



SONEXIS CONNECTS: **Transfer Centers**

Providing efficient and reliable communications to improve patient care

Healthcare Transfer Centers are a recent expansion of existing healthcare provider call center activities. These departments are often referred to as either Transfer Center or Patient Placement. Their mission is to enable the healthcare system to improve patient care while making the system more efficient overall.

Transfer Centers are manned by experienced nurses and clerks to most effectively bring together physicians needed for a prompt consult, coordinate transportation for a patient, arrange for a bed, and ensure the most appropriate level of care for that patient upon their arrival. The Sonexis ConferenceManager provides the visual tools that enable expert Transfer Center staff to effectively perform their critical duties.



sonexis has the solution

Discover the Benefits

Improved Efficiency of Care

A Transfer Center utilizing Sonexis solutions provides streamlined operations and improved workflow efficiencies. Users can integrate applications like the Sonexis Operator Console™ to effortlessly coordinate teams for patient transfers, triage assessments and more.

Coordinating Transportation

Centers can utilize the Sonexis Transfer Center to arrange and facilitate air or ground transportation for patients.

Leverage Your Existing Telephone System

Your call center already has an advanced phone system. The Sonexis Transfer Center provides an advanced overlay of control in order to provide a one-call solution for Medical Providers and/or Healthcare Professionals.

Patient Placement

Transfer Center staff can easily coordinate the proper bed placement for new and existing patients.

Connecting Care Providers

Whether in the same facility or across your vast healthcare system, the Sonexis Transfer Center provides unparalleled resource management. Coordinate and connect doctors with one another to ensure consults occur in the quickest time possible.

Recording Built-in

Every conversation is effortlessly recorded and stored by the Sonexis ConferenceManager for easy access and for auditing purposes.

Transfer Center Advantages

The Sonexis Transfer Center is an advanced conferencing system with a purpose built Graphical User Interface that provides nurses and agents all the visibility and access they need to coordinate care for your patients.

The screenshot displays the Sonexis Transfer Center software interface. At the top, there are tabs for 'Live Conferences', 'Scheduled Conferences', and 'Create Ad-Hoc'. Below this is a table of live conferences with columns for 'Display', 'Host Name', 'Conf ID', 'Subject', 'Start Time', 'Scheduled End Time', and 'Audio/Sched.'. The table lists three active conferences: 'Demo Blastdial' (Conf ID 1024), 'Oper Page' (Conf ID 992228), and 'TC Line1' (Conf ID 95101). Below the table is a 'Conference View' section showing multiple individual conference windows. Each window displays the conference name, host name, and a list of participants with their names and phone numbers. The interface includes various control icons for joining, muting, and managing participants. Numbered callouts (1-8) highlight specific features: 1. Agent Control Area (top left), 2. Live Conference List (table), 3. Conference View Panel (top of individual views), 4. Participant management icons, 5. Individual participant controls, 6. Patient notation field, 7. Party Dial Out button, and 8. PAGED DOCTOR status.

SONEXIS CONNECTS:
TRANSFER CENTERS

Sonexis Transfer Center

Advanced Control

- 1 Agent Control Area** - Instantly view all incoming callers. Lines can be labeled based on the call type: Transfer Center, Emergency, PPO, etc.
- 2 Live Conference List** - Displays all active cases at a glance.
- 3 Conference View Panel** - Multi-conference viewing enables complete monitoring and control of all cases.
- 4** Manage multiple participants per case in real-time, in a full conference call.
- 5 Individual Participant Controls** - Manage the one on one connection between the caller and agent, mute, hold music, and disconnect.
- 6** Patient notation per case is available in reporting (for audit purposes). All cases can be recorded automatically.
- 7 Party Dial Out** - Quickly reach transportation centers, on call personnel, or physicians for consult. Address books available, including MS Exchange.
- 8** Lines can be configured for specific call types, such as pager responses.

Benefits to Your Healthcare System

- Decrease Bed Turnover Times
- Improve Patient Experience/ Comfort and Care
- Increase Physician Productivity
- Increase Hospital Admission Rates
- Sophisticated Reporting and Analytics
- Record Conversations Automatically
- Multiple Agent/Nurse Stations in Simultaneous Operation
- High Availability/Survivable Options for 24/7/365 99.999 Operation

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