

Provider[®] 680 Application Brief

Caller ID Base Station Wireless Phones for Cost-Effective Mobile Communications

Application Overview:

While many facilities are investing in facility-wide wireless phone systems, these systems can be quite costly and therefore not always an option for some facilities' budgets. With caregivers often assigned to their patients throughout the ward, mobile communications saves wasted trips back to the nurse's station to find out that their patient has placed a call and needs assistance. Keeping the caregivers out on the floor provides for more time with patients and directly affects patient satisfaction.

Using standard consumer Caller ID Wireless Phones in conjunction with the Provider 680 is an economical option to keep caregivers connected with patients and other staff members. Through the use of Jeron's Caller ID Interface, from their wireless phone a caregiver can see the room and call priority over the caller ID display, answer calls, initiate intercom calls, initiate audio pages, and set service reminders remotely; the Caller ID Phone essentially becomes a portable Nurse Console from the nursing floor. The Caller ID interface can be used with PBX desktop phones allowing them to work as basic nurse consoles.

Feature/Benefits:

- **Remote Answering**— All calls reporting to an associated Nurse Console can be routed in parallel to a CID phone and answered from anywhere within the CID phone's range; affording the caregiver optimum mobility.
- **Selective Console/Assign Patients Operation**— It is possible for a CID phone to only receive calls from rooms or beds that have been specifically assigned to it, eliminating phone calls from patients assigned to another caregiver/phone. Each of the up to three CID phones associated with a Nurse Console can annunciate different rooms and beds.
- **Prioritize Calls**— When multiple patient calls are placed on the system, they are stacked as they are received on the CID phone, indicating the room number and call message. Calls can be answered in any order, allowing the caregiver to respond to higher priority calls first.
- **Incoming Call Notification**— If a caregiver is already on a call, the CID phone will chirp, providing notification that another call has been placed.
- **Set Remote Service Reminders**— Upon answering a call, the caregiver can set a service reminder (flashing yellow or green) to direct themselves or another backup team member to attend to the patient in person. If the 680 system includes pocket page integration, setting the service requirement can also send a pocket page notification of the service requirement, streamlining communication and saving the caregiver steps. The caregiver can also send a pre-programmed "tag" message to the caregiver's pocket pager (see the Pocket Paging Application Brief for more details).
- **Originating Calls**— Staff members have the ability to initiate calls to patient or staff intercom stations from CID wireless or desk phones, saving the time of a physical trip to communicate with a patient or another staff member.

- **Multiple Phones** One Nurse Console can be connected to three CID Interfaces and Phones. All three cordless phones can be used to display calls simultaneously, allowing the first staff member who is free to answer the patient call.

Key Users and Managers:

Nursing Managers/Nurses/Caregivers – Caregivers are notified of additional incoming calls when they are currently on the line, ensuring that calls do not go unnoticed. Missed calls that are still active can be answered by priority or by scrolling through the stacked calls. At night when staffing levels are reduced, they can leave the nursing station and still be notified instantly of any patient calls and be able to answer them remotely. If the caregiver needs to go to the patient room, having communicated with their patient they already know what they need and don't need to make an additional trip; saving both steps and time. The ability to set service reminders means they won't forget about a patient whose call they've answered but can't attend to immediately in person. When combined with pocket paging, setting a service requirement can automatically page the assigned caregiver.

Administration /Nursing Management — CID phones are very economical option to ensure patient calls are answered in a timely manner. Code or high priority calls receive the caregiver's attention first, ensuring that patients in distress receive first priority. Tied into a PBX, the option to send overtime service requests and patient calls to the nursing manager's desk phone alerts them to staff issues and they can address them promptly before patient satisfaction is affected negatively. Fast response and call prioritization also lessen potential liability to the facility from a forgotten patient call.

IT/Biomed-With facility-wide wireless phone systems, IT is often involved because it requires a wireless infrastructure and may be converged with their data network. Depending on the preferences of the IT/Telephony group in the facility they may prefer a simpler CID wireless phone interface because it doesn't involve their data network.

Programming:

- CID Interfaces are accepted with Jeron's 6890 Administration Program Software, within the "Nurse Master Configuration" screen.
- The "Bus Station Setup" screen is where the following configurations occur:
 - Rooms and beds are assigned to Caller ID Interfaces
 - Caregiver assignments by shift for each Nurse Console