



INCREASING OPERATING ROOM COMMUNICATIONS

A hospital wants to increase efficiencies in their operating rooms by providing a way for surgeons to communicate directly with the technicians in the hospital laboratories. Currently, a nurse needs to exit the operating room and physically walk down to the lab to deliver tissue samples for immediate biopsies. The hospital wants to create a means of communication between the operating and labs to summon a technician instead of losing the manpower of an operating nurse.

Solving this challenge will benefit the hospital in the following ways:

- ◆ Improved efficiencies in finishing up surgery and moving patients to recovery
- ◆ Enhanced Patient care because the nurses can remain on hand in the operating rooms
- ◆ Improved experience for family members awaiting news as the surgeon can finish up faster and meet with the family in a more timely fashion
- ◆ Increased quality control since technicians can speak directly to the surgeon, thereby reducing the potential for errors in misunderstood lab requests.



THE SOLUTION

The focus of this solution is to create a means of communication through multiple touch points between the operating room and laboratories without long interruptions for the surgeon or requiring a nurse to leave the operating room.

1. When the surgeon or nurse needs to contact a lab technician, they press a pre-configured speed dial button on their high-end Cisco IP phone.
2. A pre-configured text and text-to-speech message is sent to the laboratory technician. This message can also be configured to send additional alerts such as email, pc alert or dial-out notification.
3. The lab technician can reply back with a pre-configured text and text-to-speech message by pressing a speed dial button on their IP phone.
4. If a technician is not available, or they need additional information from the operating room, the IPcelerate intercom feature can be invoked to open a live, 2-way communication with the surgeon.
5. The phone in the operating room can automatically go off-hook, allowing the surgeon to easily communicate with the technician and still maintain focus on the patient.