Healthcare wins with Alcatel-Lucent Rainbow™

Improve the patient experience while helping clinical and administrative staff optimize care delivery
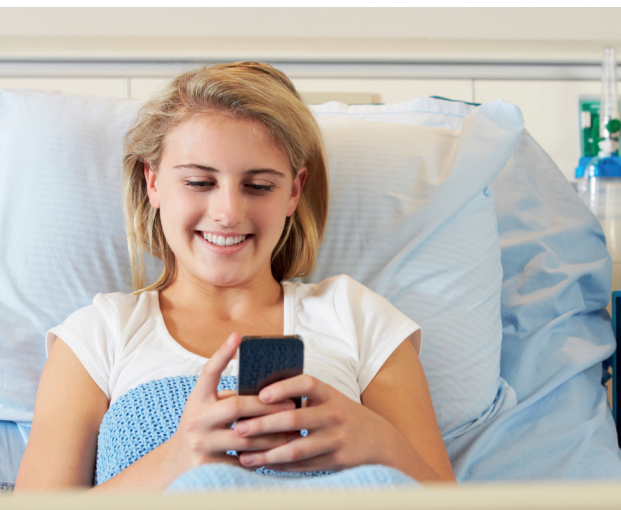
Alcatel·Lucent
Enterprise

Rainbow for Healthcare connects your patients, staff and healthcare ecosystem, delivering a communication, collaboration and connectivity technology that works across and beyond your facilities, while ensuring health data protection. Integrating Rainbow connectivity into your existing in-house applications will also enable you to optimize your business processes and your patients' and staff experiences.

The evolution of health care

With global health care spending projected to reach $8.7 trillion by 2020 (Deloitte 2018), healthcare stakeholders are pursuing new cost reduction measures such as developing alternative staffing models, shifting patients to outpatient services, and reducing administrative and supply costs. Investments are also increasing in dynamically growing technologies such as robotics, artificial intelligence, data and analytics, companion diagnostics, biosensors and trackers in hope of reaching quality, efficiency and financial outcomes in a fast changing health economy.

At the same time, hyper-connected patients expect the same level of simplicity and responsiveness from care services as they get with consumer grade services. However, they also want to keep their health data private.

Digitization is a key factor for success. Digital tools, such as Rainbow for Healthcare, are delivering innovation while ensuring cost-containment, security and data privacy.
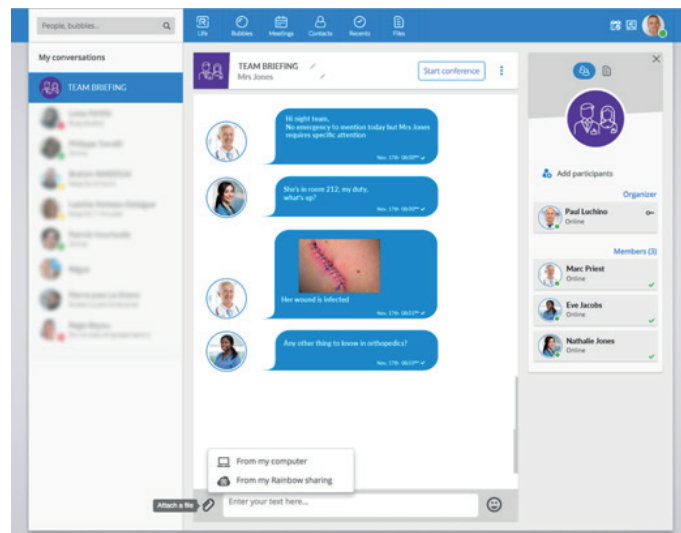
Transform your patients' and staff experiences with digital engagement

Rainbow for Healthcare is a cloud-based, enterprise-grade platform that is flexible, scalable, easy-to-install and easy-to-use. Rainbow takes a hybrid cloud approach, integrating your Alcatel-Lucent Enterprise communications system and your notification server to leverage your investment.
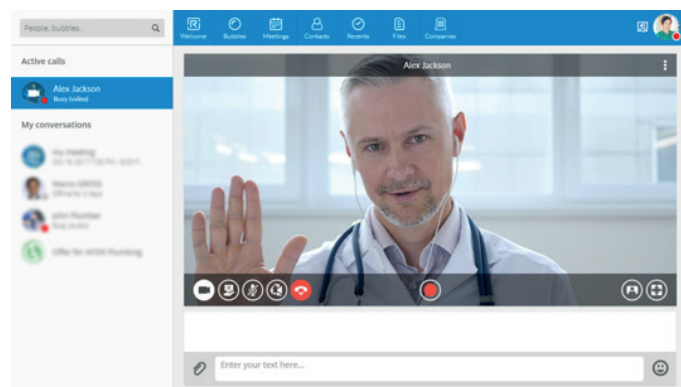
Available models (complementary) for Rainbow:

- **"Off-the-shelf" Unified Communications application as a Service (UCaaS)** that delivers rich collaboration features (contact management, presence, chat, audio/video, screen and file sharing) to help administrative and clinical staff deliver timely, safe and efficient care.

