



Ascom
TELLIGENCE
Nurse Call System

The complete
patient-staff
communication
solution.

ascom

Ascom Telligence Nurse Call System

Nurse call and clinical workflow are increasingly interconnected. The Telligence Nurse Call System from Ascom is designed to streamline communication between patient and clinician, improve quality of care, enhance patient satisfaction and boost caregiver productivity.

Seamless Communication For More Attentive Care

Telligence, an enterprise communication system for clinical workflow and management, includes a network of staff and patient room devices that scale and configure to meet each department's specific needs. It offers complete flexibility with programmable touch points and color-coded indicators. Telligence can:

- Scale from basic nurse call to a sophisticated communication system on a single integrated platform.
- Improve clinical staff efficiency by integrating nurse call with mobile phones and pagers, helping to deliver information to mobile caregivers when and where it is needed!
- Support increased patient satisfaction scores (HCAHPS) by automatically routing events, alerts and escalations directly to the appropriate caregivers, thus enabling fast communication to reduce patient stress?
- Provide visibility to call volume and response times to support evidence-based adjustments to care teams, assignments and staffing levels.
- Meet nurse call system regulatory and compliance standards including FDA, UL 1069, and AS 3811.

The Telligence Nurse Call Communication System staff devices are designed for simple, clear, reliable communication. They are easy to use and flexible to suit specific needs. The devices provide:

- Streamlined patient-staff communication for any care setting.
- Direct connection between patients and caregivers, enhancing patient satisfaction.
- Call priority settings help ensure the most urgent calls are clearly indicated to help staff respond accordingly.
- Staff notification through distinctive audible tones.
- One-touch call answer.
- Color LCD touchscreen.
- Hands-free, crystal-clear audio.



Staff Console & Annunciator

The Telligence ColorTouch Staff Console is a primary point of contact for staff-to-patient and staff-to-staff communications. Designed for desktop use, the device includes a handset and cradle for privacy or supports hands-free operation. The Annunciator offers all the performance-rich features of the Staff Console in a convenient wall-mounted configuration, ideal for hallways and staff rooms. The device graphically displays incoming calls from stations and connected healthcare equipment by priority and time stamp to ensure staff respond to the most urgent events first.

- Escalate call priority to help save time and steps in critical situations.
- Ability to place reminder alerts to enhance patient satisfaction.
- Adjustable volume control and noise cancellation to improve and simplify communication between staff and patients.



Simple,
clear, reliable
communications
that bring you closer
to the people that
really matter.



Staff Workflow Station

The wall-mounted ColorTouch Staff Station enhances staff-to-staff and staff-to-patient communications. It supports automated workflows from the patient bedside and aids in requesting services and providing information on room status. Workflow buttons can be customized for each care setting or application.

Nurse Round Timers allow staff to select a configurable button to set rounding timers or manually enter a recurring rounding clock time. Timers may include reminders to check skin, bathroom needs, nutrition, blood sugar, fluids or other custom events.

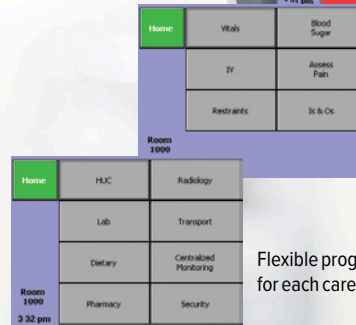
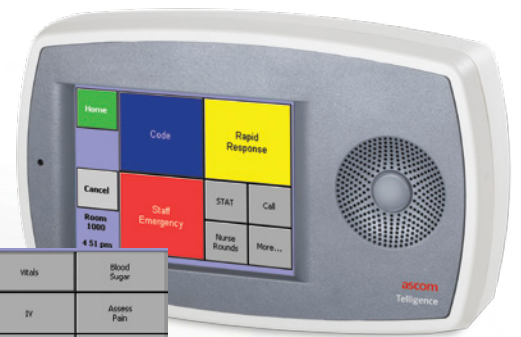
Bed Management facilitates patient discharge activities such as environmental services for turning over room, transport for moving the patient, and food services to stop delivery and reduce waste. Turning rooms more efficiently directly affects revenue and reduces patient and family frustration.

Patient Flow can be accelerated by creating workflows for PT, RT, transport, radiology, pharmacy, etc., to reduce wait times and improve productivity.

