

# Virtual Care Collaboration Service



## Virtual Care Collaboration Service (VCCS)

**Addressing the challenges of healthcare providers, payers and ecosystem software vendors:**

### Enabling better patient-centric care

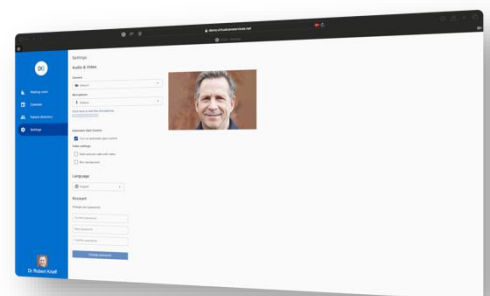
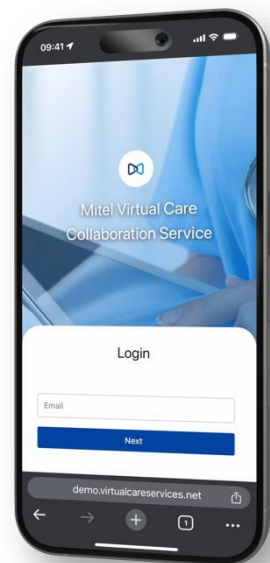
In today's healthcare environment providers are having to compromise the quality of patient engagement due to many factors ranging from cost to specialty needs, communication barriers to resource limitations, all impacting investment decisions about the efficacy of patient journeys.

For healthcare providers, Virtual Care Collaboration Service is the only approach that supports numerous digital patient journeys oriented around patient centric care, including home care and virtual consultation, with the flexibility to accommodate many differentiating experiences.

### Introducing Virtual Care Collaboration Service

VCCS provides easy and secure video communication and digital video consultation between medical staff, patients and family members. It helps expand options for better quality, highly optimized, efficient care while removing obstacles in healthcare providers relationships with patients.

VCCS is an end-to-end solution and underlying platform that transforms healthcare point interactions to digital patient-centric journeys and experiences. It enables healthcare teams around the world to deliver more effective, efficient ways of working, including best in class virtual and remote consultation and care, anytime, anywhere. VCCS orchestrates and digitalizes other healthcare services and procedures in the customer landscape, reducing overhead cost and adoption friction. And it's the only solution differentiating the digital patient journey through AI/ AR/VR care and consultation.



Virtual Care Collaboration Service:

- Connects, complements and orchestrates the healthcare landscape
- Optimizes investments and operations
- Orchestrates and rationalizes the IT landscape
- Improves patient and staff experiences
- UX Brand customization options and custom role creation – creates new industry opportunities

Virtual Care Collaboration Service delivers end-to-end, secure and compliant interactive digital experiences for :

Healthcare Providers

Healthcare Payers

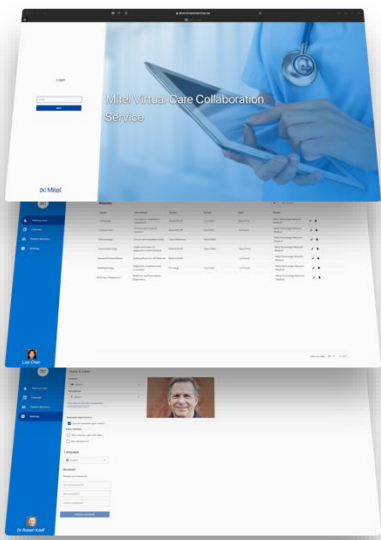
Ecosystem / Virtual Care Technology Vendors

# Virtual Care Collaboration Service Personas, Journeys and Use Cases



[Personas](#) > [Journeys](#) > [Use Cases](#) > [Services and Solutions](#) > [Customer Outcomes](#)

## VCCS demand-led use cases and integrated experiences

	Integrated Journeys	
	Virtual Patient Consultation	E-Consultation for improved patient experience.
	Digital Patient Connect Service	Orchestration of IT and application landscape. Intelligent workflows.
	Patient Homecare	Monitoring and alarming for individuals or groups of people.
	XR enhanced Patient Care	3D visualization and simulation of medical procedures and results.
	Expert to Expert Service	Assisted remote triage and surgery
	E-Consent for clinical trials	Electronic consent and patient-submitted results.

## Integration with OpenScape Health Station HiMed

Integrated point-of-care solution that streamlines clinical access and keeps the patient informed, educated and entertained.

### OpenScape Health Station HiMed

- Increases productivity, reduces costs and improves quality of care
- Optimize clinical workflows to improve staff productivity and patient outcomes
- Simplify bedside device complexity
- Intuitive operation, e.g. physical keys
- Improve staff and patient safety
- Virtual visit between patient and doctor
- Virtual communication between patients and relatives



## Virtual Care Collaboration Service - Summary

With Virtual Care Collaboration Services, we deliver end-to-end, secure and compliant interactive digital experiences for Healthcare providers, payers and technology vendors.

It's a telehealth platform, which provides easy and secure video communication and digital video consultation between medical staff, patients and family members. It integrates and orchestrates the full Healthcare IT and application landscape of providers and payers, offers intelligent workflows between different elements of the landscape, allows easy customization and incorporates them into patient and provider workflows and journeys.

### Capabilities

- E-Consultation
- Integration and Orchestration of Landscape
- Intelligent Workflows
- Innovative and Differentiating Shared Reality (XR)
- Reporting, Analytics and AI

### Flexible integration via industry standards

- HL7-FHIR, SAML

### Multi-modal and Patient friendly experience

- Rich Chat
- Voice
- Video
- Screen share
- Secure File share

### Choices

- Mobile and at the Desk
- Hospitals, Payers and Care organizations

### Any Deployment Model

- On-premises
- Private or public cloud hosted
- At the edge
- Hybrid

### Partner Readiness

- Self Service
- Workflows
- Analytics
- Automation

For more information about VCCS and our healthcare solutions visit [mitel.com/healthcare](https://mitel.com/healthcare)