

Alarms Integration

Alert your operators to critical codes, alarms, and other notifications



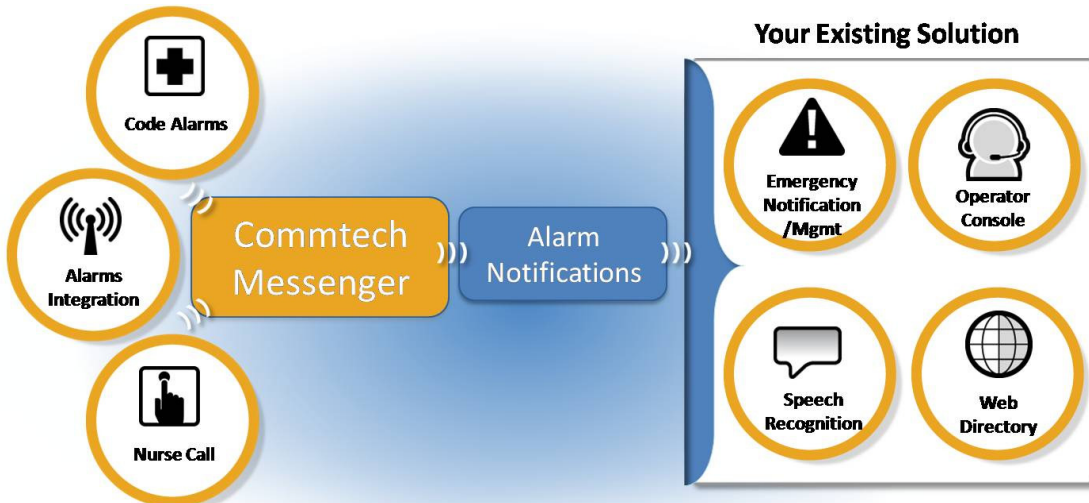
For many hospitals, the process for handling critical alarms and events involving clinical, security, fire, and other systems is inefficient. Likewise, critical code communications, which require compliance to standard operating procedures, could often be improved to speed response.

Consolidating notifications for the myriad of alarms and critical codes has become a focus as hospitals seek more effective event response that limits liability and keeps quality of care high. In many facilities, there is typically no connection between alarm triggers and the call center operators. Yet, it is the operators who can most quickly dispatch the appropriate personnel and track response to ensure safety and care around the clock. As the trend for consolidating hospital call centers continues, operators may be miles from an alarm’s source. Notifications now need to come through the system that the operators are using (console application) to allow them to follow standard operating procedures for dispatch and response.

Amcom Software helps hospitals link alerts and alarms to the operator group to centralize the management of critical codes and other important notifications. In addition to critical codes, the solution can be used to centralize response to alarms for point-of-care systems (nurse call, patient monitoring, ventilators, etc.) as well as security, fire, and other operational systems. Notifications can be sent simultaneously to the operators via screen pop as well as to key staff to speed response and ensure the right people are notified based on the type or severity of the event.

Speed care and response with a centralized approach to code alarms and other alerts

Consolidate alarm notifications	<ul style="list-style-type: none"> • Funnel alerts for code alarms and other key events (from systems such as nurse call, building management, fire, etc.) through your operator group for quicker dispatch and response
Increase patient care and safety	<ul style="list-style-type: none"> • Send simultaneous code alarm notifications to operators and clinical staff • Track responses to alarm and alert notifications to ensure proper follow-through
Keep costs in check	<ul style="list-style-type: none"> • Leverage the Amcom, Xtend, or SDC solutions already in place as the basis for alarm management • Prepare for future extensions as your operations change with a platform that incorporates 3rd-party alarm system inputs (example systems include nurse call, patient monitoring, infant abduction, etc.)



How It Works: A critical code is called or an alarm is triggered by a clinical system (i.e., nurse call, patient monitoring) or other application (i.e., security, fire, building management). These systems are integrated with Commtech Messenger, which sends a notification to your operator console or other Amcom solution for fast response.

What is Commtech Messenger?

Commtech Messenger is a powerful messaging system that provides the messaging backbone for critical alarm and event management in thousands of hospitals today.

This application features a high level of interoperability with disparate alarm and communication systems. These can include point-of-care systems such as nurse call, patient monitoring, pulse oximetry, ventilators, and infant abduction, as well as safety systems for fire, security, and building management, and others. Commtech Messenger provides a common platform for linking these systems and their alarm notifications to both your existing Amcom solutions and the mobile communication devices carried by your staff.

Commtech Messenger allows the right people to take fast action, improving patient care and safety. The system is also an investment in the future of technology for critical alarm notification and the ever-changing communication device requirements of your staff.

Behind the Scenes: What's Included in the Solution Bundle

Software

- Interface software that extends your current Amcom, Xtend, or SDC solution
- Commtech Messenger
 - One TAP input (additional TAP inputs are available as add-ons)
 - One Alarm Interface (connects to Alarm Dispatch Module)

Hardware

- Dell R5400 Commtech Messenger Server
- One Alarm Dispatch Module (16 contact closure alarms)
- One 8-port serial card

Services

- System configuration
- Onsite installation
- Project management

Additional Details

Assumes our system connection will not interrupt existing connections to primary notification devices

Requirements

- Access to alarm system outputs (our input) - direct or through middleware

Note: The base bundle includes screen pops to your operator consoles only. This can be easily expanded to include communication with mobile phones, smartphones, or in-house phone systems such as SpectraLink, Cisco, and Vocera. It can become the interoperability hub to centralize management of disparate alarm and communication systems. Your sales representative can help you learn more.

Commtech Messenger: Interoperability With Point-of-Care and Safety Systems

- Nurse call
- Patient monitoring
- Fire alarms
- Security systems
- Pulse oximeters
- Building automation systems
- Infant abduction systems
- Ventilators
- HVAC
- Infusion pumps
- Many others