






# Ascom Unite Collaborate – facilitate patient-centric communication between care team members

*Improving communication between care team members and helping them share the latest patient information necessitates a **collaborative care approach** utilizing advanced communication tools.*

## Enabling a collaborative care approach

Healthcare is a team sport requiring multiple, skilled resources to effectively administer patient care. Many tasks caregivers perform are particularly time sensitive. This specialized care team environment necessitates highly interactive and timely communications. Unite Collaborate helps ensure continuity between caregivers by enabling patient-centric communication among care team members.

-  Quickly communicate and share patient information across an entire care team
-  View EMR patient information on a mobile device at the point-of-care
-  Access patient list including “My Patients” or “All Patients” on a unit or ward

## Binding the care team together

Communication and collaboration among caregivers must be emphasized, as it is frequently identified as causing errors in patient care<sup>1</sup>. The Unite Collaborate mobile app helps minimize these communication deficiencies by providing a platform to effectively bind the care team together, no

matter the distance between them. It enables display of the care team with an availability indicator letting you know if a specific team member is available or busy. This helps prevent needless work interruptions, and gives you the option to send a message rather than interrupt with a phone call. This application also provides secure access to patient demographic information stored in the electronic medical record. This potentially cuts down on time spent gathering or accessing relevant patient information.



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### Benefits

- Helps minimize interruptions when a caregiver is busy with a patient
- Keeps care team members better coordinated in delivering care
- Facilitates care coordination for staff both inside and outside the hospital
- Enables caregiver mobile access to patient data, my patient list and all patients
- Provides access to all patient messaging conversations from caregiver to caregiver, or group messages



### Closing information gaps

Clinical communication is a fundamental component of modern healthcare. Poor communication can create situations which negatively impact caregiver efficiency and put patient safety at risk<sup>2</sup>. Facilitating a coordinated system of caregiver communication enables caregivers to be better connected and speeds up the communication process. It is estimated that up to 80% of clinical information exchange comes from colleagues<sup>3</sup>.

Key features	Feature description
View patient assignments	Ability to view “my patients” or “all patients” on a unit or ward
Access patient information	View patient health information from the EMR at the point-of-care
Access staff directory	Search staff directory by name from your mobile device
Secure text messaging	Create and send secure text messages to care team members and staff
View staff availability status	Determine which caregivers are available or busy prior to communicating
View entire patient conversation feed	Provides complete patient conversation history for all messages
Customize message urgency	Customize message urgency to inform recipient of reply importance

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