

Implementing VoIP into your Environment:

Lessons and Opportunities from EHR Adoption

VoIP, in basic terms: A brief Primer



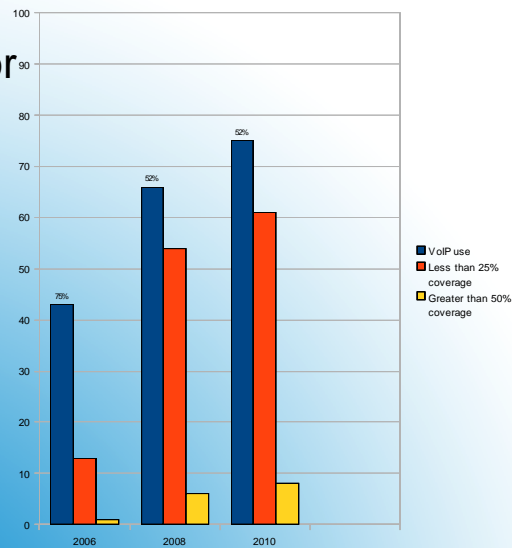
Who needs it and who utilizes it most.

Risks of implementation and benefits wrought.

Productivity implications and new possibilities

Implementation: Hybrid or All In ?

- Cost as a factor
- Risks
- Training and Retraining



Involvement of other departments

- Take time to learn likes, dislikes and of the current system
- Involve the staff in the selection process (i.e. IT Committees)
- Provide lots of training.

Lessons Learned and Pitfalls

- When to bring in the Vendors
- Benefits and Perils of Value Added Resellers
- Don't Pay up Front!

Involvement of IT departments

- New technology requires staff experienced in deploying integrated systems
- Infrastructure is a primary concern before AND after installation
- Continued support of changes to various components of integrated solutions

Open Discussion