



Improving Patient Care with Switchvox[®]


A dose of Switchvox can improve the
way your office communicates


digium[®]
The Asterisk Company

Improving Patient Care with Switchvox

Digium: delivering advanced, affordable
VoIP solutions to the healthcare industry





A VoIP business phone system needs to help you do more than just answer calls. With Digium's Switchvox integrating all office communications, including phone, fax, chat and web mashups, an organization can connect staff and patients in minutes, reduce response times, and have immediate access to patient data, anywhere.

Healthcare Innovations

Through continual technological advances, the healthcare industry is rapidly evolving.

Game-changing innovations include computerized Electronic Medical Record (EMR) and Electronic Health Record (EHR) systems. Soon all medical charts will only exist on computers; therefore it is important that a facility's phone system can provide safe data storage. With capabilities such as call recording, call monitoring and more, Switchvox can help practices to achieve HIPAA compliance through secure, non-SMS, encrypted messaging, invulnerable access to data through web portals, and other security features.

A Unified Communications (UC) system can modernize a healthcare organization with many capabilities to improve patient experience as well as to streamline the many daily functions that can actually pull a large team in different locations together. Besides a number of scheduling, 24/7 contact applications, and powerful collaboration features, a VoIP UC plan can save a facility up to 70% on monthly telephony costs.

Some practices (and their patients) benefit from Patient Care System Integration with Switchvox, Digium's popular UC solution. PCSI allows immediate and mobile access to vital automated medical information – regardless of a staff member's location.



Switchvox features that benefit healthcare organizations

Switchvox Switchboard This feature allows you to pull up patient records, moving the industry a step closer to EMR and EHR.

VoIP Appliances Digium's VoIP gateways and failover appliances are cost-effective, industrial-grade appliances that simplify the process of deploying converged media networks.

Call Recording The Switchvox call recording feature significantly improves patient response and care.

Multisite Features The multisite feature allows you to connect to multiple offices using only extension numbers, allowing simultaneous contact with all employees across multiple facilities.

Mobility The mobility feature makes it easy for on-the-go healthcare providers to keep in touch with patients – no matter where they are.

Queues/ACD Functionality Call queues direct customers right where they need to be. You can also upload music, record announcements, and even let your callers know how soon they can expect to talk to someone.

Reporting Capability Switchvox Queue Reporting instantly shows you meaningful trends with graphical charts. By monitoring trends you will be able to improve your customer service and sales.

Automatic Reminders As an automated system, Switchvox easily integrates with third party solutions making appointment reminders simple and significantly saving valuable personnel time.


Video Conferencing Switchvox's integration with Lifesize provides an HD video conferencing feature that helps improve accuracy and communication between healthcare providers and patients. This beneficial feature can expand opportunities for Telehealth solutions.

Switchvox Success Stories

Cost-efficient Switchvox simply helps improve an organization's quality of service. Strategic Health Care of Santa Barbara is not only impressed with the features, but the company is also **saving more than \$25,000 a year** in user costs.

Among the reasons for selecting Digium was the flexibility of the Switchvox Unified Communications solution – the family of IP PBXs delivers web interface applications directly to the telephone handset. Known for its user-friendly edge with administrators, it also has a price point advantage. The business-critical features that businesses require today are already included in the price of the appliance, rather than priced separately as add-on features.





Three years ago, Cullman Primary Care Multispecialty Group replaced multiple telephone systems used across their office locations with a single Digium Switchvox IP telephony solution. The decision not only solved a number of communications problems for the medical center but it also helped reduce telephone costs by 40 percent. Now, Cullman Primary Care is learning how they can continue to meet the growing demands of their expanding medical center and respond to calls for further customization, without investing in expensive upgrades common to proprietary phone systems, or sacrificing quality or technical support.


A photograph of a hallway with yellow walls and a window. A fire extinguisher is mounted on the wall near the window. The hallway is empty and well-lit.

Cullman Primary Care replaced multiple telephone systems with Switchvox, solving a number of communications problems and reducing telephone costs by 40 percent.

