Extension Solution Suite
Enhancing Clinical Workflows with Cisco Unified Communications

Today's healthcare providers are seeking to improve their operations by increasing efficiency and reducing cost. They're looking for ways to enhance the productivity of existing personnel, using communications technologies such as Cisco® Unified Communications to help make communications more effective, interactions more valuable, and staff more efficient.

The Challenge

Every minute nurses spend tracking and locating other caregivers takes time away from patient care. Similarly, inefficiencies in the ways physicians and specialists communicate and exchange patient information can lead to treatment delays and clinical errors.

Better Workflows, Greater Productivity

The Extension® Solution Suite enhances the functionality of Cisco Unified Communications, extending its ability to improve clinical workflows and turning Cisco's award-winning IP phones into advanced user interfaces for clinical and administrative data.

The suite gives nurses and physicians real-time access to clinical data, helping to reduce clinical errors and improve patient care. It enables greater efficiency and lower operational cost, along with improved patient and caregiver satisfaction. The Extension Solution Suite integrates with Cisco Unified Communications through Health Level Seven (HL7), the standard for exchanging information between medical applications.

Extension Solution Suite

HealthAgent with Cisco

Using algorithms based on caller ID, HealthAgent™ improves call center efficiency by adding data from a patient's chart to a Cisco Unified Contact Center implementation.

- Displays medical data in operator console or Cisco IP phone
- Agents can view patient data on the phone's video interface and published data stays with call when transferred
- Routing is based on the patient's demographics or personal information
- Supports a range of data types (demographics, scheduling, orders, lab results, medical documents, etc.)

HealthPractice with Cisco

HealthPractice™ provides a hospital-grade solution for ambulatory medical offices of all sizes, assisting with patient check-ins, check-outs, and no-shows.

- Integrates common communication tools with medical data
- Delivers appointment reminders, welcome messages
- Syncs with Microsoft Exchange
- Includes Cisco Allscripts Digital Physical Office (DPO)

HealthLocate with Cisco

HealthLocate™ helps save time and money by connecting people to the resources they need.

- Uses presence and location-aware technologies
- Provides information about availability
- Sends an alert when a person or piece of equipment becomes available
- Integrates with Cisco Unified Presence server and AeroScout MobileView

Extension Engine

The Extension Engine programming environment lets organizations integrate Cisco Unified Communications Systems with medical data solutions based on their specific business needs.

- Allows you to create unique rules and workflows
- Provides a dynamic data structure
- Includes a simple, web-based administration tool

Why Cisco?

Cisco is an industry leader in networking solutions and is actively involved in international healthcare initiatives focused on accelerating the interoperability and connectivity of disparate systems to improve access to vital healthcare information and services.

To achieve this transformation, Cisco works closely with healthcare industry leaders including application developers, system and service providers, device manufacturers, and medical technology vendors.

For more information on Cisco and healthcare, visit: www.cisco.com/go/healthcare