



Case Study

CounterPath VoIP Softphone SDK Used to Develop Clinical Communication Solution for Halo Health



CounterPath solution helped:

- Expedite the integration of HD voice calling within the organization's solution
- Protect patients from delays of care
- Prevent clinicians from alert fatigue and burnout
- Nurses and physicians receive test results in real time, providing improved patient care
- Drive efficiencies and increase adoption for clinicians who work at more than one location, or who travel to see patients outside of health facilities



Synopsis

The CounterPath VoIP Softphone SDK was crucial in the integration of voice calling within the Halo Clinical Communication Platform™, developed by Halo Health, a health-focused organization. Halo's mission was to create the highest quality clinical communication platform for the healthcare industry. Fundamental to this platform were the following features: mobilization of critical alerts, on-call scheduling, as well as secure voice calling and messaging.

Situation

- Collaboration inefficiencies are driven by many factors, including the need for clinicians to carry multiple communication devices, and an aging telephony infrastructure
- Outdated technology and infrastructure that lacks analytics, security, reliability, speed, and accuracy –preventing transmission of critical information
- Silos of communication within hospitals that hinder interdepartmental transfers of information
- Communication limited to within facility walls, preventing secure and timely transmission of clinical information across the continuum of care

Challenges & Requirements

- Quality, uptime, scalability and sustainability were critical points in choosing a solution
- Need to achieve interoperability with existing infrastructure
- Establish selection criteria for healthcare-ready smartphones and handheld computing devices
- Identify and implement Mobile Device Management (MDM) software
- Manage device software upgrade cycles to limit end user disruption



Case Study

CounterPath VoIP Softphone SDK Used to Develop Clinical Communication Solution for Halo Health



Company Offerings

Halo Health provided the following devices:

- Zebra TC51-HC
- Samsung Galaxy S8 and S9

The existing foundational elements:

- Cloud technology
- PBX
- Nurse call systems
- Electronic Health Record (EHR)
- Security features to protect Personal Health Information (PHI)

The CounterPath Solution

The CounterPath Solution involved both the VoIP Softphone SDK and Stretto Platform. These elements achieved interoperability with the organization's existing PBXs as well as Apple, Samsung and Zebra handheld devices.

Solution Components

The CounterPath Softphone SDK for Android and iOS

- High-quality voice calling support
- Single code-base for multiple device platforms
- Device interoperability with leading communications platforms and leading device manufacturers
- Call continuity

The Stretto Platform (On-Premises)

- Provisioning and configuration management
- User experience and analytics
- Mobility management that leverages the cloud to enable VoIP features inside and outside healthcare systems, regardless of a user's location

The Impact

The resulting clinical communication platform has dramatically impacted communication in the healthcare system for the better. The extra value has come in terms of scheduling convenience, and allowing care professionals to have access to important data right at their fingertips. The robust communication solution has been attractive to hospitals, clinics and more because of its rich feature set. Many of the previous challenges faced are no longer an issue and teams are now able to focus more on care.

The communication platform:

- Adapts to the existing VoIP-enabled telephony infrastructure, decreasing implementation costs, time, and complexity
- Simplifies the onboarding of additional health system users and reduces the need for ongoing technology refreshes
- Provides instant access to voice communication on the same device used for secure messaging, alert management, leveraging a centralized user directory and schedule management system to reduce device overload and increase platform adoption



CounterPath

Case Study

CounterPath VoIP Softphone SDK Used to Develop Clinical Communication Solution for Halo Health

Let's Start Talking

For more information or to purchase our product, visit www.counterpath.com or contact your CounterPath sales representative.

Benefits & Results

Using the CounterPath VoIP Softphone SDK, Halo was able to integrate a high-quality calling solution into their clinical mobile collaboration platform. This consolidated communication for healthcare workers within the collaboration application, enabling faster response times and efficiency. There was a significant adoption of voice calling among users. Institutions that used the platform benefited from a competitive advantage over others due to the full-feature communications solution.

Additional benefits:

- Healthcare workers can take calls anywhere in the facility
- Staff can instantly reach subject matter experts, pharmacy, lab technicians and the stock room
- Nurses no longer need to leave a patient to find information using a stationary phone
- Calls can be routed to the right person or subject matter expert, no matter where they are in the facility
- Ability to minimize the number of devices staff need to get their jobs done

About Halo Health

Halo Health was founded by physicians in 2010 to bridge serious gaps in critical clinical communication that cause delays in patient care. What started as a HIPAA-compliant texting application has evolved into the Halo Clinical Communication and Collaboration Platform (CCCP) that uniquely supports the complex needs and scale of health systems. The Halo Platform combined with professional services enable health systems to accelerate patient care, increase clinician efficiency and improve financial outcomes. Halo is a long-term, strategic partner dedicated to achieving enterprise-wide objectives such as: standardization of communication and patient experience, technology consolidation and connecting the physician community. The Halo Platform brings together IT and communication solutions with a focus on clinical benefits to the patient and provider. Halo has offices in Cincinnati, OH, Columbus, OH and Chicago, IL. Visit www.halohealth.com to schedule a product demo.

About CounterPath

CounterPath is revolutionizing how people communicate in today's modern mobile workforce. Its award-winning Bria solutions for desktop and mobile devices enable organizations to leverage their existing PBX and hosted voice call servers to extend seamless and secure unified communications and collaboration services to users regardless of their location and network. CounterPath technology meets the unique requirements of several industries, including the contact center, retail, warehouse, hospitality, and healthcare verticals. Its solutions are deployed worldwide by 8x8, Airbnb, AmeriSave, BT, Citibank, Comcast, Fusion, Fuze, Liberty Global, Uber, Windstream and others. Learn more at counterpath.com and follow on Twitter @counterpath.

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by CounterPath Corporation to be accurate as of the date of publication, is subject to change without notice. CounterPath Corporation assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

CounterPath is a registered trademark of CounterPath Corporation, Inc. All other products and services are the registered trademarks of their respective holders.