# Balranald District Hospital

Ever increasing demand for improvements and security in hospital services places extra requirements onto hospital information technology systems. Applications such as workstations on wheels, mobile duress, wirelesses telephony and other advanced communications technologies are now a common practice in many healthcare organisations. These systems allow hospital staff to improve communication efficiencies, as well as increase staff security, through automated notifications and collaboration applications.

The Western NSW Local Health District (WNSWLHD) is running a range of programs to replace outdated technology in hospitals with solutions that address modern requirements and satisfy updated policies. One of the latest upgrades was performed in Balranald District Hospital - a Multi-Purpose Service (MPS) with 24 hour level 2 emergency and sub-acute inpatient services, residential aged care services and a range of primary, community and ambulatory services.

## Solution Benefits

- Common text and voice messaging across telephony, wireless handsets, personal duress devices, nurse call system and external security

- Location-aware mobile duress

- Personal mobile duress devices based on Ekahau B4 tags which allow to trigger duress events and receive text notifications

- Wireless handheld Spectralink 8441 phones which, on top of voice functionality, enable staff to trigger duress events as well as receive voice and text notifications

- Advanced door intercom solution integrated with other components
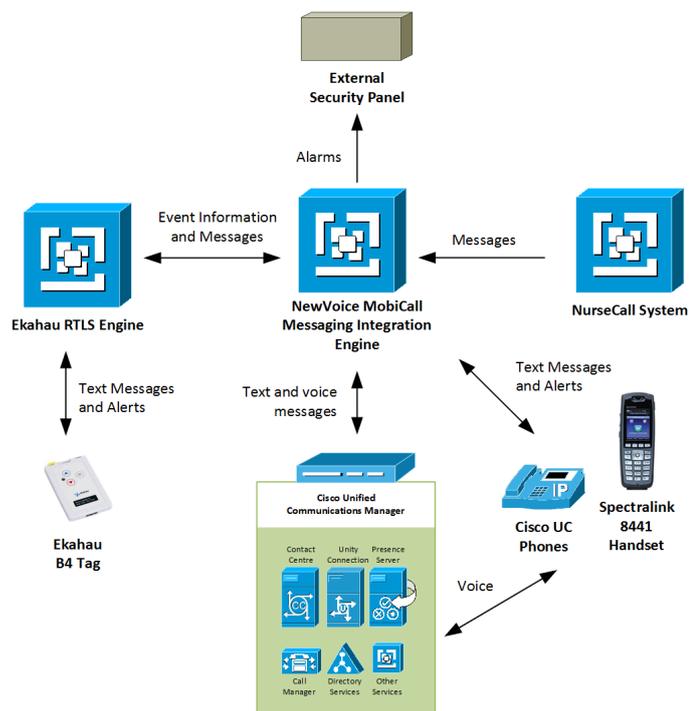


Balranald Hospital telephony refresh project included the replacement of the old telephony system and outdated Ascom mobile duress platform.

The new solution was based on Cisco Unified Communications Manager, Ekahau RTLS, AXIS products and NewVoice MobiCall messaging integration engine and allowed to replace the old technology and introduce new rich functionality and benefits.

## Why Us?

Uplinx Advanced Services Pty Ltd is an IT Systems Integration company formed by leading industry experts to focus on advanced IT solutions. From it's inception our goals have been the business focused provision of IT infrastructure and systems through the activities of network and systems integration, consultancy and ongoing support services. The company, while being primarily focused on the Australian domestic marketplace, also extends a worldwide reach, as required, when dealing with our multinational clients.

Uplinx AS has a significant and ongoing commitment to providing advanced IP communications solutions by partnering with leading industry vendors. We currently hold Cisco Gold partner certification and multiple Advanced specialisations in addition to other strategic relationships and certifications.

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## Advanced Services

Deployed solution and technologies enabled GWAHS to implement several automated workflows which can be triggered by various devices and systems. These include:

### Nurse Call Notifications with Escalation
This automation allows broadcast of the nurse call messages to a predefined group of recipient devices based on time-of-day schedule. Each message must be acknowledged by at least one recipient. Messages are escalated to health services manager (HSM), if not acknowledged within predefined timeframe.

### Security Alert
Security alert can be triggered by hospital staff from their personal Ekahau B4 tag or Spectralink handset. Alert is sent to a predefined group of recipients according to a schedule and includes the name of the device that initiated this alert as well as device location within the hospital. In parallel with the message, external security company is notified via security panel.

### Duress Alert
Duress alert can be initiated by hospital staff from their personal Ekahau B4 tag by pulling a safety button. Message is sent to a predefined group of recipients according to a schedule and includes the name of the device that initiated this alert as well as device location within the hospital. The message must be acknowledged by at least one recipients or it will be escalated to HSM after pre-configured timeout.

### Man-Down Alert
Man Down alert is triggered by personal Ekahau B4 tags if they are placed horizontally and remain motionless for some time. To reduce number of potential false alerts, tag signals and displays "ARE YOU OK?" message for 10 seconds before initiating the alert. If not cancelled by the owner, message is sent to a predefined group of recipients according to a schedule and includes the name of the device that initiated this alarm and its location within the hospital. In parallel with the message, external security company is notified via security panel.

### After Hours Visitor
A pair of AXIS door intercoms have been deployed at main entrances of the hospital. When visitor presses a call button, a phone call is sent to a predefined handset. Once call is answered handset displays frequently updated image from the door intercom camera. It is possible to trigger intercom to open/unlock the door from the handset while on the call with the visitor.

The above workflows are base automations which were required by the hospital at the time of the installation, through its advanced automation and integration capabilities solution deployed at the hospital is capable to implement more advanced scenarios including temperature monitoring, staff mobilisation, web- based applications, task management and others.