Netlink Voice

Modernizing Your Healthcare Phone System
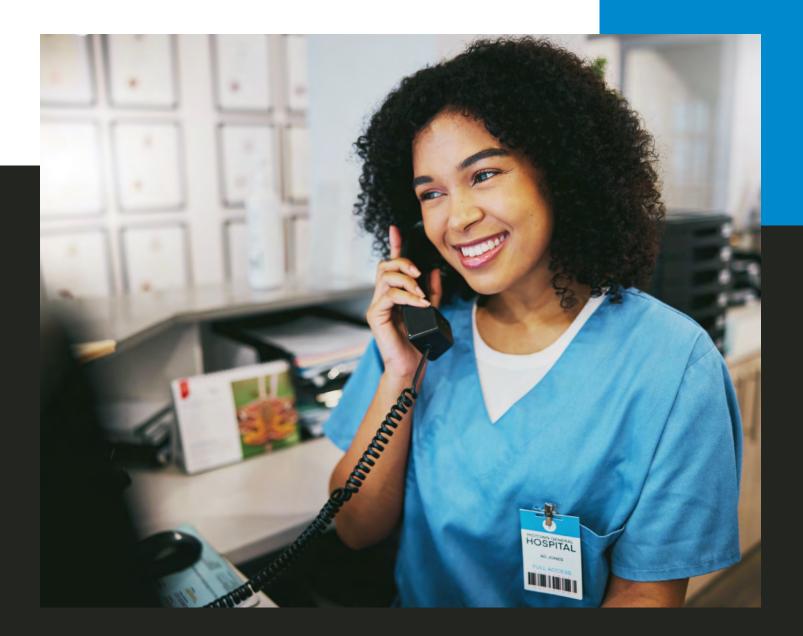
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Introduction

Modern telecommunication technologies have transformed how healthcare is delivered, enabling healthcare providers to improve patient care, streamline administration, and offer better access to medical services.

Netlink Voice can equip your healthcare teams to communicate and collaborate better with a simple, powerful cloud communications system – whether your organization has one phone or 1,000. Read on to learn why modernizing your healthcare phone system is imperative and how Netlink Voice can help.

The Changing Landscape of Healthcare Communication

From handwritten notes and house calls to telehealth and electronic health records, the landscape of healthcare communication has changed dramatically over the decades.

Approximately 76% of hospitals in the U.S. currently offer options to connect with patients virtually.[1] Healthcare providers have more channels than ever to connect with those they serve, and patients have more empowering self-service options. Patients can now readily access consultations, diagnostics, and treatment from the comfort of their homes with mobile apps, video chat, and other digital tools.

Healthcare organizations are also increasingly reliant on agile, integrated communication platforms that offer advanced features that simplify workflows, such as automated call routing, virtual call centers, and call analytics. This technology infrastructure enables staff to deliver healthcare faster and more accurately so they can continue providing the convenient, accessible, and engaging experiences today's patients expect.

1. https://www.aha.org/factsheet/telehealth

The Challenges With Traditional Healthcare Phone Systems

While some organizations fear moving away from their tried-and-true legacy phone systems, the limitations of these outdated solutions far outweigh the benefits of staying put. A few challenges of using traditional healthcare phone systems include:

Costly Hardware

Legacy phone systems require specialized hardware like PBX boxes, servers, and wired desk phones – all of which are expensive to install and require ongoing maintenance costs.

Difficult to Scale

With traditional on-prem phone systems, adding or changing phone lines to scale phone capacity seasonally or as your operational needs change can be costly and time-consuming.

Lack of Mobility

Desk phones restrict your employees to traditional office locations, and mobility features that can support remote or traveling staff may not be available.

Inefficient Administration

Managing appointments, communicating with staff, and coordinating operations may require your administrative teams to use multiple solutions that don't integrate with your phone system.

Vulnerable to Outages

On-prem equipment is prone to outages from power failures, natural disasters, and connectivity issues, which poses a major risk for healthcare organizations where reliable phone communication is critical.

Outdated Features

Advanced features that can improve patient satisfaction, such as intelligent call routing, IVR menus, and video calls, typically aren't supported on legacy systems.

