

APPLICATION NOTE

THE MOBILE ENTERPRISE

HEALTHCARE

On-Demand Communication between Doctors and Medical Staff

The challenge:

Within a hospital, there is a constant barrage of overhead paging announcements. Cell phones are not allowed due to sensitive medical monitoring equipment, so reaching a nurse or doctor requires an overhead page and results in delays in reaching the on-duty doctor or nurse. Studies have shown that up to three hours a day are wasted for each nurse attempting to track down physicians, specialists, and nursing assistants. For every request, a medical professional must leave the patient bedside, return to the nurse's station, make one or more telephone calls or overhead pages, wait for a call-back and then relay information.

The solution:

Voice-over-wireless-LAN significantly changes communication inside hospitals. By adding wireless IP phones to the same wireless network used for patient charting or medical management, nurses and doctors can be reached immediately, with no overhead paging or wasted time. New features in the IP telephony system allow user grouping, which greatly facilitates locating the appropriate on-duty specialist. For example, a call can be routed to the group "respiratory care," and the on-duty specialist is automatically called. This eliminates making repeated calls to a list of names in order to locate the available staff. Patient care dramatically improves along with hospital efficiency, as information is exchanged quickly and effortlessly. And IP phone systems are easily linked through traditional PBX systems to the outside world.

The products:

- ORiNOCO AP-8000
- ORiNOCO AP-800
- ORiNOCO AP-4000
- ORiNOCO AP-700
- NetLink Wireless Telephones offered by Spectralink
- Hands-free wireless communication devices offered by Vocera



Spectralink
NetLink Wireless Telephone



Vocera
Communications Badge



Wired Ethernet

Voice System
Gateway/
Telephony Servers

PBX