

SEAMLESS
SERVICE DELIVERY.

IMPROVED
PATIENT CARE.

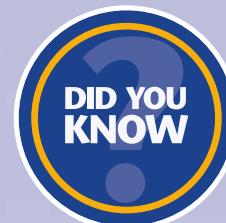


Making it simple.TM

enter ➔



INTRODUCTION



Helping Canadian hospitals improve patient care delivery

Nothing should stand in the way of providing healthcare or saving lives.

Canadian healthcare providers face the challenges of delivering care and improving patient satisfaction and outcomes, while deploying resources as effectively as possible.

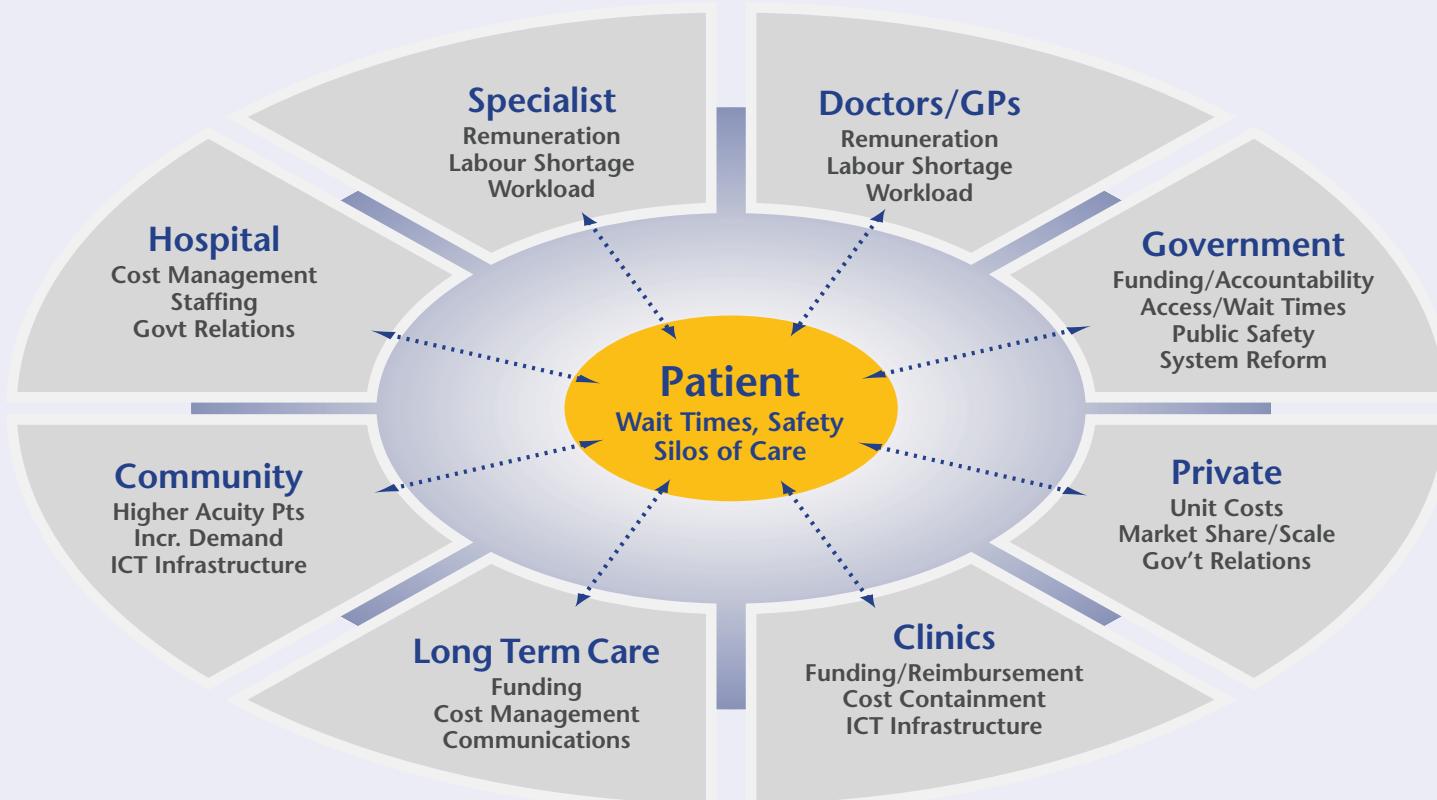
The key to improving patient care, safety and outcomes lies in fully leveraging information communications technology. Bell is taking the lead to make this happen by “making it simple” with network-based solutions integration. We’re providing a powerful platform to integrate and transform processes, work flows and care delivery over a single network.

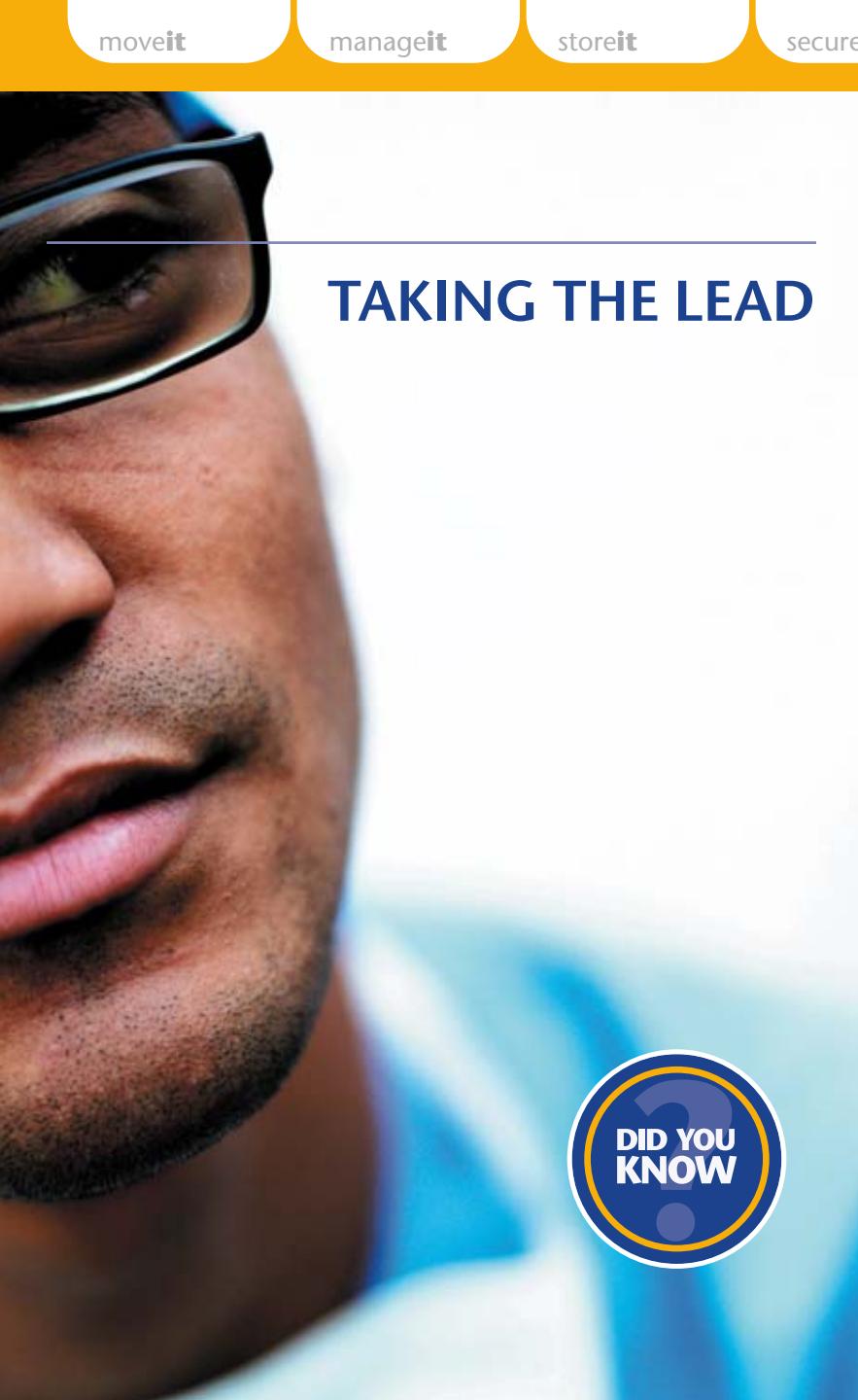


When every second counts

CANADA'S HEALTH SYSTEM IS IN CRISIS.

Rising costs, aging population, system capacity and lack of system integration are key system pressures.





TAKING THE LEAD

Canada's leading provider of network-based solutions to the healthcare market

Bell has a history of supporting Canada's healthcare industry and pioneering solutions that enable better service delivery. Did you know that Bell is the #1 information communications technology solutions provider to healthcare?

Bell delivers:

- Quick, accurate and secure information flow
- Easily accessible secure digital storage
- Mission-critical healthcare applications regardless of distance or location
- High level security solutions to ensure protection of vital information

It's time to take healthcare into a new era of communications technology. Bell is there to help you realize greater cost efficiencies, improve staff productivity and deliver a seamless continuum of care to Canadian patients.

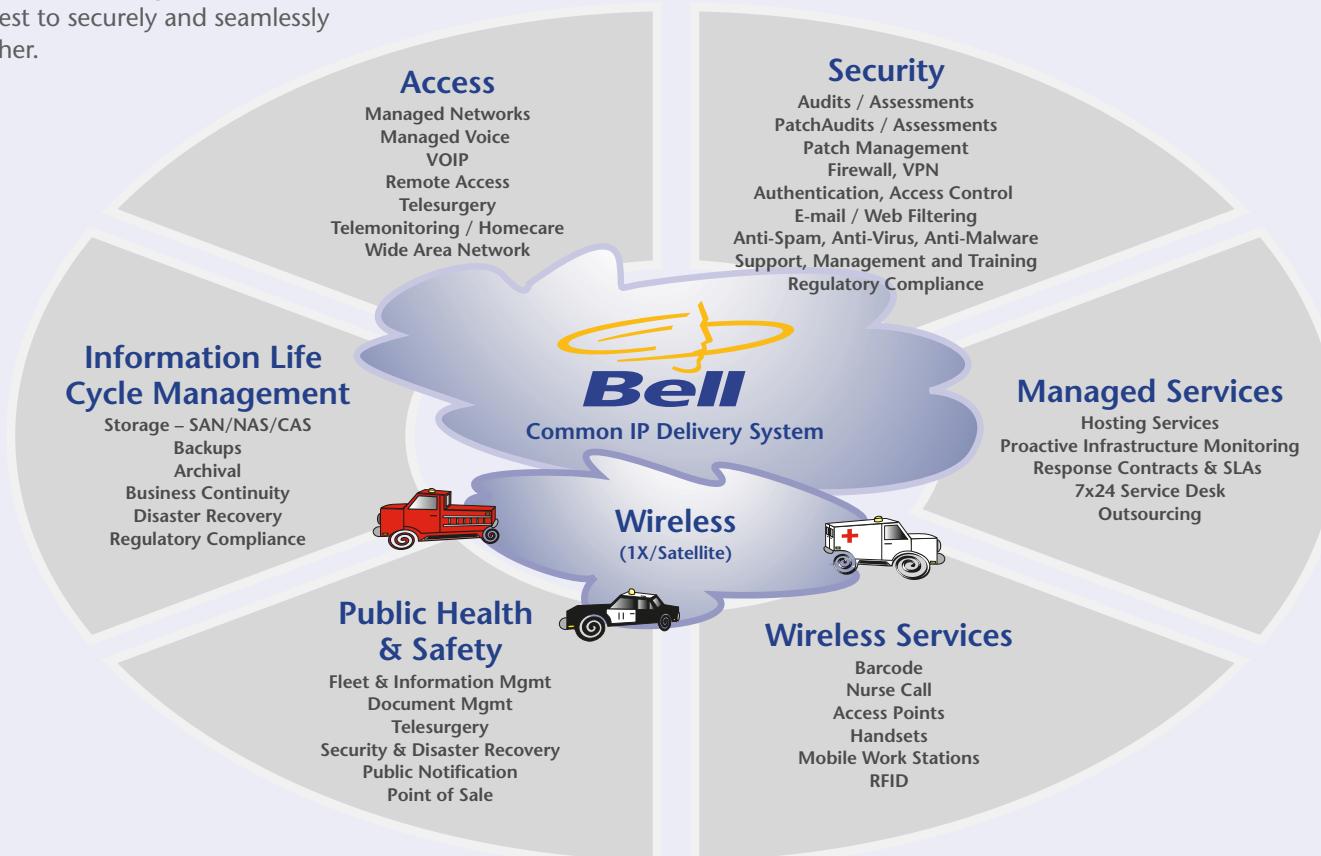


DID YOU
KNOW?

