

INTER-TEL SOLUTIONS FOR THE HEALTH CARE INDUSTRY

Health care is the largest industry in the United States. With the escalating costs in pharmaceuticals, medical supplies, professional fees and new technologies, rising health care expenses are expected to continue into the future. Industry analysts estimate that 25% of these increases are due to inefficiency.

Through the effective use of technology, today's health care professionals can:

- ▶ Reduce overhead expenses created from the necessity of hiring additional staff
- ▶ Reach more patients through new methods of communication (i.e. auto attendant, World Wide Web, wireless, etc.)
- ▶ Improve the overall efficiency of their offices to reduce costs
- ▶ Deliver exceptional care to their patients



"It's hard to quantify the value in choosing an application-driven platform because the business solution opportunities are endless with an Inter-Tel system. Our 170 locations across the nation are dependent on the 24 X 7 service from our Inter-Tel consultant and her national support team. Flexibility through application-driven technology and superior service are what made us choose our Inter-Tel communications systems. By law, in the medical field, our communications platform is mission critical to securing the lives of our patients, there is no such thing as a second chance."

Jim Dilday, National Telecom Implementation Coordination, US Oncology, Houston, TX

With over three decades in the telecommunications industry, Inter-Tel understands what you need from a communications solution to help you stay focused on health care. Do you want to consolidate your long distance costs, address your Internet or e-business requirements, and have a system specifically designed to maximize your operation? Inter-Tel products offer the health care industry a complete solution that includes advanced technology designed to increase access to health care services by augmenting existing services, not replacing them. Inter-Tel's ongoing commitment to new technology ensures that your communications system will expand to meet your future needs while solving your challenges today.



"We have been an Inter-Tel customer for six years, and the Inter-Tel system has been rock solid for us. Because of Inter-Tel's migration path, we are able to upgrade as our needs have changed. We are especially pleased with the record-a-call feature that we use to monitor our employees' performance in handling patient calls. In addition, Inter-Tel's T-1 network design has integrated our locations providing us with an immediate cost savings."
Jeff Brown, Controller, Women's Health Care Associates, Chandler, AZ



WHY INTER-TEL?

- ▶ **INVESTMENT PROTECTION:** Only one integrated communications system meets all the challenges you face in building your health care facility.
 - ▶ Add applications and upgrade system capabilities through software
 - ▶ Increase functionality, portability and application flexibility, while you decrease expenses
 - ▶ Focus on growing your health care facility with the confidence that Inter-Tel will grow with you
- ▶ **IN THE OFFICE OR ON THE GO:** Health care professionals have the mobility they need when using Inter-Tel's solutions.
 - ▶ Call forwarding options allow phones to be forwarded to outside lines and pagers
 - ▶ Intercom paging at system and station levels allows for flexibility
 - ▶ Wireless and cordless phone compatibility provides access throughout the health care facility
 - ▶ IP telephony integration allows health care professionals to be connected as if they are in the office
- ▶ **COMPREHENSIVE MAIL MANAGEMENT:** Customer service is essential to meeting patient and other health care provider needs.
- ▶ Streamline health care information collection with the ability to receive faxes, voice mail, or "record-a-calls" into your e-mail system for forwarding to key health care professionals
- ▶ Enable symptoms/treatment information and test results to be accessible via a phone call 24 X 7
- ▶ Health care personnel can be tracked down via their voice mail, cellular phone or pager
- ▶ **MANAGEABILITY:** Inter-Tel makes administration easy.
 - ▶ Intuitive Windows-based GUI for simple account management and administration
 - ▶ Call accounting and call center solutions designed to make billing specific offices, individuals or departments a breeze
- ▶ **NETWORK BANDWIDTH:** Minimize your local and long distance monthly costs.
 - ▶ Internet connectivity with DID numbers
 - ▶ Frame Relay or Virtual Private Networking
 - ▶ Switched or Dedicated Services
- ▶ **FLEXIBLE FINANCING:** Inter-Tel offers you unique financing opportunities to help budget your monthly operating costs.

"In a medical practice, it is very time critical to communicate with patients, doctors and health care employees at a moment's notice. Our Inter-Tel communications systems, at our multiple locations, enable us to communicate more efficiently and effectively. As our facilities have expanded, Inter-Tel has been responsive as our need for applications has grown. They have provided good recommendations on how we can continuously improve our ability to communicate."

Keith Campbell, Director of Operations, Barnes Retina Institute, St. Louis, MO



COST EFFECTIVE MULTI-LOCATIONS

MULTI-LOCATION BENEFITS

- ▶ Decrease your monthly network expenses by deploying Frame Relay between locations
- ▶ Access any location through a 5-digit extension
- ▶ Centralize your call center to reduce duplicate general administrative costs
- ▶ Seamless networking between locations

"We have a large pediatrics practice with a heavy call load of over 1,000 calls a day. Inter-Tel's versatile and reliable communications system performs to our daily expectations. With the Automated Attendant feature, our incoming calls are directed to the right person to handle the call—increasing our receptionist's productivity. Our patients and parents have been impressed with the system's call handling, resulting with positive feedback on the improved customer service."

Vicki Yarbrough, Office Manager, Vestavia Pediatrics, Birmingham, AL

WORK FROM ANYWHERE

HOME OR REMOTE LOCATION BENEFITS

- ▶ IP PhonePlus and IP Softphone are fully networked to the PBX located at the health care facility
- ▶ Full display functionality, extension and DID number assignment
- ▶ Full voice mail capability
- ▶ Voice announce via intercom
- ▶ Add Talk-to-Agent so patients can call your office from a click on your web page





WHERE TO BUY?

Geographical borders do not limit your communications needs or Inter-Tel's customer support. With more than 500 direct sales offices and dealers in the U.S. and abroad, Inter-Tel is there for you around the world. Visit www.inter-tel.com to find an office near you.

INTERTEL
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Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Specifications are subject to change without notice. Some features may require additional hardware and/or specific software.

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