



## Health Connect – IP-One Innovation Virtual disaster-proof voice connectivity

### ensure accessibility to your healthcare team

Imagine this nightmare: A water main bursts, flooding the room that houses your hospital's PBX. As a result, your entire phone system is unavailable for hours and all emergency calls go unanswered. It can happen: A relatively small issue can rapidly escalate into a disaster involving mission-critical communications.

While TELUS can't stop floods and other disasters, we can mitigate your communications risks. We have developed an infrastructure solution to maintain voice connectivity during a disaster. TELUS IP-One Innovation Virtual takes over when your primary phone system becomes unavailable. Given the life-saving imperative of healthcare operations, a prompt contingency plan is critical insurance.

Innovation Virtual's IP telephony technology gives you a redundant architecture and rapid fail-over of communication systems. In the event that your current communication system fails, Innovation Virtual instantly redirects calls to virtually anywhere – cell phones, paging devices or alternate short-term locations. Your healthcare team will always be accessible, regardless of what's going on in the world around you.

### meet your business needs

TELUS Innovation Virtual is a hosted and managed IP-One solution that is housed in one of our Tier 1 state-of-the-art redundant data centres in Alberta and Toronto. In times of crisis, your communication systems will always be available to connect with your key people. IP One gives you full control of outbound call traffic by utilizing remote phone features providing access to other internal phone numbers, teleconferencing and external contacts. These calls will always be answered. Innovation Virtual delivers on your most pressing needs:

**Manage scarce resources.** As you adopt new technology to help deliver valuable health services, demands on scarce IT resources will increase. Innovation Virtual allows your IT team to remain focused on their day-to-day priorities. TELUS minimizes the demand on these resources by providing an automatic and managed rapid-failover emergency plan for your communication systems that lowers business risk.

**Eliminate unnecessary duplication and reduce costs.** Traditional telephony solutions can only provide redundancy through back-up infrastructure and equipment, which adds to your capital budget and human resource requirements. Innovation Virtual is an overlay solution that works with your existing communication system, so there is no additional equipment to plan for, buy, maintain or replace.

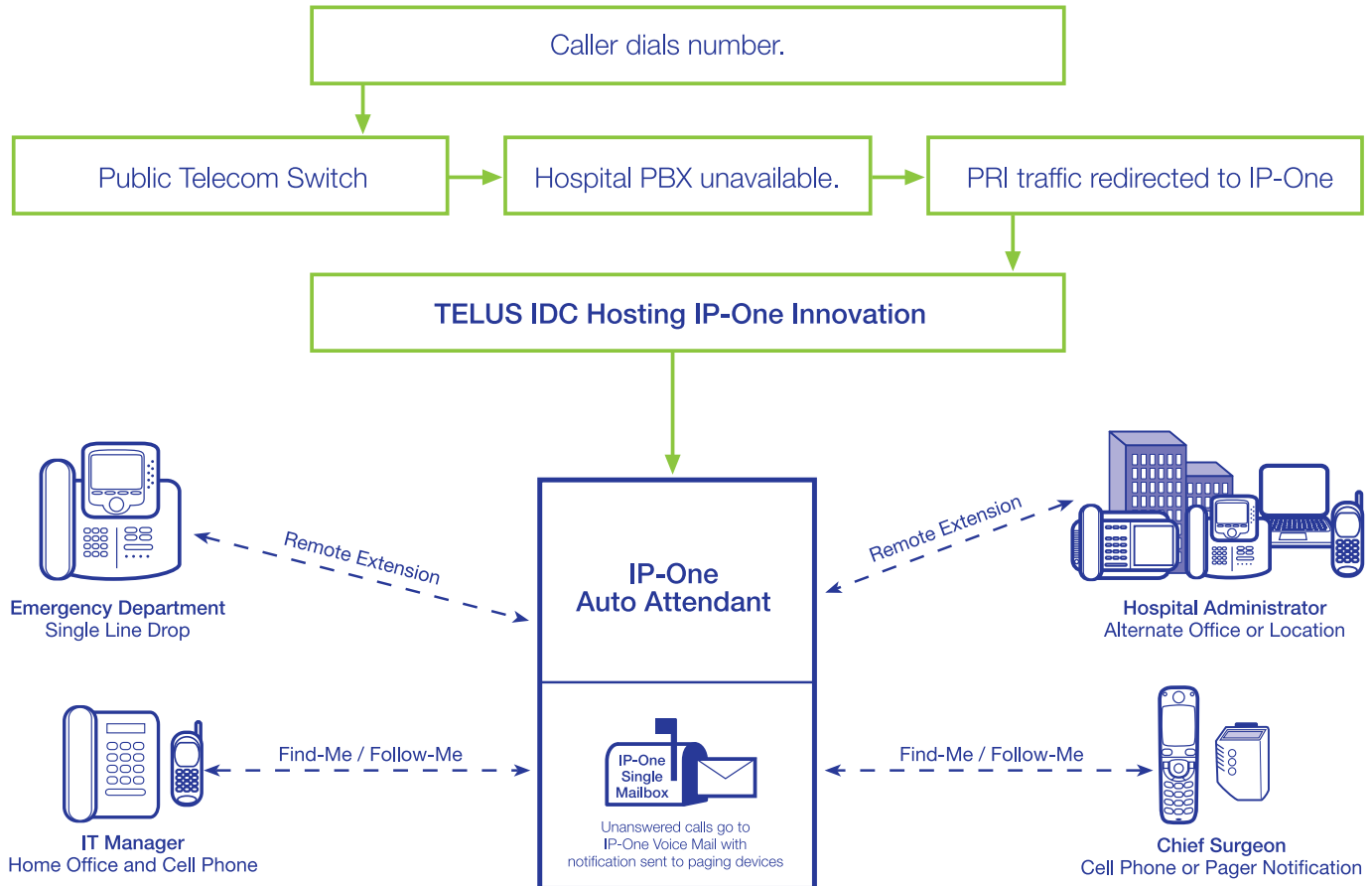
**Gain scalability.** Unlike premise-based solutions, you do not have to grapple with needs forecasting or overbuy capacity to ensure your business continuity requirements will be met. Instead, simply buy the service you need now, and add accounts as your needs grow.

**Minimize administration of systems.** TELUS takes care of managing your call traffic for you, by including provisioning, account maintenance and constant service upgrades.

Innovation Virtual is part of the TELUS Health Connect solution family, which is designed to provide decision makers with the ability to improve medical outcomes. These solutions leverage TELUS' national capability and the inherent capacity of Internet technologies to be tailored to the needs of healthcare organizations. They combine Internet, voice, video and data services over a single network that provides quality of service, redundancy and security.

## Health Connect – IP-One Innovation Virtual

IP-One Innovation Virtual saves your voice communications when your PBX goes down



### the ultimate in voice system continuity

With TELUS Innovation Virtual, your voice system is protected from disasters. The solution saves time and introduces financial and planning certainty, all while maintaining operational flexibility. The instant your health centre phone system becomes unavailable, your business continuity plan springs into action:

- TELUS redirects your call traffic by pointing your PRI connection to the TELUS Internet Data Centre and your redundant Innovation Virtual solution
- The IP-One auto attendant immediately begins redirecting your calls to key hospital staff at virtually any location or number
- Calls can go to a single phone or a series of phones
- Your callers always get through – unanswered calls go to IP-One Voicemail with notifications sent to paging devices

TELUS Health Connect infrastructure solutions provide the building blocks to manage costs, increase access to quality care, and focus on the needs of patients.