

EXTENSION® HealthAgent™ for Cisco Frequently Asked Questions

1. Who within a healthcare organization benefits by using HealthAgent™?

- Operators and staff who communicate with various departments and patients will benefit from HealthAgent™. HealthAgent™ is a workflow tool that provides healthcare data to a Cisco Unified Contact Center implementation in order to further streamline the efficiency of the call handling process. By empowering operators and others answering calls with more information about patients and their needs, call times can be reduced thus improving the productivity of call center agents, operators, and more. Having this information available to operators improves their satisfaction and reduces attrition in this important role.

2. How does HealthAgent™ add value to Cisco Unified Communications (UC)?

- HealthAgent™ integrates with the Cisco Unified Contact Center to publish data from the HIS/EMR system inside the agent console. The agent can interact with this data and publish relevant demographic and clinical information. As calls are transferred, data displays on the receiving Cisco IP Phone or operator console. Since this solution is based on CallerID, operators have direct access to information from patients' charts before calls are answered which results in streamlined call routing.

3. What features are included with HealthAgent™?

- Advanced Contact Center Agent Console data display based on CallerID - publishes data from the HIS/EMR system inside the agent console
- Intelligent call routing based on patient CallerID - displays patient status in operator console or on Cisco IP phone
- Call Routing Based on physician CallerID - routes call to the appropriate department
- Broadcast on demand – automatically notifies an entire staff at once

4. Will HealthAgent™ replace EMR, Practice Management, or Healthcare Information Systems?

- HealthAgent™ is not meant to replace an EMR system; it is a solution designed to make medical data more securely ubiquitous thereby reducing costs and errors as well as increasing productivity and HIT adoption.

5. What system requirements are needed for HealthAgent™?

- HealthAgent™ requires an HL7 interface engine and Cisco Unified Contact Center Express or Cisco Unified Contact Center Enterprise.

6. Is HealthAgent™ HIPAA compliant?

- EXTENSION® is HIPAA compliant in that it provides several security safeguards to prevent unauthorized access to clinical data but ultimately it is up to the organization to ensure compliance in the design and implementation.

7. Is HealthAgent™ secure?

- Yes, HealthAgent™ is a secure solution that uses role-based permissions and includes audit logging functionality. Administrators can create provisions so that only certain users are authorized to receive and view data. HealthAgent™ supports secure and encrypted messaging.

8. Who needs to be trained to use HealthAgent™?

- Typically, an organization will have one or two users trained as Certified Administrators. Alternatively, an organization can choose to have our EI Certified Administrator or an EXTENSION® certified partner perform HealthAgent™ administration needs.

9. How can I see a demonstration of HealthAgent™?

- Contact the EI team today! Our team would be happy to provide a demo or point you to an EXTENSION® certified partner in your local area who can perform an online or in-person demo.

10. As technology hardware offerings become more advanced, will HealthAgent™ become obsolete? Will it require constant updating?

- HealthAgent™ is compatible with today's technologies and is designed to integrate with unknown future technologies. The code is written on a flexible platform and uses HL7 standards to communicate with clinical applications and devices. HL7 has been in use since 1987 and is the most well-known and commonly used standard in all healthcare applications. Furthermore, the code is designed to use Web Services, a new technology that virtually all developers are using to write applications.
- Updates to the HealthAgent™ code will be released from time to time. In fact, several updates may be offered per year because the EXTENSION® development team is constantly designing solutions which enables organizations to provide its patients with the best services. Hospitals or medical practices can decide if they wish to upgrade or stay with their current version. All accounts that have an active maintenance contract are entitled to upgrades at no additional cost.
- To learn more about our development efforts or to speak to one of our technology experts, contact support@opentheredbox.com or call 877-207-3753.

11. Can my local Cisco partner install HealthAgent™?

- Only certified Cisco partners can install HealthAgent™. There are many EXTENSION® partners throughout North America and the number continues to grow. If we are not working with your Cisco partner of choice, we would like to. Please tell them about us!
- The EXTENSION® Solution Suite (ESS) is approved by the Cisco Certified Technology Development Partner (CTDP) and Solutions Incentive Provider (SIP) programs. Cisco partners can receive discounts from Cisco by partnering with EI and including The EXTENSION® Solution Suite (ESS) in their product portfolio.

12. How long does it take to implement HealthAgent™?

- The size of a facility determines the required hours of professional services. Typically, HealthAgent™ can be implemented in less than one week.

13. Who do I contact for support?

- You can get support from EI or from your EXTENSION® certified partner. EI is available to assist with support issues as is your preferred EXTENSION® partner. To contact our support team or to connect with a partner in your area call 877-207-3753 or email support@opentheredbox.com.