Room Status is continuously updated, eliminating the need for signs and notes to be attached to room doors.

Audio Communications allow calls to be placed to the front desk, the pharmacy to check on prescriptions, or to the lab to check on results, saving caregivers time by not traveling to get the information.

Room Cancel eliminates the need for staff to go to the patient station which is often located on the wall behind the bed and other medical devices saving time and steps.



Flexible options for workflow buttons.

Flexible programming for each care area.

Streamlining workflows helps nurses focus more on patients.



In-Room Devices Built For The Real World

Telligence patient room devices are robust and ergonomically designed for use in the challenging clinical environment. With a wide variety of peripherals to meet departmental needs, the room devices offer:

- Intuitive operation for patient and staff.
- Programmable buttons for flexible labeling and functionality.
- Standardized patient or staff devices for lower maintenance costs.
- Sealed membrane covers for easy cleaning.

Smart Patient & Staff Duty Stations

Smart Patient and Staff Duty Stations provide a primary point of two-way patient-staff communication. With a built-in speaker and microphone, they provide a full-duplex channel of audio communications. The two-way volume control operated from the Staff Console lets users tailor audio to the patient.

- Easily customized button labels for different functions.
- Audible tones and LEDs that let staff and patients hear and see when a button has been pushed.
- Integrated call cord, pillow speakers, bed and auxiliary equipment connectors: one device with many functions.
- Clean mode to eliminate error calls when cleaning devices.
- NiteLite for easy visibility under low-light conditions.

Peripheral Stations

Push/Pull Stations and Push-button Stations come with field-configurable buttons for placing patient calls, requesting staff assistance, indicating staff presence or signaling a code blue situation.

- Site-configurable buttons.
- Anti-microbial pull cord material on pull-cord peripheral devices.
- NiteLite on-board lighting.

Pillow Speakers & Call Cords

Patients use pillow speakers and call cords to initiate calls from patient stations. Simple push-button operation places a call on the system. Air-operated and standard call cords are available in a variety of styles.

- Modern, comfortable, ergonomic design that fits naturally in the hand with large buttons for ease of use.
- Smooth shape, sealed designs and minimal crevices for easy, comprehensive cleaning and less risk of cross-contamination.
- DuraPin pillow speaker connector for maximum durability.
- Auxiliary inputs available to send and manage alarms from compatible devices.



Power Switch & Gateway

The Telligence PowerSwitch is an Ethernet communication interface and power supply for all IP devices residing on the Telligence patient-staff communications network. It interconnects with system components via standard network cabling and connectors (RJ 45). The Telligence Station Gateway provides the intelligence for dome lights, peripheral devices and Smart Patient and Duty stations.

- Enables a flexible, scalable system.
- Minimal central equipment to reduce clutter and save valuable space in local equipment closets.
- Voice over IP technology for advanced digital intercom communication.
- Simplified CAT5e/6 cable plan for ease of installation and maintenance.
- Standard 1RMU in 19 inch rack for easy mounting and space planning.

Dome Lights

Infinity Series LED dome lights provide bright visual indicators to help speed response time and enhance caregiver communication. They are typically installed in corridors and outside patient rooms to provide visual cues to the origin and type of call.

- Configurable color indication to match facility guidelines and to ensure the most critical calls are clearly identified.
- Designed to fit healthcare decor while effectively displaying in-room events.
- LEDs ensure lights will never burn out like traditional bulbs and will never need to be replaced.

Simplicity For IT & Biomed

IT and biomedical staff play an increasing role in nurse call systems support and configuration. Telligence helps minimize maintenance issues with simple connectors for easy replacement in the rare cases a device may need replacement. The Ascom Unite software suite (sold separately) can turn most hospital workstations into a nurse call reporting center with applications for event display, messaging, staff assignments, and more.



