



iSHospital

Optimizes processes with reliable and efficient communications and billing

At a Glance

- Simple administration of patients and employee accounts
- Billing of communication, entertainment and other services for patients and staff
- Management of phone numbers, chipcards and more
- Different billing of business and private calls
- Customer-specific reporting
- Business Management analysis
- Cash management with double entry bookkeeping

iSHospital is an all-in-one communications, management and billing application that enables healthcare and other institutions to provide care-free services to patients and employees. The application can be connected easily to the organization's existing networks and host systems.

With the pressure on budgets and the need for efficiencies ever increasing, it is essential for healthcare and other service providers to optimize processes and open up attractive revenue options. iSHospital enables this by:

- Increasing operational efficiency and job satisfaction by offloading staff from tedious administrative processes, freeing up time for their real tasks.
- Enhancing the patient's experience by providing clear and easy telephone, TV and Internet communications and billing. When moved, patients remain reachable on one and the same number. They have easy access to their bill and with their chip card they can pay in restaurant and kiosk.

iSHospital's modular structure makes it very flexible and besides hospital environments also very suitable for use in:

- Elderly homes
- Hotels
- Public administration
- Small/Medium Enterprises
- Residential halls
- Canteens
- Leisure centers

Empowered by Innovation

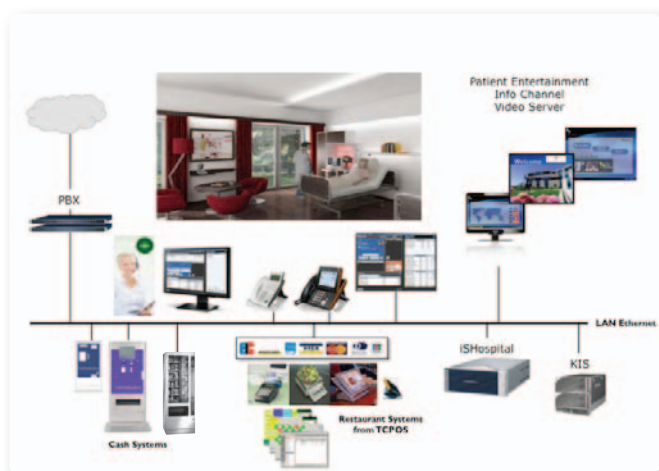
NEC

Powerful and varied range of services

iSHospital has a modular structure and can be adapted to an organisation's specific processes. The following components are available as standard:

- Simple administration of patients and employee accounts
- Billing of communication, entertainment and other services for patients and staff
- Management of phone numbers, chipcards and more
- Different billing of business and private calls
- Customer-specific reporting
- Business Management analysis
- Cash management with double entry bookkeeping

These standard functions can be easily expanded to integrate canteen systems, cash dispensers or administration access control and employee time-keeping.



Chip card at the heart of iSHospital

iSHospital's advantages can be exploited to the fullest by the use of chip cards. Administrative processes are more efficient and the users appreciate the user-friendly, modern telephone and billing solution. To each chip card a PINcode (personal identification number) is assigned. The card is used throughout the system to code payment flows and attribute them to the owner – whether this is a patient or an employee.

Great flexibility

Both the design and functions of the chip card can be customised to individual requirements. The card guarantees the greatest level of comfort, security and protection against unauthorised access to sensitive data. The chip card can also be used for cash dispensers, safes or cashless payments in the restaurant or kiosk and can be connected to access controls and time-keeping systems.

iSHospital can be configured to work in some areas with and in other areas without chip card. This means iSHospital can be implemented step by step, investments spread over several stages and the system ideally tuned to the needs of the system manager and end users (e.g. patients, employees).

Reduce process time

Using chip cards is attractive: it can clearly reduce administrative expenses in hospitals. Ideally the patient handles all the processes – from buying the card, recharging it, logging onto the system and closing the account – all without any burden on the hospital's staff.

Re-writable chip cards

With a re-writable chip card patients receive their personal card with direct number and name. Upon return the card will be cleaned and all information deleted.

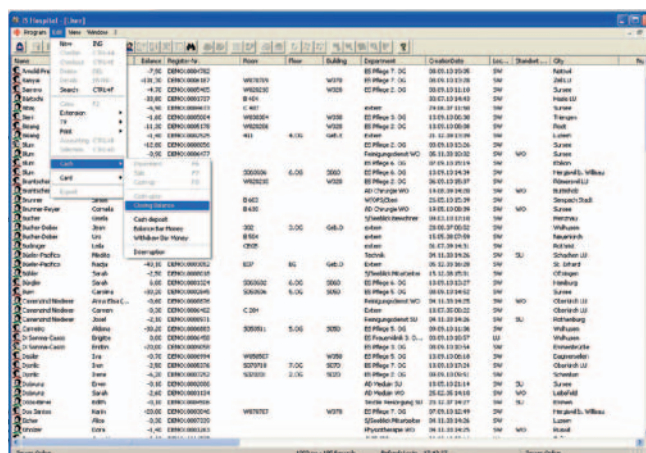


Phone calls – even without a chip card

With iSHospital, patient telephones can also be used without chip cards! The handling is very simple. Pay In, Payout, Register and Unregister will be done by the Reception. As soon as the patient is registered he/she can use the telephone like at home.

