


Ascom Telligence.
Keeping care close at hand.



Introducing
the Ascom
Patient Response
System

ascom



Nurses spend less than one fifth of their time on direct patient care.¹ Ascom Telligence offers workflow tools that can free up more time for caregivers.

Ascom Telligence. Nurse Call reinvented—again

Healthcare is constantly evolving. Increased awareness of nosocomial infections, for example, has helped prompt the adoption of single-room layouts in hospitals. Such layouts can contribute to more privacy and a better healing environment for patients. But they can also mean more walking for already busy caregivers.

New Healthcare developments (single-room layouts, increasing patient empowerment, etc.) call for a fresh approach to nurse call systems. And that's exactly what the new generation Ascom Telligence provides. In fact, it is so innovative it constitutes a new category of Healthcare communications: the Ascom Patient Response System. The following features and benefits explain why.

1 Streamlining staff communication and collaboration

Efficient management of tasks and calls is the basis for streamlined staff communication and collaboration. That's why Ascom Telligence enables staff to manage and track calls from initiation to completion, helping to ensure prompt responses with minimal steps. And why it lets them create, select, and track multiple task reminders—again, from initiation to completion.

Ascom Telligence lets staff customize workflow buttons for smoother communication of specific needs. Customized text, icons and colors on any label—along with programmable event types, multi-mode actions (short/long press) and matching reassurance lights—let a station signal more event types. A ward can be designed to match specific patient needs at any time. Staff gain immediate understanding of an event and its priority and can respond appropriately.

2 Clinical workflows at the patient bedside

Ascom Telligence user-defined workflow buttons help caregivers spend more time at the bedside. A press on a bedside station gives direct connections to colleagues. Requests, updates and alerts go directly from the patient room to labs, pharmacies, administration, security, and so on. Rounding becomes smoother.

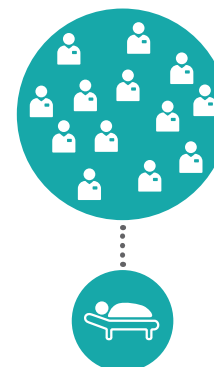
Secure device interfaces are critical for bedside care. Ascom Telligence offers its own SafeConnect™ plug to support data exchange between medical devices. SafeConnect™ is a breakaway magnetic connector that safely separates from a device if accidentally disconnected.

3 A voice for patients

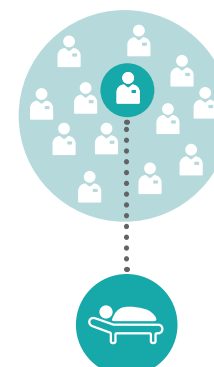
Ascom Telligence gives patients a strong, reliable voice. A push on a button lets them place calls to staff consoles, annunciators and nurses' mobile devices. The stand-alone speech module makes it easy to expand direct patient-to-staff speech to additional care areas.

Ascom Telligence empowers patients. It lets them remotely control blinds, TVs, radios, lighting and information systems. By letting patients select specific service requests (pain, water, toilet, etc.), Ascom Telligence can help reduce response times and improve patient satisfaction.

Before



After



Targeted and fast communications between patients and specific caregivers. It's a simple goal—but it takes an advanced solution such as Ascom Telligence to achieve it.

Keeping care close at hand

Conventional nurse call systems are based on misconceptions: that patients and caregivers are stationary; that sources of information should be static; that care is unidirectional; that patients and their families are passive. But nothing could be further from the truth.

The fluid, dynamic nature of modern Healthcare renders conventional nurse call systems inefficient. For instance, frontline staff just don't have the time to walk and assess individual service calls. What staff need is a system that supports mobility—that lets them communicate with patients and assess their needs while on the move.

Patients have similar needs. They need to feel connected to their mobile caregivers. They need systems that make it easy for them to communicate their needs. They need to feel some sense of control over their immediate environment.

Ascom Telligence addresses these and other issues. It connects patients, staff, clinical data, support services and medical devices. It helps simplify and smoothen communications and workflows between all the many actors involved in frontline care. The result? Better collaboration, more satisfied patients, and the best possible use of resources.

Ascom Telligence at work in the real world

The images to the right show Ascom Telligence at work in a range of scenarios. They show how it helps deliver the patient's voice to caregivers anywhere, and shows how they can use Ascom Telligence to plan, execute and manage their responses.

The scenarios shown are only a small sample of the system's full range of benefits.

Enabling clinical workflows at the bedside

Good news. Betty is being discharged. The Charge Nurse hits a button on her Ascom Telligence bedside module to notify housekeeping to prepare Betty's room for the next patient.

Bedside clinical workflow
A doctor decides to monitor Betty's vital signs. A monitor is connected to the Ascom Telligence medical input via Ascom SafeConnect™. Should the monitor go into alarm, notifications will be sent directly to her RN's mobile device.

Reporting
A family member is concerned about Betty's care. The nurse manager reassures her with a report summarizing call response times. The information helps reassure Betty's family.

A voice for patients

Instead of calling for a member of staff, patient Betty uses her Ascom Telligence bedside handset to adjust the window blinds in her room.

Task management
Patient Betty calls for a blanket and water. From the staff console, a nurse creates a task, documenting the request and notifying an aide for completion.

Betty feels some distress. She calls for help on her patient handset. Her assigned aide is busy with another patient. Betty's alarm notification is automatically forwarded to Irina, another assigned aide, who accepts the call. Irina speaks with Betty, calming and reassuring her as she goes to her aid.

