



**Select Sound & Communications Ltd.**  
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## **Avaya IP DECT Wireless Phone Integration: For Increased Caregiver Mobility**

### **Application Overview**

As caregivers need to be increasingly more mobile with patient-focused and team-nursing models of care, it becomes very important to leverage technology that keeps staff both mobile and accessible. Patient satisfaction is directly affected by both staff response time and the amount of time staff spend directly interacting with their patients. Integrating wireless phones with Provider nurse call allows staff to be completely mobile (allowing more time for staff/patient interaction) while still being just a button press away from any of their other assigned patients. Another benefit of wireless phones is a quiet and restful patient floor since wireless phones eliminate most of the audio pages previously used to contact staff.

Jeron's **Provider 680** integrates with the **Avaya IP DECT** wireless phone system (wireless phone system can be tied to the facility's PBX telephone system if required). Utilizing Avaya wireless phones makes caregivers accessible throughout the facility and eliminates the need to physically go to a patient's room to communicate for every event, in turn saving caregivers time and steps. Avaya integration is capable of providing automatic forwarding of calls that are not answered within a predetermined number of rings, ensuring that calls do not go unanswered. Working as a team, if a caregiver requires additional assistance, the wireless phone can be used to dispatch their backup caregiver to the patient's room.

### **Features/Benefits**

**Remote Patient Call Answering** — The ability from the wireless phone to answer patient calls and in turn speak directly and privately with their patient saves the caregiver steps and time while improving response time while allowing the caregiver complete mobility.

**Single Touch Answering** — When a patient call is displayed in a caregiver's wireless phone, they simply press the Answer button on the Avaya phone for quick and easy audio connection to their patient; there are no other codes or sequences to remember.

**Setting a Remote Service Requirement (requires Staff Presence stations)** — While communicating over the wireless phone with their patient, the caregiver may press one key to set a "Nurse Service" reminder or another key to set an "Aide Service" reminder. Setting a Nurse or Aide Service lights the Dome Light outside the patient room and can only be cleared by going to

the patient room. In a team nursing application, this allows Primary Caregiver to screen the patient call and set a Service Requirement if their patient requires their backup team member to go attend to them directly.

**Call Forwarding**— If a patient call is not answered at the designated caregiver’s wireless phone within a preprogrammed period of time, the call can be automatically forwarded to backup caregiver’s phone. A patient call may be forwarded sequentially to a preprogrammed series of handsets, ensuring that the patient’s call is answered.

**Initiate a Call from the Wireless Handset** – To talk to a Patient or Staff Station the staff member enters an architectural address along with an optional bed designator, allowing them to communicate with the patient or other staff members from anywhere in the facility without having to physically go to the room.

**Call Alert**— If a call is placed on the Provider 680 system while the Avaya phone is connected in a PBX call, the phone will emit a tone to alert the user that a nurse call is placed on the system and waiting for them.

## The Site



## **PLEASANT VIEW CARE HOME-“Creating preferred places to live, visit, work, and volunteer”**

“We are resident and family focused, continually seeking to learn new approaches to support residents and families, especially when dealing with dementia, and to help people feel safe and secure as they cope with increasing losses of function physically and mentally. We believe that everyone involved with the resident is part of the care team and all are valued and important

contributors to the life of the resident. We partner with community resources to help residents remain involved to the degree they are able.”

### **Accommodation**

Residents live on one floor in two areas, one of which is a 19 bed Special Care Unit. All rooms are single occupancy with ensuite washrooms. The General Care Area has 56 residents and one additional room used for respite care. Dining rooms accommodate all residents at one sitting. There are lounge spaces and an activity room where a variety of social recreation programming occurs.

### **Reference**

Site address:	7530 Hurd Street, Mission, BC V2V 3H9
Contact:	Henry Falk, Administrator
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