

Collaboration, a key enabler for virtual care

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.**”

89%

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

38%

BENEFIT 1
Increased capacity to serve patients

37%

BENEFIT 2
Improved collaboration between healthcare professionals in different locations

34%

BENEFIT 3
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.

1 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 care and care actions more easily and manage daily operations more efficiently.

3 Integrate communications 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:

- Enhance existing remote care applications with powerful communications and collaboration capabilities
- Leverage a broad set of connectors, APIs and developer tools

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



4 Provide a secure, compliant and always-accessible 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 organizations of all sizes
- Seamless integration with your existing on-premises telephony system—no need to rip and replace
- Deployment options tailored to your organizational needs: public, hybrid or private cloud
- Scalable subscription models to support your growth and budget



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.

Connected healthcare

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

Learn more about [ALE solutions for the healthcare industry.](#)