

## Building 21st Century Connected Surgeries

The NHS is built on general practice with over 90% of direct public contact being with you, the GP. We, as a nation, rely upon you to respond to our needs at all times and we believe that you deserve the same from us. We exist to help you reach more patients in more places, driving better patient experiences that are enhanced by the latest communications and collaboration technology.

From your telephony system and automated appointment reminders through to fully unified communications systems that allow every health care team member to securely access and input the information they need wherever they are, we are here for you. We have a faster time to service, better agility, support better business continuity and increase the efficiency of your computing environment more than any competitor.

**Our systems have been designed with Avaya and are trusted by more than 5,500 healthcare organisations worldwide.**

**AVAYA** *Engage* The Power of We™



## Communications For Your Practice

The best solutions don't have to be complicated just effective, easy-to-use and elegant. Our Avaya centric solution set means you can affordably introduce what you want, when you want, from a range of collaborative elements that include a full telephony package through to Video, Security, Building Management, Surveillance, Notifications and Proximity services. Placing all of your communications network on-net with Tectria puts the control back in your hands, simplifying and enhancing your practice environment.

### Tectria solutions for healthcare providers can help you:

- **Improve patient outcomes** via mobile collaboration enabling staff to seamlessly communicate using audio, IM, text and video wherever they are.
- **Deliver better patient experiences** and improve patient retention through personalised delivery solutions like mobility and telemedicine that improve access to care.
- **Improve security** with a flexible network that segments guest WiFi access, medical devices, and IT systems in separate zones. IT staff can balance security and flexibility, and easily deploy and maintain networks that provide mission-critical dependability and superior return on investment.

**We are here to give you more time with your patients for less cost.**

**Simpler Communications. Better Patient Experiences.**





## Tectria Solutions for Health

### Provide every GP and nurse with one number

With Avaya IP Office, all staff can give out just one number—your practice's main number and their individual extension—and IP Office automatically routes any incoming call to their mobile, desk phone, even their home phone making it easier to contact them when on-call or hot desking.

### Make it easy to access information

Simplify the flow of incoming calls with an Automated Attendant or a call centre to handle and route incoming calls to any department and establish self-service options so patients can call your practice at any time to access information regarding opening hours, appointments and the doctor on call.

### Connect multiple practice locations

If you have multiple locations, we can simplify your communications and help you save money by setting up one dial plan for all your locations. IP Office eliminates site-to-site calling charges and makes it possible to share resources, such as messaging, receptionists, the office directory and much more. You can also easily manage all systems from a single Windows-based interface allowing your maintenance staff absolute control wherever they are.

### Instantly communicate with every patient

From appointment reminders and health group meeting changes to emergency notifications, our systems enable you to instantly send out mass communications by email and SMS to the group of your choice, defined by either a category of your choice (role, age, activity etc.) or by their geographical location at the point of communication.

### Respond immediately to emergencies

Keeping your patients and staff safe is paramount and our systems are designed to ensure that the moment an emergency occurs you can identify the location, notify the individuals in the location accordingly, contact the appropriate services and isolate the incident all within minutes. With every IP based system we ensure that no matter where you are the people who need the information will have it at their fingertips, from CCTV video streaming to surgery lockdown.

### Administer your system easily and effectively in-house

IP Office takes the hassle out of reconfiguring your communications system to keep up with staff changes or to add or relocate phones and other devices. If a member of your team leaves, or you want to set up communications on another device or in another location, just plug in and power on—IP Office automatically reads the IP address of the device.

### Keep your network secure

Whether it's a resourceful teenager or an accomplished hacker we know you need a system that keeps your data safe. Tried, tested and approved by the best in the world our Session Border Controls use enhanced SIP trunk and Remote Worker security and Identity Engine software to ensure your data is for your eyes

**For more information and a free audit please contact our Tectria team**



## The Connected Surgery

Wireless phone technology can allow nurses to spend more time with patients.

New collaboration tools can reduce the amount of time clinicians need to spend walking around to find equipment, supplies, and medications, because those things can be coordinated through a mobile device.

**We are designed for you.**



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