



Better Communication = Better Care

Good communication is the very foundation of quality care for healthcare organizations. According to the Joint Commission, the most powerful authority for accreditation of healthcare organizations in the United States, "Effective communication is essential among individuals and groups within the organization, and between the organization and external parties. Poor communication often contributes to adverse events and can compromise safety and quality of care, treatment, and services."

CosmoCom raises health enterprises to new levels of communication and care with the most advanced all-IP contact center platform in the industry. The global leader in Contact Center Consolidation 2.0, CosmoCom supports optimum care with a lower TCO and a more favorable ROI than any comparable system. From advanced inbound call routing to sophisticated outreach activity, CosmoCom technology empowers health practitioners to create virtual contact centers of any size with unified recording, reporting and administration.

CosmoHealth — the prescription for effective communications

CosmoHealth is Unified Patient-Provider Communication application for large health care campuses, which typically encompass many large and small contact center operations. Such contact centers have needs that are well beyond the capabilities of basic PBX and unified communication systems. CosmoHealth delivers the most advanced contact center capabilities to every part of a health care organization, including hospitals, hospital networks, medical school campuses, and others. With CosmoHealth, all of the diverse contact centers within the enterprise are consolidated into one unified platform, not only reducing costs, but also creating a consistent, unified patient experience that strengthens the bonds of trust between provider and patient and supports positive results.

With CosmoHealth healthcare organizations benefit from:

- ▶ Unified virtual contact center platform across the entire enterprise
- ▶ One contact fabric for all clinical, professional, and administrative functions
- ▶ Secure segmentation of clinical partitions for HIPAA compliance
- ▶ Central platform management with local empowerment for all necessary local control
- ▶ Uniform standards of care interactions across the entity
- ▶ Standard reporting across all facilities
- ▶ Compliance recording and quality monitoring of interactions



CosmoHealth

- ▶ Bringing patients and healthcare professionals closer
- ▶ Supporting consistent standards for the patient contact experience
- ▶ Building patient loyalty
- ▶ Enriching the lives of the community: professionals and patients alike
- ▶ Raising the quality of care