

MITEL

NuPoint Health

BETTER CARE THROUGH TECHNOLOGY

Today's healthcare industry is being driven by cost, consumers and technology. As the pressure grows to offer new, advanced services to a broader audience, so does the pressure to hold down rising costs. Consumers of healthcare services are emerging as ever-stronger drivers of care delivery, and they are generally dissatisfied with access cost and quality of care. Delivering high-quality care will increasingly depend on the prudent use of new clinical and information technologies. How the healthcare system responds, through coverage design and care delivery, represents the major challenge of the coming decade.

THE NUPOINT MESSENGER™ SERVER—DESIGNED FOR HEALTHCARE ORGANIZATIONS

The NuPoint Messenger (NPM) server is a highly reliable communications server designed to help your growing organization address today's challenges and prepare for tomorrow's opportunities with a wide range of voice and fax solutions.

Based on industry standards and compatible with all popular PBX systems, the NPM server provides integrated voice and fax messaging, letting patients, physicians and staff access and exchange information in voice or fax format, 24 hours a day, 7 days a week.

NuPoint Messenger's familiar telephone user interface (TUI) is based on a single-letter mnemonic, such as "P" for Play, "D" for Delete, or "A" for Answer, making it easy for users to learn and remember. In addition, the NPM system features a Windows®-based graphical user interface (GUI) that lets internal users manage both voice and fax messages from their PC.

Flexible, feature-rich applications can be customized to meet your organization's unique needs, and the NPM server's modular design lets you select the applications you need today then expand your system cost effectively as your goals and requirements change.

THE NUPOINT HEALTH APPLICATIONS PACKAGE

Mitel Networks offers a suite of advanced applications for healthcare organizations, all designed to provide easy access for basic messaging, information exchange, information distribution and critical notification:

HOSPITAL ACCESS

Automated call answering and routing 24 hours a day, 7 days a week. Callers use dial-by-name directories or menus to reach departments or mailboxes.

HOSPITAL CONNECTION

Two-way voice and fax messaging for hospital employees that allows callers to leave detailed messages 24 hours a day. Utilizing the NP View GUI, internal users can manage the contents of their integrated voice and fax mailboxes on the PC desktop.

STAFF ACCESS

Provides private mailboxes for employees who share extensions in areas with limited telephone access.

HEALTH FACTS

24 hour automated line that provides callers with pre-recorded facts concerning surgical procedures, preventive care and common ailments by accessing an information mailbox or requesting a faxed copy. A revenue generation opportunity.



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PHYSICIAN ACCESS

Allows critical patients or other VIP callers to access a special menu that forwards call to physician's cellular phone, home phone or pager.

WELLNESS LINK

Provides permanent guest mail boxes for patients in long-term outpatient care, especially those receiving in-home care. Allows for message exchange between patient and provider 24 hours a day, 7 days a week.

MOBILE CLINIC

Allows patients and hospital staff to access a mobile health worker through a mailbox that will take a message or forward the call to a pre-designated cellular phone, home phone or pager number.

RX REFILL

24 hour access line that allows patients or pharmacists to request a prescription refill using a voice form to gather necessary information.

APPOINTMENT ACCESS

Automated line that lets callers respond to pre-recorded questions, leaving information necessary to schedule appointments. Transcription mailbox stores messages for administrative staff.

WELLNESS PROMOTION

As a front-end to Hospital Access, provides a greeting that informs callers of new treatments, services, programs or other special information. Greeting can rotate daily or with each caller.

CARE TEAM

Paging and notification services that provide a cost-effective means of immediately contacting emergency personnel wherever they are.

PATIENT SURVEY

"Voice forms" application that automates process of collecting patient feedback on treatment, facilities or services.

WELL BABY

Automated notification to expectant mothers regarding necessary pre-natal appointments.

ELDER CARE

Automated notification to elderly patients, reminding them to take medication or providing other routine information.



www.mitel.com

1-800-648-3579

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