



USE CASE: HOW HOSPITAL IT TEAMS TRANSFORM COMMUNICATION OPERATIONS





Managing **Unified Communications and Collaboration (UCC)** systems in a hospital is no longer just a technical task. It's a clinical enabler. From patient admissions and emergency escalation to staff onboarding and department rotations, IT teams are expected to respond fast, maintain accuracy, and ensure continuity — across platforms, buildings, and departments.

Flexcom Healthcare empowers hospital ICT teams with centralized control, operational visibility, and real-time responsiveness — without disrupting what already works.

1

ZERO-DELAY PROVISIONING FOR CLINICAL READINESS

SCENARIO:



A new ICU Director is starting next week. Clinical leadership expects them to be reachable and operational from day one. Meanwhile, in the Emergency Department, a nurse supervisor needs to delegate on-call responsibilities mid-shift to step away briefly.



CHALLENGE:

Both situations demand fast, precise provisioning across multiple systems — phone lines, UC accounts, routing rules.

How Flexcom Healthcare Helps:



Use role-based templates for rapid, compliant provisioning.



Enable secure delegation of call duties in real time.



Log all changes automatically for auditability and easy rollback.



RESULT:

Clinical leaders and frontline staff are connected without delay, and ICT avoids manual, last-minute requests.

2

INTELLIGENT ROUTING FOR SHIFT-BASED AND MULTISITE OPERATIONS

SCENARIO:



In a large hospital with multiple buildings, an emergency call routes to the wrong night team — again. In another department, the Physiotherapy team struggles to reach the right nurses for post-op coordination, delaying recovery care.



CHALLENGE:

Static call routing doesn't adapt to shift changes or department-specific care flows.

How Flexcom Healthcare Helps:



Create dynamic call routing rules based on shifts, roles, and locations.



Allow care teams to update contact rules without ICT intervention.



Visualize and audit active routing configurations in real time.



RESULT:

Emergency and care coordination calls flow correctly — no interruptions, no escalations.

3

SEAMLESS PATIENT COMMUNICATION THROUGHOUT THE CARE JOURNEY

SCENARIO:



A patient is admitted through the Emergency Department (ED), transferred to Cardiology, and eventually to Rehab. But calls from family or staff keep getting misrouted — because communication is still tied to rooms or wards, not the patient.



CHALLENGE:

Location-based routing breaks down as patients move between units or return for future care.

How Flexcom Healthcare Helps:



Assign a unique, consistent communication identity to each patient upon admission.



Sync communication flows with ADT (Admission, Discharge, and Transfer) data using HL7.



Automatically update routing profiles as patients change locations.



RESULT:

Communication follows the patient — ensuring care continuity and family connection at every stage.

4

UNIFIED VISIBILITY AND PROACTIVE TROUBLESHOOTING

SCENARIO:



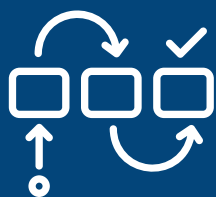
Missed calls in Radiology go unnoticed until someone complains. A clinical director wants to know why no one informed them of a critical result. ICT scrambles to gather data from fragmented systems.



CHALLENGE:

Without visibility or audit trails, ICT can't prevent issues or explain what happened – leaving the hospital exposed to compliance risks.

How Flexcom Healthcare Helps:



Run automated health checks to detect failures before they impact workflows.



Provide full call tracebacks and time-stamped logs across platforms.



Enable one-click remediation for known issues – with exportable reports for compliance reviews.



RESULT:

ICT works proactively and transparently — reducing help desk volume and increasing trust.

5

CONSISTENT CROSS-FACILITY COMMUNICATION

SCENARIO:



A call from Orthopedics in the main building to Rehab in a satellite clinic gets stuck in a dead-end IVR – with no working options or proper routing. Staff waste time trying to reconnect, patients wait.



CHALLENGE:

Fragmented routing across sites creates dead ends, loops, and inconsistent experiences.

How Flexcom Healthcare Helps:



Provide a centralized map of call flows across buildings and clinics.



Enable streamlined transfer paths between departments like surgery and rehab.



Alert ICT to dropped or looping calls so issues are fixed fast.



RESULT:

Cross-site communication is seamless — improving care continuity and staff efficiency.

Built-In Value for ICT & Clinical Collaboration

- Compatible with PBX, VoIP, Teams, and UCaaS platforms
- Empowers department-level delegation and supervision
- Enables cross-platform diagnostics and real-time alerts
- Reduces help desk dependency through automation
- Aligns IT actions with clinical workflows and leadership demands
- Ensures audit readiness and compliance with healthcare regulations such as HIPAA.

Ready to See It in Action?

CONTACT US!

Welcome to Flexcom

At **Flexcom**, we believe in simplifying the complex. For over **20 years**, we've dedicated ourselves to helping organizations like yours navigate the Unified Communication and Collaboration (UCC) landscape with confidence and ease.

Our mission is to empower businesses to:

- Analyze, manage, and monitor UCC platforms with precision.
- Automate the entire UCC lifecycle, reducing IT costs and saving management time.
- Seamlessly bridge on-premises, hybrid, and cloud-based environments through intuitive and centralized solutions.