Streamlining staff communication and collaboration

While being helped into bed by her aide, Betty begins to fall. The aide makes a priority call for assistance by twice pressing the patient handset button.

After Betty's event, the charge nurse logs into the Ascom Telligence console and easily configures Betty's room to send priority calls to ensure faster response. She also sets a visual indication on the dome light to show Betty as a fall risk.

Aide Irina realizes that Betty needs immediate assistance. Irina upgrades Betty's call from her mobile handset, notifying the emergency response team.



Patient devices

Advanced audio. Ascom Telligence lets you add speech by simply changing the handset. Staff can talk before they walk, saving valuable time.*



Ascom Telligence up close. The DNA of a Patient Response System

Ascom Telligence is a complete nurse call, clinical workflow, and communications management platform.

It is also unique. In fact, Ascom is the only company in the world to offer a truly integrated end-to-end Patient Response System, whether you need basic communications or advanced workflow solutions.



Room devices

With a unique modular design, these bedside, peripheral, speech and pull cord options can be combined to meet the wide range of needs of most hospital environments.



Room devices



Corridor devices

Corridor devices can contribute to calmer, quieter environments—a key benefit for patients, and for caregivers seeking to minimize noise on the ward.



Corridor display



Active dome light



Passive dome light

*Requires use of a staff console or staff mobile device, and the appropriate Ascom Telligence software license.



Staff devices

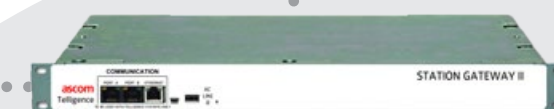
The new Ascom Telligence staff devices are specially designed for caregivers, and are among the most intuitive and flexible available. They add context to conversations and deliver information where and when staff need it most.

Staff Console



Annunciator

LAN



Gateway



Control devices

Ascom's newly developed IP-based control devices are designed to meet stringent regulatory standards, and have been proven around the world.

PBC





Ascom Telligence is advanced technology. But it's people who make it truly amazing

Each Ascom Telligence installation depends on sophisticated technology—and the collective expertise and hands-on experience of our in-house clinical and service specialists.

Ascom communication solutions have been installed in more than 1,000,000 hospital beds around the world. Two groups of people have helped us achieve this remarkable figure: our in-house Registered Nurses (RNs), and our after-sales support experts.

Our RNs are seasoned experts in Healthcare communications. They can help you pinpoint the causes behind workflow chokepoints. More importantly, they know where and how Ascom Telligence can best be deployed in your facility.

Ascom after-sales support covers everything from preventive and corrective maintenance to training, emergency support, and remote monitoring. And as we're a truly global company, you can be sure of ongoing support, no matter where you are.

Certified interoperability

Ascom is committed to open architectures, integration, and interoperability. We work closely with partners to develop Healthcare solutions. We test and certify interoperability between different devices, technologies and infrastructures.

Our solutions include alarm notification systems that integrate with medical devices from GE, Philips and other major companies. As well as innovative applications and solutions such as Real-time Location Systems (RTLS) with partners such as Ekahau, CenTrak and Stanley Healthcare.*

*All trademarks and company names are the property of their respective owners.





The future is open

The digitalization revolution will no doubt continue to transform Healthcare and hospitals worldwide. But you are not alone. We at Ascom can help you navigate this dynamic future, with solutions that grow with you—and at your pace and on your terms.

Ascom Telligence is engineered for easy migration. It is backwards compatible with the Ascom systems you already have. And even with cable architecture from other vendors. Such smooth migration makes it easy to expand your capabilities over time. For instance, a simple upgrade of handsets adds speech functionality to any existing Ascom Telligence c300 system.

The new generation of the Ascom Telligence Patient Response System is quite possibly the most advanced, most comprehensive solution of its kind available today. It is innovative technology harnessed to deliver three compelling benefits:

- Gives a voice to patients
- Streamlines staff communication and collaboration
- Enables clinical workflows at the bedside



Integrated Workflow In Ascom Telligence—the Ascom way to sustainable Healthcare

How can mobile communications help make sustainable Healthcare a reality? Answering this question has led us to develop 'Integrated Workflow In Ascom Telligence'. It's an approach that's unique to Ascom—and that builds on expertise gained from providing nurse call and alarm notification solutions to thousands of hospitals worldwide.

Put simply, Integrated Workflow In Ascom Telligence refers to the totality of clinical and commercial benefits delivered by our solutions in Healthcare. These solutions focus on six core areas of concern for hospitals and care systems facing profound demographic and fiscal challenges—areas where Ascom solutions can have fast, measurable impacts:

- Intelligent Alert Handling
- Staff Communication and Collaboration
- Point-of-Care Support
- Continuity of Care
- Patient Empowerment
- Workflow Analysis

Because we have such a broad spectrum of products, systems and services, we can devise solutions for each of the above areas. Most importantly, we are experts at merging them into forward-looking answers. So when the time comes to evolve, say, your nurse call system, your mobility solution won't be left behind. Integrated Workflow In Ascom Telligence: only from Ascom, for hospitals everywhere.

The availability, configuration and technical specifications of Ascom products, services and solutions may vary from country to country. Please ask your nearest Ascom representative for further details.

About Ascom

Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom's mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments.

Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete and efficient workflows for healthcare as well as for industry and retail sectors. Ascom is headquartered in Baar (Switzerland), has subsidiaries in 15 countries and employs around 1,200 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.

Ascom

Grimbodalen 2
402 76 Gothenburg
Sweden
Phone: +46 31 55 93 00
www.ascom.com/ws

ascom