Unify

Atos Unify OpenScape Voice and UC installed at Bethesda Spital Basel, a member of the Swiss Leadng Hospitals, is the foundation of all communications and patient entertainment

bethesda
SPITAL

Atos

The original landline telephone system, network and switchboard at the 130-bed Bethesda Spital had reached its end of life. The OpenScape solution reliably provides hospital employees with more information at a glance and improves overall patient satisfaction.

The Task:

- The hospital's existing network needed updating and expansion via a wireless LAN.
- The outdated landline system and phones needed replacing with an up-to-date, reliable VoIP solution.
- The former complicated switch-board also required replacing to simplify work at the reception desk.
- The hospital wanted WiFi access in every ward and an advanced personal bedside entertainment system

The Solution:

- Atos Unify OpenScape Voice and Atos Unify OpenScape Unified Communications (UC) make up the hospital's new
- VoIP telephony system. It's fully integrated into the data center and virtualized on existing physical servers via VMware.
- The pre-existing DECT system from another vendor was easily integrated thanks to the open design of OpenScape.
- Atos Unify OpenScape Concierge is the hospital's new switchboard solution which enables a central contact management.
- Atos Unify OpenScape Health Station includes touchscreen and bedside radio, TV and internet access.
- WiFi internet access is available in every ward and patient room.

The Benefits:

- The new system is much more powerful, reliable, flexible, faster, and easier to use.
- OpenScape allows the seamless integration of contemporary ICT environments for high levels of automation.
- The updated network solution for communications and patient entertainment comes from a single provider.
- OpenScape Health Station provides every patient with personal telephony and entertainment services.
- OpenScape Concierge provides hospital operators with more information in a centralized overview.

A state-of-the-art healthcare solution from a single supplier

Holistic approach with state-of-the- art technology

The Bethesda Spital in Basel, Switzer- land, is open to all health insurance classes. With 5,700 inpatient and 25,000 ambulatory cases annually, the 600 employees make sure patients always receive first class care. To achieve this, the private hospital follows a holistic and individual treatment approach supported by cutting-edge technology. By providing excellent service, the hospital ensures that patients always feel cared for and safe during their stay.

Outdated landlines, network and phone sets

The former landline telephone system used by both inpatients and hospital employees was outdated and caused increasing technical problems for the ICT team. Moreover, the hospital wanted to provide patients with far more contemporary entertainment services and equip all wards and rooms with WiFi. Joachim Suter, Head of ICT at Bethesda Spital, says: "Our landline system had clearly reached its end of life and service. The clunky phones were outdated and often defective, and new spare parts were no longer available. Besides, we also needed a modern update, replacement, and extension for both our switchboard and network."

The OpenScape solution exceeds expectations

In late 2013, the hospital released a request for proposal in which five bidders responded. The clear winner was the national telecom provider Swisscom AG as integrator with Atos Unify as the solution provider. The proposed solution was not only the most comprehensive and homogenous one, but also fulfilled the hospital's requirement for a single provider.

Mr. Suter explains: "In our hospital, the OpenScape solution needed to be integrated into a very special and critical healthcare environment. The offered features were a perfect fit, and to fully convince us, they were demonstrated live in a proof-of-concept test lab. Furthermore, we were able to seamlessly integrate the solution into our data center by virtualizing it on existing physical servers. As a result, we did not need to buy any additional hardware and saved valuable rack space, time, and money."

OpenScape is more powerful and highly reliable

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Joachim Suter,
Head of ICT, Bethesda Spital

Swisscom replaced the hospital's former landline system with OpenScape Voice and OpenScape UC applications. The staff's outdated phone sets were substituted with state-of-the-art VoIP devices which are much easier to use and offer a contemporary look and feel. The hospital's former switchboard was replaced with OpenScape Concierge which offers plenty of benefits. Tanja Leibrecht, Head of Reception at Bethesda Spital, describes: "With the old system, our employees constantly had to switch between various applications and databases, for example, to find contact information such as phone numbers of doctors, employees, or inpatients. Now, OpenScape Concierge retrieves this information directly from the relevant application like Outlook or Navision and automatically displays it in a centralized overview. This makes our work much easier and more efficient, and we can also answer inquiries faster and more precisely."

OpenScape Concierge helps employees enter, administer or retrieve data to, from or within programs, and provides useful information at a glance. "In the past, we always needed to open the Outlook calendar of the respective employee to check their availability for a phone call or appointment.

Now, we immediately get this information within OpenScape Concierge. In addition, every employee or patient can individually set the new call blocking feature on their phone, or their unavailability period for incoming calls. We no longer need to check availability with the employee or patient. We know their status and can inform the caller immediately without having to put them on hold," Mrs. Leibrecht adds.

Additionally, OpenScape Concierge allows much easier retrieval and tracking of other important information. "We have two reception desks – one at our main entrance and a smaller one in our birth clinic which was opened September 2013. At both desks, we need to operate the switchboard and answer personal inquiries from patients and visitors. When we talk to a patient or visitor, we don't want these personal conversations repeatedly interrupted by incoming phone calls, so we temporarily log out from the switchboard. This feature was also supported by our former system, but it is only with OpenScape Concierge that the respective employee can instantly see if there are other receptionists available to handle the phone exchange in the meantime. As a result, we can avoid long call queues and take better care of patients and visitors – on the phone as well as in person at the reception desk."

A personal entertainment center for every patient

> "OpenScape Health Station helps us save time, which we now spend on our most important task: taking care of each individual patient."

Antje Klimach,
Head of Room Service, Bethesda Spital

After successfully installing the solution, patients not only benefit from WiFi access in every ward, but also from another great technology: the OpenScape Health Station, attached to each bedside table. On each of the 130 inpatient as well as the 40 day clinic and dialysis station beds, it can be used to access personal phone, TV, radio and internet services. Antje Klimach, Head of Room Service at Bethesda Spital, says: "In the past, we were only able to offer outdated landline phones which were complicated to use and increasingly faulty; we had to spend a lot of time picking up broken phones from the wards, taking them to our internal repair shop and return them to the patient rooms."

Thanks to OpenScape Health Station, these embarrassing and time-consuming defects have been eliminated. The new system is highly reliable, adds a lot of value to every patient room and is much easier to use. Although OpenScape Health Station is still equipped with a traditional receiver, all features are controlled via the same touchscreen which the patient uses to watch TV, listen to the radio or browse the internet. Younger patients who are already familiar with smartphones and similar devices particularly find the new system

highly intuitively. And older patients – after being instructed by room service – discover that the new system is very handy and are excited about this modern technology.

Mrs. Klimach continues: "Our patients appreciate not having to share a single wall-mounted TV with their roommates, and can always watch their own program at bedside whenever they want. The OpenScape Health Station touchscreen offers a perfect size and picture quality, and the headphone jack even allows hearing impaired patients to watch TV or listen to the radio at their preferred loudness without disturbing others. It increases overall patient satisfaction and creates a much more relaxed atmosphere in each patient room."

Finally, OpenScape Health Station provides a host of other useful features. For example, if required, the patient can easily alert room service via an integrated button on the touchscreen. "Thanks to this button, we can instantly see which patient from which ward or room requires our help. This is just one of many ways OpenScape Health Station helps us save time, which we now spend on our most important task: taking care of each individual patient."

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