

OfficeOne in the service of Healthcare Organizations

Scope:

As competition in the world of health care services increases, those organizations leading the field are doing so by improving customer service while maintaining a low cost infrastructure. Part of the customer service component is related to improving and upgrading customer and patient service efficiency. Another aspect is in improving the security of the patient's medical information. OfficeOne by Parallel Communications provides healthcare organizations with an innovative, VoIP-based, advanced consulting system to support these requirements and more. OfficeOne offers the complete solution to meet the market's increasing demands.

Implementations:

OfficeOne is a software-based solution and runs from the existing organization's infrastructure such as its VPN network, PCs, laptops, PDA's, etc. OfficeOne offers a platform that based on a centralized server and distributed clients.

Applications:

Consulting: Medical cases often need to be reviewed by more than one specialist doctor. It would be important to have their voice comments, conversations among them and various perspectives cataloged for future reference / case review purposes.

With OfficeOne, any medical case can be review by numerous specialists with doctors having the ability to conference / consult among themselves in order to reach an optimal treatment. The consultancy is done over the medical institution's private network, and all information is recorded automatically in electronic form and attached to the patient's chart.

Conferencing: OfficeOne provides the platform for intensive conferencing needs. From the doctor's laptop or PC, multiple doctors can conference on medical treatments to be performed with all the information being secured, centralized, and able to be recovered quickly and easily from any authorized doctor. OfficeOne would be used as an integral part of the organization's private VPN telecommunications infrastructure.

Collaboration: With OfficeOne, one can enable collaboration with the simple click of a button. Collaboration enables one doctor to share information that appears on his or her desktop to other doctors over the VPN without the viewers' ability to save the information, only view it.

Benefits:

1. Specialized VOIP conference consultancy capabilities using one's existing VPN network
2. A highly secured and strongly encrypted communication solution
3. Smooth integration to XML and databases.
4. Enhances patients' medical files and information with recorded files.
5. Real-time desktop sharing with voice consultation for patient medical files like X-ray, radiology charts, test results, and so on with only the ability of the viewer to see and not save the screens
6. Automatic SMS reminder to patients before meetings with doctors.
7. Connecting OfficeOne to the organization's PBX provides flexibility and reduces overall communications costs to the enterprise.
8. Enables video conferencing between doctors.
9. Offers call recording and call recovery.
10. Fast implementation at end-user side.