



Why Cisco for Healthcare?

As a worldwide leader in networking, Cisco is well positioned to improve the future of healthcare through technologies that transform how people connect, access information, and collaborate. Cisco® technologies can benefit all stakeholders, from patients and clinicians to hospitals, payers, life sciences and research organizations. Innovations in technology that support new health and health service approaches address the challenges of the healthcare industry to manage costs and affordability, improve the quality of care, and provide better access to healthcare services.

Cisco offers innovative solutions that provide highly-secure information exchange, offer new ways to collaborate, and enable enhanced healthcare delivery services. Cisco will continue to be a catalyst for change through our global presence, industry-leading solutions, and depth of healthcare industry expertise.

Connecting the people, resources, and information that power healthcare

For more than 20 years, Cisco has supported healthcare organizations in their mission to deliver affordable, accessible health services by helping them optimize the use of people, resources, and information.

People: Cisco technologies connect patients and clinicians as well as hospitals, clinics, and other healthcare organizations with solutions that are the foundation for communications and collaboration, a key strategy to transform the healthcare system. For example, the Cisco HealthPresence™ solution combines state-of-the-art video, audio, and medical information to create a remote clinical visit equal to an in-person medical appointment.

Resources: Cisco takes part in global healthcare initiatives that improve access to information and expertise, connecting people with medical resources quickly and saving time and money. Today, the Cisco Context Aware



solution allows hospitals to improve clinical processes with real-time resource location information, whether it is medical equipment, patients, or staff. Location data helps streamline inventory management, increase staff efficiency, and improve patient care.

Information: Cisco has a long history of working with healthcare industry leaders to connect applications, systems, services, devices, and medical technologies and provide a common platform for information access and communications. Today, the Cisco Medical Data Exchange Solution offers highly secure access to patient medical records, including lab reports, imaging documents, and physicians' notes, across multiple healthcare providers and locations. Secure data access improves the quality of patient care and staff efficiency while reducing capital and operational costs.

Here are some examples of Cisco's impact in healthcare:

- At the University of Miami Center on Aging, family caregivers of patients with Alzheimer's disease are supported with counseling, education, and support groups through services delivered on Cisco Unified IP Phones. These devices incorporate video screens that are used to provide much-needed help for caregivers, who are often homebound and isolated in a stressful situation.
- In Durango, Colorado, Mercy Regional Medical Center, a member hospital of the Catholic Health Initiatives system, uses the Cisco Unified Communications platform to maintain current on-call schedules and streamline on-call contacts, replacing time-consuming manual processes and achieving measurable results.



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Healthcare organizations around the world face similar challenges. Cisco has a global presence, anchored by teams of professionals that can address the necessary culture and clinical process changes combined with leading technologies that improve the cost, access, and quality of healthcare services. Through our vision and innovative network technologies, Cisco is helping to bring about a future in which healthcare stakeholders across the continuum of care can respond to patients more efficiently, expand innovative healthcare initiatives, and continue to transform care and the care experience.

Resources

www.cisco.com/go/healthcare

Responders to patient calls are located up to 50 percent faster, and interdepartmental calls to determine who is on call are significantly reduced.

- Hospitals in northern California use the Healthcare Interpreter Network to provide qualified medical translation for non-English speaking patients. High-quality medical translation helps reduce the risk of medical errors, improves clinical productivity, and enhances the patient experience. The Healthcare Interpreter Network integrates Cisco video and call center technologies with smart routing.

Cisco has deep expertise in healthcare through a team of seasoned experts with wide experience across the healthcare industry, including former health system executives, health plan leaders, physicians, and nurses. With a thorough understanding of healthcare challenges and workflows, our industry experts guide technology development, create business solutions that work for healthcare, and lead industry transformation through leadership in national and international organizations.