

# Healthcare

Hospitals, Medical Clinics, Dental and Doctors' Offices

As a health and wellness organization, your main priority is ensuring your patient and staff safety. To do this requires immediately recognizing and responding to on-site emergencies, and additionally recognizing when threatening, potentially serious situations are developing. Your organization likely spans multiple floors, buildings, wards and units, and pinpointing trouble can be significantly challenging. You can't wait for the arrival of public emergency responders to alert you to these issues and begin locating and responding.

Safety is clearly the primary concern, but your hospital, clinic or medical office is still a business. You need to monitor and manage your voice services effectively, control unnecessary costs, and bill applicable costs back to their departments for budget allocation. You may also operate your voice services as a business itself, potentially requiring additional tenants and department billing and substantiation of your service fees.

Genesis's Healthcare Solutions not only provide real-time emergency alerting, hardware and software safety tools and buttons, but also help you optimize your voice resource usage, automatically bill-back departments and/or clients for their use and generate revenue from the services you provide.

## The Genesis Solution:

- ✓ Detect & respond immediately to staff and patients in distress
- ✓ Allocate costs (calls, bandwidth, equipment, trunks, etc.) to their sources
- ✓ Receive immediate notifications of emergency situations, without delay
- ✓ Perform detailed onsite traffic analysis to ensure GOS targets are met
- ✓ Assemble network-wide and site specific data for cradle to grave reports
- ✓ Respond immediately to staff or patients in distress
- ✓ Generate important phone analytics on staff performance and utilization
- ✓ Direct emergency services to the correct building, floor or location
- ✓ Determine if you have enough receptionists, call takers and supervisors
- ✓ Identify traffic trends and usage patterns by hour, day, week, month & year
- ✓ Ensure call takers, trunk routes and queues are performing efficiently
- ✓ Monitor and control telephone misuse, abuse and fraud
- ✓ Manage legacy and leading edge telecom resources simultaneously
- ✓ Make & schedule telephone programming changes to your phone system



Specializing in Telemangement  
Solutions Since 1984.



**On-Site Safety**  
Complete Emergency  
Management



**Public Alerting**  
Multi-Channel Mass  
Notifications



**Analytics & Insights**  
Detailed Telephony  
Metrics