

Nurse Call System Integration with SpectraLink Wireless Telephones

Benefits

- Improve patient care with better responsiveness to patient needs
- Enhance staff efficiency and job satisfaction
- Reduce noisy and disruptive overhead paging
- Leverage nurse call system investment



Improving Patient Care

Integrating SpectraLink Wireless Telephones with a facility's nurse call system improves patient care and responsiveness by turning Wireless Telephones into portable nurse call terminals. When a patient pushes a nurse call button, a text message is sent directly to the Wireless Telephone, allowing the caregiver to respond to the patient from anywhere in the facility.

Routing the calls directly to caregivers ends paging delays while improving staff efficiency and mobility. Patients receive the care they need faster and healthcare facilities maximize their valuable resources.

Two-way Messaging Integration

SpectraLink Wireless Telephones integrate with virtually every nurse call system available. SpectraLink's Open Application Interface (OAI) allows third-party software applications to send text messages to the Wireless Telephone's display similar to an alphanumeric pager. But the OAI goes beyond a pager's one-way messaging limitation by allowing a user to respond using the handset's keypad. Users can select different responses depending on the type of message they wish to send and the type of task they are performing. SpectraLink's OAI also supports basic call control functions with the PBX, allowing nurse call systems to initiate real-time voice calls to the bedside speaker from the Wireless Telephone.

Additional Integrations

In addition to integrations with nurse call systems, the Wireless Telephone can be integrated with virtually any text messaging system, including paging controllers, telemetry, patient monitoring, HVAC, and alarm systems. The need for system-specific pagers can be eliminated, saving money and decreasing the number of devices to maintain.

Integration Description

Any nurse call system with the ability to send text messages to alphanumeric pagers can be outfitted to have the same functionality with SpectraLink Wireless Telephones. SpectraLink's OAI allows the software application to send text messages to the Wireless Telephone's alphanumeric display, read key presses on the handset, and send keys to the PBX. The Wireless Telephone gives an audible or vibrating alert when the message is received.

Typical hardware requirements include a PC and an optional telephone line interface between the nurse call system and the PBX.

The nurse call system vendor or other third-party software provider is responsible for providing specific technical requirements for integrating their system with SpectraLink's OAI.

Nurse Call System Integration Features

Hospital efficiency and patient care are dramatically improved when healthcare providers remain connected to the nurse call system and other hospital information systems throughout the facility. The following are just a few examples of the features and benefits of nurse call integration.

Patient Call Messages

When a patient presses a call button, the nurse call system will deliver a text message to the appropriate caregiver's Wireless Telephone. Typically the message includes the calling room number and the call priority. Caregivers are instantly aware of patient calls without being tied to the nurse station.



Audio Through Bed Speakers

Upon receiving a text message, the caregiver can choose to respond to the patient through the nurse call system's bed speaker from anywhere in the facility. By communicating directly with patients, caregivers improve their efficiency and response time.

Patient Call Message Escalation

When a nurse call system text message alert is received, a busy caregiver can opt to pass the alert to an alternative caregiver. Nurse call system alerts that are not responded to are automatically escalated to the designated secondary caregiver.



Code Call Group Pages

Code and emergency response teams can be deployed immediately by sending automatic or manual text messages to pre-assigned groups. Patient monitoring systems interfacing with the nurse call system can send automatic code calls, while manual code alert messages can be sent from any PC on the hospital's network.

Audit Trails

The two-way capability of the OAI integration records not only when the message was sent, but also when it was received and read by the Wireless Telephone user. Audit trails make it possible to analyze responses and create specific, clearly-defined patient care improvement goals.

Note: some capabilities are not supported with certain nurse call systems.

For more information on how your patients and staff can benefit as well, please contact SpectraLink.
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Service Reminders

Corridor service reminder lights can be controlled through the Wireless Telephone. Service reminders to caregivers can also be relayed, such as a text message chosen from a list of common patient requests or a custom message typed from a PC. Communication and patient care is improved without the need for complicated systems or manual administration.



Alerts Received During Voice Calls

Text message alerts can be received during an active Wireless Telephone call. A discreet audio tone heard only by the message recipient signals the caregiver of an incoming text message. The caregiver can read the message without disconnecting the call. This allows caregivers the ability to make and receive phone calls without missing important system alerts.



Basic Text Messaging

Text messages can be sent from the nurse call system console or from a networked PC. Improvements can be made to the quality of patient care and by adding text messaging as a communication option.

Reviewing Messages

All active messages are available for review on the Wireless Telephone without being stored on the handset. This allows the nurse call system to automatically remove alerts when they are completed. Users are not forced to manage a text message inbox on their handset and messages are not passed on to the next shift.