BELL HEALTHCARE VALUE PROPOSITION

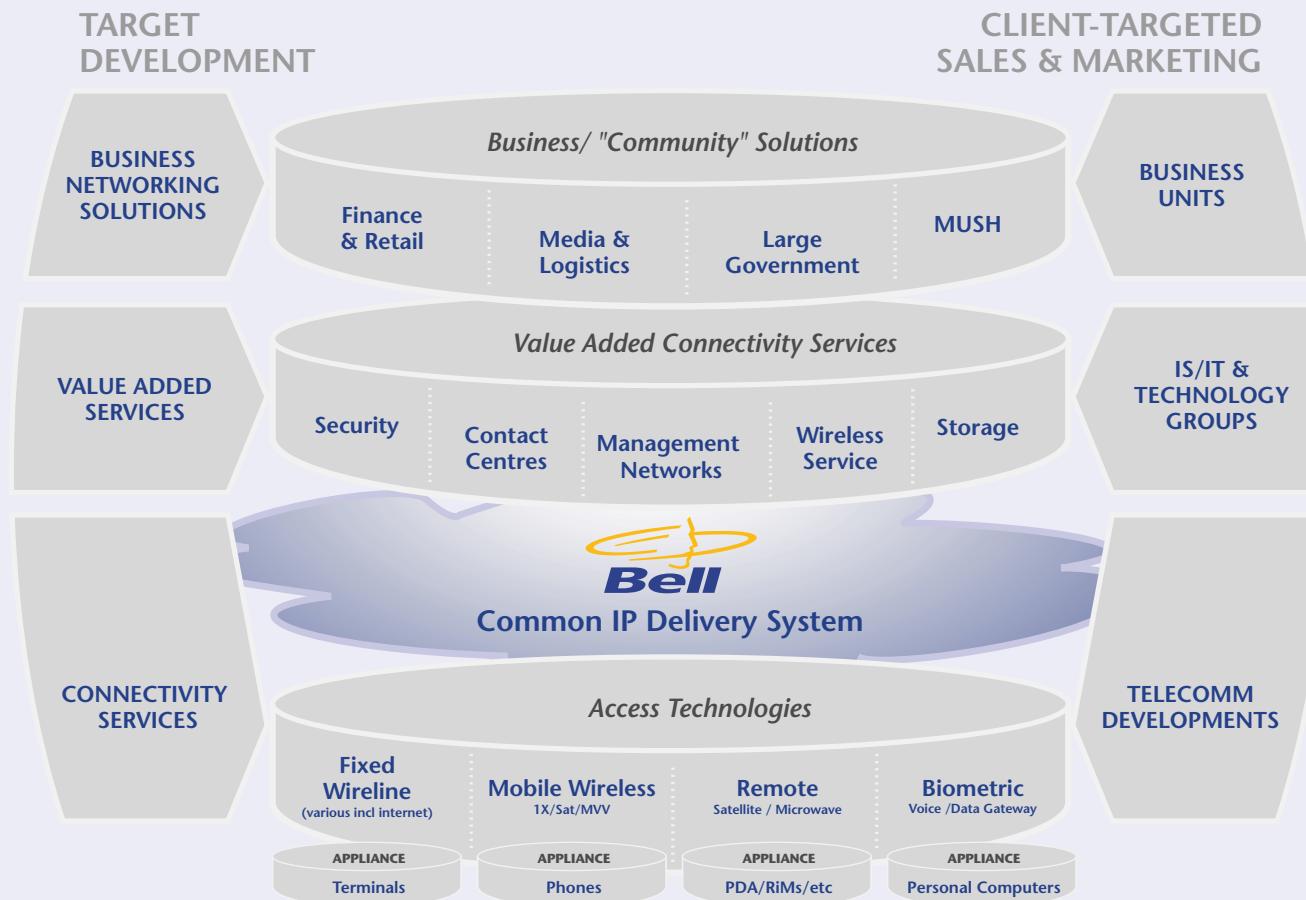
Bell's Healthcare Operating Statement

To leverage our healthcare industry presence, relationships, infrastructure and expertise in reliable communications and innovative value-added services, together with the capabilities of our partners, to provide enabling infrastructure to allow communities of interest to securely and seamlessly interact with each other.

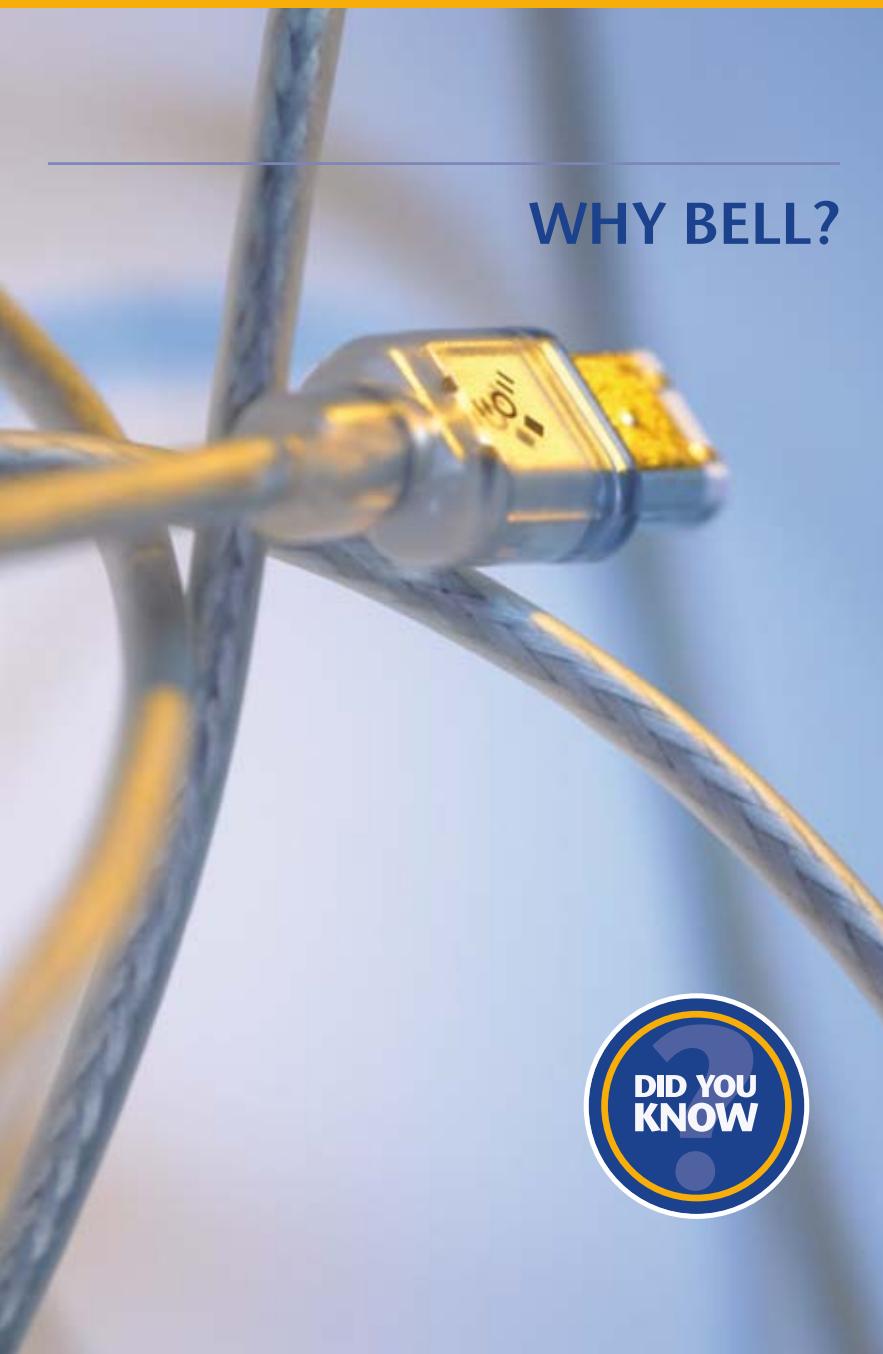


MARKET BUILDING BLOCKS DEFINED

Services & Solutions developed in layers to address all aspects of our clients' needs...



WHY BELL?



DID YOU
KNOW

A leading telecommunications company

Innovation

- First telecommunications company in Canada to announce a complete secure wireless LAN
- First to build largest IP/broadband network across Canada with 80% of traffic
- First to enable telerobotics over a surgical grade network

Expertise

- More than 260 experienced and accredited security professionals with Government of Canada security clearance – 90% with Secret or higher
- More than 3,000 network engineers with certifications to work on the majority of voice and data systems at the highest level
- Established world-class partnerships with industry leading vendors

Execution and Reliability

- Bell provides telecom connectivity to 80% of Canadian healthcare facilities on most extensive, highest quality network in Canada
- Security solutions adhere to the ISO 17799 and other industry-specific security standards

moveit

WIRELESS SOLUTIONS



Wireless communications solutions that improve the quality, efficiency and speed of care

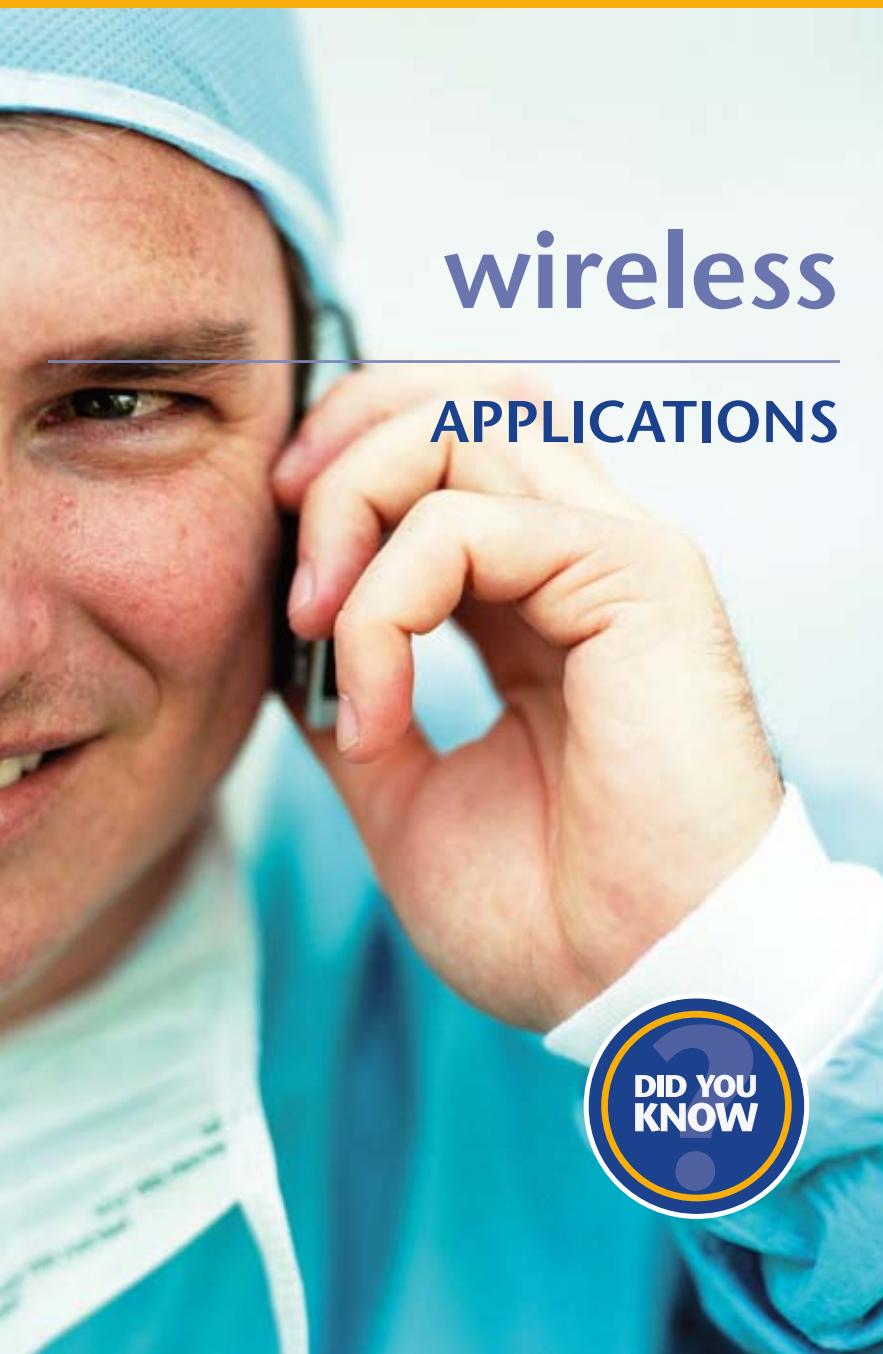
A customized Bell Wireless LAN solution connects communications devices—laptops, PDAs, computers—to provide real-time, anytime, anywhere access to critical medical data.

