Healthcare wins with Rainbow by Alcatel-Lucent Enterprise

Accelerate your digital transformation

Alcatel·Lucent
Enterprise

Rainbow™ by Alcatel-Lucent Enterprise connects your patients, staff, and ecosystem. It delivers communications, collaboration, and notification technology that work across and beyond your facilities, while ensuring health data protection.

Growth in digital health

It is recognised that the global pandemic has led to accelerated adoption of digital health, especially in telehealth, remote patient monitoring, digital appointment scheduling, e-prescriptions, and data analytics[1].

With the digital health market estimated to grow at more than 17.4% per year between 2021 and 2027[2], the amount of shared data will become overwhelming. To ensure connectivity among people, applications, processes, and objects can continue working as efficiently and compliantly as possible, information must be shared across the workforce without compromising privacy standards.
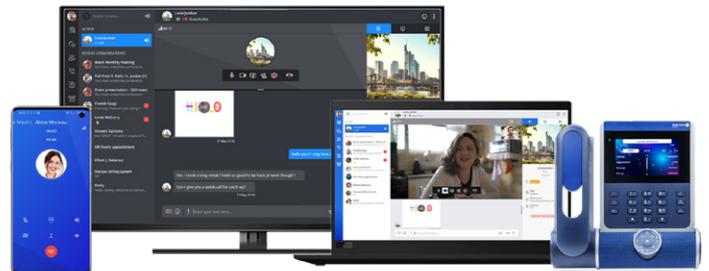

Connect and collaborate instantly

Rainbow for Healthcare is a cloud-based collaboration service from Alcatel-Lucent Enterprise that empowers healthcare organisations (hospitals, nursing homes, and other healthcare providers) and individuals to connect and collaborate efficiently with colleagues, as well as patients/residents.

Available on desktop, web, smartphone, and tablet, Rainbow's key collaboration capabilities connect all your employees regardless of where they are located, making it the perfect solution for effective remote working. Rainbow for Healthcare provides rich collaboration features (contact management, presence, chat, audio/video, screen and file sharing) to help your staff deliver timely, safe, and efficient care.

Rainbow collaboration services

Simple to deploy, Rainbow for Healthcare lets you:

- Boost user adoption through truly mobile communications, intuitive collaboration, seamless deployment, and consistent design

- Leverage investments connecting your on premises telephony system (hybrid approach) without having to rip-and-replace equipment

- Increase business process productivity with Communications Platform as a Service (CPaaS) enabling any developer, software editor, or integrator to enrich business applications, web sites, mobile apps, and workflows with our know-how (communications, connectivity, collaboration, and notification) through a variety of APIs/SDKs
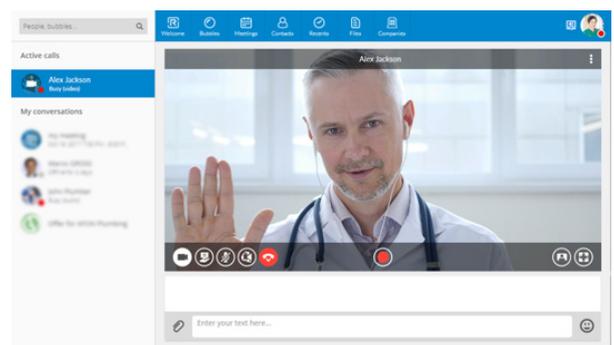
Teleconsultation solution example

1   R2G's 2021 Global COVID19 impact survey
2   2020 Global Market Insight

## Rainbow secures and protects your personal data

Rainbow offers a critical regulatory and technical framework ensuring health data security:

- Native, secure-by-design approach to mitigate security risks

- Privacy-by-design approach that protects sensitive information, such as social security numbers, through user authentication, encrypted data flow, and data storage in data centres located in high privacy-conscious countries

- Certified ISO/IEC 27001, 27018, 27019 and 20000-1 (Information Technology Service Management)

- Compliance with EU General Data Protection Regulation (GDPR), AGenzia per l'Italia Digitale (AGID), Esquema National de Seguridad (ENS)

