



## MSN Communications A LEADER IN IP TELEPHONY

### MSN Implements a Cisco IP Telephony Solution for Memorial Health System

In May of 2005, Memorial Hospital requested the design and implementation of a Cisco IP Telephony solution to provide a mechanism to facilitate increased oral communications between doctors, in turn, providing them with the tools for better patient care. The system is known as the "Physician Voice Data Bank" amongst internal staff.

MSN and Memorial Hospital designed and implemented a comprehensive system that allows doctors to exchange voice messages through a simple and secure method. This system was custom designed and built to meet the requirements set forth by Memorial Hospital to dynamically create and delete mailboxes when patients are admitted and discharged. Using the Cisco Unified Communications platform, the key feature in this solution establishes consulting between the physician who assists the patient and the respective consultant.

The following features are supported in the IP Telephony solution:

- Provide secured login support for doctors to connect to the system.
- Allow doctors to enter patient ID (Medical Records Number) into the system.
- Doctors are then prompted to either retrieve or leave a message.
- Doctors then complete the required function. Upon completion, they are returned to the menu for that patient. (This allows a doctor to review a message, delete it and then leave a new message.)
- Option to transfer from a current patient and go to a new patient.
- The system also provides tracking of system usage based on doctor logins (number of times a doctor logged in to the system).
- System provides information from the hospital's admittance systems regarding the patient's status via a SQL database. The system then provides for the automatic creation and removal of patient records based on their admittance status (Admitted or Discharged).



8955 E Nichols Avenue, Suite 200  
Centennial, CO 80112

[www.msncomm.com](http://www.msncomm.com)

**msn**  
communications, inc.