Impersonal Experience

Outdated call handling and routing capabilities make it hard for providers to deliver the responsive healthcare experiences today's patients expect.

Poor Security

Nearly 60 million healthcare records were exposed or stolen during data breaches in the first half of 2023.[2]
Since legacy phone systems require manual updates, they may not be equipped to combat phishing attacks, leaving your patient data vulnerable to cyber attacks.

2. https://www.hipaajournal.com/july-2023-healthcare-data-breach-report

The Shift Towards Unified Communications as a Service (UCaaS)

To overcome the challenges of legacy phone systems, more healthcare providers are embracing unified communications as a service (UCaaS) solutions. **UCaaS in the healthcare industry is expected to grow by 18.3% over the next five years**[3] – no wonder, as these cloud-based solutions offer streamlined communications without costly, inflexible on-premises equipment.

When leveraged effectively, UCaaS can improve every aspect of your healthcare operations, including finances, team collaboration, and patient care. Here are the top benefits of shifting to a UCaaS solution:

Lower Costs

UCaaS eliminates the high capital expenditures associated with legacy phone systems. Instead of upfront investments in hardware and installation, organizations pay a low monthly subscription fee per user. Without on-site equipment to maintain, overhead costs are reduced as well.

Enhanced Scalability

UCaaS platforms make it easy to accommodate fluctuating staffing and seasonal demands by providing the ability to add new phone lines, features, and users through a web-based dashboard.

Remote Work Support

UCaaS solutions offer the flexible features needed to keep your doctors, nurses, and other healthcare personnel connected and collaborating from anywhere using mobile devices.

Increased Reliability

UCaaS leverages redundant cloud infrastructure, so service isn't disrupted if one connection fails. This reliability can give your healthcare staff confidence they can reach colleagues and patients when needed.

Security and Compliance Tools

UCaaS providers prioritize data security and measures that keep patient data private and confidential, aligning with strict HIPAA requirements and other healthcare industry regulations.

Powerful Patient Experiences

UCaaS supports quick access to patient data and EHR integration, ensuring your staff has the necessary information to make accurate decisions and provide better care during patient interactions.

3. https://www.mordorintelligence.com/industry-reports/unified-communications-as-a-service-in-healthcare

ConnectWare by Netlink Voice:
A Game Changer for Healthcare Communications

ConnectWare by Netlink Voice: A Game Changer for Healthcare Communications

ConnectWare by Netlink Voice can revolutionize communications for healthcare organizations. Our powerful, feature-rich UCaaS solution provides all the functionality you need to empower your teams to communicate better and improve patient experiences – backed by support from a provider who picks up the phone when you call.

ConnectWare delivers:

- ✔ Talk, text, chat, and video – all from a single, fully-integrated solution.

- ✔ Built-in contact center capabilities, including presence and other key features.

- ✔ 5G redundancy to keep your communications up and running at all times.

- ✔ Real-time wallboards and in-depth reporting to help streamline operations.

- ✔ Softphone and desk phone integrations for improved employee mobility.

- ✔ Unlimited assistance 24/7/365 from our U.S.-based client support team.

Key Considerations When Transitioning to a Modern Phone System

Moving to a new phone system in a healthcare setting demands careful consideration and planning. Here are some considerations healthcare organizations should keep in mind to ease the transition:

Evaluate Your Current Needs and Plans for Growth

Document where your current phone system falls short when it comes to features, reliability, scalability, and user experience, and assess data like peak call volumes to right-size your new system. Consider your future goals when selecting must-have features and prioritize functionality that can solve your current communication pain points.
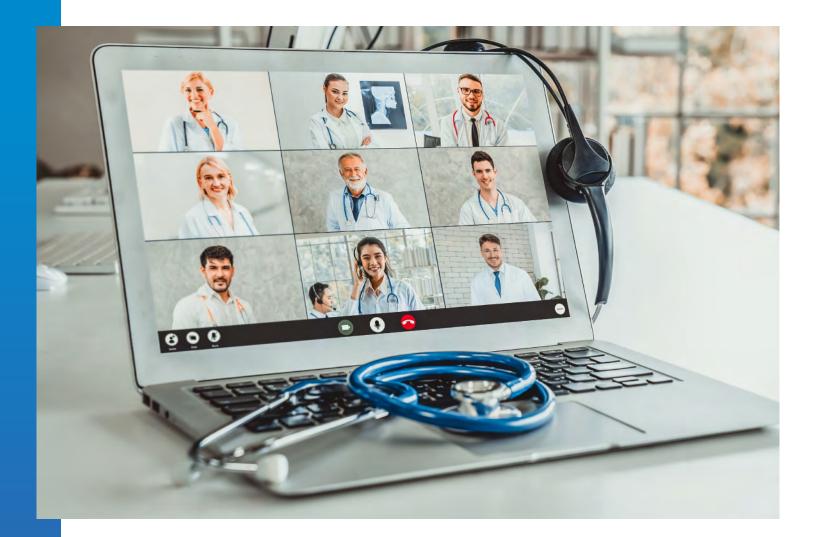
Assess Whether Your Organization Is Ready for Change

You can determine if your staff is ready to move to a new communication solution by distributing questionnaires that ask about satisfaction with the current phone system's capabilities, ease of use, reliability, and performance. Low satisfaction signals readiness for change.

Develop a Clear Transition Roadmap

A detailed implementation plan coordinated across your IT team, solution providers, and healthcare personnel is essential. Set reasonable roll-out timelines and milestones and create a contingency strategy to minimize disruptions. Provide staff training to give your teams confidence in using the new platform and its capabilities.
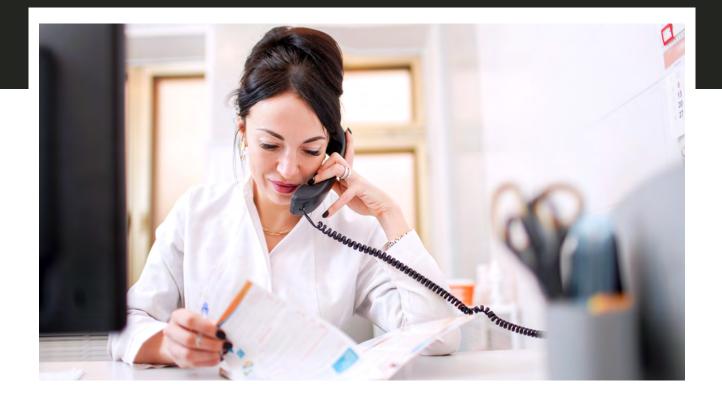
UCaaS:
The Future of Healthcare Communication

The strain on hospitals and other healthcare organizations has sharply accelerated since the start of the pandemic. Outdated legacy phone systems are only slowing healthcare providers down, draining money and resources away from offering optimal patient care.

Modernizing your phone system can improve everything from appointment scheduling to staff productivity and beyond. Since communication inefficiencies in healthcare range from inconvenient to life-threatening, your employees need to be able to access the most efficient tools possible.

UCaaS solutions like ConnectWare by Netlink Voice consolidate separate communication channels, so your healthcare personnel and patients don't need to take as many steps to get in touch. By simplifying your communications, you can provide better access, easier team collaboration, streamlined administration – and the best possible patient experience.

Modernize Your Healthcare Phone System With Netlink Voice

As a healthcare provider, you have enough to worry about without an outdated phone system slowing down your staff. Netlink Voice is committed to providing hassle-free business communications with our HIPAA-compliant ConnectWare solution – so you can improve patient outcomes and increase employee productivity.

ConnectWare helps **healthcare organizations** solve their complex telecommunication issues with advanced features, including:

- ✓ Real-time monitoring and sentiment analysis of patient calls.

- ✓ Call recording and historical conversation history management.

- ✓ Seamless integrations with most EMR and EHR systems.

- ✓ Cradle-to-grave reporting to help your staff make informed decisions.

- ✓ Proactive, real-time monitoring of your technology environment.

- ✓ MPLS, VPLS, and WAN networking solutions to connect branch offices.

If you're ready to modernize your phone system solution, Netlink Voice is here to help. **Reach out to our communication experts today** for a consultation.