Applications include:

- electronic data entry and viewing of patient records
- real-time access to lab results
- submitting and controlling prescriptions electronically
- monitoring the vital signs of remote patients or patients in transit
- ordering supplies through a bar code scanner
- tracking the location of patients, staff and mobile equipment
- management of meals and bed status and availability



Customer Testimonial



wireless APPLICATIONS

- VoIP – Wireless VoIP delivers “anytime, anywhere” communications over wireless LAN
- Mobile/POC Clinical Applications – Provides data access and capture at the point-of-care and throughout hospital via a wireless device such as a handheld PDA or tablet computer
- Integrated Alarm and Notification – Integrates multiple systems and devices to enable communication and escalation links between patients, systems and healthcare providers
- Barcode Inventory Management – Tracks medication, patient records and lab results through wireless barcode scanning
- Customer Hotspots – Provides high speed wireless Internet access for guests in waiting rooms and patients in hospital rooms



Wireless Applications



IP World Ambulance



DID YOU
KNOW?

- Reduced errors and improved patient safety (potentially up to 85%)
- Reduced patient wait and treatment times
- Increased physician and staff productivity (potentially up to 12%)
- Instant access to relevant and up-to-date information
- Improved record-keeping with simultaneous reduction in paper work
- Enhancement of the physician/patient relationship through improved communications
- Fewer pharmacological and other medical errors
- Increased revenues through improved charge management
- Increased patient care and satisfaction



Wireless Benefits

wireless

TECHNOLOGY



Wireless VoIP – Provides increased mobility in hospital by enabling in-building voice communications anywhere

- Integrates into an existing phone system (PBX) or nurse call system for seamless internal and external communications while leveraging existing communication infrastructure
- Components: 802.11 WLAN infrastructure, telephone gateway, QoS Server, wireless telephones

Integrated Alarm and Notification – Based on a software middleware platform, allows the hospitals to define communication and escalation rules between disparate systems and devices

- Components: ConnexALL Notification Server, wireless infrastructure, wireless devices, system interface

Mobile/POC Clinical Applications – Provides data access and capture at point-of-care and throughout hospital via a wireless device

- Variety of devices with different form factors and input methodologies can be used – laptops, PDAs, barcode scanners
- Can work with hospital's existing network and software, or be standalone new deployment
- Components: 802.11 WLAN Infrastructure, wireless devices, application software



Wireless Technology

Technology continues ...

wireless

TECHNOLOGY



Barcode Inventory Management – Facilitates inventory and management of supplies, medication, lab specimens and blood supplies

- Supports integration with existing clinical applications and inventory systems
- Components: 802.11 WLAN infrastructure, wireless barcode scanners, application software

Customer Hotspots – Provides high-speed Internet access for guests and patients

- Allows hospital to leverage common wireless infrastructure, while maintaining security and privacy of both public and private data traffic
- Components: 802.11 WLAN infrastructure, access controller, wireless devices



Markham Stouffville Hospital

Bell Canada delivers wireless access to patient records at Markham Stouffville Hospital

Markham Stouffville Hospital (MSH) is a 207-bed, not-for-profit hospital that serves one of Canada's growing communities. Annually, the hospital admits in excess of 11,800 patients, delivers more than 2,700 babies and responds to over 40,000 emergency visits. The hospital serves a community of approximately 225,000 and enjoys a well-deserved reputation for providing high quality and cost-effective care. Like any other healthcare facility, MSH must effectively manage and tightly control its limited budget, while improving efficiency and quality of clinical treatment.

Addressing evolving healthcare needs

In an effort to simplify and better manage the process of handling patient information and other traditionally paper-based records, MSH developed an Electronic Documentation (ED) strategy. The vision for the ED project was to establish an electronic health record for every patient. This would ensure the delivery of high quality patient care, while reducing duplication and errors in documentation. Ultimately, ED would enable MSH to embrace online charting and access real time patient information at the point of care or elsewhere in the hospital as needed—all while meeting stringent security, privacy and confidentiality requirements.

Profile continues →



wireless

CUSTOMER PROFILE

MSH selects Bell to deploy wireless infrastructure

Bell Canada was selected as the provider of choice. According to Scott Briggs, Director, Information Technology at MSH, "Bell had the best solution by far. We maintained a very objective, team-based approach to the entire project, ensuring that both operations and IT requirements were met. We were very impressed with the solution that Bell proposed." Bell was charged with bringing together an extensive team of professionals to cover specialty areas such as cabling, wireless LAN technology, network design, wireless devices, project management and professional services. The wireless infrastructure would encompass cabling from NORDX/CDT, wireless access points from Symbol Technologies, laptops from IBM and coordination, training and implementation services from Bell to make everything work seamlessly.

Effective planning for seamless execution

Armed with insight into the technological requirements for this project, Bell brought together the necessary pieces of the wireless infrastructure puzzle, on time and within budget. Bell handled staff training, worked through technical issues and within 8 weeks had the MSH wireless infrastructure up and running. According to Briggs, Bell clearly demonstrated its customer focus by going above and beyond the call of duty to address every MSH concern. "I was very impressed with the service that we received from Bell," said Briggs. "Based on the strong relationship that we established during this project, MSH would not hesitate to call on Bell again for future initiatives."

moveit

INTERVENTIONAL TELEHEALTH SOLUTIONS



Giving patients in remote areas access to high level care from urban centres

Canada's highly dispersed population poses unique healthcare challenges.

- A physician shortage in rural and remote areas restricts access to medical care, and can threaten patient outcomes.
- Healthcare professionals in these areas are faced with isolation, and a lack of support and training

Bell's Interventional Telehealth solutions are changing all of that.

- Telehealth builds on the success of laparoscopic surgery, which uses robots to translate the surgeon's natural movements and perform operations with exceptional precision

A photograph showing several surgeons in blue scrubs and masks performing a procedure. One surgeon's hands are visible in the foreground, holding surgical instruments. A camera or light fixture is positioned above them.

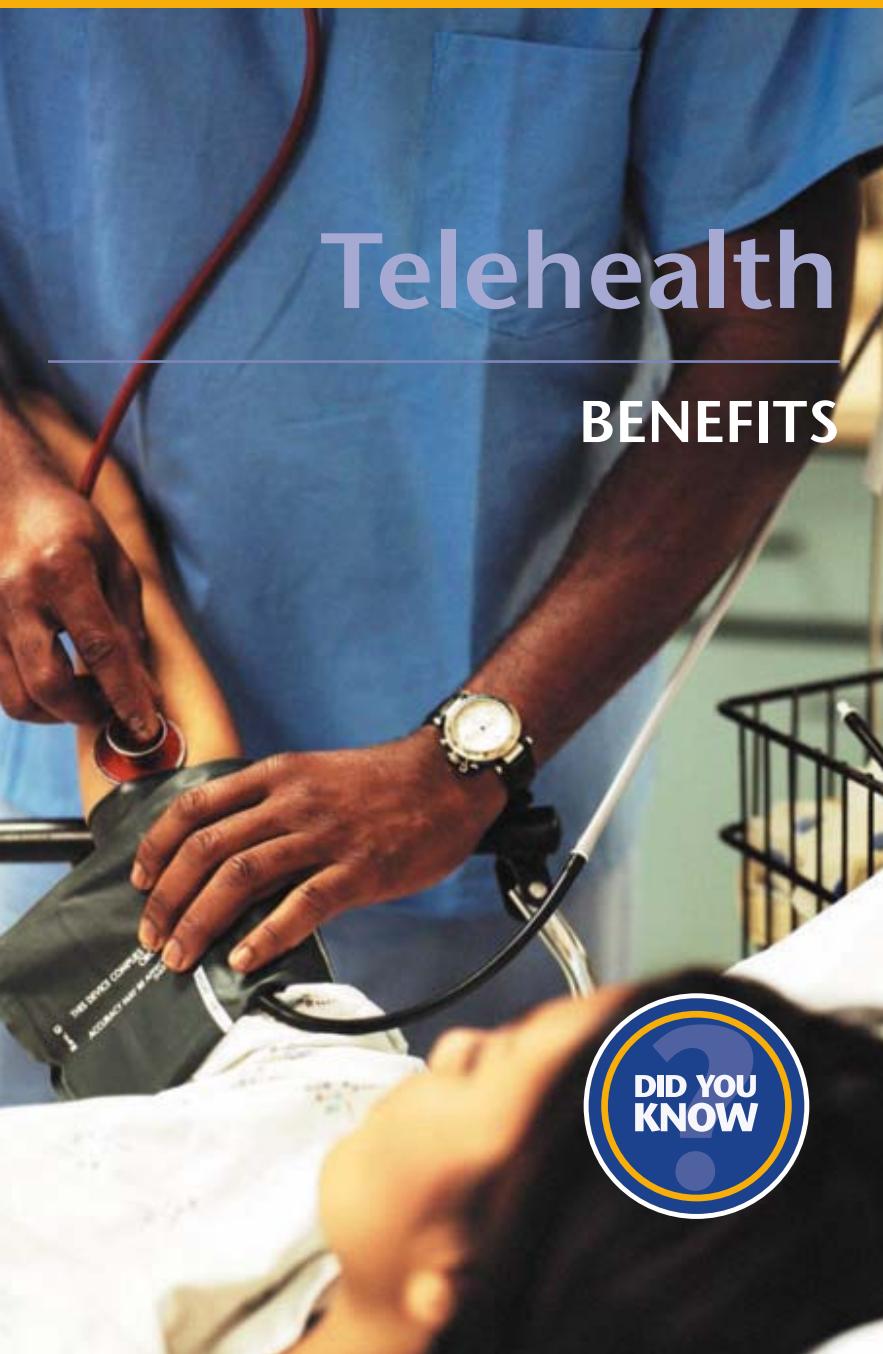
Telehealth

APPLICATIONS

- Robotic surgery – applies robotic technology to minimally invasive surgical procedures within the operating room
- Telesurgery – surgery performed by a surgeon at a console that is remote from the patient – by up to several thousand miles
- Telestration – a remote surgeon uses a drawing tablet to make marks on the local surgeon's video monitor to show where to make an incision or to highlight a tumor mass
- Surgical Telementoring – a surgeon in an operating room can be mentored by an expert surgeon at a remote location through two-way telecommunications and other technologies
- Telediagnosis – uses telesurgery to remotely diagnose a disease or medical condition in real time

A circular graphic with a blue border and a yellow outline. Inside, there is a large white question mark and the text "DID YOU KNOW?" in white capital letters.

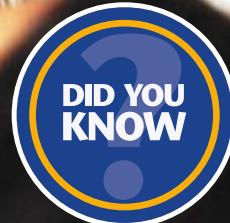
DID YOU
KNOW?



