

Istituto Ortopedico Rizzoli, Bologna

Digital innovation to improve patient services through more efficient and reliable communication.

"Thanks to the digital transformation, with Alcatel-Lucent Enterprise we have improved the reliability of our communications, simplified mobile working, and made patient care more efficient and accessible."

Luca Lolli, Technical Assistant for Electrical and Special Systems, Property and Activities Service Istituto Ortopedico Rizzoli, Bologna

Istituto Ortopedico Rizzoli in Bologna is a nationally recognized center of excellence for orthopaedic surgery and rehabilitation, The institute is strongly committed to advancing research and embracing technological innovation to improve treatments and patient services. With a long-standing tradition in orthopaedic care, the Istituto Ortopedico Rizzoli consistently strives to be at the forefront of adopting technologies that enhance operational efficiency and the patient experience.

CHALLENGES

Istituto Ortopedico Rizzoli recognized the need to modernize its communication system to improve operational efficiency and patient services. With the growing demand for more flexible solutions and the shift towards remote work, the institute sought an advanced digital solution to optimize communication between medical staff and patients, while also ensuring efficient service delivery during the COVID-19 pandemic.

ACTION

As part of its communications digital transformation, Istituto Ortopedico Rizzoli chose Alcatel-Lucent Enterprise, migrating from an analog system to a digital one based on VoIP technology. To support remote communications and streamline the management of waiting lists and appointments, the institute implemented new servers, Wi-Fi phones, and integrated solutions such as Rainbow™ by Alcatel-Lucent Enterprise and softphones.

Additionally, the Ellysse platform was integrated to manage the artificial intelligence and chatbot components, enabling virtual assistants to support operations with the highest standards of redundancy and reliability for operational continuity.

Istituto Ortopedico Rizzoli aims to implement fixed-mobile portability that allow doctors to answer fixed-line calls even when they are at other location further enhancing flexibility and communication. This is one of the key medium term goals, with full implementation expected within the next three to four years.

PRODUCTS AND SOLUTIONS

- [Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication Server](#)
- [Alcatel-Lucent Enterprise DeskPhones](#)
- [Alcatel-Lucent Enterprise WLAN Handsets](#)
- [Rainbow™ by Alcatel-Lucent Enterprise](#)
- [Alcatel-Lucent Enterprise OmniVista® 8770 Network Management System](#)

RESULTS

Technical Benefits

- Simplified and flexible internal communications for medical and administrative staff
- Network redundancy and guaranteed reliability, even in critical situations

Financial Benefits

- Reduced management and maintenance costs of traditional telephony infrastructure thanks to VoIP and remote communications management
- Improved operational efficiency through the introduction of digital solutions and business process automation
- The hybrid working system (in-office and remote) has optimized staff deployment, increasing productivity without the need for significant investments in new resources

User Experience Benefits

- Optimized patient experience with faster and more accurate responses and improved quality of care
- Simplified access to information through the introduction of FAQs and virtual assistants
- Streamlined and accelerated booking requests, reduced waiting times and better resource management

Business Partner

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Customer Story*

MARKET: HEALTHCARE
IMPLEMENTED: 2024

COUNTRY: ITALY
USERS: 1,400 EMPLOYEES

ORGANIZATION:
ISTITUTO ORTOPEDICO RIZZOLI BOLOGNA

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