

**RingCentral**

# THE POWER OF CLOUD COMMUNICATIONS FOR HEALTHCARE PROVIDERS

RINGCENTRAL.COM



# Table of contents

Cloud technologies make secure mobile health work	<b>4</b>
Security is key	<b>6</b>
The future is mobile—and secure	<b>7</b>

Healthcare providers are under intense pressure to deliver the highest-quality patient care while complying with state and federal regulations and reducing clinic operational costs. As a result, they require a communications solution that enables better staff collaboration and response times, as well as efficient and effective patient care and outreach—while adhering to strict compliance standards and reducing overhead.



## Cloud technologies make secure mobile health work

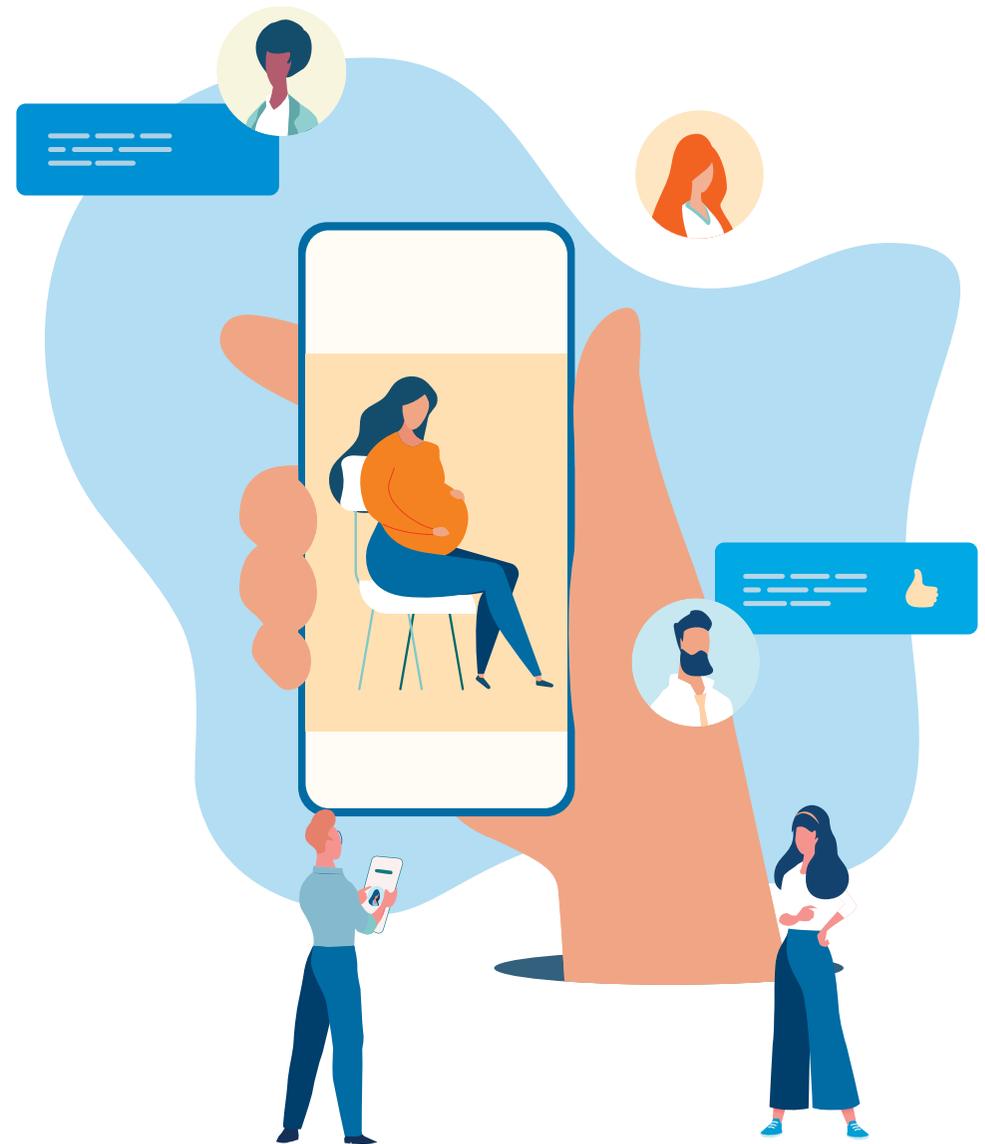
We are all connected. And these connections, which now often merge the professional and personal, bring new and varied challenges to keeping both patients—and their health data—safe and secure. As we move toward an increasingly more mobile and remote landscape, it is possible to support mobile health interactions through the adoption of safe, secure, and reliable technologies.

