

[ ASCOM TECHNICAL SERVICES ]

**Product: Clinical Consultative Services**

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On-site collaboration with Ascom RNs for improved communication workflow and product customization

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Optimize Ascom investment, increasing user satisfaction and acceptance

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Training loop analysis and outcome reports

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## ASCOM CLINICAL SERVICES COLLABORATION EACH STEP OF THE WAY

**For More Information**

To learn more about how Ascom Clinical Services can help you get the most from our solutions, call 877-71ASCOM or visit [www.ascom.us](http://www.ascom.us).

**Ascom Ongoing Clinical Training**

Let Ascom serve your recurring clinical training needs. As your workflow with Ascom technology evolves, you will find the need to refresh current users with training on the latest functionality. Professional follow-up training to maintain competence for both experienced and new users is essential to optimize your capability and prolong your Ascom investment.

In today's healthcare facilities, clinicians need to stay at the top of their game while caring for patients and keeping them safe. Ascom offers hospitals the essential communication tools to support this objective and proper clinical training to get the most from their investment. Earning credibility in the Healthcare industry requires more than great products, it requires customer intimacy. Customer intimacy starts with understanding our clients' workflow and the contribution that we can make towards their specific improvement.

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For this reason, Ascom introduced Clinical Services in 2007 as part of its Professional Services offering. Today, Ascom continues to address the increasing demand for Clinical Services by expanding our staff and network of Registered Nurses. Our experienced RNs work hard to ease product transition and to help maximize the effectiveness of Ascom systems using best practices garnered from hundreds of hospitals nationwide.

### **Workflow Analysis & Planning**

By assessing existing workflow and communication processes in the project planning phase, our Clinical Application Specialists will guide you through various product options. This workflow analysis allows customization of your Ascom solution to each specific department resulting in a better experience for staff and ultimately for patients.

### **Clinical Training & Go-Live Support**

Ascom nurses understand the challenges faced by hospitals today and offer professional training on all products. Interactive training sessions and product handouts encourage hospital staff to participate, relax and learn. Clinical training is complimented with hands-on Go-Live support for seamless product adoption and a positive clinical education experience.

### **Getting It Right From The Start**

As a Medical Device company, Ascom speaks the language of patient safety, satisfaction and privacy. Our clinical collaboration is essential to risk mitigation during the implementation of medical devices.

### **Ascom Clinical Application Specialists**

The Ascom clinical specialist team has over thirty-five combined years of nursing expertise in multiple clinical areas such as Critical Care, Trauma, Telemetry and Military Nursing. Each member holds multiple specialty certifications and are a member of Sigma Theta Tau, the Honor Society of Nursing. Improved clinical workflow and productivity, adherence to JCAHO standards, support of increased patient satisfaction goals and best practice solutions are just a few of the tools our team has proven successful in Ascom's clinical consulting and education services.