Transforming collaboration in healthcare

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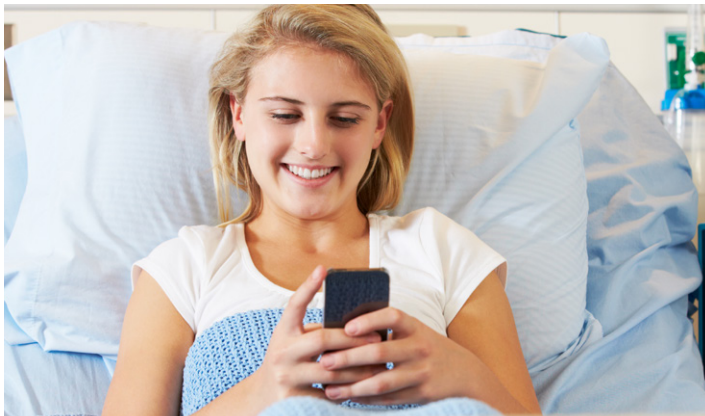
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Rainbow™ by Alcatel-Lucent Enterprise connects your patients, staff and ecosystem. It delivers communications, collaboration and notification technology that work across and beyond your facilities, while ensuring health data protection.

Growth in digital health

The global pandemic led to accelerated adoption of digital health, especially in telehealth, remote patient monitoring, digital appointment scheduling, e-prescriptions and data analytics[1].
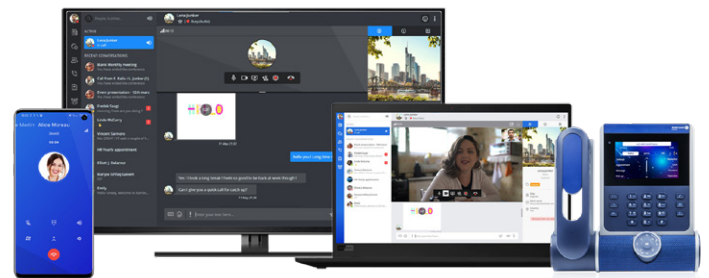
With the digital health market estimated to grow at more than 17.4% per year between 2021 and 2027[2], the amount of shared data is becoming overwhelming. To ensure connectivity among people, applications, processes and objects can continue working as efficiently and compliantly as possible, information 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 organizations (hospitals, clinics, nursing homes, care centers and other healthcare providers) and individuals to connect and collaborate efficiently with colleagues as well as patients/residents.
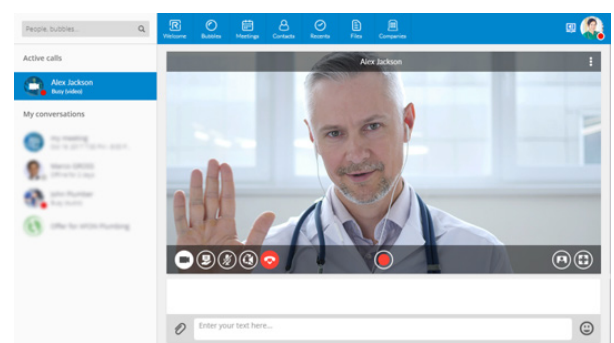
Available on desktop, web, smartphone and tablet, Rainbow's key collaboration capabilities connect all your employees regardless of where they are located, making it the perfect solution for effective remote working. Rainbow for Healthcare provides rich collaboration features (contact management, presence, 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 without having to rip-and-replace equipment

- Choose the deployment model that best suits your needs—public, private, or hybrid cloud—offering a flexible solution for healthcare organizations of all sizes with scalable subscription options

- 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 Global COVID19 impact survey
2   Global Market Insight

Rainbow secures and protects your health 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 through user authentication, encrypted data flow and data storage in data centers 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), Agence Nationale de la Sécurité des Systèmes d'Information (ANSSI CSPN), 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

Empower your staff with a digital workplace

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 healthcare professionals to provide a constant social link and help prevent burn-out and turnover

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

- Quick connection to the multimedia resources of a conference room for multi-disciplinary meetings (Rainbow Room), such as loudspeaker, video camera and big screen
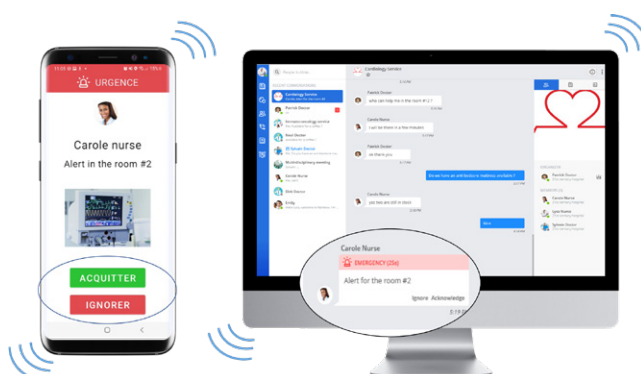

Rainbow Classroom

Rainbow Room

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

- 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 wearables and more) into Rainbow, enabling real-time notification to better anticipate potential problems and accelerate resolution

Protect your community

In the event of a security incident or threat for staff, patients and visitors:

- Staff can submit incident reports directly to the relevant team by sending a message with a photo or video

- Alert notifications are sent to groups or individuals in real time

- Priority-based messaging and a persistent tone with acknowledgment (Rainbow Alert) effectively alert personnel

- Integration with a third-party notification server improves security capabilities, such as Isolated Worker Protection (IWP), as well as crisis and emergency management
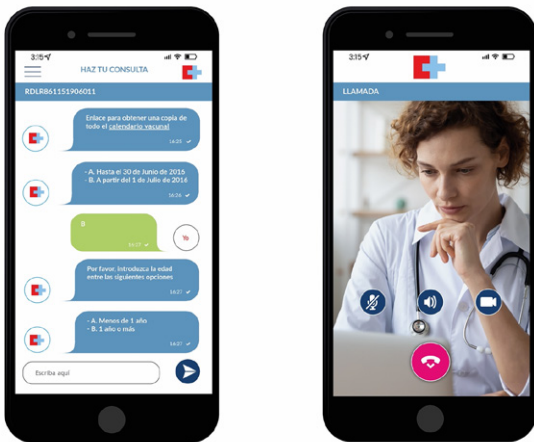
Improve your patient/ resident experience

New services for optimized care benefit your patients/ residents in these ways:

- 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

- 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)

A unique collaboration tool 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 collaboration tool.

Rainbow is an any-to-any relationship machine, connecting people, applications, processes and objects.

With Rainbow, you can start to automate services and move from reactive/responsive to predictive/proactive solutions enhancing patient and staff experiences.

Want to learn more?

ALE Healthcare solution pages

Rainbow website

Rainbow website for developers

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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