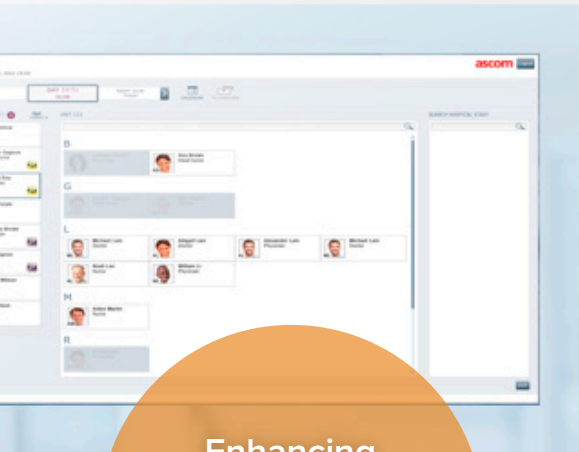
Unite Software Keeps Patient & Caregiver Connected

Unite is Ascom's software solution that seamlessly links mission-critical systems with mobile communications. It delivers intelligent integration, advanced messaging, and system management in one unique, powerful package. Unite integrates with multiple systems including nurse call, patient monitoring, EHR systems, RTLS and other healthcare systems to provide connected solutions.

Ascom Unite provides two-way, intelligent integration to Telligence nurse call, as well as other healthcare information systems, to increase staff mobility while optimizing patient care and streamlining workflow. Unite delivers alerts, messaging and voice integration enabling a quicker response to patient requests via a wireless device.

Unite, when integrated with the Telligence nurse call system, notifies caregivers within seconds when a patient presses their call button, pulls a bath cord, or when a clinical coworker initiates a Code Blue or Staff Assist call from the patient's room. An alert message can be sent to an individual or group, such as a code or rapid response team, containing information required to quickly assess the event and respond to it. Unite also enables caregivers to press a single key on a wireless device to speak directly to a patient, thus eliminating the need to walk to the patient's room to understand their request.

- Integrated platform connecting caregivers and patients via a wireless device.
- Communicates alert message prioritization based on predefined parameters.
- Streamlines workflow and task prioritization for handling patient requests.
- Offers activity logging and reporting to support audit capability and management reporting.
- Helps create a "Connected" environment for caregivers – keeping staff better informed.



Enhancing communications to bring nurses closer to their patients.



Unite Applications

Unite Assign supports a single interface to staff assignment across multiple healthcare systems like nurse call, EHR systems and patient monitoring. It enables quick and easy allocation of staff across a department to deliver patient centered care, eliminating the need for managing assignments in multiple systems.

Unite Analyze captures critical reporting information to help track key performance indicators, pinpoint workflow bottlenecks and areas for improvement, and enables managers to make better informed staffing decisions.

Unite Axess for Smart Devices delivers mobile alerts and messaging for clinicians to iOS and Android phones extending connectivity beyond the walls of a hospital. Patient information and alerts are delivered to a smart device utilizing robust, standards-based security, message encryption, and user authentication.

Unite Connect for Nurse Call delivers alerts, messaging and voice integration to leading nurse call systems, allowing caregivers to respond more quickly to patient requests. By delivering alert messages to a caregiver's mobile device, nurses can more effectively provide patient care and improve patient satisfaction.

Unite Connect for Patient Monitoring provides near real-time alert messages informing caregivers of specific patient monitoring events and integrates with a variety of patient monitoring systems. It can send waveform snapshots as part of an alert message to support faster decision-making and response prioritization.

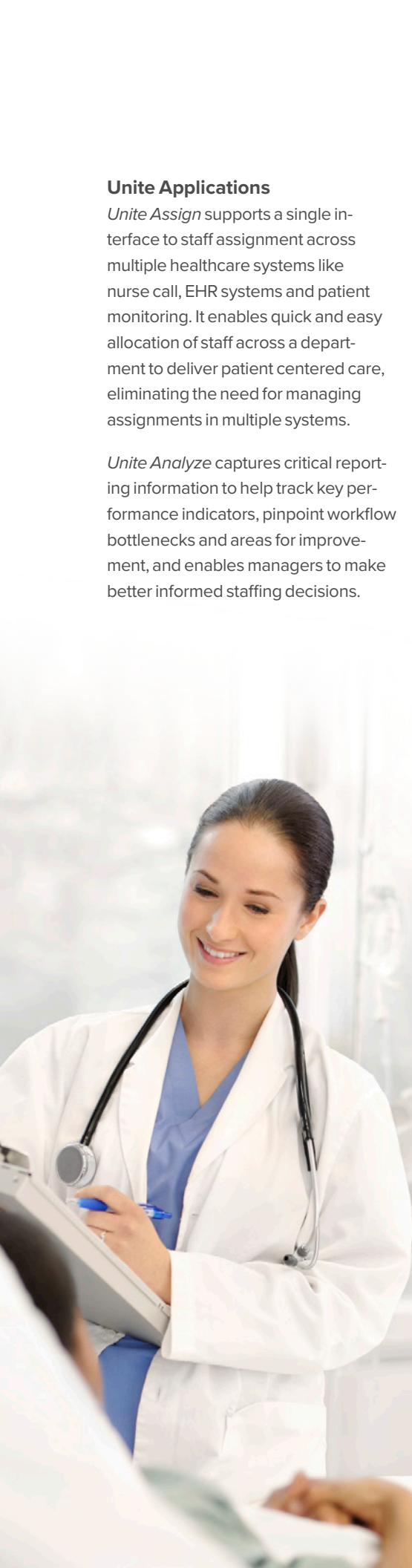
Unite Connect for EHR enables workflow enhancements by providing access to patient health information to speed clinical decision-making and deliver messaging to staff for events like new patient admit, patient discharge, or patient transfer.

