

Why telephony and nurse call should be one system



NEC iCall:

Smart Healthcare Communications

Struggle For Life

The Challenges In Healthcare



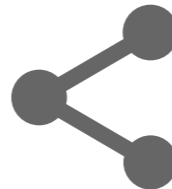
Mixing different technologies

Healthcare communication focuses on the patient or resident and the nursing staff. In all healthcare environments numerous technologies are mixed into one system, or at least connected. In most cases different technologies are supplied by different suppliers, sometimes connected to each other but mostly not integrated. Everybody depends on various suppliers for one integrated solution. So who's taking responsibility for the performance of all these systems tied together? The challenge is to find a real one stop solution for the complete care communication system, including nurse call, notification, telephony and IT Services.



How quickly do you know the reason of a room call?

Nursing staff are focused on giving care to the patient or resident. Unfortunately the average time spent providing care is only around 22% of their working time. After a nurse call is received, the staff need to walk to the room to understand why the nurse call has been made. This approach is time consuming for the employees and frustrating for the patient, since the average time of the nurses response is above expectations. iCall eliminates this issue, so nursing staff can better prioritise their time.



Infrastructural changes

The renewal of a nurse call system in an existing environment frequently demands the replacement of all cable infrastructure, not only in common areas but also inside occupied rooms. Heavy infrastructural adaptations disturb residents in their living areas or patients in their recovery time. Furthermore, any care facility in a retrofit process will perform the transition step by step, while complete nurse call systems need to be replaced in one time. The actual cost of a retrofit project will be at least double that of the new nurse call system.



Satisfied Customers

Any customer in healthcare, whether a resident in senior care environment or a patient in a hospital, wants to stay in a pleasant atmosphere with the least disturbances and the best comfort. But most of all, they need to get attention from nursing staff. Any improvement in staff performance increases awareness for new customers. Satisfied customers provide the best image for healthcare facilities.



Guaranteed patient and nurse communication

Whenever a resident or patient makes a call, the nursing staff need to be alerted as soon as possible. It is crucial that the complete communication chain between the patients or residents and the nurse staff is under control. No one wants to rely on different suppliers for one solution. Prevent a back-and-forth game between suppliers about who's taking responsibility if any technical problems arise.



Technology and infrastructure costs under control

Efficiency improvement very often requires investment in new technology. Every implementation of new technology, in new or existing buildings, requires investments in infrastructure, like data network cabling or new signalling cabling for nurse call. The cost of infrastructure often beats the cost of the technology investment.



Personnel costs under control

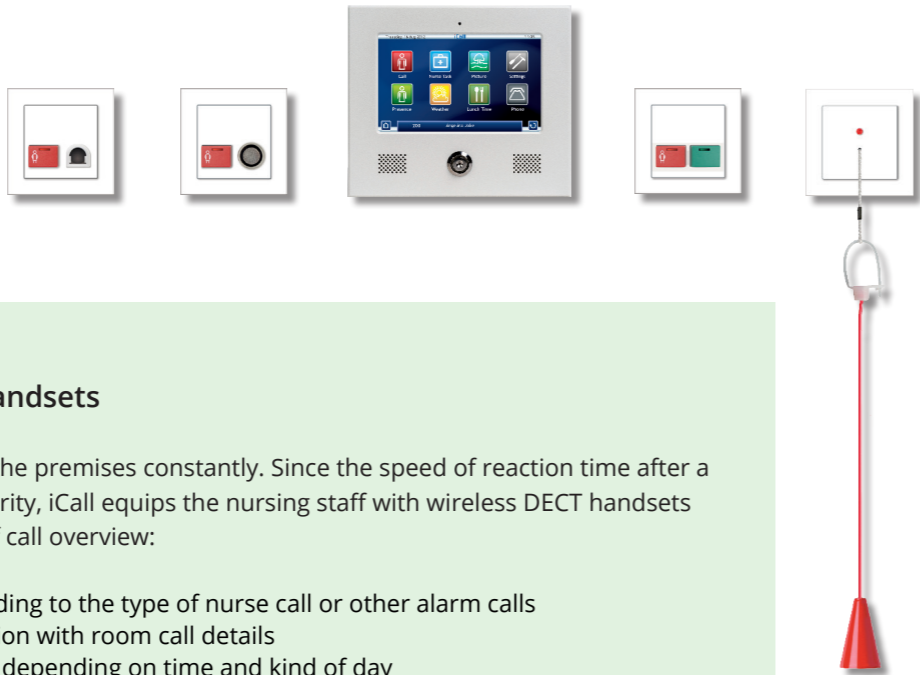
Hidden costs are the real enemy of any healthcare facility; nursing staff losing time on non-care tasks, no adequate personnel available at the required moment, or too many staff available for the ongoing requirements, the right balance in personnel occupation – from employees to surgeons – is a real challenge.