Today, there are nearly 1 million physicians in the US, and these physicians often move between offices, clinics, departments, and other facilities. Doctors, nurses, office staff, and patients need the option to collaborate and communicate from wherever they may be, on whatever channel they prefer.

With business operations and patient interactions becoming increasingly dependent on mobile devices, healthcare organizations must be able to support responsive communications that improve patient care and satisfaction. With a secure cloud infrastructure, these HIPAA-regulated customers are able to make the most of devices from tablets to phones to video conferencing without diminishing HIPAA compliance.



Imagine the difference it makes when a general practitioner collaborates quickly and easily with a specialist in another building or even another state. In addition, many healthcare organizations have primary care and specialty physicians practicing in multiple locations, moving between hospitals, offices, and clinics. By simplifying the communications infrastructure, collaboration, which is increasingly important as doctors' time and attention is divided across more patients and facilities, becomes quick and easy. With a cloud infrastructure, staff can join conference calls and collaborate at a moment's notice or meet via HD video and connect face to face online with anyone—doctor to specialist, doctor to patient, doctor to nurse—for real-time information sharing and consulting.



## Security is key

From day-to-day business operations to interactions with patients and insurers, healthcare organizations must ensure that their communications support their HIPAA requirements. PHI must be protected, especially when mobile health workers are using their personal tablets or phones. It is imperative to look for a provider that can ensure HIPAA compliance when considering adopting a cloud communications system—one that securely encrypts both calls and data, whether in transit or at rest, and on all the touchpoints in between. This enables healthcare workers to send and receive PHI safely and efficiently—protecting the privacy of physicians and patients as they do so.

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“Fifteen percent of our company works remotely,” says Tim Hemmerling, Information Technology Manager at BHI. “The RingCentral mobile app helps us all stay connected regardless of where we are. It’s great to have full access to all of the RingCentral Office features at our fingertips.”

[Blue Health Intelligence](#) is the nation’s premier health intelligence resource, delivering data-driven insights about healthcare trends and best practices. The 120 employees at BHI work collaboratively quite often despite being in different locations. They use RingCentral’s feature-rich communications system to stay connected and available anytime, anywhere. Employees at BHI rely heavily on individual conference bridges to collaborate with colleagues at different offices. The RingCentral mobile app is another crucial tool BHI uses to send and receive calls when away from their desks.