Unite Connect for RTLS provides an interface to real-time location systems enabling mobile alert messaging and providing location data information to Unite including location of staff, assets and patients.

Unite View enables a central display or "dashboard" of clinical alert notifications across an entire unit. An effective tool to better manage overall responsiveness, *Unite View* identifies bottlenecks which can help care teams balance patient assignments.

For More Information

To learn how an Ascom Telligence solution can enhance patient satisfaction and the efficiency of your hospital, visit www.ascom.us or call 877-71ASCOM.



Scalability
reduces central
equipment costs and
offers solutions for
every hospital.

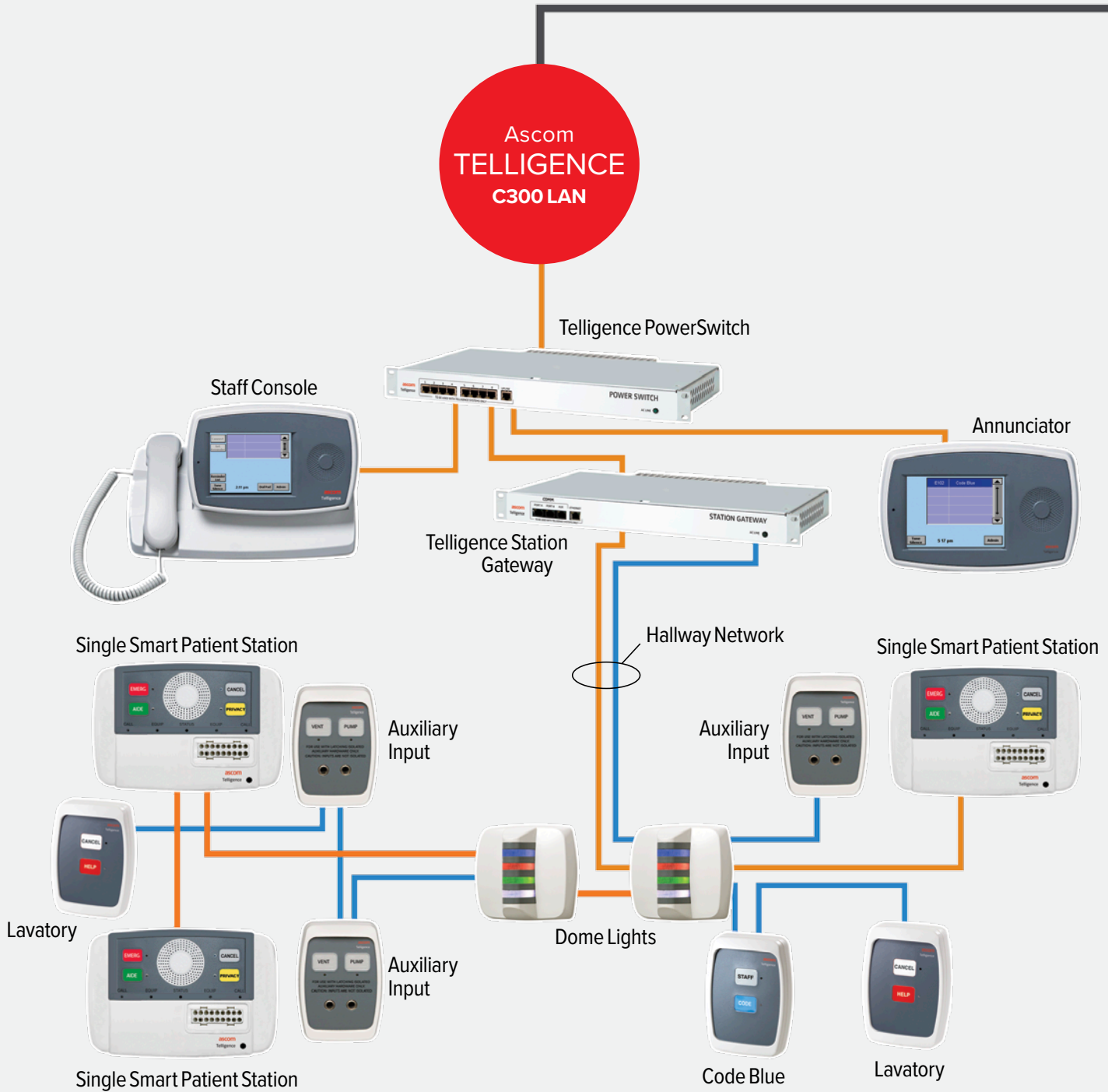
WORKFLOW		
	Telligence C300	Telligence C600
Priorities	14 selectable workflows	32 configurable workflows per nursing unit
Staff Station supported	No	Yes
Equipment alarms	Yes	Yes
Configurable buttons and button labels	No	Yes
Peripheral device buttons can be programmed as toggle to enhance workflow	No	Yes
Cleaning mode supported	No	Yes
Color touchscreen Staff Console	Yes	Yes
Ability to upgrade patient calls priority at console	No	Yes
Auto reminders supported	No	Yes
Annunciator can place and receive calls	No	Yes

