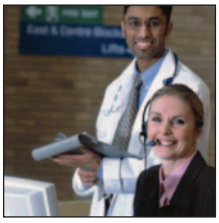
Proven Solutions for Health Care

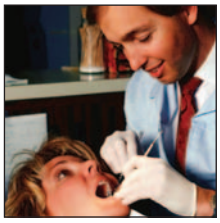
WE PRESCRIBE THE RIGHT SOLUTIONS

The symptoms are all there: non-stop ringing of the phones, patients in every exam room and backing up in the waiting room, an urgent page from the lab. Meanwhile, your staff is frantically fielding calls from insurance companies and coordinating prescription refills. But there is a solution. In fact, we've got dozens of them.

Solutions that help you:

- Decide when, who, where and how you can be reached
- Increase your level of care, not your payroll
- Stay in touch when you're out
- Connect and streamline multiple locations
- Run your practice for optimum productivity





FIND INSIDE

Unified Communicator®
Inter-Tel Model 8601
Attendant Console
Connection Assistant®

Patient Relationship Tools

Today's busy practices are not limited to the confines of one office. Some practices are located on multiple floors of a building or even in multiple facilities. Health care professionals often travel between offices, hospitals, clinics and homes. It is imperative that office staff, labs, pharmacies and other health care professionals stay connected—lives depend on it.

Solution: Be there for those who need you most

Unified Communicator® software can help your staff manage their communications with ease. Staff members can easily create priority call routing rules to control a variety of elements: who reaches them, when they can reach them, and through which device (e.g., handheld, cell phone, office phone).

Inter-Tel's Unified Communicator provides many practical uses for busy health care professionals including:

- Automatically forward routine or non-emergency calls to a receptionist, nurse, hygienist or on-call staff
- Receive urgent calls from patients, radiology, labs or staff—no matter where you are
- Enable or disable routing rules, initiate calls, record customized greetings for individual callers and more via speech recognition or touchtone when you're on the move
- Inform your staff of your availability (e.g., at lunch, out of office, Do-Not-Disturb)
- Access your address book and speed-dial patients, the lab or other physicians

More and more, health care practitioners are relying on handheld devices to manage appointments, contacts and data. These devices often have the ability to receive communications—which is imperative to your staff.

Solution: Enable your mobile staff to receive and initiate communications while on the go

Inter-Tel Model 8601 is a soft phone that runs on Pocket PC Personal Digital Assistant (PDA) platforms, enabling your staff to stay connected while mobile within an 802.11b wireless network. Health care practitioners can receive and initiate phone calls, and access system features such as transfer, forward, hold, mute and conference—while away from their desks or offices. Your staff can also receive message waiting alerts, speed-dial numbers, access the call log and quickly retrieve voice mail messages.

- Receive and initiate calls from your Pocket PC while mobile within your facility's 802.11b environment
- Access convenient phone system features such as hold, transfer, forward and conference
- Speed-dial other medical professionals, the lab or the pharmacy in critical situations; view a call log of missed calls; access contact information and quickly retrieve voice mail messages
- Increase the level of service you provide by quickly responding to patient needs
- Receive urgent calls from your staff, radiology, or the lab—no matter where you are in your facility
- Eliminate wasted time calling voice mail for messages—message waiting button alerts you if you've missed calls

WHAT THEY SAY

"Flexibility through application-driven technology and superior service are what made us choose our Inter-Tel communications systems."
–Jim Dilday, National Telecom Implementation Coordination, US Oncology, Houston, TX

Office Management Solutions

Many health care practices receive a high volume of calls throughout the day. Their front desk staff has responsibilities other than answering phones. They need a way to process calls to the appropriate person or department efficiently, freeing up their time to attend to other duties.

Solution: View the real-time status of co-workers and process calls on your computer

Attendant Console software is a user-friendly application that seamlessly integrates a telephone with a computer, enabling front office staff to view the real-time availability status of the extensions in your office before processing calls. This helps your front office staff provide a more personalized experience for your patients. Plus, office staff can efficiently process calls via touch-screen computer, mouse or keyboard.

Attendant Console helps your bustling practice:

- Process calls quickly—initiate, answer, transfer, hold, mute, forward, conference calls—with the click of a mouse, keyboard or touch screen
- Free up more time for your front office staff to attend to business or patient matters
- Provide a superior experience for your patients—transfer calls quickly, reduce hold times and offer real-time information about the people they are calling
- View call statistics to find out the number of calls handled or average processing times to gauge employee efficiency

Many health care facilities consist of small departments or workgroups who work as a team and share common responsibilities, such as patient billing services, help desks, human resources and accounts receivable/payable. Workgroup members need to stay connected to each other and their desktop resources, such as databases and frequently used applications, to improve efficiencies and increase patient care.

Solution: Link your team members together and provide a flexible call handling solution

Connection Assistant® software provides workgroup members with personal control of call handling and flexible programming of their extensions to manage call activity. Connection Assistant screen pops applications, patient contact information and frequently used Web applications, connecting staff members to their desktop resources.

Connection Assistant enables your staff to:

- Screen pop vital caller information from database applications, increasing staff efficiencies and patient care levels
- Answer, conference, hold, and transfer calls from their computers to expedite call handling
- Transfer important information with calls to facilitate personalized service
- View the availability of other staff members (e.g., out of the office, at lunch, in a meeting) before transferring calls
- Track inbound and outbound call activity, enabling your staff to identify abandoned calls
- Create simple routing rules to automate call handling, increasing your staff's productivity levels

"We have a large pediatrics practice with a heavy call load of over 1,000 calls a day. Inter-Tel's versatile and reliable communications system performs to our daily expectations. Our patients have been impressed with the system's call handling, resulting with positive feedback on the improved customer service."
–Vicki Yarbrough, Office Manager, Vestavia Pediatrics, Birmingham, AL

ADDITIONAL QUALITY CARE SOLUTIONS FROM INTER-TEL

Inter-Tel offers numerous other communications solutions required by health care providers, enabling them to reduce expenses, reach more patients, seamlessly connect remote staff and improve the way they communicate and function. These solutions can help your hectic practice:

- Enable an **automated attendant** to answer, transfer, forward and direct calls to appropriate departments or medical staff members—24 hours-a-day, seven days-a-week
- Provide callers with custom messages and easy-to-use **interactive voice response (IVR)** transactions, increasing patient convenience
- Facilitate the mobility of traveling staff members with **digital and IP wireless phone solutions**
- **Unify messages** such as, voice mails, faxes and e-mails, for a consolidated view of important messages
- Handle patient calls more efficiently and increase patient care levels with **management reporting** and **integrated call recording solutions**
- Seamlessly connect facilities or staff members who work from home via **networking**, **Internet Protocol (IP)** and/or **videoconferencing solutions**

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Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.

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