



Hospital System Operator Consolidation

Hospital Systems increasingly consolidate many of their resources across hospitals in order to gain efficiencies and reduce cost. Yet, why do most Operator Centers remain unconsolidated? Traditional Operator Consolidation meant physically relocating Operators from multiple hospitals to a central Operator site, an approach fraught with difficulty, expense and limited capabilities. In contrast, T-Metrics **Consolidated Operator Answering System (COAS)** with virtual Operator consolidation allows Operators at any of your hospitals to provide call coverage for any other hospital. This virtual pooling of Operators raises service levels while reducing cost.

T-Metrics Operator Consolidation Benefits:

- **Telecommunication Platform Independence** – Pool Operators across hospitals and dissimilar telecommunication platforms (e.g. Avaya, Nortel, NEC, Mitel, Siemens, Cisco)
- **Future-proof with SIP** – T-Metrics SIP PC Consoles work within your current telecommunication environment (no PBX upgrades necessary) and moves forward with your organization as it evolves to SIP.
- **Remote Operator Flexibility** – PC Console Operators can take calls from anywhere with VPN access (e.g. home, remote location).
- **Local Operator Flexibility** – PC Console Operators can login to the system-wide virtual Operator pool from their local hospital positions and continue to manage alarms (e.g. fire, code, blood bank, etc.) and other local functions.
- **Centralized Operator Pool** – A larger Operator pool and workload sharing results in increased service levels with less manned Operator positions per shift, per hospital.
- **Healthcare Operator Applications** – T-Metrics specializes in HL7 interfaces to patient data, interfaces to staff and physician data, On-Call Scheduling, SNPP Pager interface, and more.



Hospital System with Separate Operator Centers



Virtual Consolidation of Hospital System Operators

- **System-wide Call Routing Administration** – Call route planning for individual hospitals and the organization as a whole. Implement plans for localized and system-wide call volume spikes.
- **Dialing Plan Compatibility** – Works across hospitals without changes to existing inter-hospital telecommunication networks (e.g. PSTN, T-1, SIP Trunks), extension ranges, or dialing plans.
- **Call Recording & Screen Capture** - Record Operator calls and capture screen images.
- **Pre-Recorded Operator Greetings** – Individualized Operator greetings automatically play based on the hospital the caller intended to reach.
- **System-wide Reporting** – Provides call reports across the entire hospital system with drill down to each hospital and each Operator.
- **Real-time Supervisory Statistics** - View real-time statistics about Operator availability, callers in queue and more.
- **Decrease Call Traffic To Operators** – Optionally offload up to 85% of call traffic through speech-enabled call routing. Operators have more time to assist callers that require specialized attention.

PC Console Interface

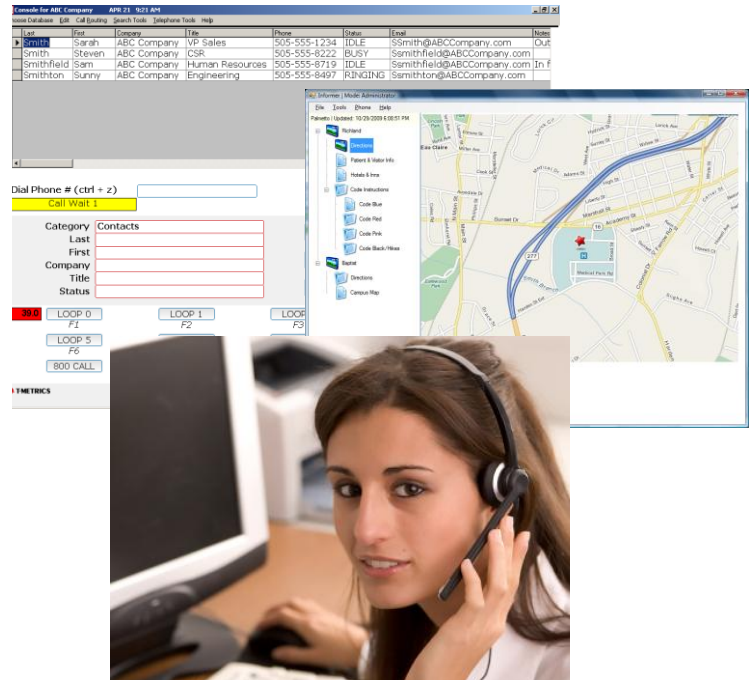
Operators use the T-Metrics SIP PC Console application with a USB headset to answer and transfer calls to staff, physicians, and patients. T-Metrics provides seamless integration to your hospital database(s) for the fastest and most accurate call processing.

T-Metrics Operators process calls from multiple hospitals with dissimilar telecommunication platforms through a single interface. T-Metrics Operators not only transfer calls, but can park calls and perform overhead page at any hospital they answer calls for.

T-Metrics PC Consoles are equipped with the tools necessary to enhance caller experiences with your organization. The T-Metrics' Information Directory organizes the information that Operators require for each hospital into an indexed format. This ensures that Operators have individual hospital directions, hotel listings, Code procedures, etc. at their fingertips.

T-Metrics PC Consoles also record calls, play pre-recorded Operator greetings, interface to pagers through SNPP, and provide Instant Messaging between Operators.

T-Metrics PC Console Supervisors have access to Instant Message, real-time displays and web-based reports.



Supported Telecommunication Platforms

T-Metrics is unique in its ability to Consolidate Operators across hospitals with dissimilar telecommunication platforms. T-Metrics supports the following telecommunication platforms:

- **Nortel**
- **Cisco**
- **NEC**
- **Avaya**
- **Siemens**
- **Mitel**

About T-Metrics

T-Metrics is both an Avaya DevConnect Member and Nortel Developer Partner and has been a leading provider of high quality, innovative products and services for the telecommunications industry since 1989. Our worldwide customer base, in both public and private sector organizations, covers a range of applications from single site PC Console installations to multi-site Operator consolidation services and call centers.

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