

samwin Healthcare Attendant Console



Empowering Communications in Healthcare

The right communications technology in a critical environment makes a difference. The samwin Healthcare Attendant Console transforms the way healthcare facilities handle call flows and communications. Integrating advanced voice technology with a focus on healthcare requirements, it enables seamless connections, fosters collaboration, and ensures efficient call handling to improve patient care and streamline operations.

Quick Reactions in Crisis Situations

samwin Healthcare Attendant enables friendly, quick and accurate call handling. Providing operators with clearly presented information and ease of access for fast response. When managing high volumes in call traffic or during a crisis, the announcement control feature can inform callers of the situation to help manage call traffic.

Call Prioritisation

samwin enables call prioritisation, based on a set of identified parameters. For example, critical calls to the head of operations or emergency doctors are given preferential treatment so these calls are not overlooked or delayed, aiding in faster response time to patient care.

Directory Phonetic Search

samwin allows operators to use a phonetic search of the directory. Very useful in hospitals and healthcare facilities, where not all staff are known, or with the constant changing of patients. A phonetic search helps the operator to quickly identify people, even if the exact name is not known, and improves the efficiency of internal communications.

Presence Integration

samwin complements the Microsoft Teams and Cisco Webex environment with an integrated healthcare attendant solution. Mapping the presence of the contacts and enabling a full integration into the world of Microsoft Teams and Cisco Webex. The connection and integration enable an uncomplicated and future-proof solution.

Staged migrations from legacy platforms are fully supported. This visibility enables the hospital switchboard to have greater visibility into the availability of hospital staff, vital in emergency situations.

Flexible Working

Every healthcare facility is unique and needs their communication tools to fit within the facilities technology suite to help engage and delivery high levels of service. samwin supports flexible working with a customisable web interface. In addition, analytics, live dashboards and reporting tools are provided to the team manager, as well as training tools such as live monitoring and coaching. The power of samwin is its flexible integration with other platforms. samwin uses industry standard WebRTC and SIP protocols to allow it to function with multiple PBX vendors at the same time to assist with a smoother transition to Microsoft Teams or Cisco Webex Calling Unified Communications platforms.

OPTIONAL FUNCTIONALITY:

Increased Mobility – samwin Mobile Agent

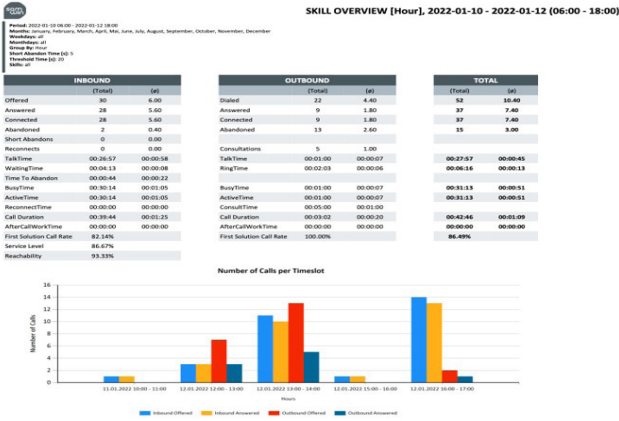
The samwin application is not only powerful but also enormously adaptable. The samwin Mobile Agent helps minimise business disruption, staying connected, when an operator needs to complete work away from their desk.

Staying in Control: Messaging and Incident Management

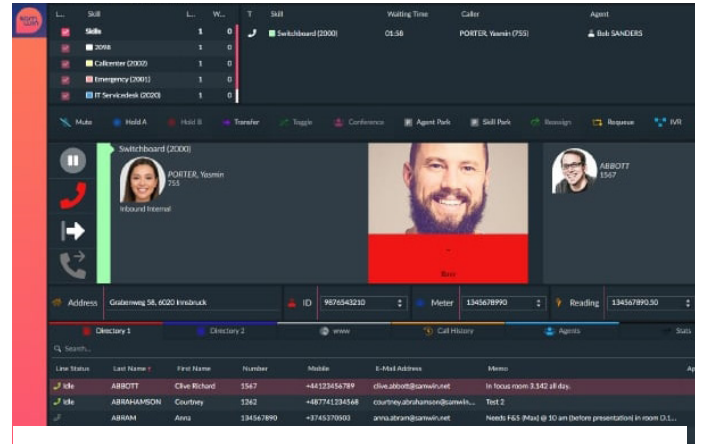
Streamline the operators' workflow and accelerate the mobilisation of staff during emergencies. The ability to message, drive incident notifications and leverage a role-based directory for alert notifications going to the right people in an instant. The right communications technology makes a difference.



attendant



samwin reporting: Showing an example of a queue (skill) overview report



samwin attendant: operator interface

Seamless Integration of Patient Systems

Existing customer relationship management, electronic patient record and patient management systems can easily be connected to samwin, to help navigate with precision. With HL7/FHIR integration, samwin Healthcare Attendant delivers a connected experience for the patient, being able to access their contact location within the hospital from admission to discharge, ensuring timely and personalised care.

Conferencing with Medical Case Management

Conferencing with Medical Case Management provides essential support for diagnosis and case management, no matter where you are. This virtual consultation room works seamlessly: a regional hospital calls a case management hotline, where the call is triaged and placed into the appropriate queue for a medical advisor. Depending on the case, the medical advisor may need to bring in 1 to 5 additional medical staff, all joining the call via the samwin platform. This ensures that you get the comprehensive medical consultation you need, wherever you are.

Highlights

- Platform-independent solution
- Open interfaces
- Powerful and efficient call routing and management
- Customer hotline and ease of search
- Alarm and emergency scenarios
- Presence integration
- Integration into peripheral systems
- Remote workplaces
- Mobile client option available
- Real-time monitoring and reporting

Real-World Applications

- Alfred Health: samwin’s integration with Cisco CUCM and Webex has empowered Alfred Health’s operator centre to handle critical communications effectively. With a single point of access, operators can update call flows, manage user preferences, and generate detailed reports.
- Voitec is trusted by 85 hospitals and healthcare providers across Australia, Voitec’s solutions handle 36 million calls annually with a 100% implementation success rate.

Implementing samwin Attendant Console in Your Healthcare Environment

- Assessment and Planning: Evaluate existing communication infrastructure and determine integration requirements with Microsoft Teams, Cisco Webex, or other platforms.
- Customisation and Training: Customise the web interface to suit specific operational needs and train staff using live monitoring and coaching tools.
- Deployment and Support: Deploy the solution with full support from Voitec, ensuring smooth integration and minimal disruption. Ongoing support is provided to address any issues and optimise performance.

Voitec

Voitec is the distributor for samwin in the ANZ region, proving full in region pre-sales and ongoing support to our customers and partners.

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