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## Aculab and eClinicalWorks

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### Building bridges to better healthcare



### The challenge

Healthcare is moving towards a new paradigm. Hospitals are being encouraged to reduce the need for prolonged hospitalisation. For general practices and surgeries, the focus is on improving efficiency and reducing missed appointments – did not attend (DNAs).

Securing a reduction in real estate costs and developing a more sustainable system, which overall results in an improved quality of life for everyone, are key goals. Technology is being used in ever increasing ways across many disciplines, such as diagnosis, care, assistance, test results, rehabilitation, and for patient management and information systems.

In that context, many companies are seeking to provide a new generation of information systems to support home-based patient care and clinical practitioners.

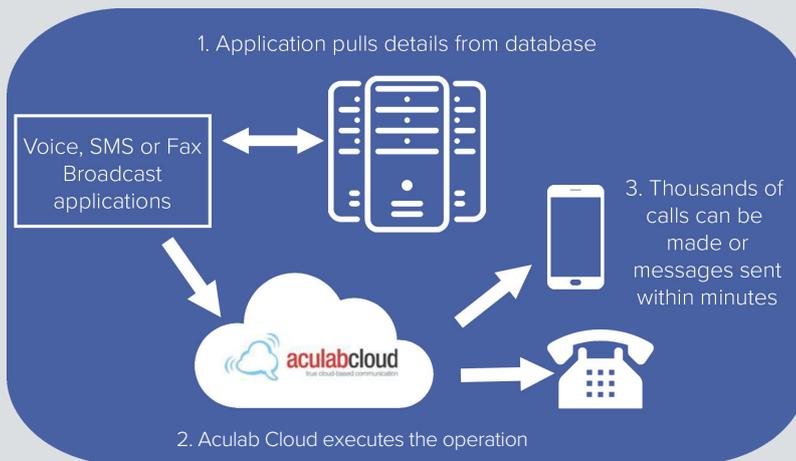
In the electronic health records (EHR) sector, companies are looking for mobile and flexible solutions in the areas of patient management, and for advisory, messaging and information systems. Those solutions need to be equally effective, both in hospital wards and in the hands of practice managers and professionals delivering healthcare.

# HIPAA and Privacy

What to consider when building real-time cloud-based voice and messaging applications

## The challenge

The effectiveness of prevention, prognosis and palliative care across a wide spectrum can be enhanced through the use of technology. Better planning of invitations and requests for care, greater efficiency in the management of appointments, reductions in DNAs, improvements in communication – the sharing of information – with individual patients; all of these targeted areas can be positively impacted through the deployment of telecommunications solutions.



## eClinicalWorks, messaging in the EHR sector

eClinicalWorks are the largest provider of integrated EHR solutions in the US and support an established customer base of physicians and medical professionals across a wide geography.

As many practices have gone paperless i.e., moved to a system of EHR – the next generation in healthcare IT – eClinicalWorks wanted to enhance its industry leading, cloud-based platform, by offering messenger services, integrated with its comprehensive EHR solution, and available to its entire user community, from within its standard product interface.

## Using Aculab, eClinicalWorks was able to:

- Offer hosted messaging services to ambulatory groups, including large hospitals, provider practices, and correctional health services – enhancing physician-patient communication.
- Use VoIP and text-to-speech technology to send customised or personalised voice messages, SMS texts and faxes, for appointment reminders, schedule changes, lab results, health alerts, etc.
- Enable efficiency improvements and enhanced patient care through e.g., self-service appointment confirmations (DTMF/speech-recognition) and the simultaneous transmission of multiple broadcast messages, regardless of end-point technology – SIP, PSTN or mobile.

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*“We were looking for a messaging platform that could handle the volume and short call set-up times we needed, and we found the ideal solution from Aculab.”*

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## About Aculab

Aculab provides deployment proven telephony products to the global communications market

Whether you need telephony resources on a board, on a host server processor or from a cloud-based platform, Aculab ensures that you have the choice. We are an innovative, market leading company that places product quality and support right at the top of our agenda. With over 35 years of experience in helping to drive our customers' success, our technology is used to deliver multimodal voice, data and fax solutions for use within IP, PSTN and mobile networks – with performance levels that are second to none.

## For more information

To learn more about Aculab Cloud and Aculab's extensive telephony solutions visit:

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

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## Contact us

### Phone

+44 (0) 1908 273800 (UK)

+1 (781) 352 3550 (USA)

### Email

[info@aculab.com](mailto:info@aculab.com)

[sales@aculab.com](mailto:sales@aculab.com)

[support@aculab.com](mailto:support@aculab.com)

### Social

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