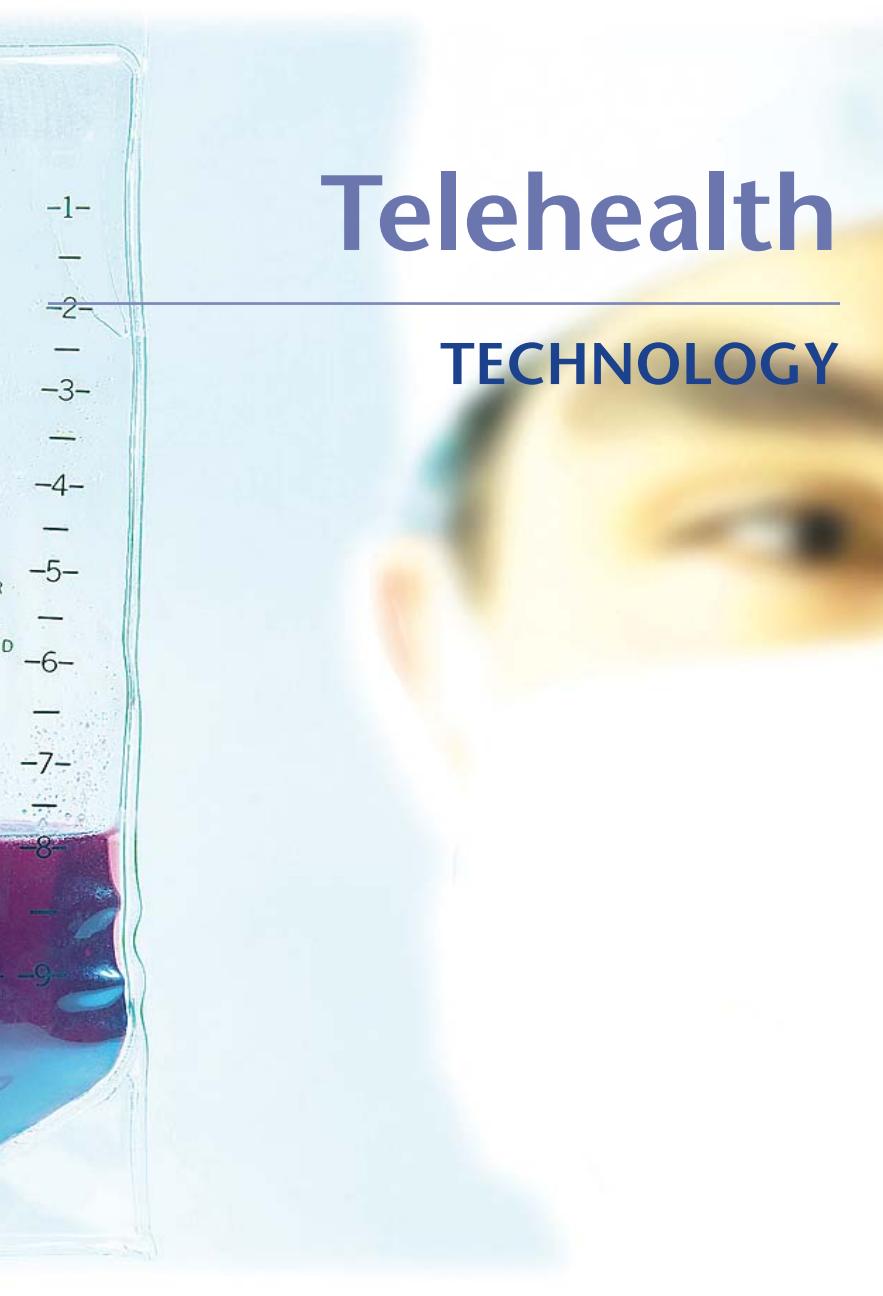
Telehealth

BENEFITS

- Patients in remote areas are able to receive high level medical care
- Maintains social justice and equality values of our public healthcare system
- Combats professional isolation of doctors in remote areas
- Can improve surgeons' minimal access skills and techniques
- Diagnosis can be made in real-time, leading to faster, more effective treatments
- Reduced complication risks, shorter hospital stays and faster recoveries



DID YOU
KNOW?



Telehealth

TECHNOLOGY

Bell Telehealth applications require:

- IP-Virtual Private Network Enterprise (VPNe) or a live integrated Services Digital Network (ISDN) line to link hospitals, medical sites or surgeons
- Reliable, integrated system that connects all service stakeholders by merging voice, data and video capabilities in a hosted IP network solution
- A surgical grade IP-VPNe, using Multiple Protocol Label Switching (MPLS)

Bell designs, builds and manages all aspects of its telehealth solutions, including integrating all connectivity software, cabling, end-to-end network management and engineering.

Using its expertise, Bell has been the network integrator for telehealth pioneers, such as CSTAR (Canadian Surgical Technologies & Advanced Robotics) and the Centre for Minimal Access Surgery (CMAS).



Telehealth

CUSTOMER PROFILE

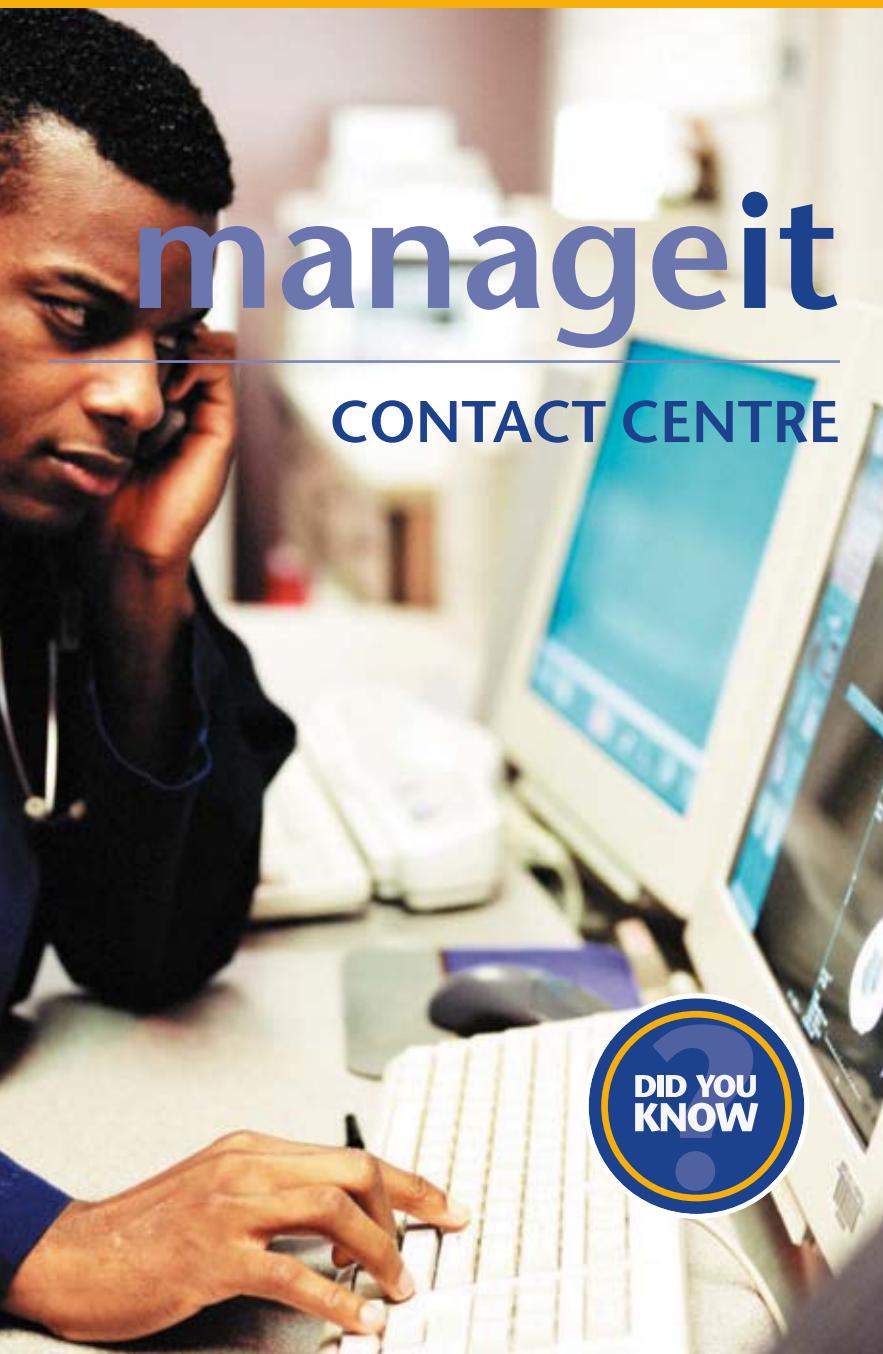
St. Joseph's Healthcare: Centre for Minimal Access Surgery (CMAS)

Founder Dr. Mehran Anvari in Hamilton, Ontario collaborated with Dr. Craig McKinley at North Bay General hospital to perform the world's first hospital-to-hospital telerobotics assisted surgery in February, 2003.

Using a three-armed ZEUS® Surgical System robot operating over Bell Canada's IP Virtual Private network Enterprise (VPNe), Dr. Anvari assisted Dr. McKinley in performing a laparoscopic Nissen fundoplication (anti-reflux) surgery over a distance of some 250 miles.

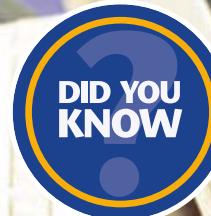
CMAS also provides telementoring to support surgeons at some 70 remote hospitals in the development and use of newly acquired laparoscopic skills. It is also looking to expand its network to include four additional teaching hubs and five more rural sites.

In September 2003, CMAS won a Showcase Ontario Award of Excellence for technology innovation, which propelled it to the federal GTEC (Government Technology Exhibition) awards. At GTEC, it was honoured with a Gold award in the innovative cross-jurisdictional e-government projects category in October, 2003.



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CONTACT CENTRE

 DID YOU
KNOW?

Managing diverse information requests from a single point of contact

A seamless flow of information across the care continuum significantly impacts on a patient's health and safety. However, many issues today threaten efficient information exchange.

- Healthcare costs rise dramatically as patients age and by 2014, the largest segment of the Canadian population will be over 65 (9.8 million)
- Information delivery related to appointments, test results and others represent a significant number of calls
- The structure of the healthcare system makes integration and information sharing difficult
- Security and privacy legislation is dictating a need for new IT investments
- Budgets stagnate while the demand increases

Through our **BCE Elix division**, one of the largest, dedicated contact centre teams in North America, Bell is helping health regions create a more integrated and efficient customer experience, while improving operating efficiencies.

contact centre

BCE ELIX TEAM



DID YOU
KNOW?

- One of the largest dedicated contact centre teams in North America focused on designing, developing and implementing leading-edge contact centre solutions
- Recognized leadership with award-winning speech recognition, customer service and performance management solutions
- Single point-of-contact for our customers' Contact Centre needs:
 - Network connectivity
 - Integrated voice and data solutions
 - Advanced contact centre applications
 - 24/7 year-round service and support
- Own and manage one of the largest contact centre operations in the country—10,000 agents in more than 25 contact centres
- Best practices in Contact Centre optimization in Bell's own living labs

contact centre

BENEFITS



DID YOU
KNOW?

