AT&T Unified Communications Services for Healthcare
Integrated Communications in the Cloud

The healthcare industry is currently facing some very dynamic and exciting times. Government programs and mandates, along with a more demanding and educated patient population can be seen as a challenge and an opportunity at the same time. Capturing the opportunities and turning them into Success Stories takes every resource available.

Think of us, AT&T, as your secret weapon. AT&T Unified Communications (UC) Services incorporates all of your existing communications resources into one powerful, cloud-based network. Just imagine your wireless and wireline networks – all interconnected and fully integrated with your core business applications. And all devoted to your mission.

Communication. The most powerful resource of all.

- IM/chat
- Email integration
- Mobility
- Single Number Reach
- Presence awareness
- VoIP calling
- Web/audio conferencing
- Video conferencing
- Unified messaging
- Voicemail
- Shared calendar

Our UC solutions available via the cloud, enable organizations using Cisco Jabber® or Microsoft Lync to integrate with AT&T UC Voice and AT&T Conferencing to bring together telephony, conferencing and collaboration tools in a single offering. And, by using AT&T UC Federation services, we can give internal teams using supported platforms the flexibility to collaborate within their ecosystem of customers, suppliers and partners, even if they are using communications solutions from multiple suppliers.

Empower Your Organization to Grow

Despite the challenges, the healthcare industry remains committed to medicine's highest ideals: improve patient outcomes, reduce medical errors, and provide every patient with a lifetime of world class care. Every day, AT&T Unified Communications Services (UC Services) helps hospitals and healthcare networks to reach these aspirations.

AT&T UC Services helps you improve the flow of communication, so people can work more efficiently. Now, everyone in your healthcare organization can connect, communicate and collaborate with virtually anyone, anywhere, any time, and on any device. Everyone involved in the care continuum, including patients and professionals, can have the information they need – when they need it – and where they need it to improve overall patient outcomes. Imagine what you can accomplish.

- Help reduce Healthcare Information Technology (HIT) costs and work loads with cloud-based, “as-a-service” communications using existing systems and equipment
- Increase organizational loyalty and help retain valuable personnel by delivering the fully-integrated, simple-to-use tools that physicians, nurses and other healthcare employees demand – even on their personal devices
- Accelerate the pace of implementing applications like Electronic Health Records (EHR), information security programs, with seamless multi-tasking between email, texting, voice mail, instant messaging (IM), voice, web or video conferencing and more
- Improve continuum of care by connecting mobile and remote patients, healthcare team members and information systems on diverse platforms and devices

To learn more about AT&T UC Services, visit www.att.com/uc-services or have us contact you.
• Integrate physician practices or other organizations more efficiently during acquisitions, reorganizations or transformations to Accountable Care Organization (ACO) models, with accelerated processes and a consistent global platform

Crest the Wave of Technology
Communication is everything in healthcare, bridging the distance between patients and providers. But communication technologies have become diverse and complicated. A century ago, physicians eagerly installed the first telephones; today they stuff their bags with the latest laptops, personal cell phones, tablets along with medical devices to provide patient care.

Now communications can be simple again. The AT&T Unified Communications client provides a single, easy-to-use interface for communications features and applications, giving everyone advanced visibility and control. Imagine being able to do the following.

• Respond quickly to patient and other care giver requests
• Determine a doctor’s availability with presence awareness
• Escalate a phone call to a web conference for an in-depth review of medical information
• Provide immediate insurance authorizations to speed the flow of revenue
• Respond quickly to disasters
• Provide employee training from a central location to multiple end points in your organization
• Use social media to build stronger connections and communities

Build Your Dream Network
Healthcare workers have better things to do than fussing with all their communications devices. The IT staff has better things to do, than managing multiple application platforms.

Fortunately, it just got easier. With AT&T Unified Communication Services, you can allow employees and physicians to connect multiple devices via one smoothly-functioning network, yet minimize support requirements and simplify the infrastructure. And you often don’t need to completely replace expensive systems or equipment to build this dream network. Just use AT&T UC Services.

• You can also reduce capital equipment expenses with a per-seat, per-month fee for UC and telephony services, while you gain the availability, reliability and scalability of the AT&T network cloud
• Get more value from UC and telephony tools without sacrificing current investments
• Deliver UC and telephony capabilities globally on a consistent platform
• Free internal staff from infrastructure management and support
• Use self-service tools for quick updates
• Leverage the availability and scalability of the AT&T network cloud

Architecture in the Cloud
Cloud-based AT&T UC Services is flexible enough to solve the immediate requirements of smaller healthcare organizations, yet can easily scale to meet the more complex demands of larger organizations.

• Existing devices and services work together in a single, powerful communications network
• A single log-on and tight integration with Microsoft Outlook and IBM Lotus Notes supports smooth multitasking
• A simple user interface delivers a consistent communication experience and reduces operational complexity – without expensive “rip-and-replace” tactics
• Easy access to information helps accelerate workflows and improve decision-making
• Advanced communications tools, such as merged mailboxes and Single Number Reach, make it easy to locate and collaborate with contacts

Rely on a Trusted Leader
AT&T has consistently provided innovative, reliable, high-quality products and services and excellent customer care for organizations of all types and sizes worldwide. Our suite of IP-based business communications services is one of the most advanced in the world. We offer a full range of services and capabilities, including planning, implementation, application functionality, voice services, network transport, security, monitoring and management, billing, customer care, delivery and ongoing support.

For more information contact an AT&T Representative or visit www.att.com/uc-services.