

Mobile answer station

Multiple use features fully exploited

Mobility is a fundamental issue when taking care of patients, retirees and other persons in need of nursing; care personnel and doctors are constantly on the move between rooms, stations and departments. In order to remain reachable, to stay informed and to cut down on distances walked, numerous staff members carry cordless terminals (DECT). These PABX terminals have the ability to take on the functions of an answer station. The only prerequisite is an interface between the PABX and the ZETTLER® Medical® 800 call system from Tyco.

Depending on the configuration of the Medical® 800 call and communication system - with or without voice support -, different functions may be performed by the PABX. Multiple use features help to save on investment costs for separate terminals in each system and to reduce nursing staff workload.



Basic functions of Medical® 800

In systems without voice communication, the call data, i.e. the call type and call line including the callback number of the patient who has made the call, is transferred to the display of the staff member's DECT terminal. Medical® 800 systems with voice capability support optimal terminal answering functions.

The call data is sent to the PABX terminals. The assignment of the calls to specific terminals can be configured as required. The doctor or nurse accepts the call just like a telephone call, and the PABX announces the call data. At the same time, the call data appears on the display, so that the staff member is notified of the patient's situation both visually and acoustically within a minimal amount of time. Once the call is finished, it is reset in the call system.

Every call is processed

If a call cannot be accepted immediately, it can be "stored": It disappears from the terminal display, but the room signal light remains active, signaling - by the flashing presence light - that the patient has not yet been visited until the call is manually canceled in the room. Calls not processed are automatically reset to "unanswered" within a defined time.

Selective special call forwarding

Special calls, faults and external messages, e.g. from security systems, can be selectively signaled to specific terminals and acknowledged from there: The technical personnel automatically receives fault messages and other relevant status information, service providers receive service calls, the doctors on duty receive emergency and doctor calls, etc. In each case, the competent personnel can initiate the required measures without delay.

Direct communication

Patients can be contacted directly via the cordless terminal and can be spoken to via the call and communication system - either in handsfree mode via the room terminal or via the patient's handset at the bed. To assure discretion, a monitoring lock is active at all times, which must be actively disabled by the patient called.

Just like fixed answer stations, the terminals can also be used to make announcements to rooms, groups and stations.

Call answering simplified

In order to facilitate cordless terminal handling, the care personnel can answer incoming patient calls by simply pressing a button. The calls are received according to their priority. This guarantees that the calls with the highest priority are always processed first.



Direct communication via mobile answer stations is an indispensable function in modern nursing organizations.

Simple configuration

The cordless terminal assignments can be easily configured in the ZETTLER® Medical® 800 call and communication system. Different configurations can be programmed and activated at the beginning of the corresponding shift. There is no need to program each device individually as a result of changes in the care organization.

For further information on how Tyco can help you, contact your local sales representation or visit us at www.tycofireandsecurity.com

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