

AirMed

CUSTOMER PROFILE

Cistera Networks Helps AirMed Improve Patient Safety with Advanced IP Communications Quality Assurance and Compliance Solution

Business Situation

Medical transportation services are entrusted with the lives of their clients on a daily basis. Because they handle such a large amount of critical and sensitive information on behalf of their patients, these companies require a reliable communication system that can ensure both inbound and outbound calls are cataloged, archived and easily referenced. This documentation is often needed for verification, training and liability purposes.

Cistera's Quality Assurance and Compliance (QAC) solution features sophisticated capabilities that can manage complex call documentation demands. Enterprise-wide collaboration is enhanced as recorded calls are converted to audio files which can be emailed and shared as needed. In turn, workflow and business processes are improved.

Solution

Cistera worked with AirMed to deploy the award-winning and scalable Cistera *Convergence* **Server** with the QAC solution featuring capabilities including:

- **CallCenterRecord™ Enhanced** offers high-quality, continuous call recording and playback capabilities for quality assurance and compliance purposes. To help emergency personnel more accurately relay important medical information, the system archives each call for easy reference. It also includes supervisory auditing capabilities including quality reporting, monitoring and screen captures.
- **QuickRecord™**: allows for high-quality call recording and playback capabilities on an *ad-hoc* basis. Entire calls can be recorded retroactively as long as the record button is pressed before the call is terminated. The system also converts a recording into an audio file that is archived and stored and can be emailed to the user, thus improving workflow by allowing AirMed to more easily share important medical information throughout the enterprise.



Customer Profile: Alabama-based AirMed International is a leading air ambulance company with state-of-the-art medical jets and highly experienced personnel who have completed more than 12,000 transport missions all over the world. In order to deliver critical medical services to those in need of emergency care, AirMed depends on its IP Communications network for interaction with insurance companies, healthcare facilities, government agencies, businesses and private individuals.

Challenge: When AirMed expanded operations to Hawaii, and was selected as the state's inter-island air ambulance provider, it had to meet state requirements to record and catalog all calls. It needed a reliable recording solution that could operate over its installed Cisco Unified Communications Manager environment. What's more, it needed to be implemented quickly to ensure accessibility to its clients, and to assume the state air ambulance responsibilities.





Benefits

By utilizing the Cistera *ConvergenceServer* and QAC solution, AirMed was able to complete its expansion into Hawaii on time, while also complying with state regulations. In fact, AirMed management was so impressed with the Cistera solution, and the capability it delivered to archive and retrieve communications at a moment's notice, they capitalized on the scalability of the Cistera *ConvergenceServer* and increased their Return on Investment by extending the Cistera features and functionality to their bases in Birmingham, Ala., and Rochester, Minn. Cistera's solution is now installed company-wide, and it will scale to accommodate additional users and sites as the company expands both domestically and internationally.

The overall result is:

- Improved patient safety
- Better employee training
- Streamlined workflow and business processes
- Additional layer of liability protection

About AirMed International

AirMed International is the country's leading air ambulance service, offering unparalleled medical care and bedside-to-bedside transportation on a worldwide basis. AirMed flies more than 2,500 transport missions each year and boasts the most experienced air medical crews in the world. Chosen as air medical transport for the world-renowned Mayo Clinic as well as a preferred carrier for the U.S. Department of Defense, AirMed operates a fleet of fully customized fixed-wing aircraft from its headquarters in Birmingham, Ala., with additional bases in Honolulu and Rochester, Minn. For more information, please visit www.airmed.com.



“The Cistera solution delivers definite advantages. Since we deal with so many large organizations, including hospitals and insurance companies, detailed recordings allow us to ensure the accuracy of our medical and billing information.”

BOB CARVER
IT Director, AirMed

Cistera Networks is a leading provider of enterprise communications platforms and services. The company blends powerful application infrastructure with industry-specific business processes, to deliver the benefits of voice, video and data convergence to the user. Cistera's industry-leading platform delivers the most reliable, scalable and secure application services for IP-based network environments. Its broad portfolio of application services enables users to improve customer service and satisfaction, increase productivity and collaboration, improve responsiveness to critical incidents and to provide a safer environment.

Based on open standards and a proven server technology foundation, the award-winning Cistera *ConvergenceServer* has a single unified administration which delivers the lowest total cost of ownership in the industry. It enables customers to create robust and scalable environments that are flexible enough to adapt to their changing needs by scaling up to support from fewer than one hundred to thousands of users, and scaling out to support multiple sites, making it ideal for a broad range of organizations.

6509 Windcrest Drive, Suite 160
Plano, TX 75024
Phone: 972.381.4699
Toll Free: 1.866.965.8646
Facsimile: 972.381.4635
www.cistera.com

North American Sales Support Contacts
North American Sales Support Number 1.866.722.2660
Email: salesupport@cistera.com