from prevention to treatment to post discharge follow up and home care. This results in an improved patient experience and reduced costs.

Altura's Advantage in Healthcare

For nearly 30 years, Altura has designed, implemented, and serviced wide communications solutions to hospitals and clinics across the US. We currently serve and support more than 400 hospitals and clinics nationwide. Our solutions are designed to improve the patient experience while helping healthcare providers reduce costs and improve profitability. They enhance all aspects of the patient care lifecycle and enable healthcare providers to save money by improving existing healthcare processes and practices instead of purchasing expensive new systems that require comprehensive staff retraining.

“ **TO SUPPORT OUR mission-critical operations, we wanted to partner with an organization dedicated to providing highly reliable products, comprehensive solutions and applications, and that is easy to do business with. Altura was the only solutions provider that met our criteria. We talked to numerous vendors and looked at several solutions, but in the end it was an easy decision to go with Altura.** ”

Peter Johnson

Senior VP, Information Services
Dartmouth Hitchcock Medical Center
Altura client for 18 years

In addition to solutions to enhance patient care, Avaya offers innovative administration, operations, and marketing solutions designed to make healthcare organizations more responsive and efficient. The solutions help improve profitability while achieving or maintaining regulatory compliance.

Avaya Healthcare Solutions help hospitals to:

- Reduce medical errors, wait times and improve the patient experience
- Improve accessibility of specialists and caregivers
- Increase physician and nurse mobility
- Collaborate and diagnose patients faster
- Improve the quality and transition of care
- Decrease preventable readmissions



Avaya Flare Experience in Healthcare

The Avaya Desktop Video Device with the Avaya Flare Experience is a breakthrough communications solution, unlike anything available before for healthcare organizations. In the examining room, at the nurse's station or in the training session, the Avaya Flare Experience simplifies and streamlines the exchange of information:



- Avaya Flare Experience puts multiple modes of communication and collaboration—video, e-mail, IM, conferencing, social networks, phone communications—at your fingertips in a single touch-screen device.
- Communicate, collaborate and share information—simply by dragging and dropping contacts and content into collaboration sessions.
- Match your mode of communication to the task at hand.
- Combine multiple modes of communications in one session.

The results are timely and better decisions related to patient care, improving outcomes and patient safety. The improvement in response time also lowers costs, making it possible to handle more patients, more efficiently. Improved clinician productivity also drives employee satisfaction and helps reduce stress. This entirely new way to communicate and collaborate is simple...seamless... convenient...specific to what's being worked on at any given moment...and, literally, at your fingertips.

Culture of Customer Satisfaction

Solution Selling

While most technology companies solely focus on transactional selling, Altura puts a strong emphasis on "solution selling." We take more of a consultative approach to see how our solutions can affect patients, staff's productivity, image, expense, revenue or safety and security. We focus on the problems you face and how our products and solutions would help solve that specific problem.



24/7 Service First Attitude

With 26 offices in major cities across the country, Altura's technicians are usually within 35 miles of their customers, and thus, are able to rapidly respond to any of their needs at any time. Our never sleep National Operation Center provides remote monitoring customer network coverage on a 24 hour 365 days a year basis. Our mission is to provide the highest level of product expertise in support of Avaya and other partner products. Our support services are centrally managed with Support Engineers strategically placed around the country. This allows unsurpassed flexibility to provide support where and when you need it.

Just a Few Our Satisfied Healthcare Customers...

- St Joseph Mercy Health
- Dartmouth Hitchcock Medical Center
- Alaska Native Medical Center
- Northeast Georgia Medical
- Cooley Dickinson
- Maricopa Health
- Helen Hayes
- Johns Hopkins
- Mid Michigan Hospital
- Northwest Community Hospital
- Mount Sinai Hospital
- Wishard Healthcare

To learn more about Altura's solutions and service capabilities, please visit us on the web at www.alturacs.com

GAIN THE **ALTURA** ADVANTAGE