Cullman Primary Care consists of multiple, community-oriented patient care centers and doctors' groups throughout Cullman, Alabama.

The busy medical center has approximately 100 employees working at the hospital, while about 80 employees work at other locations. Before making the switch to a single UC solution, each location had its own phone system. "They never knew who of their many phone vendors to call when they had a problem," Reaves explains.

"Also, if someone called for a doctor at one facility, and that doctor was located at another, it was difficult to transfer the call because there was no transparency between the facilities. They had to give the caller a different number to call or transfer the call outside the system, overloading facilities and causing constant customer complaints of not being able to get through. In the emergency medical field, that was a huge disadvantage."


A photograph of a waiting room. On the left, there is a window with a view of a building. In front of the window, there are two chairs: a white one and a black one. The room has a light-colored wall and a dark floor.

“With Switchvox, we will program the route table with their caller ID so their call will go directly to their doctor or nurse without them having to go through the auto attendant. Older patients will really like that feature!”

Darrell Reaves
President,
ICS (CPC Consultants)

The entire organization is now equipped with Switchvox. In addition to the benefits of a single, unified phone system, administrators are able to pull up a screen and see who is calling, and they can even block calls and reroute them. Another big improvement is the ability to forward calls from any of the multiple locations, as though they were all in one location without the caller knowing any differently.

“A new feature being offered to Cullman Primary Care is the ability to automatically route calls based on caller ID,” Reaves says. Although this may seem standard practice in today’s IP environment, Reaves explains that many older people do not like auto attendants. “They have a hard time following the menus and do not like having to punch in a bunch of numbers and listen to multiple messages to reach their doctor or nurse.



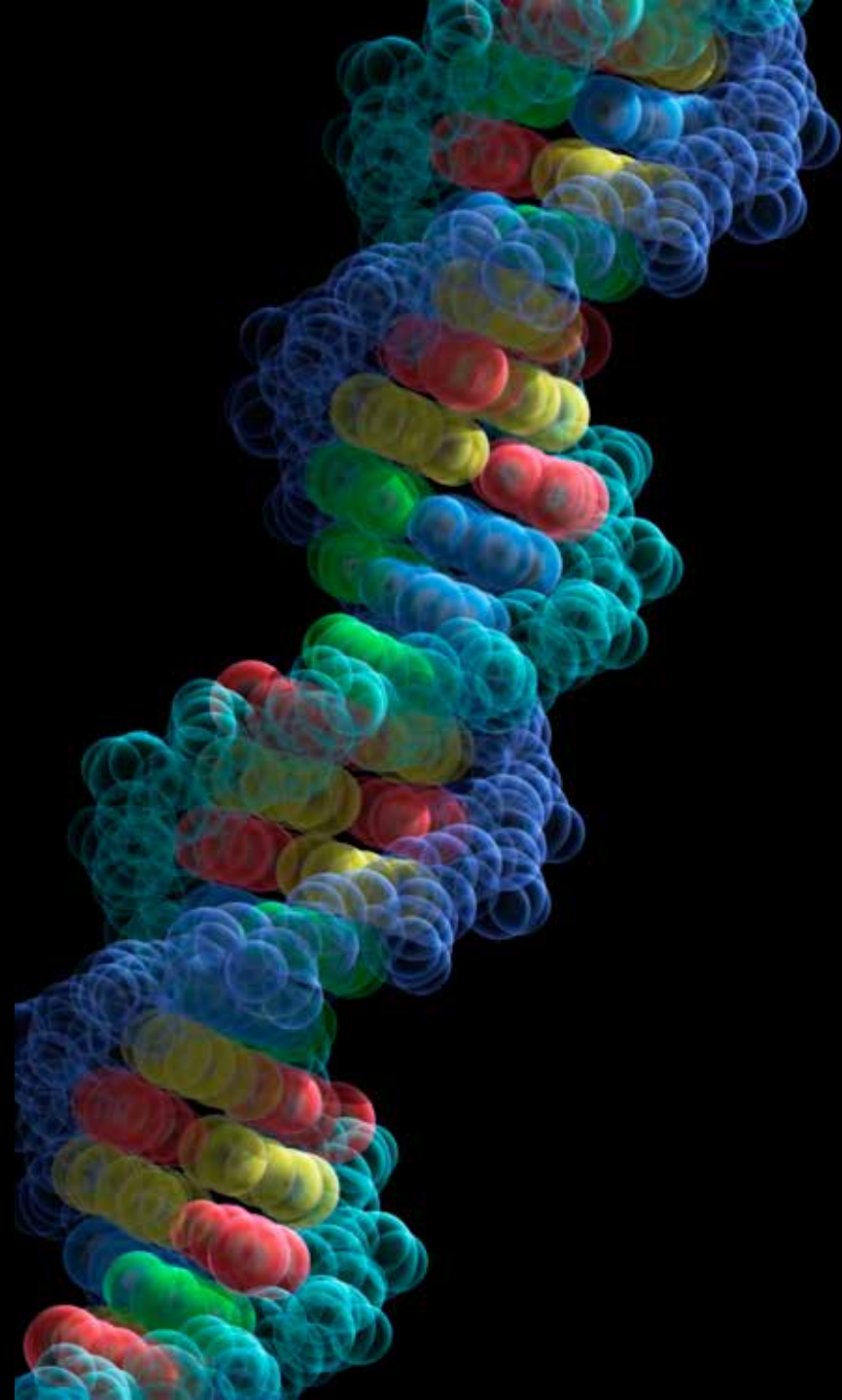
Digium products help high-tech medical and research organizations.

