



Information, Please

Medical College Expands “Next Generation” Phone System

In less than a year, the new Ambulatory Care and Medical Education Building will open its doors. In preparation, the computer-based phone system that was initiated two years ago in the 575 Lexington Avenue offices is getting readied for implementation in physician practices moving into the new York Avenue facility.

“The Voice Over Internet Protocol (VoIP) phone system is the ‘next generation’ phone system, which is being implemented in businesses across the country,” says Gerry Goodrich, Director of Practice Operations for the Weill Cor-

nell Physician Organization. “It sits on the network wiring of the computer systems, which is why the management of this phone system resides inside the Office of Academic Computing.”

“VoIP is the technology of how you communicate between the phones and phone switch,” explains Dr. Steven M. Erde, Senior Director, Office of Academic Computing and Chief Security Officer. “It uses the same network, cabling and infrastructure for voice as well as data.”

The VoIP phone system is much more sophisticated than [Continues on page 2](#)

Picture This

Art Program Planned for Ambulatory Care Building

As the Ambulatory Care and Education Building nears completion, much planning and preparation has gone into ensuring that the new space is warm and welcoming. This includes careful consideration of the artwork that will adorn the walls. To help develop an appropriate art program, the Medical College has hired the services of a corporate art consultant.

The process for selecting an art consultant included interviewing a number of corporate art advisors, as well as seeking the advice of several museum curators at private institutions, such as The Rocke-

efeller University and the Historic Hudson Valley Foundation.

“Though we haven’t decided on the style we want, we did make it clear to the candidates that the art should be conducive to making patients feel better about coming to Weill Cornell,” says Richard Thomas, Senior Director, Strategic Initiatives. After several months, the Medical College chose Vick Corporate Art for the assignment.

“The material that Connie Vick submitted from projects she did for other clients was excellent regardless of the style,” says Mr. Thomas. “We were also impressed by her experience and [Continues on page 2](#)



CURRENT RENOVATIONS

The sidewalk bridge that has been installed around the E Building at the corner of York Avenue and 68th Street is in preparation for the start of the first of the Major Upgrade Projects, which includes the construction of a three-story addition on the E Building roof. (There will be more information about the Major Upgrades in our next issue of *On the Move*.)

In addition, a former retail space on the ground floor of 1155 York Avenue is being converted into generic office space to be used to house departments displaced during the Major Upgrade Projects. This space, with room for ten occupants, will be ready for occupancy in June. •

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the types of businesses and institutions she has served.”

Ms. Vick says she understands what the Medical College hopes to achieve. “We specialize in art that reinforces the spaces and creates an energetic, dynamic environment that’s contemporary, exciting and interesting,” she says. The artwork will be located in patient waiting areas and exam rooms, the lobby, corridors, a conference center, and it will also wrap around the center core of the building where patients pass in order to get to their destination. The art will also be surface-applied to the building finishes, allowing it to be changed periodically.

According to Ms. Vick, the project has two components. “One will be new artwork that’s purchased to work aesthetically with the spaces and to make the whole environment attractive and lovely to look

at,” she says. “Whether prints or photographs, the art will stand on its own and not matched to a décor. It will all be done by professional artists with aesthetic integrity. It will also reflect on the staff and the physicians who work in this space, showing that this is an environment that is sophisticated and intelligent.”

Ms. Vick will also be working with Cornell University’s Johnson Museum of Art, which has agreed to loan the Medical College works from its permanent collection. She plans to group the borrowed art in the conference center or a central location that best showcases it as an integrated collection. “This art exhibit also will be rotated after a year or two and then we’ll borrow other works,” she says.

“We don’t know what Connie is going to recommend yet,” adds Mr. Thomas, “but we know it will be beautiful.” •

Phone System

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traditional land lines, with a greater feature set including advanced paging capabilities, as well as inbound and outbound faxing. And thanks to the new “WMC” prefix (962), phone numbers will be easier to remember. Most important, customer service will be improved by managing calls so that patients are not kept waiting on hold.

“The goal is to create a single unified presentation to outside callers so that when they call in they don’t have to wait,” says Dr. Erde.

Another benefit is the data systems that allow a business unit, a practice, or an administrative office to gather information on a real-time basis about its phone use. “Data reports from the new system will tell us how many calls have come in, what kind of calls they are, and where they originated,” says Mr. Goodrich. “This allows us to manage personnel more efficiently based on our knowledge of call volumes. If you find, for example, that you get a heavy volume of calls on Monday morning between 9 and 11 am, you can then staff accordingly.”

“VoIP is the leading edge,” says Dr. Erde. “It’s also highly redundant in that if there’s a total failure of one system, it automatically cuts over to the other system. The goal is to have infinite reliability.” •

Renovations Under Way on WCMC Campus

The second and third floors of 425 East 61st Street are being made ready for the relocation of the Secretary of the Medical College, the Office of Faculty Affairs, and the Affiliations Office who will be moving into freshly painted, newly carpeted, well-lit offices there in May. This project is part of a larger plan to reassign administrative offices in response to new priorities as outlined in Strategic Plan II. Subsequent phases of this plan

will renovate much of the first floor of the A, B and C Buildings for occupancy by the Institute for Clinical Research, the Office of Tri-Institutional Programs, the MD-PhD Program, the Office of International Initiatives, and the Clinical Trials office. In addition, the A-1 Corridor—Weill Cornell’s “front hall”—will be considerably refurbished. This work will be under way this summer, with occupants moving in by September. •



Project Schedule

CONSTRUCTION MAY TO AUGUST 2006

PROJECT	LOCATION	MAY-06	JUNE-06	JULY-06	AUG-06
YORK AVENUE AMBULATORY CARE BUILDING	York Avenue	[Orange bar spanning May to August]			
LASDON HOUSE UPGRADE	Lasdon House	[Orange bar spanning May to August]			
OAC EXPANSION	LC-0, D-0	[Orange bar spanning May to August]			
RARC RENOVATION	A-7	[Orange bar spanning May to August]			
E-BUILDING	E-6, E-7, E-8, E-9	[Orange bar spanning May to August]			
STEM CELL 2	A-8	[Orange bar spanning May to August]			
HEMONC/PATHOLOGY/CT SURGERY	A-6, C-6, D-6	[Orange bar spanning May to August]			
SURGERY	A-8, A-10	[Orange bar spanning May to August]			