Improve
Care Quality Reviews
with iCall



TIME FOR A NEW APPROACH

One Stop Shop



NOTIFICATION Staff Wireless DECT Handsets

Nurses are moving around the premises constantly. Since the speed of reaction time after a nurse call is the highest priority, iCall equips the nursing staff with wireless DECT handsets offering the full capability of call overview:

- Different alert tones according to the type of nurse call or other alarm calls
- Extended display information with room call details
- Different notification rules depending on time and kind of day
- Emergency button to alert staff colleagues immediately for assistance
- Combination DECT/WiFi in one handset available for extended feature capabilities



PATIENT HANDSETS: All healthcare features come as standard

All NEC handsets are ideal for healthcare in-room environments over a VoIP or digital connection. In a retrofit environment, single pair cabling offers the full functionality including handsfree-answerback intercom after a room nurse call:

- VoIP or digital
- Very clear display
- Keypad with enough space between keys for use by elderly persons
- Handsfree answerback after room nurse call without any command by the patient or resident
- Page to multiple stations to make announcements
- Background music with priority for intercom and page calls



ONE INTEGRATED SOLUTION

A to Z

NEC's iCall provides a complete healthcare communication solution for the patients, residents and nurses. Integrating nurse call, nurse notification and telephony applications offer a one-stop-solution for every healthcare facility in Acute Cure and Care, Long-Term Care and Assisted Living.



THE SECURITY

iCall is based on a distributed architecture

Every intelligence moved to the IP-units can serve one or more rooms, and there is no single point of failure, as there is in all other vendor's systems. For high-risk environments, every iCall IP-unit can register to two notification gateways. So whenever one gateway should go down, the other can take over seamlessly to guarantee the required notification.



THE CALL

iCall offers a broad range of call units, wired or wireless

From essential call points, over intelligent supervised LocalBus call units to the most extended room unit with touch screen and task registration, iCall combines any wired and wireless call units in one system for your specific needs. Furthermore, all wireless pendants with or without localisation and/or wanderer detection become fully integrated into one solution.



THE NOTIFICATION

Alert any nurse, anywhere

The speed of reaction time is crucial. iCall offers a broad range of nurse desk units using IP-touch units, touch-screen PCs or corridor displays. Through the messaging solution notification server, any nurse can be alerted anywhere on any device, according to the time and day.



The Infrastructure

Designed in open standards

The nurse iCall call is designed in open standards offering very flexible integration capabilities over IP. So any other application which can benefit from information out of the nurse call, can be integrated. Furthermore, iCall is able to interact with applications coming from other systems, like fire alarm systems, localisation systems and more.

Full-IP-to-the-room nurse call

Whenever Ethernet intelligence is available inside the room, the complete nurse call system can be built using this standard technology. Substantial cost savings on wiring and Ethernet components are the results.

Need superfast ethernet?