A familiar and user-friendly GUI

iSHospital is very easy and safe to use. The GUI's design resembles Microsoft Office programs and just like Windows the application uses familiar operation buttons, information boxes and pull-down menus. This enables users to find their way around quickly and promotes long-term, reliable operation. The user-friendly GUI can also be perfectly customised to specific needs. The on-screen display can be designed individually so that all the relevant information is shown clearly.



Easy connection to existing systems

iSHospital provides various PABX and TCP IP interfaces and also supports HL7 and ASFI. The communication and billing system can be easily connected to and integrated with existing systems such as SAP, AS400, TV server, parking, access or alarm systems, time-keeping, voice mail, vending machines or canteen cash desks. iSHospital also provides communication interfaces to connect to distant systems; and it can thus be used at various locations.

The following interfaces are today available:

PABX-Interface standard:

- NEC Platforms (iS3000, SV8000)
- Alcatel omniPCX Enterprise OXE
- Cisco CallManager V6
- Nortel Meridian
- Matra
- Aastra5000

Host-Interfaces:

- HL7
- ASFI
- SAP
- OPALE
- HOSPIS
- Büro AG 70
- SMSDataplan
- Clinicom
- Medico S
- Boss
- Agfa Orbis
- HiMed7
- Fidelio

Communication Servers:

- Cloverleave
- E*Gate
- Datagate

Enhancing staff comfort

iSHospital also manages staff telephone calls, canteen purchases, access control or parking spaces. In the same way as for patients, the master data of employees are recorded in the system; each employee has an own account with the basis for efficient administration. Using the chip card or personal identification number (PIN)

- one can make private calls at any time from any phone
- buy food or drinks from the canteen, kiosk or machine

iSHospital charges the costs directly to the employee's personal account which are simply deducted from the account balance (prepayment system) or charged to the employee's monthly salary statement.

Access control – simple and safe!

The iSHospital chip card can also be used as an electronic key to access certain rooms by comparing the authorisation data in the existing access system and iSHospital online. The advantage for employees is that they do not need to carry a lot of cards; ideally just one that is individually programmed and either enables or blocks access as appropriate.

Employee time-keeping – also using iSHospital

The iSHospital chip card can also be used to record the employee's work schedules. If an existing time-keeping system is used, iSHospital guarantees simple data exchange: electronic, easy and efficient. Time-keeping has never been so easy and convenient.

Alarms – simple and secure!

If required, iSHospital can also provide the data for alarm processes in the hospital, keeping the alarm plans up to date at any time by a single data entry.

All in all iSHospital provides one card for everything!

Easy expansion of services provided

iSHospital provides a complete range of services that can be easily expanded with attractive additional modules. These include:

Cash machines – the greatest possible efficiency

The iSHospital cash machines expand the range of services and again take the pressure of standard processes away from hospital staff. Depending on the model they cover all kinds of cash transactions as well as the sale and return of chip cards. The machines are available in two standard designs:

- The paying in machine which has note and coin receptacles and a chip card reader. The operation is intuitive by inserting the chip card and paying in the desired sum.
- The paying in/withdrawal machine which has a chip card retention reader (chip cards are charged and retained), a printer, chip card issuer and note and coin receptacles. It is easy to use and the touch screen makes it user-friendly.



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Patient valuable lockers

In a modern hospital environment patients expect an option for storing valuables safely – in their own room. With iSHospital lockable safes can be offered to each patient. By entering a PIN code or combined with the chip card iSHospital can take on safe billing as required.



A variety of billing models

In iSHospital various billing and charging models can be programmed and stored for different user groups – staff or patients, with the chip card at the very heart of customised billing. Implementing internal price differentiation has never been so easy. For example, iSHospital can reliably and efficiently differentiate between private and general patients. Various price classes can be set up not only for telephone and TV charges but also for the items purchased from a machine, canteen or kiosk. This system function also permits dialing international calls or definitions for the customised billing mode (prepayment or direct account charging in terms of later payment).



The Internet - iSHospital takes control

The Internet can now be accessed at any time and from almost anywhere. Even when staying in hospital some patients do not want to do without fast surfing and email. A hospital not only offers a very popular service with broadband Internet, it also enables it to open up an interesting source of income. Billing with iSHospital is very easy and flexible!

Terminals for every need

Thanks to the open iSHospital interfaces a variety of telephones can be used which means that the individual needs of each hospital can be taken into account. The basic patient devices are characterised by very simple operation and may be equipped with a chip card reader. They ideally have hygienic film keypads for simple cleaning. The more advanced devices have radio and TV reception as well as normal telephone functions. Most devices offer surfing and an Internet connection as an option. Control functions for the room infrastructure (nurse call, light, emergency etc.) can be programmed while various interfaces for connecting laptops or headphones expand the practical use of these devices. Please ask your local NEC partner which terminals are available in your country.

UNIVERGE®360 is NEC's approach to unifying business communications. It places people at the center of communications and delivers on an organization's needs by uniting infrastructure, communications and business.



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