

HOW DOES MODERN COMMUNICATION INFRASTRUCTURE AID CLINICS?

The success of a clinic depends on many factors, including a dedicated staff, fully functional equipment, and a communication system. A dedicated team of physicians and their equipment are on the front lines of a clinic, treating and solving patients issues. A communication system is the back line of a clinic, providing it with the support the clinic needs to function on a daily basis.

In an average day in a clinic, patients call in to book appointments, nurses page physicians to treat patients, and doctors may conference in specialists to review a special case, clinics need a reliable communication system to depend on.

This is where a Voice over Internet Protocol (VoIP) communication system can come in and support the backline of a clinic.

Let's focus on some of the day-to-day issues clinicians face, and how a tailored communication system is the solution to those issues.

Lack of Portability

Current outdated communication systems require staff members to stay in one place when utilizing their phones. This is a challenge when nurses and physicians need to be mobile to respond to different situations. If a staff member is receiving a page from another part of the building and on a phone with a patient at the same time, they are not going to be able to respond to both.

VoIP communication systems are designed with mobility in mind, highlighted by a range of 50 meters. Another unique feature is if the staff needs to move their phone equipment to a different part of the clinic, the VoIP technology allows them to do so, just plug it in to an outlet and use it.

Customer Experience

Physicians and nurses don't have the time to learn a complicated system that is the equivalent of learning a new language. They should be spending that time instead on their patients, providing them with the best healthcare possible.

Clinic staff should be able to have a communication system that has a seamless setup process and a simple interface meaning that from day 1, they are able to not only use the system but able to understand the system effectively.

VoIP communication systems are configured to the building prior to arrival, allowing the customer to plug their communication system in from day 1 of arrival and are able to receive calls, send messages, transfer calls. VoIP communication systems also come with a digital phone interface, meaning if their staff can handle a smart phone, they can understand this system as well. The average customer only takes about 15 minutes to understand how to use a VoIP phone system.

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Personalized Support

In the medical environment, emergencies happen on the regular and there needs to be a team in place to manage those emergencies. Same situation for a communication system. The provider needs to provide a comprehensive plan in place in case the equipment goes down for any reason.

Pavlov Media VoIP users have access to a dedicated technology support team who are available 24/7. This is important because if the phone system is down and patients can't reach the clinic, that can be a potential issue. Any time of day, clinics can reach out and get a question answered or their issue resolved by a team with decades of experience.

VoIP phone systems also have an added layer of robust support with real-time monitoring. Monitored VoIP systems can actively detect and alert administrators to outages on your network. Early detection can make the VoIP support team aware that there is an issue to be fixed before clinic administrators even know there is an issue to begin with.

Durability

The current communication systems on the market have technology that either breaks or needs to be replaced every few years. By replacing a communication system every few years, that costs clinics a lot of time and money that they shouldn't have to spend.

VoIP phone systems are the opposite of current communication systems. VoIP phone systems have the technology and durability to last for in some cases decades. This saves clinic administrators money and worry that their communication system will need to be replaced.

Even if there is a question or issue that arises, like discussed earlier, VoIP phone support is there to help when needed.

VoIP Systems are an Enormous Advantage for Clinics

VoIP communication systems combine the features of portability, ease of use, robust support with the cost savings of durability. Clinics will be tough to find any other communication system that matches the personalization that a Pavlov Media VoIP system provides for their medical facility.

Want to find out which VoIP system is best for your clinic? Talk to one of our expert customer service representatives today to find out.

How Does Advanced Communication Infrastructure Aid Hospitals?

It's well understood that modern workplaces need dedicated phone systems to correspond efficiently both internally and externally. Similar to other workplaces, medical facilities must have effective communication systems in place, but the needs are different, and the stakes are much higher.

Clear, effective communication is of paramount importance when there are literal lives on the line. From directing emergency response to patient correspondence and file management, VoIP communication systems can lead to better health outcomes.

Let's dive into some of the common pain points for medical staff and how a tailored communication solution can help.

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The Portability Problem

Mobility is key and hospital staff are frequently moving from place to place. This necessitates wireless devices to stay in contact when away from their desks. However, hospitals are often large and complex buildings with thick concrete construction and various sources of interference. Maintaining connectivity can often be a challenge when dealing with all of those environmental factors.

DECT is a sub class of devices that are powered by VoIP. Digital Enhanced Cordless Telecommunication (DECT) devices are technologies designed to support wireless transmissions. This includes wireless headsets, wireless phones, conferencing devices.

Wi-Fi and Bluetooth systems are convenient but suffer from lower functional ranges and battery life. Fortunately, DECT (Digital Enhanced Cordless Telecommunication) devices have exceptional coverage, clarity and reliability when compared to other systems. DECT also boasts up to a 50-meter range indoors and are less susceptible to interference, making them ideal for a hospital's often unforgiving landscape.

Ease of Use

A VoIP system can be a breeze to setup and maintain depending on your organization's needs. Here are some things to consider that can affect the ease of use.

Your Provider: Your choice of VoIP service provider has a significant impact on the installation and continued function of your system. Depending on need and expertise your provider can connect and remotely maintain your devices or allow you more capacity to control and customize it yourself.

Preconfigured Hardware: VoIP phones can be delivered to plug-and-play, letting you simply plug in the device and use it anywhere in the building your device was configured for. This removes the hassle of manual configuration and additional technical expertise.

User-Interface: A well designed and intuitive UI reduces the learning curve on new equipment and increases productivity. You don't need to have a doctorate to use a VoIP system. In fact most VoIP systems should only take a few minutes to learn.

Reliability:

Ongoing Support

Even the most robust communication system will have hiccups, and should problems arise, your service provider will be your safety net. While technical support is part of the picture, it's also important to consider that providers can protect your system against cyberattacks.

As part of a comprehensive combination of security measures and practices, real-time monitoring adds an additional level of security. Monitored VoIP systems can actively detect and alert administrators to suspicious activities on your network. Early detection can stop malicious activity before it causes serious harm.

Regardless of your needs, VoIP systems can allow for a much faster resolution when you experience problems. In many cases, technical issues can be resolved remotely. Without the need for a technician to travel to the site, getting back up and running again is typically much quicker.

Remote Connectivity

Another advantage in favor of VoIP is call transferring. Because these communication systems connect via the internet rather than a traditional phone line, apps - like Pavlov Media's own OmniCall App - allow you to take calls on the go. This means that as long as you have an internet connection you can take calls on your mobile device anytime, anywhere.

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VoIP Systems and DECT Devices are an Enormous Advantage for Medical Institutions

VoIP communication systems offers a number of unique solutions while DECT platforms refine it. The demands of medical institutions require flexibility while maintaining reliability and security. It's possible to have it all with the help of the best-in-class solutions provided by Pavlov Media, purpose built for your needs.

Get a quote today!