- Appropriate and efficiently routed calls through inter-connected channels
- Access anytime, anywhere to any facility – 7/24 service
- Patients and staff help themselves through self service options
- Personalized patient interactions – access to secure e-health records with patient history
- Single point-of-contact – fewer calls, warmer transfer, reduced frustration
- Easy to use – callers dial one common number, calls are routed based on caller need
- Manage diverse requests from common point – locating a healthcare professional, registering for health education, nurse triage, physician consultation
- Healthcare professionals can focus on providing healthcare instead of answering calls
- Patient/staff interaction is streamlined
- Information is delivered in a user-friendly, cost-effective way

contact centre

CUSTOMER PROFILE



Sunnybrook & Women's Health Services Business and Operational Challenges

- Improve customer service delivery strategy – impact of SARS
- Install industry best practices and improve inefficient processes
- Streamline communication among three hospital locations
- Over 40 agents, 7/24 operation, inbound help desk/patient inquiry

Solution

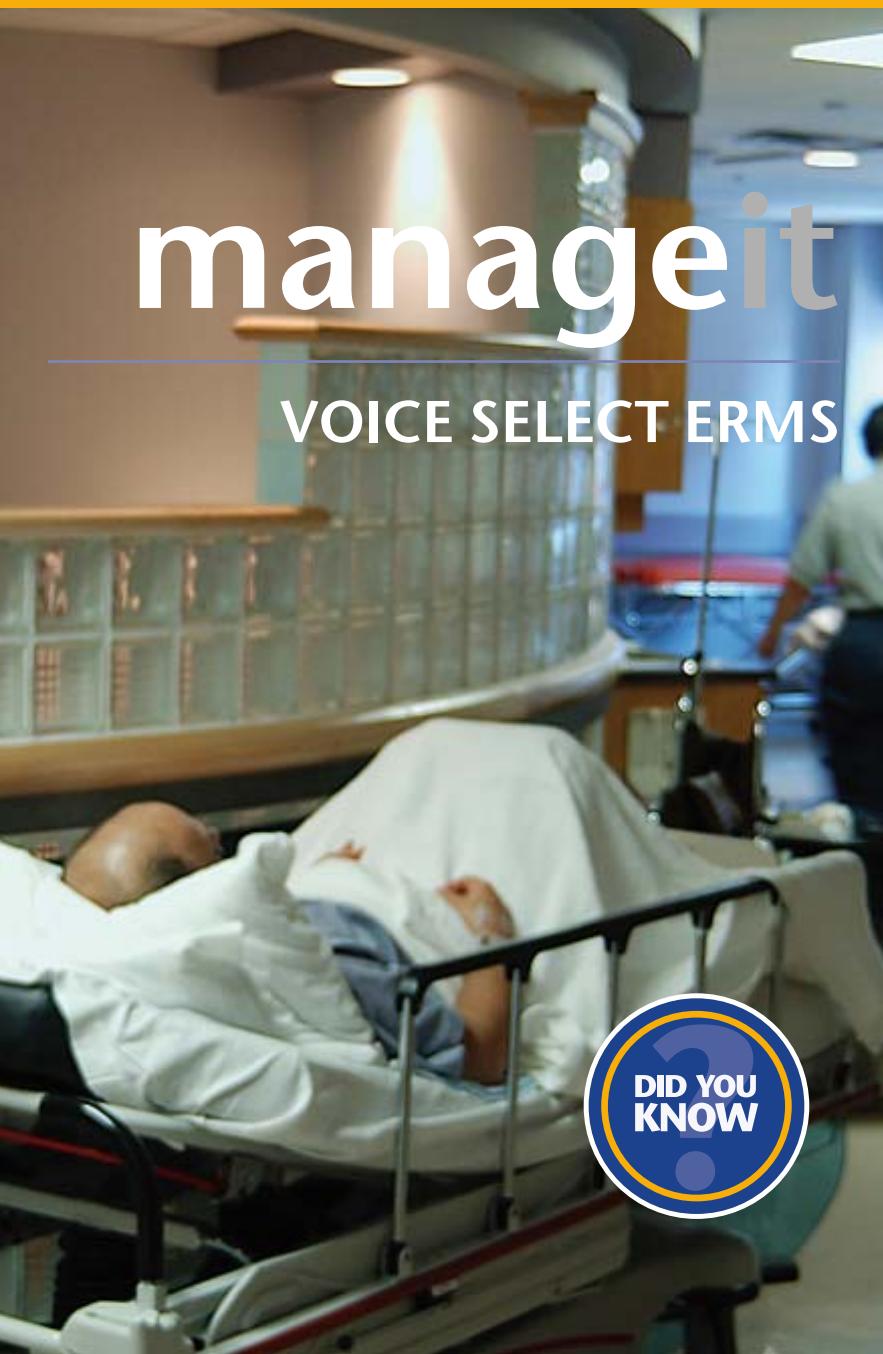
Operations review

Results

- Operational gaps identified
- Recommendations presented and fully accepted
- Next steps identified and action plan developed

"We are very pleased with the report and intend to implement all of the recommendations."

Oliver Tsai Director, Technical Services
Sunnybrook & Women's Health Services



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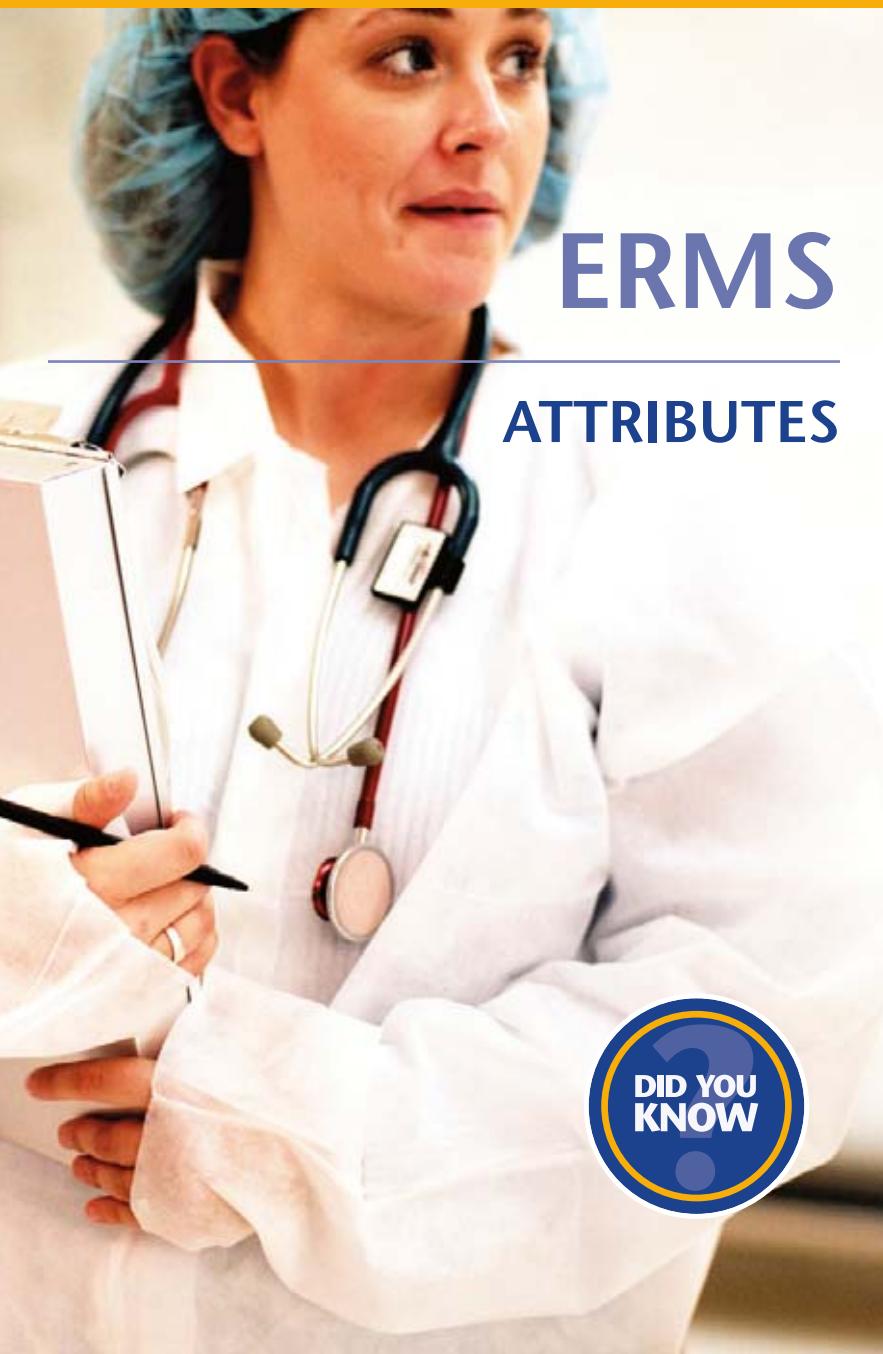
VOICE SELECT ERMS

 DID YOU
KNOW?

Gaining control in a crisis situation through effective communication

Events such as the 9-11 terrorist attacks and the SARS epidemic in Toronto have proven that the likelihood of crisis in our world is very high. The key to gaining control, minimizing risk and reducing loss of lives in an emergency is effective communication in an efficient manner.

With Bell Canada Voice Select ERMS, communication of consistent messaging can now be easily executed to hundreds and thousands of internal and external individuals in a matter of hours, regardless of the event and its impact of their facilities.

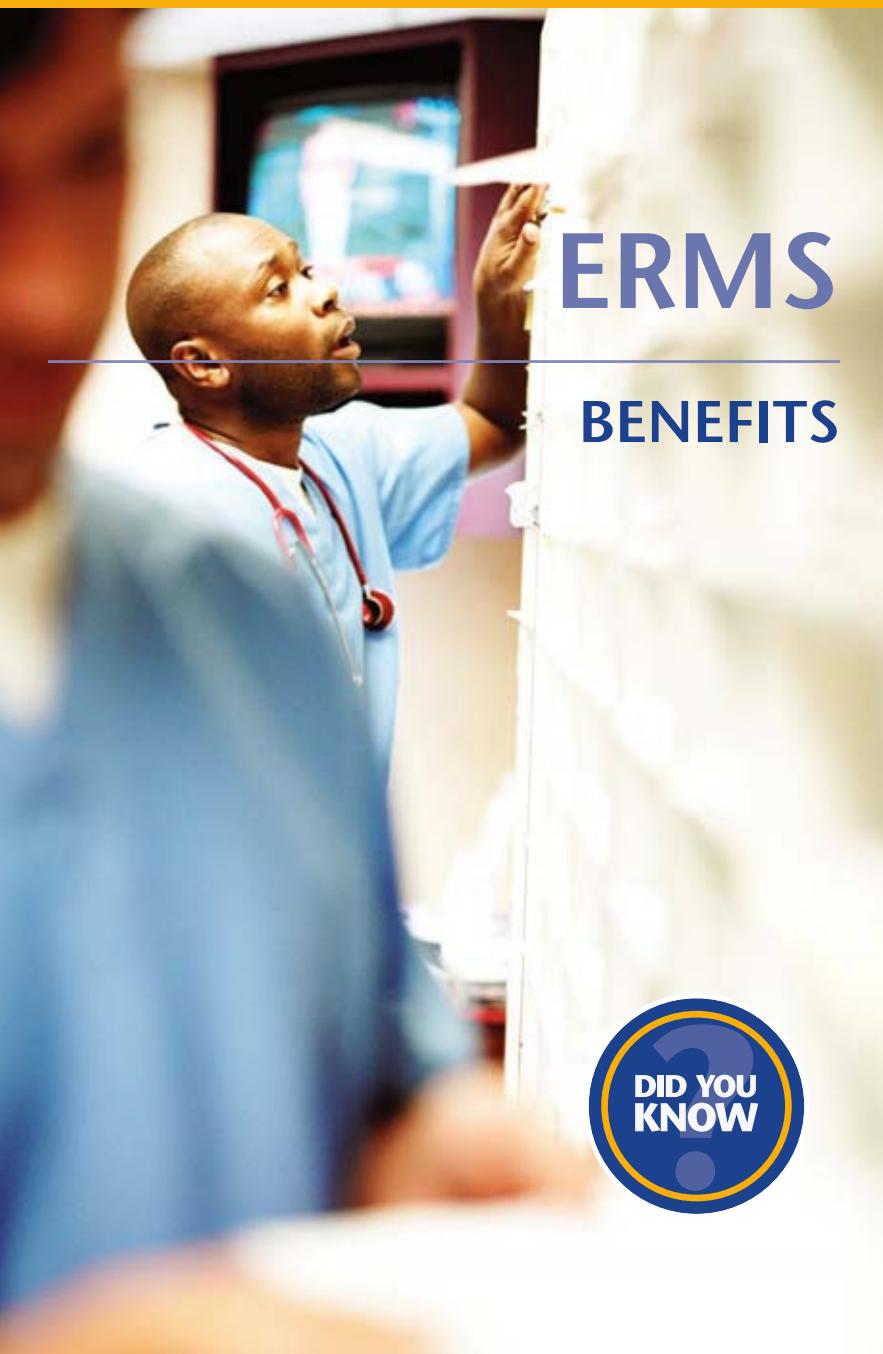


ERMS

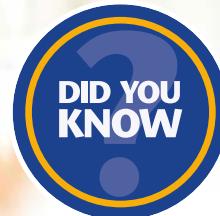
ATTRIBUTES

Helping to address key corporate crisis management needs

- Communication to and from hundreds and thousands of your stakeholders, providing vital information, acquiring information, disseminating updates and instructions during the entire course of the event
- Co-ordinating consistent communication to ensure the appropriate emergency procedures and tools are implemented
- Business continuity management until normal operation can be resumed
- Accounting for employees during and following an emergency situation
- Allows management control from one or more locations, maintains critical time-sensitive logs and status reports, automatically tracks events and action steps
- Interfaces with a variety of communications devices (telephone, e-mail, Blackberrys and PDAs) to increase probability of reaching all stakeholders in timely manner



ERMS BENEFITS



DID YOU
KNOW?

