

# Easy-Call Portal

- Hospital operations shouldn't be a daily grind, you know ...
  - ✓ make service delivery efficient, even smooth & user-friendly !
  - ✓ take charge of the operation and staff, with stats that establish control and prove performance quality !
  - ✓ know which tasks are in-progress, done, or which beds ready, to-the-second !
  - ✓ track where pumps and all other equipment went, its availability, or maintenance date !
  - ✓ make code-calls, fan-outs & musters effective and routine !
  - ✓ fill-in schedule gaps automatically, when short-shifted !
- One WEB-based Easy-Call portal **automates** it all :
  - ✓ *Easy-Call ADS* – on-demand service dispatch for transport, HK/bed-team, I/T
  - ✓ *Easy-Call E&DR* – coordinates code & emergency response
  - ✓ *Easy-Call ADS/E&F* – dispatch engineering/maintenance and grounds-keeping service, or I/T, with more robust features for regularized, preventive, or complex tasks
  - ✓ *Easy-Call Staff* – finding fill-ins for shift or schedule gaps, urgently (e.g. sickness)
  - ✓ *Asset-Tracking System (ATS)* – “book” & auto-dispatch mobile assets, pin-pointing their location, or, preventive maintenance status

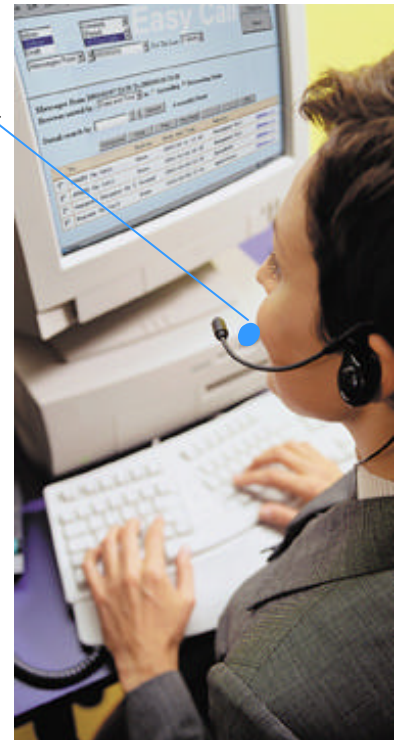


Communication intelligence to:

*reach anywhere, reliably,*

*end phone tag,*

*while keeping audit-trails for quality control !*



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EASY-CALL Portal offers ...	... for these EASY-CALL Portal benefits !	
Automated multi-call processing center	✓	auto-expedite simultaneous service requests, fan-outs, and bookings, accurately, limited only by bandwidth and/or the number of phonelines in operation !
Multi-media interface, powered by the WEB	✓ ✓ ✓	access or share information from anywhere, via WEB browser or touch-tone phone !  workstation interaction maximizes nurse-acceptance and increases productivity !  auto-distribute text, graphic, and A-V info or instructions, in addition to voice !
Device and service independent Auto-Dial & Locate™	✓ ✓	ensure no task, or, critical page or call-out is ever dropped, by tenacious outreach across multiple communications devices and services !  auto re-route calls to alternate media, services, or persons to offset device or service failure !
Auto-dispatcher optimizes task & staff attributes, and priority	✓ ✓	service tasks and service staff alike have user-defined attributes !  expedites and optimizes service requests with staff availability, by: <i>due time, priority, proximity, skills &amp; other attributes</i> !
Auto-notification & escalation	✓ ✓	auto-advise users of possible service delays, and expected extent, as they book !  if back-logs arise, auto-escalate to a supervisor for direct intervention and remedy !
Groups, Duty-Rosters and Scenarios target critical alerts & muster multi-disciplinary teams	✓ ✓ ✓	target many contacts in one step, avoiding disruptive broadcasts, unless necessary !  ensure on-duty coverage via programmable rosters that provide multi-level escalation to alternate respondents with appropriate skills and specializations !  combine multi-disciplinary rosters to form response teams for disasters. Expedite bi-directional multi-media interaction between team members !
Centralized or decentralized models are both supported, and, can be blended	✓ ✓	centralize staff into a pool(s), or assign them to an area, or, do both ! Staff in one area or pool can be available to others, automatically, to balance service demand against staff availability in peak periods !  though 'on-loan', staff performance measurement continues normally !
Multi-service & site model may be used to deliver service in-house or externally	✓ ✓	multiple services for numerous sites via one streamlining protocol, yet manage each operation with unique business rules and parameters !  charge internal or external clients for services delivered, on a flat rate or time-fee
Auto-administration of service staff	✓	enable employees to book themselves on or off-duty, or on-break, reassured the auto-dispatcher will estimate by when each employee should be back, and will auto-assign them work — <i>whether they've declared themselves ready or not</i> !
PIN & PSWD secured	✓	100% authoritative tracking of when staff picked up any call, and, whether or how they responded on a particular task or call !
Time-stamped reports of assignments and/or call-outs attempted, & accepted	✓ ✓	preserve the forensic record of interaction <i>forever</i> in <i>full-vox</i> detail !  extract activity and performance summaries, or service quality metrics, by service requestor (person, department, or company), or, by the person(s) servicing them !
Open, industrial-strength database	✓ ✓	robust database ensures mission-critical resilience for high volumes !  HL7 interfaces to enterprise systems. Use ODBC !



Since 1980

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