



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 capabilities and create a responsive and highly intuitive call system that satisfied the unique demands of the healthcare organization and ensured rapid emergency response by all departments. XTEND STARchive® uses the conferencing facility of the existing private branch exchange (PBX) to attach call-recording capabilities while the 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, STARchive can be used to support a number of administrative tasks that serve to increase 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 XTEND STARchive 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 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 “STARchive” has been changed to “XTEND STARchive” (respectively) in both copy and quotes.