

EXTENSION® HealthLocate™ for Cisco Frequently Asked Questions

1. What is HealthLocate™ solution?

- The HealthLocate™ solution takes advantage of presence and location awareness technologies to further facilitate effective communication. Integration with Cisco Unified Presence server and RFID/location awareness technologies allows staff to effectively and quickly locate resources throughout a facility.

2. How does HealthLocate™ add value to Cisco Unified Communications (UC)?

- HealthLocate™ integrates Cisco Unified Presence, HL7 interface engine, any supported mobile device, and a RFID/location awareness solution. When HealthLocate receives information which triggers an alert, it translates the message to an XML message using a simple GUI interface. The XML message is then viewable on the screen of the IP Phone or web-enabled device. Users will achieve greater efficiency from their IP Phones and will benefit from the mobility features of the system.

3. What is the benefit to using HealthLocate™?

- HealthLocate™ reduces the time, cost, and challenge of locating equipment and available resources within a facility. Available resources can be communicated with using Cisco IP phones, simplifying care coordination. Needed or lost equipment can be located with RFID/location awareness technology, reducing time wasted.

4. What features are included with HealthLocate™.

- Resource/Equipment Alert – locate equipment and resources using a RFID/location awareness solution
- Presence based staff status and capability - enable more intelligent rules based upon staff status (available, away, etc) and capability (audio, video, web conference, etc)
- Send message using Cisco IP Phone - send a pre-template message using the communication method most appropriate based upon location and presence
- Broadcast on demand - automatically alert several staff members and patients at the same time

5. What phones will HealthLocate™ work with?

- HealthLocate™ will work with Cisco 7900 series IP Phones and any cellular device with web browsing capabilities.

6. Is HealthLocate™ HIPAA compliant?

- EXTENSION® is HIPAA compliant in that it provides several security safeguards to prevent unauthorized access to clinical data but ultimately it is up to the organization to ensure compliance in the design and implementation.

7. Is HealthLocate™ secure?

- Yes, HealthLocate™ is a secure solution that uses role-based permissions and includes audit logging functionality. Administrators can create provisions so that only certain users are authorized to receive and view data. HealthLocate™ supports secure and encrypted messaging.

8. Who needs to be trained to use HealthLocate™?

- Typically, an organization will have one or two users trained as Certified Administrators. Alternatively, an organization can choose to have our EI Certified Administrator or an EXTENSION® certified partner perform HealthLocate™ administration needs.

9. How can I see a demonstration of HealthLocate™?

- Contact the EI team today! Our team would be happy to provide a demo or point you to an EXTENSION® certified partner in your local area who can perform an online or in-person demo.

10. As technology hardware offerings become more advanced, will HealthLocate™ become obsolete? Will it require constant updating?

- HealthLocate™ is compatible with today's technologies and is designed to integrate with unknown future technologies. The code is written on a flexible platform and uses HL7 standards to communicate with clinical applications and devices. HL7 has been in use since 1987 and is the most well-known and commonly used standard in all healthcare applications. Furthermore, the code is designed to use Web Services, a new technology that virtually all developers are using to write applications.
- Updates to the HealthLocate™ code will be released from time to time. In fact, several updates may be offered per year because the EXTENSION® development team is constantly designing solutions which enables organizations to provide its patients with the best services. Hospitals or medical practices can decide if they wish to upgrade or stay with their current version. All accounts that have an active maintenance contract are entitled to upgrades at no additional cost.
- To learn more about our development efforts or to speak to one of our technology experts, contact support@openredbox.com or call 877-207-3753.

11. Can my local Cisco partner install HealthLocate™?

- Only certified Cisco partners can install HealthLocate™. There are many EXTENSION® partners throughout North America and the number continues to grow. If we are not working with your Cisco partner of choice, we would like to. Please tell them about us!
- The EXTENSION® Solution Suite (ESS) is approved by the Cisco Certified Technology Development Partner (CTDP) and Solutions Incentive Provider (SIP) programs. Cisco partners can receive discounts from Cisco by partnering with EI and including The EXTENSION® Solution Suite (ESS) in their product portfolio.

12. How long does it take to implement EXTENSION® HealthLocate™?

- The size of your facility determines the required hours of professional services. Typically, HealthLocate™ can be implemented in less than one week.

13. Who do I contact for support?

- You can get support from EI or from your EXTENSION® certified partner. EI is available to assist with support issues as is your preferred EXTENSION® partner. To contact our support team or to connect with a partner in your area call 877-207-3753 or email support@openredbox.com.