

Interactive Patient and Clinician Alerts



Providing Clinicians with Actionable Alerts

When a patient sends a message from the GetWellNetwork system, the alert is sent to the responsible staff members' Cisco IP phone. The provider can automatically respond to the notification with the push of a button and therefore, can better engage with patients.

Together, EXTENSION, INC and GetWellNetwork, Inc. have devised a communication solution that enables patients to send messages directly to an attending nurse or other staff members' Cisco IP phone as well as automate new patient workflows that enable the hospital to provide better services and care more efficiently. The patent-pending EXTENSION software provides the ability for staff to receive context-aware notifications directly from patients and accept or decline the alert.



"The GetWellNetwork system provides us with valuable input from our patients but we needed an automated way for that information to be delivered to the handheld Cisco phones that are assigned to each of our staff on a given day." ...

"We appreciate how quickly GetWellNetwork and EXTENSION came together to help us make patient experience and quality of care much better and more efficient."

**—Doug Winkelhake, President,
Norton Brownsboro Hospital**

Integrated Features & Benefits

Direct Patient Messages Improves Quality of Care

One of the fundamental objectives of our healthcare community is to provide care in an efficient manner and to preserve patient loyalty and staff satisfaction. The EXTENSION® and GetWellNetwork solution is helping enterprise healthcare organizations - like Norton Brownsboro in Louisville, KY - do just that. Our joint solution allows for direct patient to clinician and staff communication which bridges the communication gap and allows patient requests to be attended to more quickly. Now, patients can send a broad range of messages directly to a clinician or other staff members' Cisco IP device.

Example Message Types:

- *Patient would like to speak with the patient advocate*
- *Food has not been delivered*
- *Trash is not clean*
- *Patient has declined the patient education pathway*

Improving Patient Engagement

Enhanced patient and clinician engagement is critical to the in-patient recovery process. Not only is it essential for providing better treatment during a hospital stay but also for educational purposes so that patients can maintain a healthy lifestyle upon release.

Other Benefits:

- Improves patient safety
- Improves care measures and HCAHPS and Press Ganey scores
- Reduces the average length of stay



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EXTENSION®

Systems Requirements

- GetWellNetwork Patient Pathways®
- Cisco Unified Communications Manager 6.0 or later to include wired and/or wireless IP phones
- EXTENSION Appliance-Based Software

Contact Us

Contact us today to find out more information on the full range of EXTENSION solutions for healthcare.

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