

Healthcare Solution

Healthcare Facilities

IPcelerate leverages a Cisco Unified Communication solution to facilitate and streamline communication between healthcare professionals, staff and their patients. The IPcelerate Healthcare Solution allows healthcare organizations to improve the service and quality of care by improving response times, providing easy access to critical information, facilitating patient and staff communication, and increasing emergency response capabilities.

The IPcelerate Healthcare solution gives healthcare providers the ability to:

- ▶ Improve and streamline nurse/patient communication through two-way nurse-call integration
- ▶ Automatically activate crisis management, first-response, or infectious disease control teams through one-touch dial-out to their cell phones, home phones, or email devices
- ▶ Track response efforts to engage additional team members as necessary or to evaluate and refine quality management and assurance
- ▶ Increase staff support/coordination through integrated “Zone” paging (audio, text or audio and text), whisper and intercom
- ▶ Facilitate communication through dial-out notification mechanisms that automatically notify patients of appointments or contact insurance companies to update patient status
- ▶ Increase site security and safety through event-triggered, web-enabled video surveillance, activated by intelligent entry/exit/motion sensors.
- ▶ Increase personnel and selected patient safety and security using personal notification RFID pendants to alert and locate personnel when the RFID pendant is activated.
- ▶ Record all voice conversations or record on-demand for analysis and later transcription
- ▶ Generate reminders to staff and patients of ad hoc and scheduled events (appointments, meetings, classes, etc.)
- ▶ Track high-value hospital assets (beds, IV stands) through RFID-enabled phone notification if assets are moved



The previously listed initiatives are derived from the majority of healthcare facilities that IPcelerate has worked with; however your facility may have other initiatives. IPcelerate offers a collaborative consulting engagement within your organization, designed to uncover and solve your critical business initiatives. Whatever the need or initiative, IPcelerate can help you ensure that you are maximizing your investment in IP Telephony to effectively address it.



Needs & Solutions Matrix

IPcelerate's **Healthcare Solution** is a pre-configured, pre-integrated set of applications that enable Healthcare facilities to use Cisco IP Communications to meet their most critical needs. **Table 1.1 Needs & Solutions** defines the primary needs within the Healthcare vertical, the solutions generated, and the IPcelerate applications resident in the Healthcare Solution that meet the need.

Table 1.1 Needs & Solutions

Need	Solution	IPcelerate Solutions
<p>Enhance Patient Monitoring & Care (Nurse Call System Integration)</p> <p>Dispense high-quality, accessible medical care as efficiently as possible</p>	<p>Two-way Nurse call intercom provides quick and effective communication between nurses and patients.</p> <p>Supports integration with a wide range of communication resources such as nurse call points and alarm buttons. Also integrates with phone devices (cell, home, office, PDA's) to push alerts and drive notification to team members immediately.</p> <p>Increases staff mobility by bringing contact/notification to healthcare personnel immediately through existing mobile devices (cell, PDAs, and Cisco IP Phones).</p> <p>Eliminate the need for noisy, distracting overhead paging systems and improve patient satisfaction with faster response times using targeted Zone Paging</p>	<ul style="list-style-type: none"> ▶ Nurse Call Integration Module ▶ Situational Awareness ▶ Paging <ul style="list-style-type: none"> ▶ Text-to-speech ▶ Text ▶ Audio ▶ IP Speakers
<p>Provide faster incident response among crisis management teams scattered throughout the Hospital</p>	<p>One-touch audio conferencing to connect teams of experts on demand, leading to better decisions and more effective care. First responders can help emergency room nurses assemble triage teams prior to arrival. Infectious disease control teams can be automatically contacted and assembled.</p>	<ul style="list-style-type: none"> ▶ Pre-programmed conference
<p>Identify, monitor, record and respond to emergency and code-related calls</p>	<p>Immediately locate, monitor and record the origination of emergency and code related calls. Alert and notify on-site safety personnel, and emergency response teams via audio, text and text-to-speech to Cisco IP Phones.</p> <p>Establish pre-configured 'emergency response' conference call with a single button push on a Cisco IP Phone</p> <p>Automatically record conversations when emergency or code-related numbers are dialed</p>	<ul style="list-style-type: none"> ▶ Internal 911 Alert Notification ▶ Location Enforcer ▶ Pre-Programmed Conference ▶ IPstudio (911 Call Recording)
<p>Intelligent Call Recording for response management and liability reduction</p>	<p>Healthcare facilities receive hundreds of calls from people regarding healthcare issues. Call Recording ensures calls are being handled effectively and that accurate health care information has been provided.</p> <p>Call records provide details to supplement reports and facilitate transcription. Use call recording to verify transactions and document verbal requests and authorizations to help manage and reduce risk.</p>	<ul style="list-style-type: none"> ▶ Always-On Call Recording ▶ On-Demand Call Recording ▶ Call Marker
<p>Efficient Staff Management to reduce operating costs</p>	<p>Alert facility management when custodians or other personnel have not clocked in or out. Automatically contact personnel for absenteeism replacement and overtime management.</p>	<ul style="list-style-type: none"> ▶ T&L Integration ▶ Dial Out
<p>Visually monitor and document illegal, disruptive or physically threatening incidents</p>	<p>IP cameras and can be associated to specific sensors and record automatically when sensors detect an event (unauthorized entry, smoking, etc.) Cisco VoIP and cell phones are automatically notified when sensors are triggered.</p> <p>Prevent incidents by monitoring "trouble spots" and planning for potentially volatile events (i.e. Emergency Room, docks, etc...)</p>	<ul style="list-style-type: none"> ▶ IP Video Surveillance ▶ Situational Awareness

