EXECUTIVE SUMMARY

Yale ITS committed to provide a noticeable improvement in existing clinical phone reliability and quality by March 2020. As part of that effort, approximately 400 Yale Medicine and clinical department inbound patient phone lines will move to a brand new on-premises phone system.

KEY GOALS

- Implement a state-of-the-art phone system dedicated to clinical phones
- Build a scalable, highly reliable foundation maintained on campus by Yale ITS
- Introduce technological enhancements demanded by internal and external users and stakeholders

PROJECT SCOPE

- Infrastructure
  - Replace switches and update cables
- Data Closets
  - Evaluate and Remediate the infrastructure
- Phones
  - Deliver state-of-the-art clinical phone system
- Training
  - Train Supervisors and Agents
- Real-time Reporting
  - New Management Reports

HOW THIS PROJECT WILL BENEFIT YOU

Implementation of the new clinical call center phone system is expected to:
  - Increase phone reliability.
  - Reduce outages that impact patient care, safety and business operations.
  - Provide new phones with the latest technology for clinical call center agents.

High Level Timeline

- Phase 1: December 2019
- Phase 2: January 2020
- Phases 3 - 4: February 2020

PROJECT TEAM

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