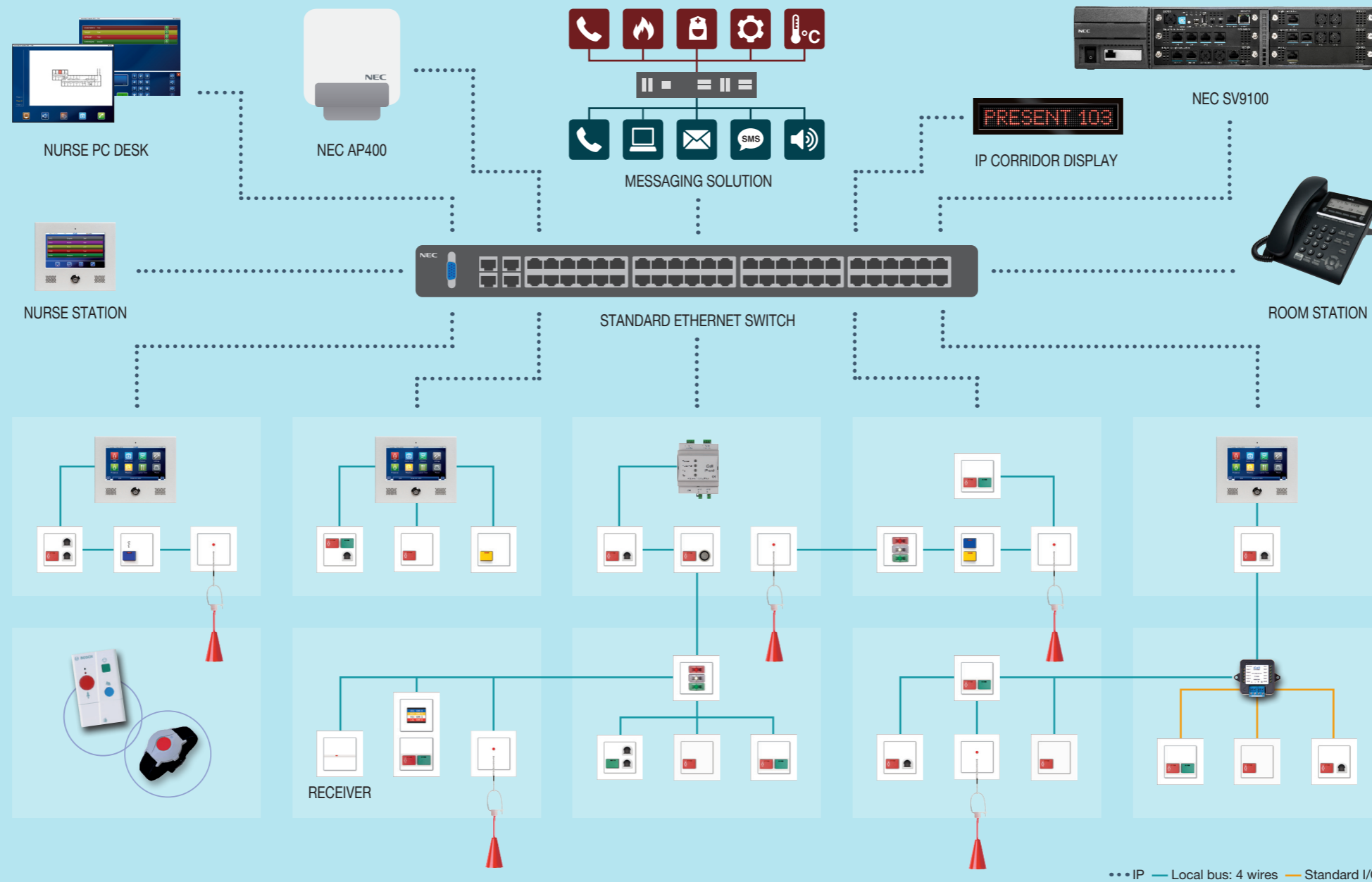
Find out how much ethernet will cost per month. You can also order online!

Re-use existing wiring, with any topology and cable section

In retrofit situations with standardised nurse call needs, super intelligent call units connect over any 4-wire cable in any topology: bus-, star-, or a combination of both. In cases, iCall can be built on existing wiring from your old nurse call system.

Visit: <https://peachtechnologies.co.uk/connectivity-services/business-ethernet/>

Suits Every **Environment** and **Combination**



LOGGING Full Control

Every event in the nurse call system can be logged, including nurse staff ID. Any outgoing phone call and technical system alert are registered, so full control is guaranteed.



REACTION Nurse's response in one touch

In combination with an NEC VoIP digital handset in a patient - or resident rooms, nurses can immediately know the reason for the room call, using only one touch command on their DECT.



REMOTE SUPPORT Easy Maintenance

Peach Technicians can remotely access the call units, the notification server and telephone system to program, diagnose or change settings.

Orchestrating a brighter world

NEC

What if you could
immediately know
the reason of the
room call?

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