

## BT WHOLESALE HOSTED CENTREX VERTICAL USE CASE

# HEALTHCARE: NURSING CARE HOMES

### Challenges

- The on-site, mobile nursing staff and facilities support team need to be more reachable in order to provide faster response to patients and guests.
- A more efficient way of dealing with appointment requests and inbound queries is needed.
- Budgets are always under pressure so it's important to cut costs. Predictable costs from cloud solutions will help.

### Solution

- BT Wholesale's Wholesale Hosted Centrex (WHC) delivers a cloud solution that meets the nursing care home's communications needs. The care home Manager can easily manage the service in the office or remotely through the intuitive self-service Business Portal.
- Phones simply plug into the data network socket and Clients and Apps run on desktops, tablets and mobile devices.
- Auto Attendant provides a personalised greeting message and a menu offering latest news updates for the care home.
- Information flow can be sped up with the Push-to-Talk intercom feature which can be used to make announcements through the desk phone speaker.
- With the UC Office App installed on mobile devices and tablets for nursing staff and support team, they can keep in close contact. Instant Messaging can be used to communicate sensitive information discreetly with escalation to phone calls if and when required.

### Benefits

#### Faster response to guests and patients

- There will be improved mobility and accessibility of the nursing and support staff.
- Staff can quickly and easily be reached on their mobile, desktop or their desk phone.

#### Reduce costs

- Free internal calls and staff use their own devices (mobile, tablets).
- Pay-as-you-use subscription service frees up capital to use for other care home funding requirements.
- Plug and play from any CAT5 data network socket will see cost reductions when compared to the cost associated with moving traditional desk phones.

#### Patient and guest phone service

- Desk phones can be easily moved to the guest's bedside so they can make and receive calls to and from friends and family.
- Optionally, call detail records can be downloaded for use in billing back to the guest.

The information in this publication was correct at time of going to print. We may make minor alterations to the specifications of products which do not affect their performance, and may vary prices and delivery charges.

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms part of any contract.

© British Telecommunications plc 2015.  
Registered office: 81 Newgate Street, London,  
England EC1A 7AJ.

For more information call

# 0800 671 045

[www.btwholesale.com/whc](http://www.btwholesale.com/whc)

