

RingEX for Hospitals and IDNs

The comprehensive communications platform for acute care environments



RingCentral's RingEX provides a comprehensive, healthcare-focused communications platform specifically designed for hospital environments. Purpose-built to meet the rigorous demands of 24/7 acute care settings, RingEX unifies voice, messaging, video, and fax into a single, secure solution that supports both clinical and administrative workflows. By replacing disparate systems with one integrated platform, RingEX allows your hospital teams to focus on what matters most—delivering exceptional patient care while maintaining operational excellence.

Key challenges facing modern hospitals

40%

of serious medical errors were found to be attributed to communication failures

Today's healthcare institutions must balance clinical excellence with operational efficiency in an increasingly complex environment.

- **Clinical communication fragmentation:** Siloed departments, multiple communication tools, and shift-based workflows create barriers to effective care team collaboration.
- **Care transition breakdowns:** Critical information is often lost during handoffs between units, shifts, or care settings, creating patient safety risks.
- **Patient and family engagement limitations:** Traditional hospital communication systems struggle to support modern expectations for accessibility, information sharing, and convenience.
- **System integration challenges:** Multiple standalone communication systems create technology management burden, security risks, and workflow inefficiencies.
- **Administrative coordination complexity:** Hospital leadership and support departments need seamless communication channels to manage resources, respond to emergencies, and support clinical operations.

Key capabilities of RingEX for hospitals



RingEX offers an integrated solution designed for the unique workflow and compliance needs of hospital and acute care settings.

Enhanced clinical communication and collaboration

Improve care coordination and clinical decision-making with purpose-built tools.

- **Secure clinical messaging:** Enable HIPAA-compliant messaging between clinicians, with the ability to share images, test results, and patient information safely—all with audit trails for compliance documentation. Leverage AI for smart message triage and summarization.
- **Role-based communications:** Connect with on-call specialists, rapid response teams, or specific departments instantly, even without knowing individual staff members' contact information. AI-powered intelligent routing ensures the right care team members are notified immediately.
- **Video consultations:** Facilitate specialist consults, multidisciplinary care planning, and remote patient assessment with high-quality video capabilities built into the same platform as your other communications. RingEX's AI Assistant can provide transcription and note-taking for post-consultation documentation.
- **Priority notifications:** Ensure critical alerts and time-sensitive messages stand out from routine communications, supporting effective clinical escalation protocols.

Streamlined hospital operations

Improve operational efficiency and resource utilization across the enterprise.

- **Intelligent call handling:** Route calls efficiently with customizable rules based on department, role, shift schedules, or emergency protocols, reducing overhead paging and interruptions.
- **Centralized switchboard functionality:** Empower hospital operators with advanced tools to manage high call volumes, locate staff, and route calls appropriately during routine and emergency situations.
- **Mobile flexibility:** Enable staff to communicate securely in real-time whether they're at nursing stations, moving between departments, in procedural areas, or on call outside the facility.
- **Business continuity:** Maintain critical communications during disasters, network outages, or system failures with redundant capabilities and automatic failover options.

Enhanced patient and community engagement

Improve the experience for patients, families, referring providers, and community partners.

- **Multi-channel access:** Offer patients and families convenient options to reach appropriate hospital departments through voice, SMS, or video, all managed through a single platform.
- **Physician connectivity:** Provide referring physicians with direct access to relevant specialists and departments, strengthening your referral network.
- **Telehealth capabilities:** Support virtual rounding, family conferences, and remote consults with integrated video that meets healthcare security and privacy requirements.

- **Post-discharge follow-up:** Enable structured follow-up communications to support care transitions and reduce readmissions.

Integration capabilities

RingCentral's open communications platform is specifically designed to meet the complex integration needs of modern hospitals, transforming disconnected data into unified workflows for enhanced efficiency and a superior patient experience.

- **Electronic Health Record (EHR) Systems:** Allows clinical and administrative staff to quickly access patient data, appointment history, and medical records for faster, more informed patient care with support for today's most popular EHR/EMR systems.
- **Patient Relationship Management (PRM) Platforms:** Provides a 360-degree view of the patient journey for every interaction, allowing for personalized service and coordinated care.
- **Remote Patient Monitoring (RPM) Platforms:** Enables healthcare providers to track patient health data in real time, monitor chronic conditions, and deliver proactive care remotely, improving patient outcomes and reducing hospital readmissions.

Why hospitals choose RingEX

- **Enhance patient safety:** Improve critical information transfer during handoffs, consults, and emergencies with reliable, secure communications.
- **Increase operational efficiency:** Replace multiple legacy systems with one integrated platform, reducing costs and technical complexity.
- **Improve staff satisfaction:** Reduce communication frustration with intuitive tools that work consistently across the entire hospital environment.
- **Ensure compliance:** Maintain HIPAA compliance with secure voice, messaging, video, and faxing capabilities designed specifically for healthcare.
- **Support strategic initiatives:** Scale communications easily as you add service lines, locations, or affiliated providers without disruptive technology changes.

Transform your hospital communications today

Stop letting fragmented systems create barriers to clinical excellence and operational efficiency. Implement RingEX and build a communication infrastructure that supports exceptional patient care and hospital performance.

Ready to see how RingEX can empower your hospital? Contact a RingCentral healthcare specialist to learn more or visit [RingCentral for Healthcare](#).

For more information, please contact a sales representative. Visit ringcentral.com or call 855-774-2510.



RingCentral Inc. (NYSE: RNG) is a leading provider of AI-driven cloud business communications, contact center, video and hybrid event solutions. RingCentral empowers businesses with conversation intelligence, and unlocks rich customer and employee interactions to provide insights and improved business outcomes. With decades of expertise in reliable and secure cloud communications, RingCentral has earned the trust of millions of customers and thousands of partners worldwide. RingCentral is headquartered in Belmont, California, and has offices around the world.

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