- Minimizes the risk of injury or loss of life among employees and patients
- Creates shareholder and employee confidence and trust in provider and management team
- Minimizes operational and financial impact of a disruption
- Protects your reputation
- Minimizes liability and has a positive impact on the cost of business insurance
- Provides measurable proof to demonstrate the application of due diligence in the organization's response and control processes



ERMS TECHNOLOGY

There are three main technology components that work in unison to deliver the functionality of Voice Select ERMS: Web Application Interface, Database Management and Voice Infrastructure.

The solution is based on VoiceXML technology. Voice XML is an international standard designed for creating audio dialogs that feature synthesized speech, digitized audio, recognition of spoken and DTMF (Dual-Tone Multi-frequency) key-pad input, recording of spoken input, telephony and mixed initiative conversations.

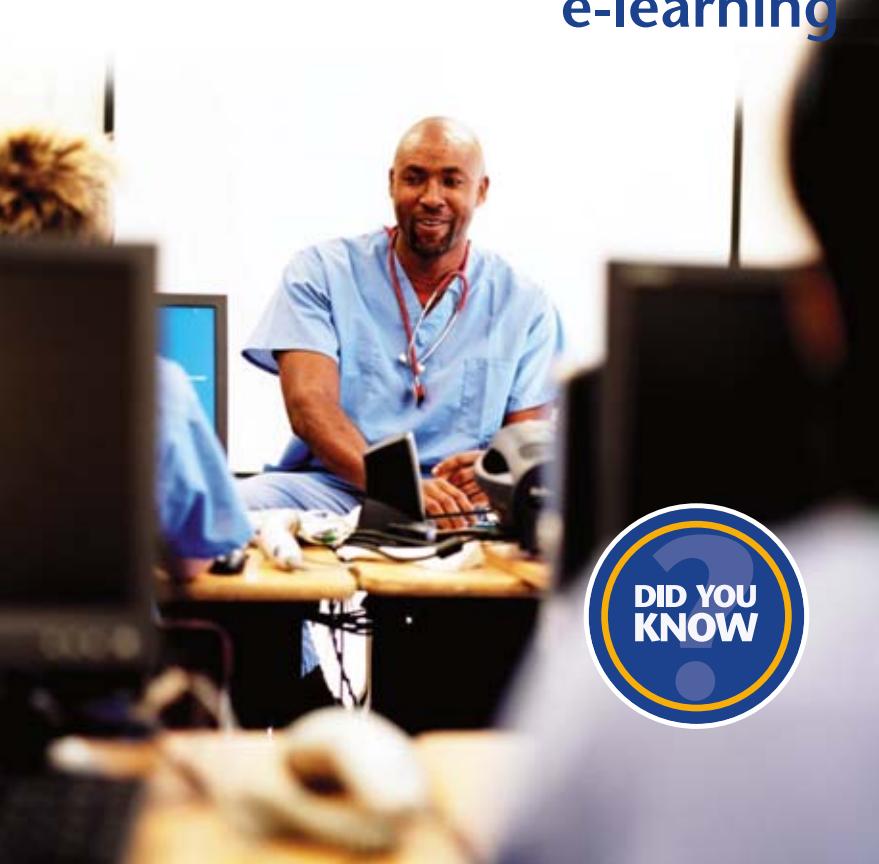
The Voice XML interpreter accepts documents and sends requests to the web server. The web server in turn processes the requests and accesses the database server where necessary to get real-time data. The Voice XML interpreter then transfers any phone-related (inbound or outbound) activity to the underlying voice hardware servers, which in turn connect to the public switched telephone network (PSTN).

Two technologies that Voice Select ERMS takes advantage of within the VoiceXML system are Automatic Speech Recognition (allows users to control the system via spoken utterances) and Text to Speech (creates audible speech from computer readable text).

The architecture that supports Voice Select ERMS is hosted and managed in the Bell network.

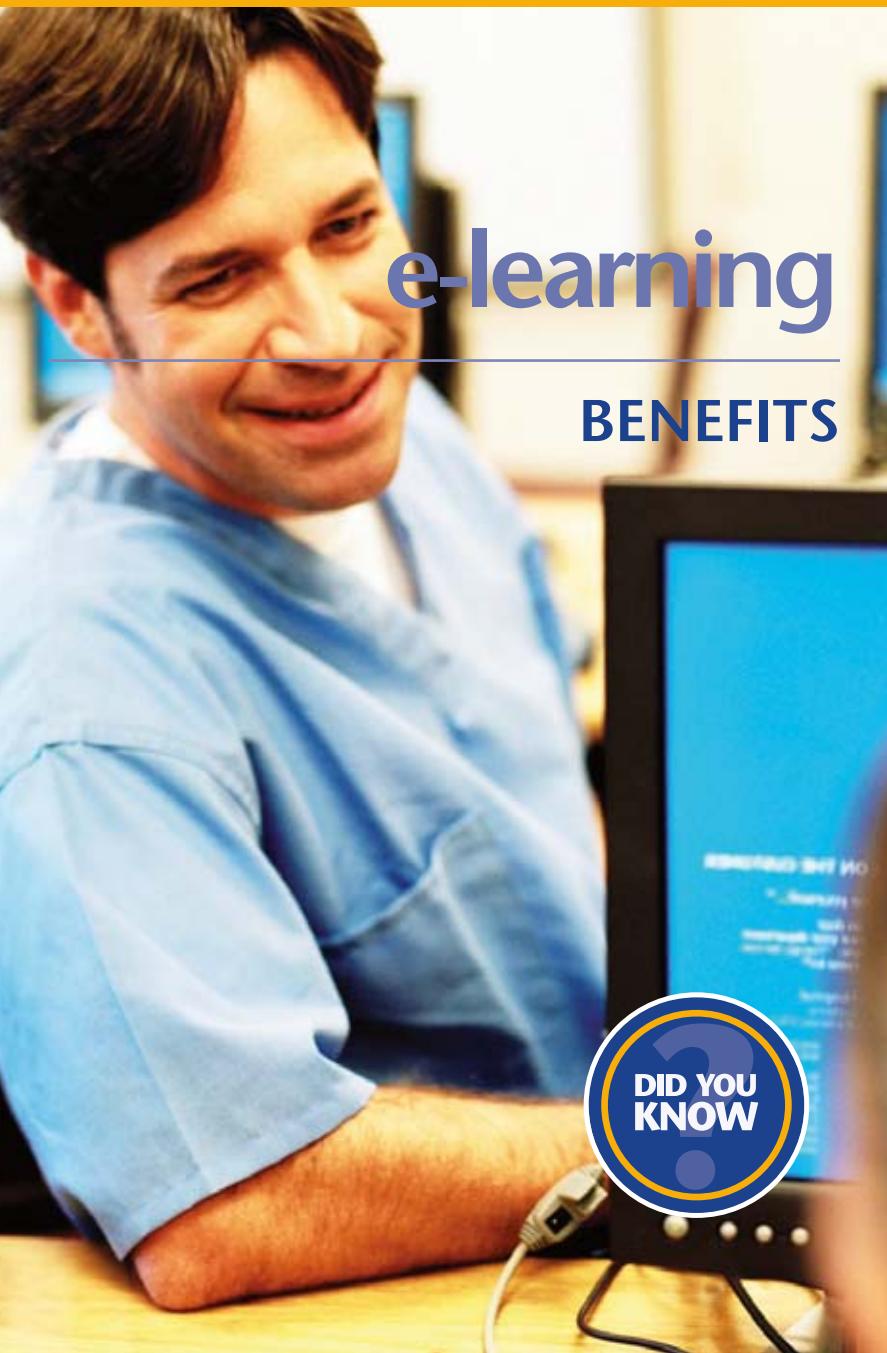
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INDUSTRY SOLUTIONS e-learning



e-learning. Anytime, anywhere access to key medical information.

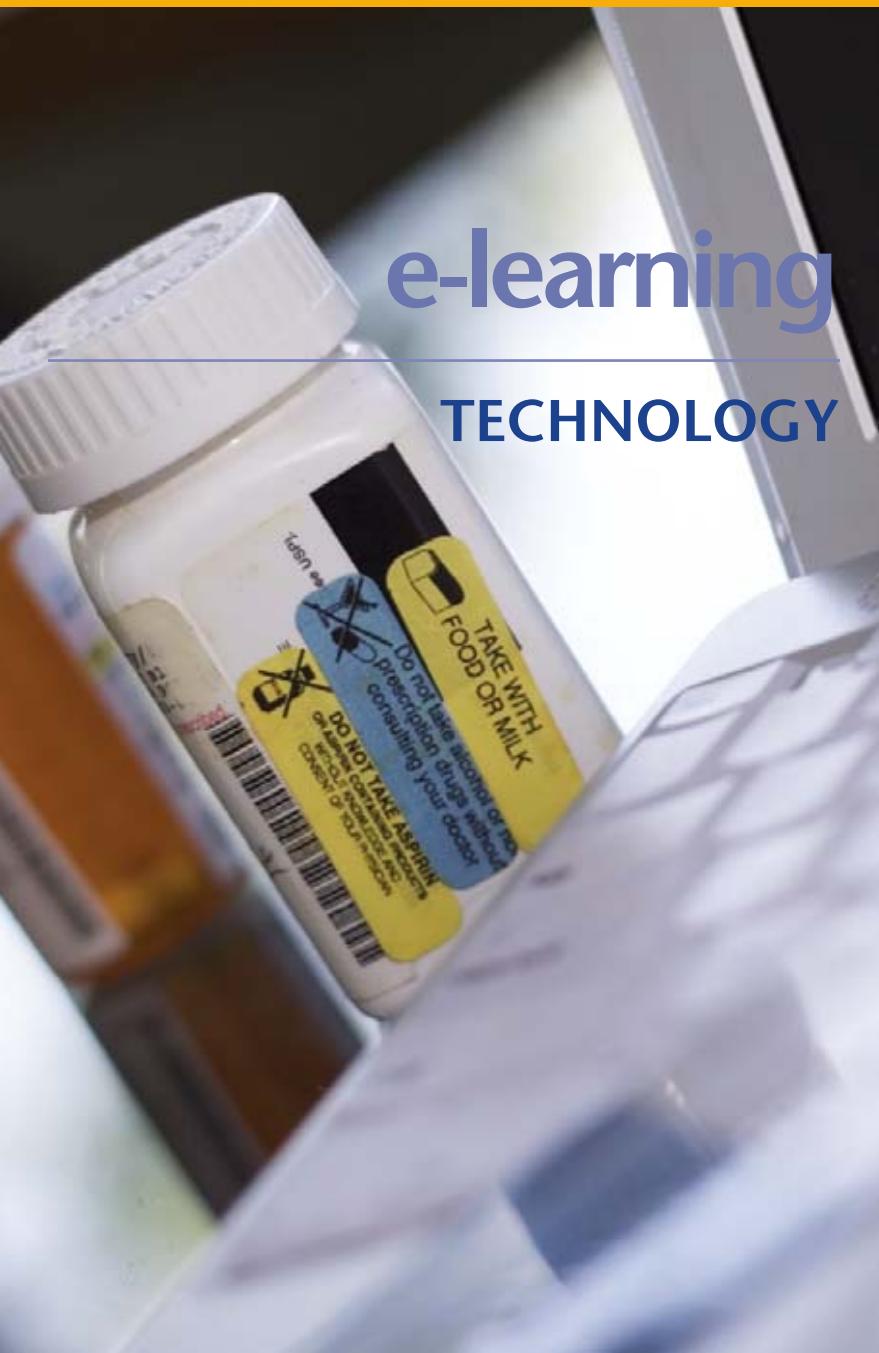
To deliver superior patient care, healthcare providers must have access to ongoing education and training. The Bell Health Campus is an e-learning solution from MOPSY (Medical Online Pedagogical Systems) that provides 24/7 online access to up-to-the-minute medical information, which can be utilized from even the most remote communities.



