

A hospital requires a visual solution to quickly notify its staff of newborn abductions, code blue events, and other recognized emergencies without audibly paging throughout the facilities. While sounding alarms is an effective way of broadcasting notifications, the hospital is trying to insulate its patients from any unnecessary noise and events they may find disturbing or upsetting. The hospital currently has IP phones located at nurses stations, acute care wards, security desks, and in the hands of the main care givers. They want to use this investment for this solution.

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

- ◆ Maintaining a peaceful atmosphere as patients recuperate has been found to improve patient satisfaction, directly impacting its national rankings
- ◆ A higher national ranking drives higher endowments and funding from philanthropists
- ◆ An environment conducive to recuperation shortens post-op admittance, increasing profit and decreasing the risk for additional patient complications
- ◆ Visual, color coded notifications on IP phones drives immediate response and acknowledgement from staff
- ◆ A consolidation of network communication devices and infrastructure, leveraging VoIP, reduces the IT department's maintenance costs and possible head count



THE SOLUTION

The focus of this solution is using color graphic images to the screen of IP phones to indicate certain types of emergency situations.

- ◆ Available colors supported by IP phones allows the hospital to configure various contrasting shades to represent various types of emergencies through application administrative interfaces
- ◆ Because every second counts in a newborn abduction or a code blue situation, a speed dial button is programmed to initiate the notification, providing a one-touch interface
- ◆ Gradual shade changes can be used to indicate changes in the severity of the situation, with each shade being driven by dialing an internal extension, selecting a speed dial button or icon
- ◆ A user hits a speed dial button or an icon reserved for indicating a specific type of emergency, changing the entire screen of a group of targeted phones a certain color
- ◆ The color filled phone screen representing a specific type of emergency is refreshed every five to seven seconds, indicating the emergency situation still persists
- ◆ A user hits a speed dial button or an icon reserved for clearing emergencies, changing the entire screen of a group of targeted phones to a certain color
- ◆ The targeted phones are selected according to what speed dial button or icon is selected or what extension is entered