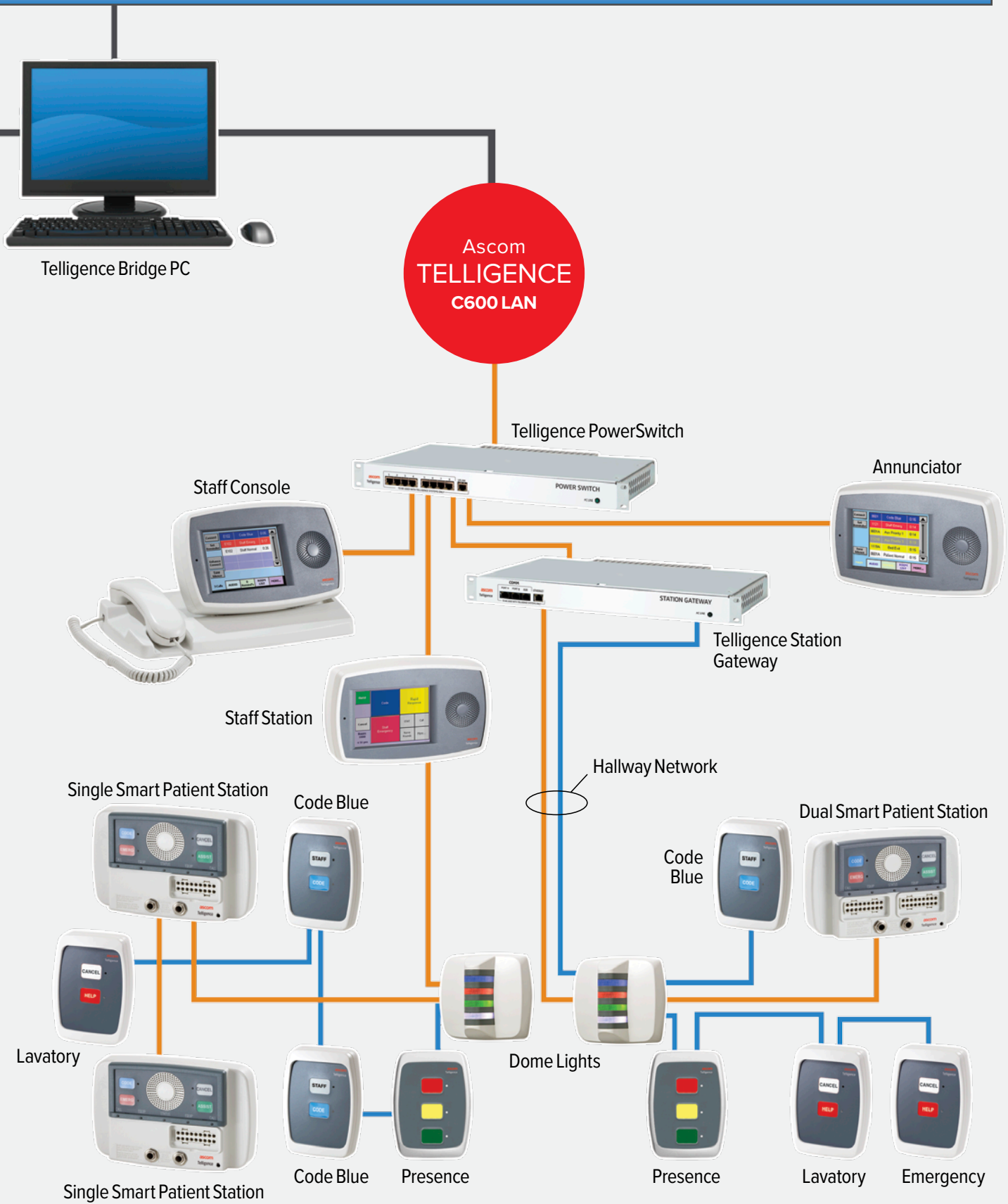
BEDSIDE		
	Telligence C300	Telligence C600
Dome lights	1, 2 section with 5 programmable colors, supervision buzzer	1, 2, 4 section with 9 programmable colors, supervision buzzer
Lighting/TV control	Yes	Yes
Code blue elapsed timer	Yes	Yes
Elapsed call time	No	Yes
NiteLite	No	Yes
2-way volume control for each patient	Yes	Yes
Privacy feature	Yes	Yes