HudsonAlpha maintains their cutting edge with Digium IP Phones

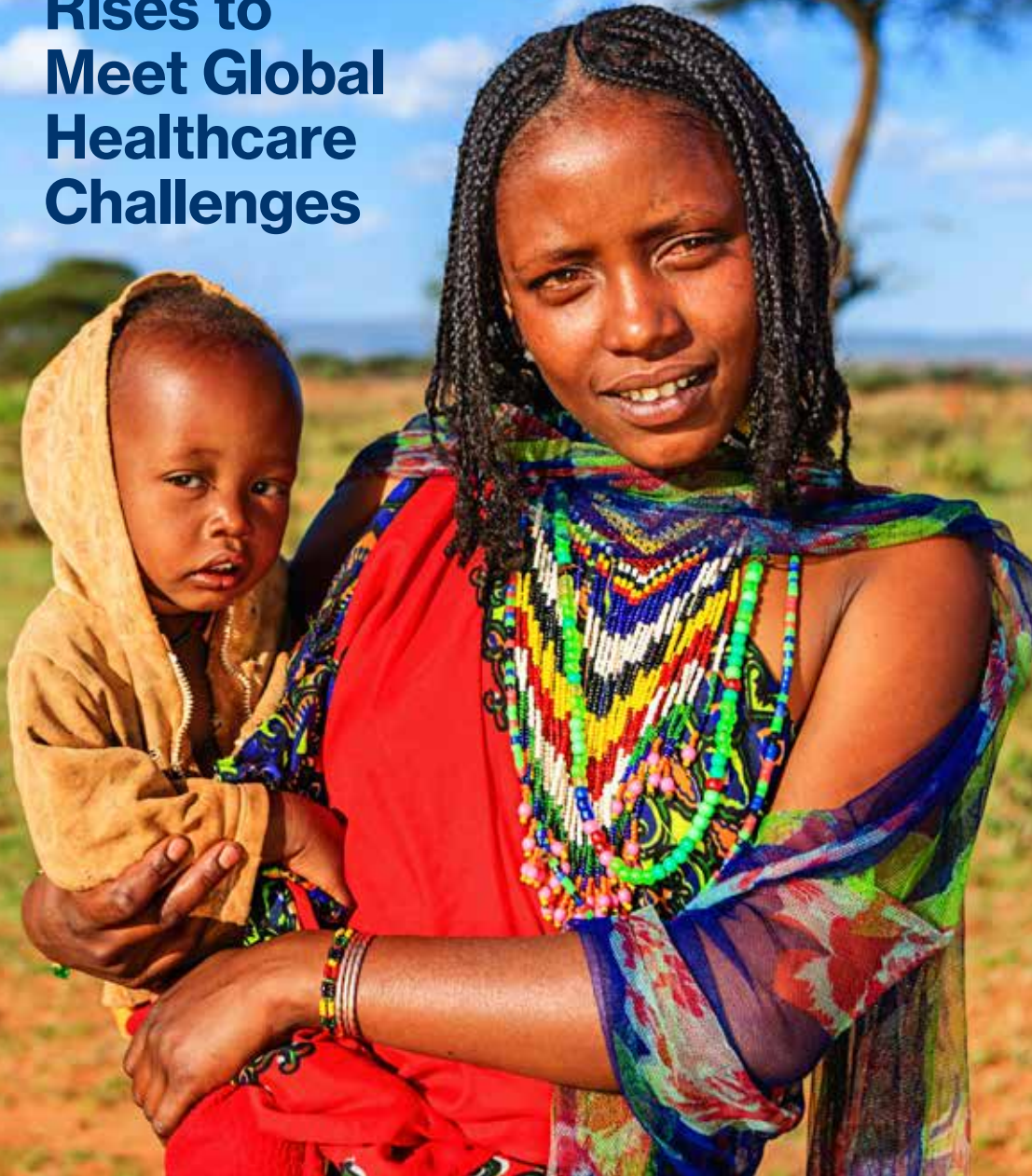
HudsonAlpha is a world-class, not-for-profit genomics-based biotechnology research institute. Founder Jim Hudson requires a robust, redundant phone system that supports multiple tenants; Digium's Asterisk-based products allow for a tailor-made solution.

