



NEWS RELEASE

# Mitel Targets Healthcare Workflow Fragmentation With Purpose-Built Communications Portfolio

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Communications and workflow solutions designed for healthcare help organizations reduce care coordination gaps, keep frontline teams connected, and improve patient experience

OTTAWA, Ontario--(BUSINESS WIRE)-- When a nurse can't reach the right care team member, or emergency dispatch can't communicate with the ER ahead of an ambulance arrival, a communication gap becomes a patient risk. **Mitel**, a global leader in business communications, is helping healthcare organizations close that gap through communications solutions built around clinical workflows that connect medical teams, coordinate patient handoffs, and support care delivery across facilities and in the home.

Mitel's healthcare communications portfolio spans unified communications, critical communications, and patient-facing engagement, providing healthcare organizations with a connected foundation delivered through purpose-built solutions.

Healthcare organizations are under growing pressure to improve care coordination, support frontline staff,

modernize fragmented communications systems, and meet rising patient expectations across progressively complex care environments. **New research** from Vanson Bourne highlights the scale of these communication challenges. It shows that **64%** of healthcare workers feel pressured to "make it work," even when communications systems aren't designed for their needs, and **two-thirds** of these workers report experiencing delays in completing tasks due to communication issues. At the same time, clinician burnout, workforce shortages, and evolving security requirements are accelerating demand for communications solutions tailored to healthcare



workflows.

“Healthcare organizations today are managing more complex care scenarios, across more staff roles, more patient touchpoints, and more dynamic handoffs than ever,” said **Martin Bitzinger**, Senior Vice President of Product Management at Mitel. “That means there isn’t time to manage communications tools that weren’t built for the job. Our focus is on giving healthcare professionals the right tools for their specific workflows, not generic tools they have to work around.”

Mitel’s **healthcare communications portfolio** spans unified communications, critical communications, and patient-facing engagement—giving healthcare organizations a connected foundation delivered through purpose-built solutions, including **Mitel CX** for contact center and patient interactions, **Mitel WX** for hospital operations (launching later in 2026), and **Mitel Xpert** for command and dispatch environments. The portfolio further extends these experiences across several key operational areas:

- **Clinical Workflows: OpenScape Alarm Response (OScAR), Mitel Virtual Care and Collaboration (VCCS), and Mitel Health Station HiMed** work together to cover the full range of staff and patient interactions in a modern hospital environment, including digitalized point-of-care workflows and direct integration with specialized clinical applications. HiMed is a bedside patient infotainment terminal that integrates with both alarming and virtual care solutions to help hospitals shift from a reactive model of patient care to a predictive model backed by careful automation.
- **Connected Patient:** Effective patient engagement requires more than a single touchpoint. It bridges virtual visits, bedside interactions, appointment management, and ongoing communication across the care journey. Combined with **Mitel CX**’s intelligent routing and workflow automation, healthcare organizations can connect bedside engagement, virtual care, and clinical communications into coherent workflows that reduce administrative burden, automate administrative and recurring tasks such as appointment setting or patient preparation, and improve both patient and staff experiences.
- **Clinical Communications and Rapid Response:** Mitel’s critical communications portfolio is structured to address each phase of the event response lifecycle, from initial detection through enterprise-wide incident management. OScAR operates at the detection and escalation layer, automatically routing critical alarms—whether from nurse calls, fire systems, or IoT sensors—to the relevant mobile staff in seconds through automated workflows. For command, dispatch, and high-stakes operations environments where operators must manage hundreds of simultaneous communication channels on a single interface, Mitel Xpert provides the multi-line orchestration infrastructure that time-critical coordination demands. When an organization needs to manage the full scope of a critical event, **Mitel Critical Event Management (CEM)** provides early risk detection, automated alerting, coordinated response, and post-event analysis within a single unified environment.

- Frontline Mobility and Care Coordination: **Integrated DECT** and Wi-Fi mobility solutions provide healthcare staff with the mobile, hands-free communications that support coordination without disrupting patient care. Built with one-touch access to **Mitel Workflow Studio**, the new H60 AI DECT Headset enables hands-free, voice command navigation of clinical workflows and AI-assisted services, supporting patient transport coordination, frontline worker safety, and care team collaboration. Together, they help improve visibility across departments and support more responsive care environments.

“Across five acute hospitals, the reality is simple—staff need things to work,” said Tom Boyle, Head of Telecoms at Sheffield Teaching Hospitals NHSFT, UK. “When a crisis hits, the right information needs to be available at the right time. When someone makes a crash team call, there simply must be dial tone. In healthcare, communications technology isn’t just infrastructure—it underpins the moments that matter most.”

VCCS and Mitel Xpert are available today, while Mitel Health Station HiMed is currently offered in European and international markets. OScAR and Mitel CEM will be available globally in the coming weeks, along with the H60 AI DECT headset in the third quarter of 2026.

To learn more, visit: [www.mitel.com/solutions/industry/healthcare](http://www.mitel.com/solutions/industry/healthcare).

## Related Materials

Blog: **Modernizing Clinical Communications Without the Disruption: How One Academic Medical Center Simplified a Complex UC Environment**

Blog: **With Healthcare Demand Rising, Communication Architecture Decides Who Can Keep Up**

Blog: **Critical Response Communication: Why Seconds Define Outcomes**

## About Mitel

Mitel is a global leader in business communications, providing businesses with advanced communication, collaboration, and contact center solutions. With more than 70 million users across over 100 countries, Mitel empowers organizations to connect, communicate, and collaborate seamlessly, with the flexibility and choice they need to thrive, both now and for the future. Through proven experience and innovative solutions, Mitel delivers communications without compromise. For more information, go to [www.mitel.com](http://www.mitel.com) and follow us on [LinkedIn](#).

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