Store information for all ward staff during and between shifts

- **Open Communications Platform as a Service (CPaaS)** with a set of APIs (Application Programming Interface) that enables any developer, software editor or integrator to quickly and easily enrich their health application/solution with our know-how: communication, connectivity, collaboration and notification.

Teleconsultation solution example

Rainbow also connects key technology elements – such as digital communication, chatbot, artificial intelligence, location-based and asset-tracking services, big data, and more – allowing for proactive services.

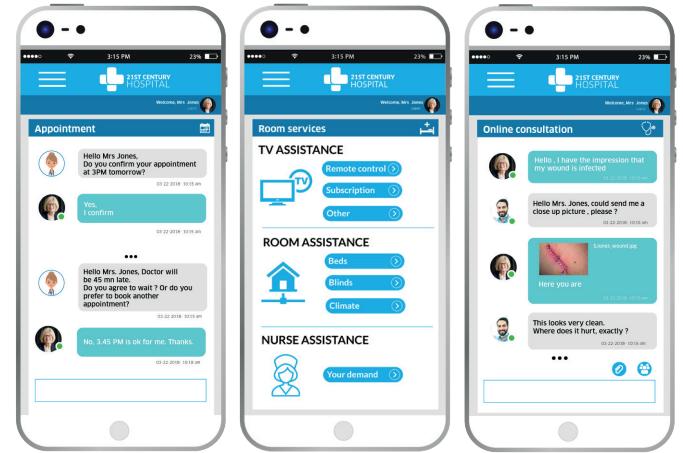## Rainbow secures and protects your personal data

Rainbow offers a critical regulatory and technical framework ensuring health data security:

- Native, **secure-by-design** approach to mitigate security risks

- **Privacy-by-design** approach that protects sensitive information, such as social security numbers, through user authentication, encrypted data flow in transit and more

- Alcatel-Lucent Enterprise never provides nor sells user data to any other company or country

- Compliance with the latest European regulation: **General Data Protection Regulation – GDPR**

- **ISO/IEC 27001:2013** certification for Alcatel-Lucent cloud services

- **French health data hosting accreditation** ("Hébergeur Données de Santé" - HDS) in partnership with « OVH Healthcare »

Improve the patient experience

New services for optimized care benefit your patients with:

- Healthcare web applications, such as hospital portals, incorporate real-time interaction and video for welcoming visitors and teleconsultation services

- A mobile application for appointments, medical instruction reminders, and more for automated, live interactions

- Asynchronous message interaction (chatbot) for administrative and medical questions

- Chatbot, wearable and AI connection for peri-operative/ ambulatory care or chronic disease monitoring

- Adapted routing mechanism to contact the right person depending on the request type (for example a technician to solve a TV issue instead of a nurse)
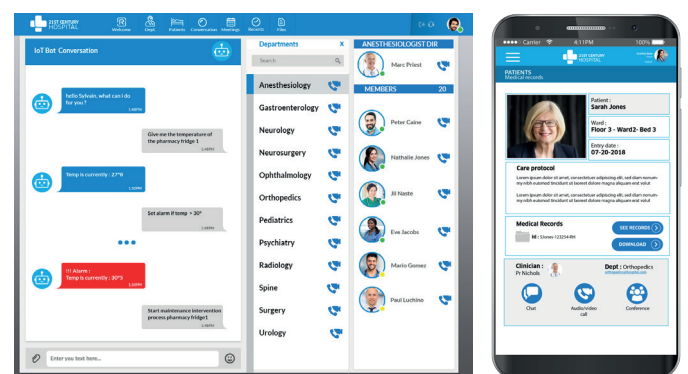

Solutions examples for peri-operative follow-up and patient self-services

Empower your clinical and administrative staff with digital collaboration

Rainbow enables your workforce with:

- Real-time interaction and multimedia communication integrated into medical applications, such as Electronic Medical Record (EMR) or Radiology Information System (RIS), for direct contact with medical staff via click-to-call or chat

- Integration of collected data and measurements from different IoT connected devices (smart-building sensors, medical wearable, and more) into Rainbow, enabling real-time notification to better anticipate potential problems and accelerate resolution

Examples of operating room coordination solution (on the left) and integration of EMR (on the right)

Rainbow changes the way patients and staff interact for a true digital engagement

Rainbow for Healthcare enables a continuum of care (refer to the figure below) that is borderless, allowing all healthcare stakeholders to work together through a unique collaboration tool.

Rainbow is a communications platform and a relation machine. It allows connections and the communications between different entities: People, objects, applications and processes. This enables interaction between these different components, making dialogue between them possible through natural language. With Rainbow, you can start to automate services and move from reactive/responsive to predictive/proactive solutions benefitting patients' and staff experiences.

Want to learn more?

Visit the Rainbow for Healthcare page

Find out more information on our website dedicated to developers

For more information about Rainbow Cloud Services, please visit our website

Connected Healthcare

We are ALE. We help you Connect your patients, staff and healthcare ecosystem. Delivering technology that works across and beyond your facilities.

ALE | **Where Everything Connects**

Alcatel·Lucent Enterprise