

COMMUNICATIONS SOLUTIONS FOR HEALTHCARE

Enhance quality of care and business effectiveness with communications solutions from the healthcare specialists at NACR.

Today's healthcare professionals are constantly challenged to improve quality of care and patient satisfaction while generating profitable revenues and expanding services to the community.

NACR can help your healthcare organization provide best-in-class medical care while supporting your key business drivers — combining intelligent communications solutions with the knowledge, skills, and experience to meet your ever-changing needs.

UNIQUELY QUALIFIED

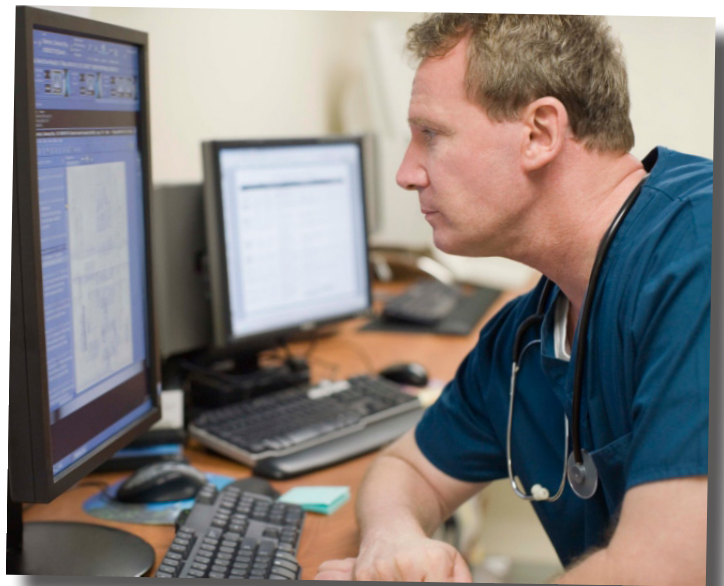
As one of the largest Avaya channel partners, NACR works closely with technology innovators and strategic partners to integrate best-in-breed hardware, software, and applications into the very best solutions, *regardless of manufacturer.*

NACR understands the healthcare industry and the needs of its users, as well as its needs as a business. So we offer a comprehensive portfolio of solutions especially designed to help healthcare organizations use integrated networks and technologies to make people more productive and workflows more efficient — in turn, improving quality care while increasing ROI and savings.

MOBILITY WITH GREATER ACCESSIBILITY

NACR offers solutions that use mobility, unified communications, and real-time locating technologies to give healthcare workers greater freedom and flexibility without compromising their accessibility and responsiveness. For example:

- Track and manage the location and status of critical equipment and other resources throughout your facility, to improve efficiency, reduce wait times, simplify inventory processes, and reduce costs.
- Enable on-duty nurses and clinicians to communicate and receive notifications anywhere in the facility, using a personalized mobile device with role-based capabilities to increase productivity and responsiveness.



- Integrate mobile devices with other clinical applications, extending the capabilities of the nurse's station to mobile staff and enabling them to spend more time with patients while staying informed.
- Locate a user in real time on a map of the facility, to quickly and easily contact nurses and clinicians or redirect them to where they are needed most.
- Implement advanced communications tools that support the collaborative work demands of nursing staff, to increase productivity and enhance patient care.

MORE EFFICIENT AND PRODUCTIVE WORKFLOWS

NACR solutions leverage integrated communications technologies and mobility to accelerate workflows within clinical processes, to improve staff productivity and operational efficiency. For instance:

- Streamline the patient discharge process via automation of internal and external approvals and notifications, to increase patient throughput and boost nursing productivity.

Communications solutions from the healthcare specialists at NACR.

- Accelerate and simplify the admissions process for patients who have been treated in the emergency department, using process automation and communication enablement of clinical business processes.

EXCEPTIONAL RESPONSIVENESS

NACR's interactive notification solutions allow information to be transmitted in real time across the organization or to a specific doctor, nurse, or other professional — improving hospital operations, staff productivity, and quality of care. For example:

- Integrate our software-only solution with your existing nurse-call system to connect attending nurses with patients instantaneously, to improve nurse efficiency by accelerating response times and reducing unnecessary walking time.
- Enable staff to receive and respond to urgent needs and alleviate long wait-times for patients — improving patient care and satisfaction.
- Create a better work environment with fewer interruptions, and more effective patient interactions.

MAXIMIZED FOLLOW-UPS

NACR provides contact solutions that automate routine processes to improve productivity and create more effective interactions with patients outside the healthcare facility. For instance:

- Automate outbound calls to provide patient appointment reminders and confirmations — maximizing the use of your staff resources and dramatically reducing patient no-shows (and the related costs).
- Provide interactive call prompts or speech automation to allow patients to obtain answers to basic questions or reach a live agent for appointment rescheduling.
- Automate follow-ups to help assure that patients are recovering properly after they leave the hospital — reducing re-admittances, easing clinical workloads, and improving patient satisfaction.

SUPPORTED END TO END BY NACR

NACR's professional sales team and highly trained, certified engineers and technicians have a customer-centric approach to ongoing support. We're committed to supporting all your communications needs, from solution design and installation through ongoing services and repairs. In addition to having almost 20 years of experience supporting Avaya solutions, we have been providing monitoring, maintenance, and support for Nortel solutions through our Network Operations Center (NOC) for the past 5 years.

The result is a fully supported, end-to-end communications solution designed for you and your healthcare organization.

NACR Advantages at a Glance

- **Industry-leading solutions integrator since 1993**
- **Offices and representatives nationwide**
- **Seven-time Avaya BusinessPartner of the Year**
- **Expertise in voice, data, and seamless network integration**
- **Multivendor certifications including Avaya and Nortel**
- **End-to-end, personalized support including sales, design, installation, project management, network monitoring, help desk, refurbishment, and repairs**
- **State-of-the-art staging lab**
- **High-tech facilities for manufacturer-authorized maintenance services**
- **Expertise in helping customers identify and apply for funding and grants**
- **Nationwide training from the NACR Center of Excellence for Learning and Development**

