

# Improve practice collaboration with unified communications

Patient visits involve many people — from help desk staff to nurses to technicians to doctors — and often at more than one office. A modern unified communications (UC) platform can improve the speed and accuracy of tasks like scheduling and care coordination. This makes collaboration easier and less stressful.

## Strengthen care team communication to:



**Improve the patient experience**



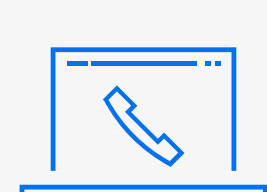
**Enhance clinical performance**



**Reduce the potential for errors**

## Streamline practice operations and administration management

UC can improve practice management by bringing voice calls, video, messaging and data together in a single, easy-to-use platform. Relay patient information and share essential provider knowledge with the certainty that it will reach practitioners in their offices, on their mobile devices or working remotely.



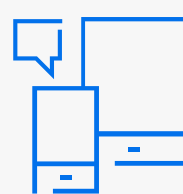
**Video calls and desktop sharing**



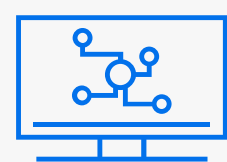
**One-number voice calling/forwarding**



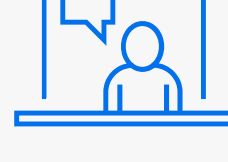
**Mobile app**



**Instant messaging**



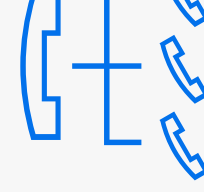
**CRM and call center integration**



**Presence**



**File sharing**



**Multi-site extension dialing**

## Increase responsiveness for a better patient experience



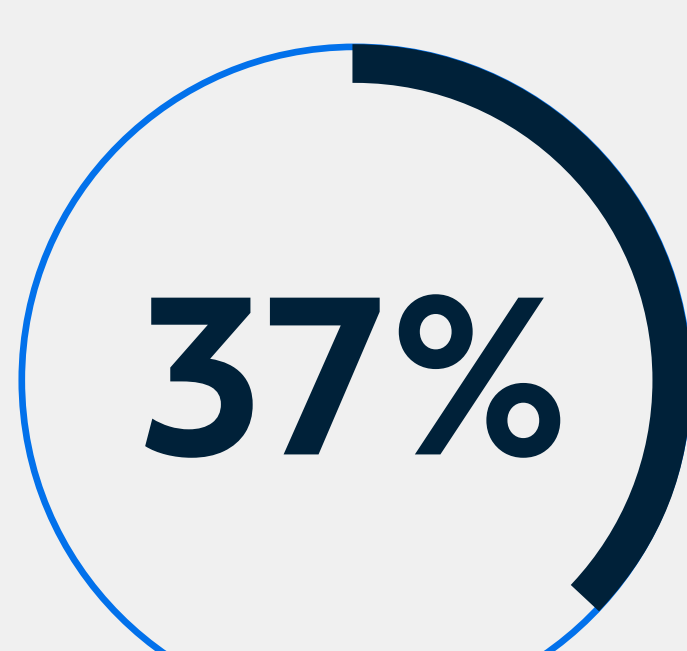
**The number of calls and messages a typical medical contact center representative will field each day!**



**The amount of serious medical errors that result from miscommunication between caregivers during patient handovers?**

Don't let quality care be overshadowed by difficult administrative processes or inefficient contact center operations. By providing one place to access messages, contacts, practitioner availability and information shared during earlier discussions, you empower your team with smoother workflows and clear communication. Advanced UC solutions make it easier for teams to share information leading to an enhanced patient experience.

## Discover a more efficient way to run your practice



**The average cost savings of UC as a service at mid-sized organizations, compared to on-premises systems.<sup>3</sup>**

UC is expected to experience a higher growth rate in healthcare than in other industries as practitioners improve how they consult with peers and patients.<sup>4</sup>

Modernizing your communications technology isn't just good for staff and patients — it's good for the bottom line. UC can save costs compared to legacy voice systems while also making practice operations more efficient.

Plus, a fully managed collaboration solution can eliminate much of the work involved in adopting a new technology. You get hands-on assistance, customized network design, installation and ongoing management that reduces IT workloads. You can focus on patients while the solution is continually monitored and automatically updated, with 24/7/365 support from experts in networking and connectivity.

## Improve the health of your practice's collaboration

Picture a more connected, efficient and productive way for your teams to collaborate and improve the patient experience with the capabilities of modern UC.

[Learn more](#)

### Sources

1. Marti Van Veen, "5 Operational Healthcare Contact Center Metrics to Watch Closely," Mercury Healthcare, April 8, 2021.
2. "Effects of Poor Communication in Healthcare," HIPAA Journal, accessed Sept. 13, 2021.
3. Robin Gareiss, "Cost of Moving to the Cloud Drops With Time and Experience," TechTarget, April 17, 2020.
4. "Unified Communications as a Service Market Growth and Trends," Grand View Research, March 2021.