- Healthcare compliance with French health data hosting certification ("Hébergeur de Données de Santé" - HDS)

- Compliance under the US Health Insurance Portability and Accountability Act (HIPAA), ensuring the privacy and security of protected health information

Create a digital workspace for your staff, including healthcare professionals

Rainbow enables your workforce with:

- Collaboration services everywhere and anytime to:
  - ¬ Stay "connected" with colleagues, peers (multidisciplinary meetings), suppliers, and partners of the healthcare ecosystem
  - ¬ Enable proximity between key healthcare professionals to provide a constant social link and help prevent burn-out and turnover

- Persistent alert message (Rainbow Alert option) allowing recipient(s) to acknowledge or ignore the emergency notification
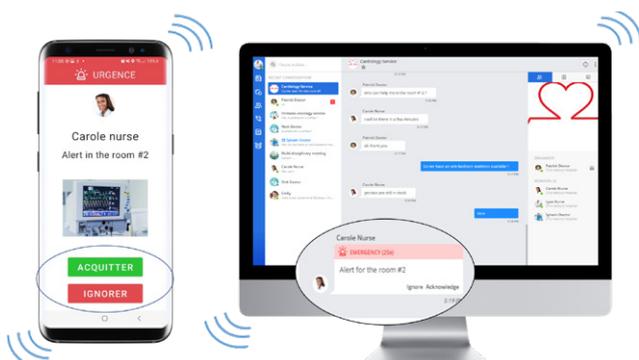
Rainbow Alert

- Video room solution (Rainbow Room) optimising time-to-connect with one-click video meetings

Rainbow Room

- Off-the-shelf CRM/SaaS connectors (Rainbow Connect), such as Microsoft® Teams, G Suite, Salesforce, Microsoft Dynamics, ServiceNow

- Virtual classroom solution (Rainbow Classroom) built to recreate the real-world learning experience virtually for hospital center university and post-graduate education

Rainbow Classroom

- CPaaS integration:
  - ¬ Real-time interaction and multimedia communications integrated into medical applications, such as Electronic Medical Record (EMR) or Radiology Information System (RIS), for direct contact with medical staff using click-to-call or chat
  - ¬ Integration of collected data and measurements from different Internet of Things (IoT) connected devices (smart-building sensors, medical wearable, and more) into Rainbow, enabling real-time notification to better anticipate potential problems and accelerate resolution

Improve the patient/ resident experience

New services for optimised care benefit your patients/residents through CPaaS capabilities:

- An easy-to-use video application allows nursing home residents to communicate with their families and helpers

- Healthcare web applications, such as hospital portals, incorporate real-time interaction and video for welcoming visitors and teleconsultation services

- A mobile application for appointments, medical instruction reminders, and more, for automated, live interactions

- Asynchronous message interaction (chatbot) for administrative and medical questions

- Chat and wearable connection for peri-operative/ambulatory care or chronic disease monitoring

- Adapted routing mechanism to contact the right person depending on the request type (for example, a technician to solve a TV issue instead of a nurse)

Example of citizen application to keep the link with the hospital (chabot and teleconsultation)

Rainbow changes the way patients/residents and staff interact for a true digital engagement

Rainbow for Healthcare enables a borderless continuum of care (see below), allowing all healthcare stakeholders to work together through a unique connectivity tool.

Rainbow is more than a communications platform. It is an any-to-any relationship machine. It allows connections and the communications between entities: People, applications, processes and objects, such as Internet of Medical Things (IoMT). This enables interaction between the components, making dialogue between them possible through natural language. With Rainbow, you can start to automate services, and move from reactive/responsive to predictive/proactive solutions benefitting patient and staff experiences.

Want to learn more?

Visit the Healthcare solutions page

Get more information on our website dedicated to developers

For more information about Rainbow Cloud Services, please visit our website

Scan and discover Rainbow!

Connected Healthcare

We are ALE. We help you connect your patients, staff, and healthcare ecosystem, delivering technology that works across and beyond your facilities.

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