



ONE-TOUCH CALLING FOR CLINICIANS



High Quality



Seamlessly Integration



Reliable



Banyan Voice empowers clinicians to effortlessly and securely communicate with the right care team member—without disrupting their workflow within the EHR. Equip your enterprise with a high-quality, clear calling solution that is reliable even in the event of an emergency. Built with clinicians in mind, this integration advances patient care through more efficient clinical communication workflows.

Effortlessly place calls while working within your EHR

Texting doesn't always cut it. Banyan Voice allows you to easily place phone calls while working in your mobile EHR. Just tap the call button in your EHR app's directory to seamlessly launch into your call.



Dr. Erikson is the Cardiologist at Community Hospital.



Dr. Erikson locates the contact details for the patient's nurse and taps "phone".



While working within Epic Haiku on her phone, she realizes she needs to adjust the medication dose for a patient based on new lab results.



Without needing to log in again, she is launched from Epic to Banyan Voice. Dr. Erikson reaches the nurse and discusses the medication adjustment.



After she hangs up, she's taken directly back to where she left off within Epic Haiku.

High quality, reliable calling - no matter what.

Banyan Voice leverages deep technology integrations with leading device, telephony and wireless networking vendors to ensure the highest level of reliability.

- Historically strong relationship with Apple, with deep collaboration at the engineering level
- Cisco's FastLane infrastructure prioritizes traffic to ensure high call quality
- Low VoIP call latency
- Automatic call quality monitoring for enhanced reliability

White-glove support for a seamless setup.

- Onsite setup is not required. Our IT-friendly install will have you up and running in 48 hours.
- Our team of support & solutions experts has the knowledge and experience to cover anything you need—from MDM to WiFi.
- We offer a fully customizable solution that you can tailor to the needs of your organization.

Leverage your current telephony and EHR systems.

- SIP-enabled through a direct integration with Cisco Unified Call Manager, maximizing the ROI of your existing telephony infrastructure.
- Standardized CUCM configuration profile enables efficient telephony setup with minimal manual labor.



Security protocols you can rely on.

Reliable and secure, Banyan Voice adheres to healthcare security and standard protocols you can trust.

- Real-time call monitoring to maintain security
- Data backup
- Multi-factor authentication
- HIPAA compliant
- MDM compatible
- Configurable security settings
- SSO with OAuth and Open ID Connect
- Token expiration & session management settings
- Customized Telephony Dialing Rules
- Facility Management
- Telephony Management
- Secured calling with end-to-end encryption (coming soon)

KEY CAPABILITIES



Full-featured, HD calling: transfer, voicemail, caller ID



Single sign-on from Epic to Banyan Voice



Persistent session eliminates logouts during emergent situations



Real-time call monitoring as a part of application security



Integration with Cisco Unified Call Manager



Easy set-up within 48 hours



Zero Infrastructure (coming soon)



Customizable app-to-app launch points (coming soon)



Custom caller ID (coming soon)

Setup a pilot of Banyan Voice within 24 hours of initial contact.

Reach out to our business development team at sales@mobileheartbeat.com to get started.