



Hunterdon Medical Center is a 176-bed non-profit community hospital providing a full range of preventive, diagnostic and therapeutic inpatient and outpatient hospital and community health services.

COMPLIANCE A CONCERN

The Challenge

Having outgrown its emergency department location, Hunterdon moved into a larger facility requiring more than one analog phone for physicians to communicate and record mobile intensive care unit (MICU) information. Hunterdon had to adhere to regulations governing MICU programs as outlined by the New Jersey Department of Health and Senior Services, which requires the recording of all calls coming into the MICU.

The Solution

The medical center turned to Amcom Software¹ to overhaul its existing call recording capabilities. The Amcom™ Call CapSure™ system met the unique recording demands of Hunterdon Medical Center's environment with its capabilities as well as its ease of deployment and use.

Call CapSure is a unique telephony feature that allows the recording and delivery of call content from any phone. The system does not require wires, external devices, or installation at the telephone set. Instead, it exists as a network service. Call CapSure uses the conferencing facility of Hunterdon's existing private branch exchange (PBX) to enable call recording while a call is in session.

The call is captured as a compressed audio .wav file and delivered to appropriate parties via email. In addition to assisting healthcare organizations with state and federal regulations, Call CapSure can be used to support a number of administrative tasks, increasing productivity and service levels while reducing costs.

The Results

"We sought a state-of-the-art system that could help reduce response time and allow first responders to share critical patient information with emergency room personnel from the scene," said Fay Earhart, director of biomedical and communication services at Hunterdon Medical Center.

"The Call CapSure feature was an unforeseen bonus, allowing Hunterdon to transform any digital telephone into a recording device that could easily adhere to state regulations requiring mobile intensive care calls to be recorded and archived. With the help of Amcom Software, Hunterdon has established a centralized call center for improved patient care by streamlining and enhancing physician and department answering capabilities."

¹ Amcom Software acquired XTEND Communications Corp. in November 2007. All mentions of the previously named STARchive product have been changed to Call CapSure in both copy and quotes.