

RingCentral MVP™ and Ascom

Partner Solution Brief

The combination of RingCentral MVP with Ascom's wireless mobility solutions makes communications easy for today's increasingly mobile workforce – enabling effective collaboration for more streamlined workflows, and coordination amongst mobile staff.

RingCentral MVP brings your communications into one app so you can focus on patient service delivery. The RingCentral cloud PBX is designed to be a flexible, modern phone system on your desk, or in your pocket. Set up advanced call routing, send business texts, manage your voicemail, and switch from a call to a video meeting with one tap.

Key benefits of the solution

Engage and treat patients faster by bringing everyone together with the robust cloud communications and collaboration capabilities of RingCentral MVP and the clinical alerting, alarms, and messaging via the Ascom Unite solution. Together, this solution enables teams to make informed and engaged treatment decisions and dramatically improve point of care productivity. This improves overall patient engagement and stops staff burnout caused from restricted access and slow information exchange.

Challenge

90% of executives believe their current communications platforms create care coordination gaps and are generally inefficient.*

Solution

87% indicated that collaboration improvement is an important initiative—60% ranking it as a top 3 priority.*

RingCentral MVP Manufactured by:



The challenge

Providers need to further their reach, treat patients wherever there is an internet connection and improve their normal care delivery systems: more billable time, compensated phone calls, lower operational overhead and fewer no-shows. They need to connect care teams before, during and after patient encounters.

The communications technologies in use today across acute, ambulatory, and medical practice settings detract from care coordination. 90% of executives believe their current communications platforms create care coordination gaps and are generally inefficient.



Benefits

- Improve Patient Access to Care
- Optimize Physician Time and Volume
- Instantly Connect Staff
- Improve clinical data exchange

The solution architecture

The joint RingCentral and Ascom solution lets providers optimize their current or planned investment in Ascom mobile working devices and solutions, while transitioning their legacy, on-premises communications system to a cloud-based platform. A robust set of telephony features can be utilized directly on the defined Ascom mobile devices. Please consult the associated interoperability guides for details on how to provision the Ascom devices to the RingCentral MVP platform.

Features and Benefits

- Simplify your workflow with team messaging, file sharing, and task management.
- Aggregate and deliver time-sensitive clinical data and updates.
- Get more done together with unlimited one-click video meetings.
- Manage calls, voicemails, faxes, and business texts with carrier-grade reliability.

As providers continue their focus on workflow redesign, the use of strategic and supportive ICT solutions is critical. This imperative requires greater clinical efficiency and improved access between care teams and patients. The mutual capabilities of RingCentral and Ascom will help improve scheduling, enhanced care coordination, and stronger patient engagement.

Solution Components

- RingCentral MVP (Cloud Phone System)
- Ascom i63 Wi-Fi handsets
- Ascom IP-DECT handsets
- Ascom Myco 4 handsets (Loaded with RingCentral MVP Application)

Summary

Clinical and patient experience executives alike are assigning accountability for improving both staff and patient engagement effectiveness throughout each critical juncture of a patient encounter. In turn, many clinicians are frustrated at the loss of productivity at the bedside, and patients feel disconnected from their providers.

This joint solution will help close these gaps and:

- Stop staff burnout through better collaboration
- Create thoughtful patient experiences
- Keep patient data exchangeable, safe and secure

About RingCentral

RingCentral is a leading provider of cloud Message Video Phone (MVP)™, patient engagement and contact center solutions. Our HITRUST CSF certified, all-in-one communications platform enables healthcare providers to replace their legacy on-premises phone and contact center systems. We assist providers to realize virtual points of care, connected care teams, and intelligent patient engagement.

Supported markets

Any global market where RingCentral and Ascom platforms are mutually available and supported.**



A mobile clinician utilizing cloud message, video and voice features from her Myco 4 device.



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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.