Virtual care is becoming an integral part of modern healthcare with many benefits for both patients and health providers.

In their Future Health Index, Philips shows that "Healthcare leaders see virtual care as a way of bridging the staffing gap, by connecting healthcare professionals and patients regardless of location."

of leaders see the positive impact of virtual care in easing staff shortages

Increased capacity to serve patients

37%

Improved collaboration between healthcare professionals in different locations

Reduced on-site staff required for certain roles

The virtual care model, also known as telehealth or telemedicine, allows patients to consult with a practitioner without needing to visit a health center, clinic or hospital in person. Medical staff can conduct home visits, deliver prescriptions, perform tests and monitor patients remotely.

The hospital at home model takes it one step further, delivering acute, hospital-level care, to patients within their own homes. This approach shortens or prevents traditional hospital stays by delivering continuous and coordinated medical and paramedical care at home.

How can Rainbow[™] by Alcatel-Lucent Enterprise enable virtual care services?

Rainbow™ by Alcatel-Lucent Enterprise is an innovative cloud-based tool that fosters communications and collaboration. It connects individuals, services and organizations across and beyond the walls of healthcare facilities, breaking down the barriers of traditional healthcare settings.

Through Rainbow, caregivers, home assistance services, logistics providers for medical equipment and medicines, patients and family carers can communicate and coordinate to put in place efficient virtual care services.

Connect instantly regardless of location

Healthcare professionals and patients can connect, even in remote and underserved areas, enabling consultations from home:

- Via secure cloud-based services
- · With an easy-to-install, user-friendly application designed for both professionals and patients
- Accessible across their existing devices such as desktop, smartphone and tablet

Rainbow reduces the need for in-person visits or meetings: it cuts back on travel and waiting times, improves accessibility for patients with mobility issues and enables professionals to manage their appointments more efficiently.



2 Collaborate across and beyond your organization

Personnel from diverse services and organizations can coordinate their interventions through dedicated individual or group "bubbles" (chat rooms) enabling:

- Contact management and presence awareness
- · Chat, audio and video calls Screen and file sharing
- Call recording

Rainbow helps virtual care personnel interact quickly with their patients and colleagues, coordinate cure and care actions more easily and manage daily operations more efficiently.

3 Integrate communications seamlessly into seamlessly into your remote care application Remote care providers rely on efficient project planning,

team coordination and effective communications—all within a single platform.

Rainbow Communications Platform as a Service (CPaaS) enables developers, software editors or system integrators to:

powerful communications and collaboration capabilities Leverage a broad set of connectors, APIs and

• Enhance existing remote care applications with

developer tools

Rainbow services can be integrated seamlessly without redevelopment or major changes.



4 Provide a secure, compliant and alwaysaccessible platform Cybersecurity is a top priority, especially when data coming

from remote patients contains sensitive personal and medical information. Rainbow safeguards the security and confidentiality of

healthcare data through: Data sovereignty - Hosting data centers in high

- privacy-conscious countries or private clouds Data protection – Utilizing strict encryption protocols
- and access controls to prevent unauthorized access • Regulatory compliance – Meeting the highest national
- and international standards, such as ISO 27001, GDPR (Europe), HIPAA (USA), ANSSI-CSPN and HDS (France), ENS (Spain) and others



5 Increase your capacity to serve patients without breaking your budget The cloud-based model empowers healthcare providers

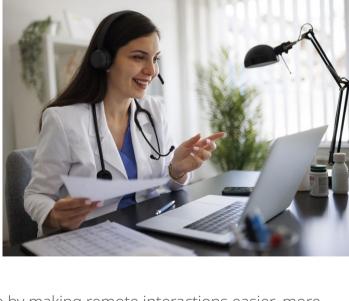
to deliver high-quality virtual care—without the need for costly physical expansion: · A flexible solution suitable for healthcare services and

Seamless integration with your existing on-premises telephony system—no need to rip and replace

organizations of all sizes

- Deployment options tailored to your organizational needs: public, hybrid or private cloud
- and budget

• Scalable subscription models to support your growth



Rainbow helps support the growth of virtual care by making remote interactions easier, more accessible and secure. For healthcare professionals, it streamlines daily workflows and care coordination, while healthcare organizations benefit from flexible deployment, strong regulatory compliance and effortless integration into existing systems. With Rainbow, healthcare providers

can confidently deliver high-quality, connected healthcare—anytime, anywhere.

delivering technology that works across and beyond your facilities. Learn more about <u>ALE solutions for the healthcare industry</u>.

Connected healthcare We are ALE. We help you connect your patients, staff and healthcare ecosystem,

visit: www.al-enterprise.com/en/legal/trademarks-copyright. DID25061102EN (June 2025)

Alcatel-Lucent Enterprise products, solutions and services are general-purpose communication, collabora-Actate-Luceric Emp in Sep Products, Solutions and set vices are general-purpose communication, consideration and networking technologies that have been developed to the highest quality standards. They can be used in a healthcare environment, however they have not been developed specifically as a Medical Device