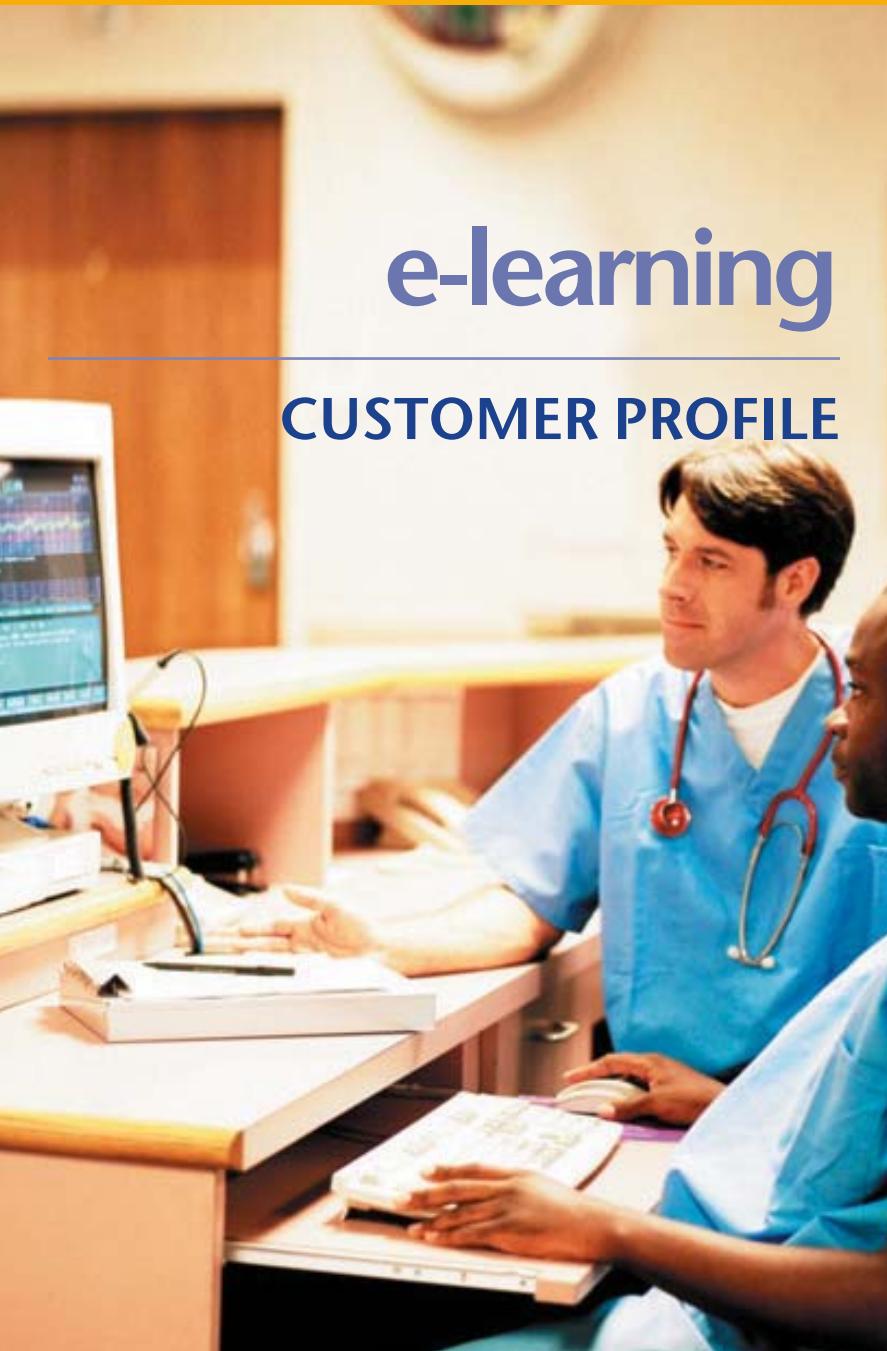
e-learning

BENEFITS

- Delivers quick, individualized, certified, affordable training programs
- Can be accessed from remote communities
- Complemented by online and telephone technical support
- Higher learning retention, participants learn at own pace
- Supported by a team of medical experts for writing, adaptation and evaluation



All online training programs are provided by MOPSY (Medical Online Pedagogical Systems) and are available through an ASP (Application Service Provider) in a web-based portal hosted by Bell Canada. The Bell Health Campus marries this certified medical content with a reliable network that is easy to use, simple to manage and cost-effective.



e-learning

CUSTOMER PROFILE

Pfizer and e-learning

In 2001, Pfizer realized that it was contracting out more and more of its training, at high cost. For each product, a completely new course had to be designed. MOPSY suggested creating comprehensive science courses (covering a range of subjects such as cardiology, neurology, etc.), which could be used for several products and didn't need frequent updates. This solution meant the internal trainers could focus fully on continually evolving "product" training, based on the latest studies. Moreover, MOPSY was offering a system to deliver high quality distance training.

Pfizer started its distance training with a pilot project on cardiology. This computer-based course was composed of various multimedia objects, animations, explanatory diagrams and automatically corrected exercises, all of which contribute to a better understanding and learning of the course material. The pilot project was tested by 100 medical representatives. Based on the results, Pfizer decided to use the MOPSY e-learning system for all its business units (initial medical training), such as cardiology, neurology, rheumatology, pneumology, diabetology, pain, and more.

Pfizer uses Ludi-Elm (software) to assess the knowledge of its staff in initial and ongoing training. Four test phases are organized each year. Since last January, the trainers can change their training material to better suit the needs of their group – and its level of knowledge – using the CPS, the content editor designed by MOPSY. This piece of software enables the trainers to create or change their courses in printable and/or electronic formats.

Both trainers and trainees have welcomed the software and rapidly adhered to the e-learning approach. The ROI of the project was attained within the first couple of years.

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INDUSTRY SOLUTIONS

EHR



Electronic Health Records. Important patient files delivered at the speed of need

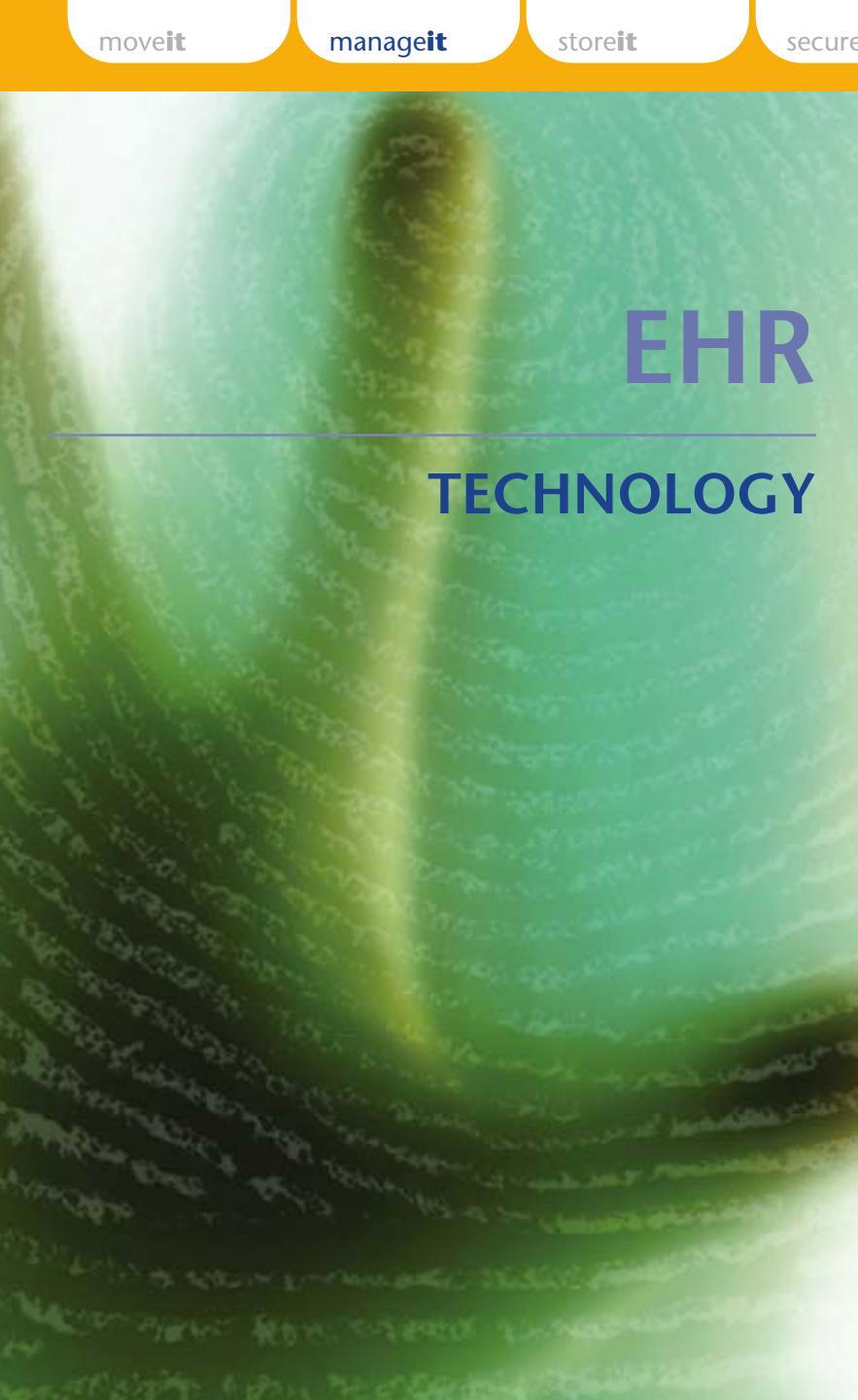
Bell's electronic health record solution takes patient data from a variety of sources (printed files, computer applications and medical imagery) and integrates it in an indexed, scanned format. When it's needed, it is instantly available to any authorized healthcare professional.



