



# CounterPath

## Case Study

# CounterPath VoIP Softphone SDK Powering Voice for Halo Clinical Communication Platform™



### Research

According to a recent study, poor communication among medical professionals can lead to various negative outcomes including discontinuity of care, compromise of patient safety, patient dissatisfaction and inefficient use of valuable resources<sup>1</sup>. Additionally, by 2022, 97 percent of nurses will use mobile devices<sup>2</sup>.

<sup>1</sup>Communication in healthcare: a narrative review of the literature and practical recommendations [Link >](#)

<sup>2</sup>Zebra, The Future of Healthcare: 2022 Hospital Vision Study: [Link >](#)

## Let's Start Talking

For more information or to purchase our product, visit [www.counterpath.com](http://www.counterpath.com) or contact your CounterPath sales representative.

### Overview

Halo Health's mission was to create the highest quality clinical communication platform for the healthcare industry. The CounterPath VoIP Softphone SDK, embedded in the Halo Platform, combined with the Stretto™ Platform, were crucial in the integration of voice calling within the Halo Clinical Communication Platform™.

### Key Features

#### VoIP Softphone SDK for Android and iOS

Using the CounterPath VoIP Softphone SDK, businesses can accelerate integration of voice over IP (VoIP), video and messaging into their own applications for desktop and mobile Android and iOS devices. Using a single codebase for multiple device platforms, developers can leverage the same core set of methods and parameters – getting their communication application to market sooner.

The CounterPath VoIP Softphone SDK is compliant with SIP and XMPP standards, and has more certifications than any other SDK on the market. It is interoperable with leading communications platforms and device manufacturers.

#### The Stretto Platform (On-Premises)

The Stretto™ Platform is a carrier-grade provisioning, messaging, collaboration, analytics, and mobility management platform. Stretto is completely flexible, with the ability to add single or multiple modules as needed and enable features within the modules depending on the exact deployment requirements.

With Stretto™ Analytics and Voice Quality Monitoring, administrators can quickly and accurately measure the frequency and cause of issues.

### Key Benefits

Using the CounterPath VoIP Softphone SDK and Stretto™ Platform, Halo Health 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.

The resulting Halo Clinical 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