HudsonAlpha's new phone system includes a pair of active/passive call managers which handle phone registrations and internal call routing, a pair of active call gateways for external call routing and a pair of active/passive MySQL database/shared file servers. Going forward, any new endpoints will be selected from the line of Digium IP phones. HudsonAlpha has expanded and recently finished a third building on its 153-acre campus, which will also be configured with Digium IP phones to accommodate new tenants.

Customers have provided nothing but acclaim for their new Digium IP phones, particularly citing the sound quality and clarity. The visual voicemail feature allows for browsing instead of forcing users to sequentially play each message. With no need to reboot phones, loading and reloading contact lists is a breeze. Digium phones easily integrate into both Asterisk and Switchvox, connecting easily to a PBX. The phones have been well received not only by HudsonAlpha users but by customers throughout the world.



Asterisk Rises to Meet Global Healthcare Challenges



Ethiopia Ministry of Health uses Asterisk solutions to revolutionize disease prevention

As part of the US Global AIDS initiative, the US government is building and improving partnerships with other countries. Its primary goals are to prevent infectious diseases and implement accountability measures that focus on the sustainability of newly created health plans. The strategy focuses on 15 African, Caribbean, and Asian countries, representing approximately half the world's infectious population. The Federal Ministry of Health of Ethiopia (FMHE) has been working under this initiative to provide a better communications solution for the people of Ethiopia.

Asterisk will provide systems throughout Africa with the capability of easily calling into the Integrated Disease Surveillance and Response system.

Digium's telephony software platform, Asterisk, will be used to manage a comprehensive disease-tracking database throughout Ethiopia and other African nations, making the information accessible to global healthcare workers and members of the Centers for Disease Control (CDC) worldwide. It will improve the sharing of vital health and disease outbreak information throughout their country and others.

Asterisk will provide systems throughout Africa with the capability of easily calling into the comprehensive Integrated Disease Surveillance and Response (IDSR) system and reporting any detected disease outbreaks. Those findings are entered immediately into the database, which is accessible to all healthcare workers via web

interface, as well as the CDC. Any calculations or compilations of the data is performed by applications integrated into Asterisk, and available via printed reports.

