ALTURA
communication solutions

AVAYA Edge ℠
Diamond

Healthcare Communication Solutions

Gain the Altura Advantage to improve patient care

Altura's Advantage in Healthcare

Focusing on the entire lifecycle of patient care, Altura implements best-of-breed healthcare solutions. These solutions improve patient outcomes, reduce healthcare costs, and help increase patient satisfaction by removing barriers that hold up hospital clinical processes. Altura helps healthcare organizations combine communications, mobility, collaboration, and workflow automation to simplify and optimize patient care processes. From prevention to treatment to post discharge follow-up and home care, this results in an improved patient experience and reduced costs.

> " To support our mission-critical operations, we wanted to partner with an organization dedicated to providing highly reliable products, comprehensive solutions, and applications, and that is easy to do business with. Altura was the only solutions provider that met our criteria. We talked to numerous vendors and looked at several solutions, but in the end it was an easy decision to go with Altura.
>
> **PETER JOHNSON**
> FORMER SENIOR VP INFORMATION SYSTEMS
> DARTMOUTH HITCHCOCK MEDICAL CENTER
> *ALTURA CUSTOMER FOR OVER 20 YEARS*

For nearly 20 years, Altura has designed, implemented, and serviced communication solutions for healthcare organizations across the US. We currently serve and support more than 400 hospitals and clinical locations nationwide. In addition to solutions to enhance patient care, we offer innovative administrative, operational, and marketing applications designed to make healthcare organizations more responsive and efficient. Altura solutions are designed to help improve profitability while achieving or maintaining regulatory compliance.

Our Healthcare Solutions Help Your Organization:

- Increase organizational revenue by proactively managing patient referral leakage
- Reduce appointment wait times and administrative errors
- Enhance patient access to specialists and caregivers
- Improve clinical collaboration and mobility for physicians and nurses

Communications-Enabling Your EHR

Streamline your practices to improve patient outcomes, lower costs, and increase revenues. With an extensive portfolio of virtualized and cloud-based solutions, Altura provides you with the applications and tools to enhance and streamline your processes. Our omnichannel, unified communications, video conferencing, mobility, and service solutions can fully integrate with your EHR.

Here are some of the ways Altura and our partners help your healthcare organization create great patient experiences and improve clinical outcomes!

- **Patient Referral Leakage Management** - Better manage your patient referrals by providing real-time scheduling options that are available within your healthcare network. When a provider is not available, offer immediate assistance to the patient with omnichannel support. Proactively managing patient referrals is the key to reducing leakage.

- **Enhanced Patient Engagement** - All interactions can be tracked and attached to the patient record when needed without manual intervention. It is even possible to check phone and video conversation content for compliance elements such as patient consent statements.

- **Appointment Scheduling and Reminders** - Make and track appointments from your EHR. Set up and send out appointment reminders to your patients via voice, e-mail, or text. Offer the flexibility to make real time changes or reschedule their current appointment.

- **Virtual Visits** - Collaboration made easier with video, integrated with your EHR, can take place with patients' interacting on their computers or smart devices.

- **Pharmacy** - Manage pharmacy communications for orders, pickups, changes and new prescription notices.

- **Dynamic Response Team Notifications** - This solution enables you to automatically locate, connect, and deploy extended care teams. The pre-programmed system provides alerts and gathers the appropriate team members and reports who has responded or is taking action.

- **Automated Payment Solution** - Manage and streamline payment-related communications with patients in a proactive manner that will eliminate the need for staff interaction. Our solution will save you both time and money.

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