## SECURITY IS ALSO KEY FOR BHI.

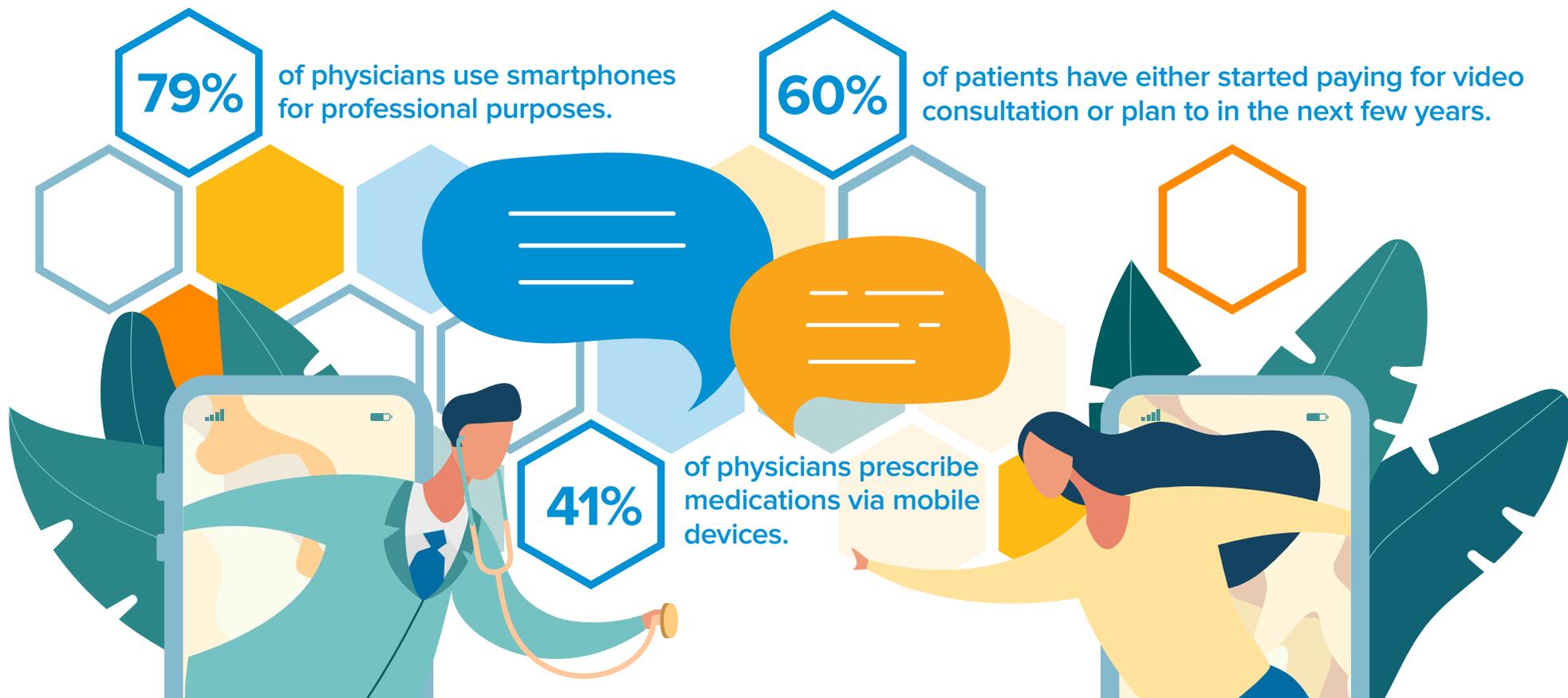


“As a company that handles private information of patients, it was important that our communications system was consistent with our HIPAA-compliance efforts.”

—Hemmerling

## The future is mobile—and secure

CONSIDER THE MOBILE REVOLUTION, WHICH SHOWS THAT:



The more personal mobile devices that healthcare workers and patients bring into the care equation, the more it becomes crucial to protect PHI. Healthcare organizations must be able to support responsive communications that improve patient care and satisfaction while keeping all of their patients' information safe and secure. This requires a reliable cloud communications solution that facilitates personal communication connections and keeps patient data secure. And your educated choice of technologies can ensure you and your patients stay securely, reliably connected no matter what comes next.



## About RingCentral

RingCentral, Inc. (NYSE: RNG) is a leading provider of global enterprise cloud communications, collaboration, and contact center solutions. More flexible and cost-effective than legacy on-premises systems, the RingCentral platform empowers employees to work better together from any location, on any device, and via any mode to serve customers, improving business efficiency and customer satisfaction. That is the promise of Work as One™. The company provides unified

voice, video meetings, team messaging, digital customer engagement, and integrated contact center solutions for enterprises globally. RingCentral's open platform integrates with leading business apps and enables customers to easily customize business workflows. RingCentral is headquartered in Belmont, California, and has offices around the world.

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For more information, please contact a sales representative.

Visit [ringcentral.com](https://ringcentral.com) or call 855-774-2510.

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