Medical professionals can analyze the findings by investigating where the outbreaks are taking place, what may be causing them, and monitoring the possibility of contagion, so they can respond with the proper level of preparedness. The CDC plays a leading role in designing, developing, implementing, monitoring, and evaluating IDSR data, but its job is simplified significantly by the Internet-based reporting capabilities available with Asterisk. The entire population of Ethiopia will benefit from the Asterisk-driven telecommunications system.

Digium Phones Designed Exclusively for Switchvox

VoIP phones from Digium are the first designed exclusively for Switchvox. Offering the tightest integration possible, these phones save time by incorporating plug-and-play installation. Extend your Switchvox system to your

desktop phone with built-in apps or build your own apps with an open API. You can customize your complete communications experience whether you're in the office or on the road.



	D40/D45 Entry-level	D50 Mid-level	D70 Executive-level
	Digium's entry-level phone with 2 line keys. This is Digium's best value phone designed for any employee in the company.	Digium's mid-level phone with 4 line keys and 10 rapid dial/busy lamp field keys for your most important contacts.	Digium's executive-level phone with 6 line keys designed for administrators and executives who need to manage up to 100 contacts.
Line Keys	2	4	6
Feature Keys	4	6	10
Rapid Dial/ Busy Lamp Field Keys	0	10 keys	10 keys - 100 contacts
Ethernet LAN and PC Port	10/100Base-T (D40) 10/100/1000Base-T (D45)	10/100Base-T	10/100/1000Base-T

Make Your Business More Efficient

All Models Include:

- HDVoice
- Power Over Ethernet (POE)
- Interactive Voicemail
- Interactive, Real-time Status
- Parked Calls
- Contacts
- Transfer and Conference Calls
- Call Log
- Record and Monitor Calls
- Agent/Manager Queue

Learn more at www.digium.com/phones

Do more than just talk!

Count on Digium's Switchvox UC to help you easily transition from a basic phone system to a feature-rich Unified Communications solution.



In an effort to provide a similar solution accessible to everyone, Digium offers Switchvox – a full Unified Communications solution, built on the power of Asterisk.

Switchvox is a business phone system specifically developed for small- and mid-sized businesses and organizations that want the power of the open source Asterisk solution, but without the need for custom development skills for installation. The advanced features, ease-of-use, and simple out-of-the-box setup make Switchvox an ideal solution for organizations with limited technical staff.

A full-featured UC solution, fueled by the innovation of

open source technology and open standards, Switchvox allows users to integrate their phone system with existing networks while allowing them all of the necessary advanced features they need at a price they can afford. Most importantly, by using Asterisk open source software as the foundation for Switchvox, Digium is able to provide a communications system with superior capabilities for a fraction of the cost of proprietary systems.

Digium's Switchvox solution delivers UC features everywhere you need it: on-site, in the cloud, and via mobile.

Get started at www.digium.com/switchvox

“SMBs are always on the lookout for ways to simplify their infrastructure without compromising on all the benefits that technology provides. This is especially true when it comes to business phone systems. Digium's Switchvox Cloud lets users take advantage of all the Unified Communications features found in its premises product, now in the cloud and with a simple migration path and low per user pricing.”

Richard Costello
Senior Research Analyst,
Enterprise Communications
Infrastructure, IDC



Digium®. We're changing the way businesses communicate.

Founded in 1999, Digium is the creator and primary developer of Asterisk, the industry's first open source telephony platform. More than one million customers in 125 countries have deployed Asterisk-based systems. Digium is committed to ending the days of expensive, proprietary telecom. The Switchvox family of Unified Communications solutions is built on Asterisk and is designed to provide enterprise class features at affordable

prices for small and medium businesses. The award-winning line of Switchvox IP PBX phone systems provides more than a phone system – it delivers a Unified Communications platform that integrates multiple features that increase productivity and lower monthly communication costs. It's the affordable solution with a proven return on investment for businesses with 10 to 600 users.

Learn more at digium.com/switchvox

Want more information on Switchvox?

Take a virtual tour of this powerful Unified Communications platform:
www.digium.com/switchvox

Contact us – we're here to help.

Talk with a Switchvox specialist:
1 877 344 4861
1 256 428 6271
sales@digium.com