MOBILE		
	Telligence C300	Telligence C600
Wireless phones supported	Yes	Yes
Ability to set reminder from wireless handset	Yes	Yes
Auto location (RTLS)	No	Yes
Register staff presence	Green	Green, Yellow, Red
Nursing unit or duty area paging supported	No	Yes

ENTERPRISE		
	Telligence C300	Telligence C600
System capacity	1,500 rooms or total of 3 Telligence C300/C600 systems, whichever is larger	
Devices per system	40 IP devices; 512 rooms or 1,024 beds	600 IP devices; 1024 rooms or 2,048 beds
Remote configuration	Yes	Yes
Audio paths - external (wireless phones)	Up to 64 per subnet	Up to 64 per subnet
Unite integration supported	Yes	Yes
Fully supervised system	Yes	Yes
Third-party middleware integration supported	Yes	Yes
Bed connection	Bed receptacle	Bed receptacle, patient stations
Peripheral devices (code blue stations, lav stations, etc.)	One priority, room cancelable only	One button fully configurable with all 32 priorities; can be room cancelable or link to another button within the room
Audio	Staff control of "talk and listen"	Bidirectional and staff control of "talk and listen"
Password protection supported	No	Yes

HOSPITAL LAN





About Our Company

Ascom is the leading Information and Communication Technology provider, delivering integrated workflow intelligence via services and applications that connect and mobilize healthcare professionals to improve patient safety and satisfaction. From scalable nurse call communication systems for better clinical workflow to the first purpose-built smart devices for healthcare, all Ascom solutions seamlessly integrate via Ascom Unite software into existing systems in hospitals, clinics and senior living communities. Based in Research Triangle Park, North Carolina, Ascom is a subsidiary of Ascom Group. For more information, visit www.ascom.us and follow @AscomNA and LinkedIn.

¹GE Healthcare, Cancer Hospital uses GE Healthcare technology to improve communication and response times, case study, 2010, DOC.3083643.

²GE Healthcare, Cancer Hospital uses GE Healthcare technology to improve communication and response times, case study, 2010, DOC.3083643.

Distributed by:

Ascom
9024 Town Center Parkway #100
Lakewood Ranch, FL 34202

Manufactured by:

Ascom
9024 Town Center Parkway #100
Lakewood Ranch, FL 34202
www.ascom.us | @AscomNA