Digital Health Records

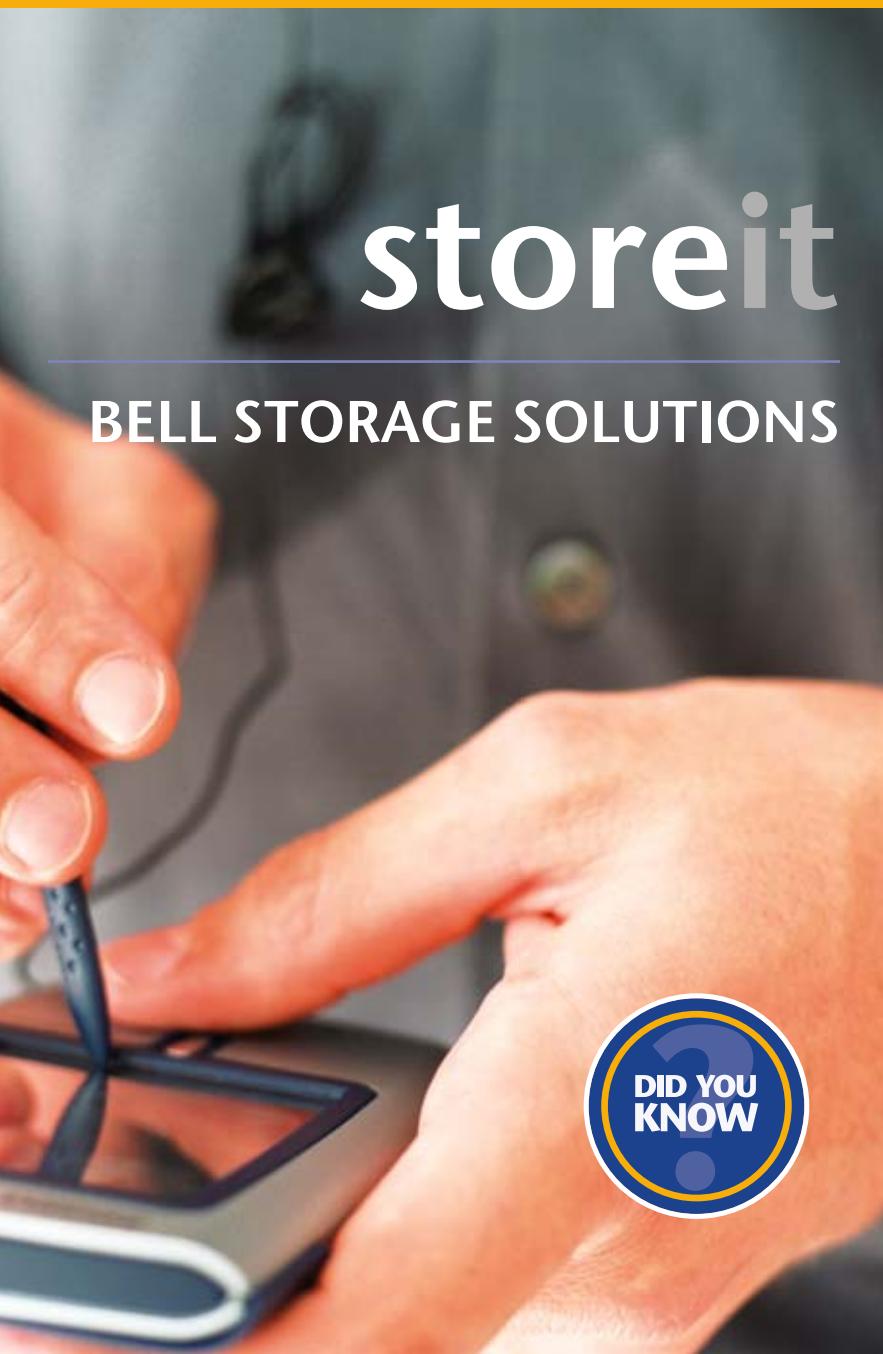


- Reduces access and intervention turnaround times
- Requires less movement of patients and attending staff
- Decreases the workload for archiving departments
- Overcomes administrative and legal obstacles to obtaining sensitive patient information
- Combines several sources to allow a single complete perspective on patient's health including the history and therefore improves quality of treatments



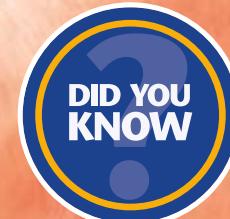
EHR TECHNOLOGY

Bell has partnered with the largest scanning company of its kind in North America, THiINC iMi to scan existing files and implement document management and consultation software. To ensure confidentiality and protection of electronic files, Bell is working with Labcal Technologies for a biometrics solution. The person wishing to gain access simply places his or her finger on a digital fingerprint reader to be recognized.



storeit

BELL STORAGE SOLUTIONS



Providing mission critical storage solutions that put patient data at your fingertips

The volume of reference data in the healthcare system is steadily increasing. Clinicians require access to information when and where it is needed. Patient safety demands nothing less.

In addition, the digitization of data—electronic health records, digital images and computerized physician order entry, plus regulatory compliance is leading to a critical need for secure, managed storage of customer data.

Through our own Infostream Technologies, Bell has revolutionized the storage industry and is poised to change the way healthcare providers manage and access their critical data.

storage solutions

ATTRIBUTES



DID YOU
KNOW

Keeping reference data online for immediate use

Bell Infostream's storage utility offers the following attributes:

- Online – the storage utility provides immediate access to data
- Unlimited Capacity – unlimited online disk eliminates the need to constantly plan for growth
- Redundant – all data is automatically replicated in two geographically diverse data centres in Toronto and Montreal. The second copy is always online
- Compliant – the new storage service allows subscribers to set retention policies to the regulatory compliancy requirements of the health industry
- Pay-per-use – subscribers pay for only the disk space that they use
- Secure – data is housed in highly secure, best-in-class data centres, and with multiple layers of authentication, data is protected from browsing and alteration

storage solutions

PRODUCT PROFILE



Infostream Technologies Inc.

A Bell Canada Company, Infostream specializes in the planning, design, provisioning, deployment and ongoing support of complex information technology solutions.

Infostream's Professional Services portfolio includes:

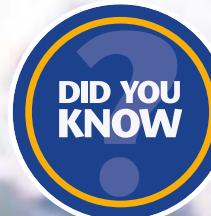
- High performance enterprise servers
- Enterprise Local Area and Wide Area Networks (LANs and WANs)
- Enterprise storage
- Storage Area Networks (SANs) and data replication
- Business continuity planning
- Performance and capacity analysis
- Enterprise system management
- High availability and remote system administration services

Infostream's Managed Services provide 7/24 monitoring and management of all key components of a client's IT infrastructure. Employees at Infostream have an average of 15 years experience in the IT industry and are certified with all major vendors, enabling technical knowledge and support through a single point-of-contact for the complete range of monitoring and maintenance requirements.

storage solutions

BENEFITS

- Improved level of patient safety and care
- Improved efficiency - provides mission critical data in milliseconds
- Infrastructure in place to comply with e-health records strategy
- Provides business continuity – system is available 24/7
- Reduces access and intervention turnaround times
- Requires less movement of patients and attending staff
- Decreases the workload for archiving departments
- Complies with administrative (and legal) requirements to access sensitive information on patients
- Reduced costs through streamlined information management systems



DID YOU
KNOW



storage solutions

CUSTOMER PROFILE

York Central Hospital Physicians Access Medical Records in Milliseconds

Richmond Hill's York Central Hospital (YCH) is one of the busiest and fastest growing community hospitals in the Greater Toronto Area. Approximately 120,000 patients go through its doors every year, and 65,000 of those are treated in its Emergency Department. It has been in operation for over 40 years and has earned an excellent reputation for the many services it offers through its medicine, surgery, emergency, women and child as well as continuing care and dialysis services.

With over 300 physicians and 1700 staff members, York Central is increasingly challenged to find new and better ways of doing things.

Diane Salois-Swallow, Chief Information and Privacy Officer for York Central Hospital comments that "I am constantly challenged to make sure we have an infrastructure in place to help us advance Ontario's e-health records strategy -- an infrastructure that we will be able to sustain in the new environment. One of the biggest challenges I face is business continuity - keeping the system up 24/7."

In 2000, Diane began working with Trevor Christie, Business Development Manager at Infostream Technologies Inc. Infostream is a Bell Canada company with expertise in systems integration related to enterprise networks, servers, software and storage. Infostream would provide end-to-end support for their entire IT infrastructure.

[Profile continues ...](#)



storage solutions

CUSTOMER PROFILE

Since the hospital opened its doors, it had kept all patient records in paper format for research purposes and to comply with the Public Hospital Act. This Act requires that patient records be kept for at least 10 years for a patient who is 18 years of age or older and in the case of a patient who is under 18 years of age, for at least 10 years after the 18th anniversary of the birth of the patient.

Prior to Infostream's arrival, York Central Physicians who required a patient's records called the health records administration office, which tracked down hard copies and brought them to the physician.

The Solution

Trevor and Diane developed a multi-year IT plan based on the strategic directions of the hospital, and the province's e-health plan, taking emerging technologies into account.

Diane says, "The value that Infostream offers is their comprehensiveness of service, their expertise in ICT, data monitoring, service management and the fact that they are vendor agnostic. They do a lot of testing in their labs and then make recommendations based on our hospital and our needs."

Profile continues ...



storage solutions

CUSTOMER PROFILE

The Result

In July 2000, York Central was one of the very first hospitals to bring its patient records online. In 2003, YCH introduced an Enterprise Storage Area Network (SAN). Today, there are some 650 PCs available to physicians and staff throughout the hospital. End users simply put in the patient record number and voila! —the patient's records are available within milliseconds.

What's more, patient records are available using secure remote access technology, which provides multiple users access to the same patient records from anywhere at the same time.

Diane notes "We have built a strong foundation for the future. With Infostream and Bell Canada, I have picked partners who are trusted advisors, backed by their expertise and brand."

secureit

BELL SECURITY SOLUTIONS



Highly secure, sustainable network for information sharing and privacy protection

Security surrounding the delivery and receipt of highly sensitive information is of paramount concern for the healthcare industry.

Bell's security solutions protect your information assets, remove potential threats and vulnerabilities of core data, provide live monitoring and support services, eliminate complexities of IT staffing and ensure that your healthcare facility is deploying the most current security technologies.

Bell is the only provider of seamless, end-to-end network and information security products and services that can help healthcare entities improve efficiencies and reduce operating costs.

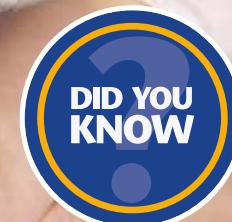


Bell Security Solutions



security solutions

SERVICES



Bell Physical Security Solutions integrate IP-based, remotely managed security tools to help you monitor patients, protect infants, track assets, and mitigate crime in your hospital.

Bell Security Consulting Services employs leading security experts to assess your requirements and help you address vulnerabilities associated with people, processes and technology.

Bell Network Protection Services safeguard your information and integrity by removing potential threats to core data, through proactive monitoring and support.

security solutions

BENEFITS

- Safe, secure communications between key partners (healthcare facilities, clinics, government agencies and others) improves speed and quality of patient care
- End-to-end security solutions reduce capital costs while improving communications and ensuring long-term sustainability
- Facilitates and supports healthcare organization's ability to meet today's complex legislative requirements
- Transforms service delivery for the future—provides a foundation for healthcare operators to transition to shared service model



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Bell Advantage

TOTAL EXPERTISE

- More than 3,000 Canadian Network engineers, many cross-trained in integrated voice and data – average experience of 17 years
- More than 100 experienced and accredited security professionals; Government of Canada security clearance – 90% with Secret or higher
- Premium “Click and Learn” learning modules for continuous training and PD
- Multi-capabilities of best-of-class partners
- More Cisco Systems Certified C++ engineers than any other company in Canada; Certified and retained skill sets include:

Cisco

CCIE, CCNA, CCNP, CCDA CCDP, CIPT

Nortel

NNCSS, NNCDE

Microsoft

MCSE, MCP, A+, Network+, Server+

And

IBDN, HP, IBM, Compaq, Sun, PMG, NetAnalyst, ISO 9002

COPC, 2000, Security, CSIS

PARTNERSHIPS



Microsoft
GOLD CERTIFIED

Partner



CHECK POINT™
Software Technologies Ltd.

NOKIA
CONNECTING PEOPLE



PACKETEER®



Gold
Certified
Partner



CRYPTOCARD
Secure Password
TECHNOLOGY

IBM
Business
Partner

SurfControl®



IBM
Business
Partner

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Vplus
Elite Partner

EMC²
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CITRIX
Solutions
Network
Platinum



TREND
MICRO

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Solution
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CISCO SYSTEMS



ORACLE | CERTIFIED
SOLUTION
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PLATINUM
AUTHORIZED RESELLER



LComm Inc.

SpectraLink
Wireless@work

GLOBESTAR
SYSTEMS

symbol
The Enterprise Mobility Company™

ekahau



Making it simple.™



For more information on leveraging the power of network-based solutions that can save money, improve productivity and transform your care delivery, visit www.enterprise.bell.ca