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ASCOM teleCARE IP – COST EFFECTIVE AND EFFICIENT COMMUNICATION SOLUTIONS FOR HOSPITALS AND CARE HOMES

Ascom teleCARE IP combines the full suite of traditional nurse call functionality and the power of IP technology. And because Ascom teleCARE IP operates on the IP level, it is more cost effective and more efficient for your hospital, elderly care home, or nursing home.

The future of nurse call systems

Nurse call systems have historically used a central server to control and manage system resources. Ascom teleCARE IP's unique decentralised architecture shifts control to multiple network nodes, thus eliminating the central server. These network nodes, or IP room controllers, are installed in newly designed corridor lamps. Each self-supported IP room controller communicates, signals and controls the room's activities. Ascom teleCARE IP represents a simpler and a safer system because, unlike older systems with a central server, no single point of failure exists that might disrupt call signalling.

Functionality to meet all your messaging needs

Ascom teleCARE IP extends the traditional nurse call system functionality. Calls are sent to the responsible nurse or nurses, but when one of these nurses cannot take the call, the call escalates to another staff member. All calls and information are delivered discretely to staff on the move, thus ensuring effective message delivery. In simpler terms, it's information on the fly – delivered within a single department or across several.

Ascom teleCARE IP stores all calls, alarms and technical events generated within the system. From an easy-to-use browser interface, you can analyse and track calls or get an overview of workloads.

Improving care quality directly

Allowing nurses and other staff to talk directly to patients facilitates instant decision making in any situation. If immediate attention is required, this can be prioritised and if a situation can be deemed as non-critical, a reassuring word can be given and it can be dealt with at a later time. The benefits for staff are increased levels of efficiency through improved organisation – for example, other tasks such as delivering medication can be carried out en route to a patient, allowing a nurse to carry out a more effective ward round.

Nurse call with voice can also be used to support staff-to-staff communication. In the event of an assistance call being made, the calling nurse can speak hands-free with colleagues, allowing them to place maximum focus on the patient. In addition, the teleCARE IP system with voice also gives users the ability to make general and group announcements. This is achieved through dividing the site into groups that can be addressed as such. Doing so facilitates the broadcasting of many different types of announcement, such as the end of visiting hours, an evacuation message or other type of events.

Talk direct to an individual

Calls are sent direct to the handset, letting the individual user deal with them where they are and however they see fit. As well as enabling the delivery of a quicker response and enhancing privacy and efficiency, this method allows staff to remain mobile in a demanding working environment. As a consequence, high levels of patient contact can be maintained and standards of care upheld.

Room to room speech

This method involves equipping rooms with a room display module that allows staff to be in contact with their patients at all times. Operation is quick and easy, and this facility gives staff the ability to interact, communicate and react no matter their location.

Flexible and future proof

Ascom teleCARE IP can be adapted to meet a department's specific needs. Details of the individual intended to receive a certain call can be intelligently programmed into the system. In situations when other calls must to go outside the department or to a special team, these parameters can also be set with teleCARE IP. And when staff or routines change, authorised staff members can reprogram teleCARE IP so each call goes to the right staff member for resolution.

Access to the system is made via a browser interface to any computer connected to the network and new firmware can be downloaded on or off-site. For sites with remote LAN access, teleCARE IP can be managed remotely.
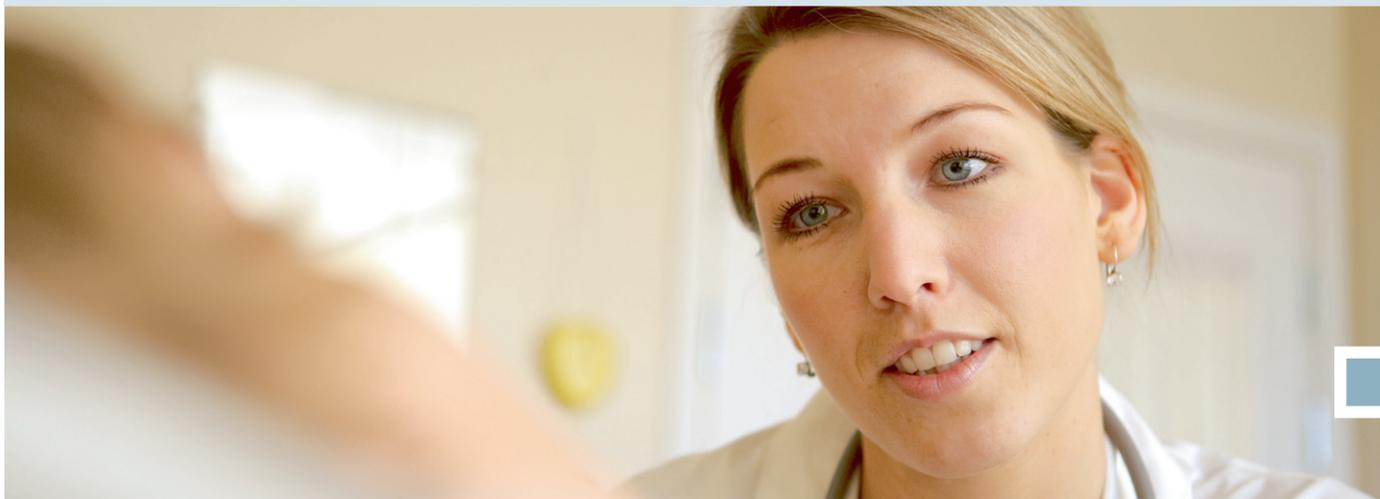
Ascom teleCARE IP is embedded in a LAN (wired or wireless) using a single network infrastructure that virtually future-proofs your nurse call system.

A smooth migration path

The migration path for teleCARE IP from the previous generation of Ascom nurse call systems is straightforward and lets you quickly recoup your investment. The IP ward controller upgrade is easy and reuses the existing infrastructure and peripherals – migration will not compromise the day-to-day routines of patients and staff. Multiple sites can work as one large site, simply by using the LAN.

An open, flexible system – planned for the future

Ascom's teleCARE IP utilises an open standard and offers integration with other systems on four different levels.

- At the top level, enterprise integration is possible, e.g. integrate an HL-7 with the hospital information system.

- At the application level, share data, e.g. export historic nurse call data in XML format to a management system.

- At the room level, integrate with intelligent devices, such as Bluetooth or Zigbee receivers and Domotica.

- At the bed level, integrate with smart patient devices, such as a bedside terminal, TV control, or webcam.

Ascom's teleCARE IP can be fully integrated into Ascom Wireless Solutions' Unite platform. This gives you not only Unite's interactive messaging capabilities, but also access to different carriers, such as VoWiFi, IP-DECT, paging, and GSM. A complete integration with personal alarm systems, call diversion, supervision, and easy number planning are just a few of the other benefits in teleCARE IP's safer and more flexible system.