<p>Maintain situational awareness of facility status (e.g. doors and windows) and smoke alarms</p> <p>Increase Doctor, Nurse and Staff safety and security</p> <p>Significantly reduce response time to critical events</p>	<p>Integrated RFID sensors and existing environmental control systems give you the ability to notify facility management by automatically paging Cisco IP phones and other communications devices when a specific event occurs. The following is a list of RFID sensors and environmental controls systems:</p> <ul style="list-style-type: none"> • Window breaker/Door sensors for unauthorized entry/exit • Cigarette buster sensor for smoking prevention • Temperature sensors (food preservation & equipment rooms) • Moisture sensors for bathroom flooding • Fire alarm/Security access control system integration • Nurse call systems <p>ER doctors, nurses, staff, and selected patients are equipped with an RFID 'panic button,' enabling them to call for assistance immediately. This will trigger the device of your choice in the facility and make all personnel aware of an emergency situation.</p> <p>Initiate emergency alert broadcast messages from a Cisco IP Phone with a touch of a button.</p>	<ul style="list-style-type: none"> ▶ Situational Awareness ▶ RFID Sensor Devices ▶ Cisco IP Phone Panic Button ▶ Paging <ul style="list-style-type: none"> ▶ Text-to-speech ▶ Text ▶ Audio
<p>Enable effective, flexible, and efficient internal communication mechanisms for doctors, nurses and staff</p> <p>Streamline facility processes so that care and administration operate more efficiently</p> <p>Enable efficient and convenient external communication for Healthcare employees</p>	<p>Use dial-out to automatically contact patients to remind them of appointments, or contact insurance companies with status updates</p> <p>Deliver Text, Text to Speech (TTS) & Audio messages to Cisco IP Phones for a single patient, multiple patients or the entire facility providing greater confidentiality, as you can send messages to individuals, rather than broadcasting to the entire facility</p> <p>Establish pre-configured conference bridges in response to system or personal activation triggers</p> <p>Provide Patient rooms with customized alerts (visual or audio), prior to visiting hour ending.</p> <p>Use the intercom function to communicate with other personnel, whether they are on the phone or not.</p> <p>Initiate instant, prerecorded or scheduled notification to send of reminder information, facility event highlights and notices to PSTN Phones and Mobile devices.</p>	<ul style="list-style-type: none"> ▶ Paging ▶ Intercom ▶ Intercom Whisper ▶ Intercom Text Reply ▶ Do-Not-Disturb ▶ Pre-programmed conference ▶ IP Speakers ▶ Dial out
<p>Enable an intuitive visual environment to allow facility officials to easily invoke solutions</p>	<p>One Touch access to commonly used features via icons on the Cisco IP Phone LCD as part of a Dashboard.</p> <p>Icons for Dashboard are provided within a flexible, interactive, graphical framework that helps you instantly access key functions</p> <p>Dashboards can be personalized based on role within the healthcare facility. Doctor's , Nurses and staff can each have their own personalized Dashboard</p>	<ul style="list-style-type: none"> ▶ Dashboard
<p>Protect high-value assets by minimizing loss and maximizing availability and use</p>	<p>RFID tags are placed on valuable equipment and property (beds, IV stands, etc.) that triggers an alarm if those assets are being removed without authorization.</p> <p>Reduce equipment expenditures and improve inventory management with audit trails with real-time, zone-based alerts when equipment strays into or outside designated "Zone"</p>	<ul style="list-style-type: none"> ▶ Situational Awareness ▶ RFID Sensor Devices ▶ Paging <ul style="list-style-type: none"> ▶ Text-to-speech ▶ Text ▶ Audio

IPcelerate Healthcare: Healthcare Facility Solution

IPcelerate provides numerous VoIP capabilities, features and applications within a Cisco Unified Communication environment. In order to address the specific needs of healthcare facilities, the IPcelerate Healthcare: Healthcare Facility Solution includes IPcelerate products and applications that just need to be configured; no custom development, everything included. The following is a list of products and a description of the features and applications included in the Healthcare Facility Solution:

IPsession 2500 Application Server

IPsession allows you to maximize your investment in Cisco IP Communications. With 32 embedded VoIP applications, IPsession gives you the flexibility to ensure you are getting the most out of your investment in Cisco IP Communications.

The IPsession Application Server provides the following features for this solution:

- ▶ Pre-Programmed Conference
- ▶ Internal 911 Alert Notification
- ▶ Location Enforcer
- ▶ RFID device registration and configuration
- ▶ Intercom
- ▶ Whisper Page/Intercom
- ▶ Dial Out
- ▶ Paging (Text, Text-to-Speech, Audio, Pre-scheduled, Pre-recorded)
- ▶ Situational Awareness



Hospital Dashboard

IPstudio is an add-on to IPsession that provides call recording in a Cisco IP Communications environment. Use IPstudio to verify conversation details and monitor interactions. Included with this bundle, IPstudio (call recording) server provides the following features:

- ▶ On-Demand Recording
- ▶ Always-On Recording
- ▶ Call Marker
- ▶ Book Mark
- ▶ Play, download and distribute recorded calls

IP Video Surveillance Server

IP Video Surveillance is an add-on application server to IPsession and is used to record and monitor video sessions in an organization's IP network. IP Video Surveillance leverages the IPsession single interface to the Cisco Unified CallManager and works with IPsession to receive alert notification and alert detail information about the situations that are relevant to an organization.

Included with this bundle, IP Video Surveillance provides the following features for this solution bundle:

- ▶ Triggered Video Recording
- ▶ Floor plan to camera association
- ▶ Single camera or multiple matrix camera view
- ▶ Integrated alert capability



Camera Matrix View

MORE INFORMATION – For more information about the IPcelerate Healthcare Solution, visit www.ipcelerate.com or contact your IPcelerate or IPcelerate Partner Sales Associate.