

INDUSTRY BRIEF

IP Networks Boost Secure Health Communications

Health care executives have a challenging list of priorities. These include reducing medical errors, increasing patient safety, complying with patient privacy and HIPAA regulations and increasing the satisfaction of patients and employees.

Cost-effective, secure communication is key to reaching each of these goals. Doctors, nurses and other caregivers need timely updates on patients' symptoms and conditions; up-to-the-minute training on the value and side-effects of new medications and treatments and quick access to other skilled professionals ranging from medical specialists to interpreters.

Patients are more satisfied when their condition can be monitored from home through digital health solutions without traveling to a doctor's office. Employees are more satisfied when Webcasts allow them to receive training when it's convenient for them, or when audio or videoconferences allow them to attend meetings without juggling schedules or fighting traffic.

Secure, cost-effective, reliable communication provided by AT&T IP and VoIP solutions enables health care IT managers to meet their most pressing needs. They are based on AT&T's MPLS (Multiprotocol Label Switching) network services, which support multiple network protocols and facilitate features such as quality of service (QoS) to help ensure different classes of traffic receive the service they need.

VoIP

Voice over Internet Protocol (VoIP) service helps health care providers hold the line on costs by using existing data networks to also

carry voice traffic, and to provide new applications and services such as audio- and videoconferencing enabled by the existing IP network.

AT&T IP Telephony Service provides health care employees consistent service no matter where they are. AT&T offers a wide array of solutions, from premises-based IP PBXs to centralized network-based IP Telephony platforms, as well as in-depth infrastructure assessments and the design, deployment and on-going management of the communications environment.

AT&T Voice DNA™ is a hosted service that utilizes a network Application Server platform that serves as a virtual hosted IP PBX, eliminating the need for an on-premises PBX or IP PBX.

AT&T IP Flexible Reach is a managed Voice over IP communication solution that supports inbound and outbound calling on the customer's network for local, U.S. long distance and international calls.

AT&T's IP Telephony Services seamlessly connect staff throughout a health care provider with solutions ranging from premises-based IP PBXs to centralized network-based IP Telephony platforms.

AT&T's VoIP services are powered by AT&T's world-class global, IP-MPLS network.

In The Forrester Wave™: U.S. Enterprise-Class VoIP Services, Q1 2007 report Forrester Research Inc. rated AT&T as a strong performer among enterprise-class VoIP service providers.

Key Benefits

IP and VoIP Solutions from AT&T Help Health Care Providers to:

- **Prevent cost increases by allowing the use of converged data and voice networks**
- **Improve patient care and reduce errors by providing cost-effective access to specialists in other locations, ranging from clinicians to interpreters**
- **Facilitate the deployment of digital health initiatives to bring improved health services to patients in rural or other isolated settings**
- **Comply with their patient privacy and HIPAA regulations obligations**

Audio and Videoconferencing

Audio and videoconferencing helps reduce errors and improves patient safety by giving caregivers faster access to opinions from specialists and consultants, timely access to latest information on medical procedures and drug interactions, and even services such as interpreters to better communicate with patients.

AT&T IP Audio Conferencing Service is a network-based, reservationless conferencing solution providing clients with enhanced features, optimized call flows, strengthened reliability and availability, advanced web-based tools and integration with web-based collaboration applications.



AT&T Voice DNASM is a managed network-hosted, session initiation protocol (SIP)-based communications solution utilizing the AT&T Global MPLS Network to deliver enhanced communications and collaboration tools that can give your business the competitive edge.

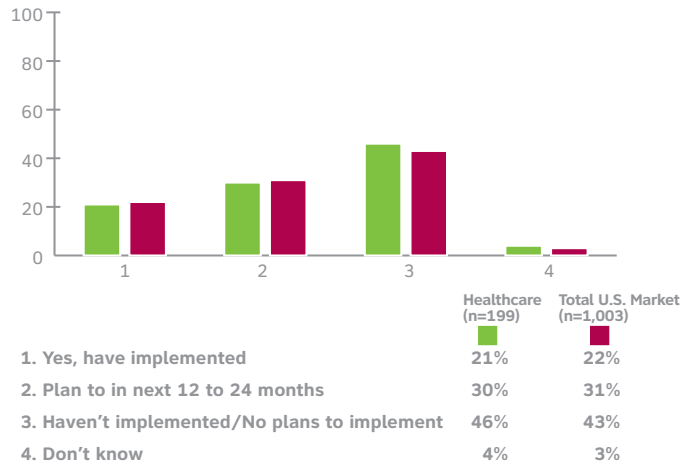
Patient Privacy and HIPAA Compliance

Protecting the privacy of patient information is a base requirement for health care providers, critical to ensuring patient satisfaction as well as compliance with regulations such as HIPAA which require that health care providers assure that confidential patient information doesn't fall into the wrong hands.

AT&T MPLS IP VPNs are state-of-the-art IP VPN models and offer a flexible and easy path to migrate from legacy data networks to a highly-secure and scalable IP-based infrastructure.

More Than Half of Healthcare Market Will Have IP Solution by 2009

Have you implemented an IP Telephony/Communication solution?



Source: In-stat, 2007

AT&T At Work: IP Speeds Translation for Caregivers, Patients

When a patient cannot speak the same language as their doctor or caregiver, they are not only more scared and confused, but also less likely to accurately report their symptoms, or understand their doctor's instructions.

At California's public hospitals, 50 percent of patients have limited English proficiency and must wait for care until an interpreter can be found. One hospital was spending \$1.2 million a year to employ interpreters, and even then couldn't guarantee an interpreter for every patient who needed one.

An IP network from AT&T helped provide the foundation for the Health Care Interpreter Network (HCIN), which links patients and caregivers to interpreters in hundreds of languages through the world's first Video and Voice over IP call center. When a caregiver needs an interpreter, a portable video monitor is wheeled into the examination area. Hospital staff uses a remote control to choose the language they need, and in most cases the call center links them to an interpreter in an average of 22 seconds.

The availability of the interpreters has already helped doctors at one hospital to understand a Cambodian patient was experiencing the early signs of a stroke, and to take quick action that may have saved her life. In another case, the interpretation service helped

caregivers realize a patient was taking the same medicine prescribed by two different doctors without realizing she was getting an overdose.

The MPLS-based network from AT&T enables the secure transfer of patient information. It also provides increased bandwidth with high-performance capabilities to help ensure consistent, high speed access to sensitive applications such as VoIP and multi-megabit broadcast quality video.

Using the AT&T MPLS network, "We can put this system right into the hospital's existing network at a significantly lower cost" than requiring a separate T1 connection for hospital, says Melinda Paras, president and CEO of Paras and Associates, which manages the HCIN.

For more information contact your AT&T Representative or visit us at www.att.com/healthcare.