

Security and Communication for People, Buildings and Industry

Medical Intercom

A Commend Industry Solution Brochure



Faster information exchange and exact monitoring for health facilities.



Medical Intercom supports doctors and nurses via a uniform communication platform enabling more efficient patient care.

Patients in hospitals, clinics, homes and doctors' surgeries require optimal care and medical support. Sure and speedy responses allow full concentration on treatment and care, enabling effective recovery and often the saving of lives.

This requires the secure flow of information and communication between all parties and all sectors enabling medical staff to concentrate on the needs of the patient.



SECURITY AND COMMUNICATION

Medical Intercom supports doctors, nurses and care staff, and reassures patients.

Optimise organisation – prepare more efficiently.

More focus on patient needs.

Demands on the treatment, provision and care of patients grow as the pressure of rationalisation increases.

Quick responses based on accurate information are essential, emergency or not. The success of treatment is ensured by

enabling staff to confer, brief and discuss without distances and delays. Reliable, targeted call and info forwarding further assist staff. Independent, bidirectional and clear, with sound quality so good the speaker could be standing right next to you.



For Patients, Doctors, Nurses and Care Staff

- › Clear and speedy assistance
- › Reassuringly excellent voice reproduction avoids misunderstandings
- › Hands-free communication upholds the hygiene chain
- › Interruption-free communication
- › Complete signal reception ensures communication in the entire complex
- › Overview integration of visual display technology
- › Calming background music in waiting areas

Doctors, nurses and orderlies all require support. Patients require help. By hooking up as many sectors and areas as possible, and by forwarding signals and calls via radio and telephone, it is possible to respond to questions and emergencies, regardless of location.

In an emergency audio monitoring establishes contact without the need for manual activity, and video feeds provide the necessary overview. Hands-free communication helps to avoid breaks in the treatment and hygiene chains.

Convenience and safety via comprehensive communication support.

Support and control with flexible use of resources.

Medical Intercom enables medical facilities to deal with the challenges of everyday operations safely and efficiently, and to provide a speedy and focused staff response as and when needed. On top of coordination, the Intercom System also accommodates different forms of alert, alarm and support for personnel where communication is required. The system allows staff to concentrate

on patients and ensure the success of treatment.

Moreover, Medical Intercom also takes on other tasks such as emergency calls from lifts, evacuation coordination instructions, in-patient reception at the porter's lodge, at doors, and shortens the perception of waiting times with music and announcements at car parks.



For Hospitals, Care Homes and Clinics

- › Scalability – from doctors' surgeries right up to hospital groups
- › Uniform user control visuals for all communications, control and monitoring functions
- › Long service and high reliability of the intercom systems guarantee riskless long term investment
- › Safety communication for lift emergencies, alarms and evacuations
- › Independence from location due to integration (radio, telephone)
- › Extra security via integration of access control, surveillance functions and video feeds
- › Reaction speed increase by linking-up with mobile radio of emergency and flying ambulances

The Intercom System for medical facilities aids operators and managers of hospitals, clinics, care homes, medical centres and doctor's surgeries by providing unbroken, speedy communication increasing working efficiency. Medical Intercom combines various formats providing voice and data transfer via highly developed networks facilitating centralised control and monitoring of all areas.

External sources of data, access control systems, parking systems, observation of rooms and grounds, and facility infrastructure control can all be monitored and directed from a central visual control console. For better in-patient communication there are interfaces and hook-ups to staff calling systems.

Medical Intercom ensures efficiency and security for every scale of operation.

The Medical Intercom Solution.

Medical Intercom is suitable for hospitals and clinics of whatever size, and equally for care homes, medical centres and doctors' surgeries. It is also very easy to link up call-out teams and emergency crews in several different locations. Modularity and the integration of all communications networks, security systems, access control

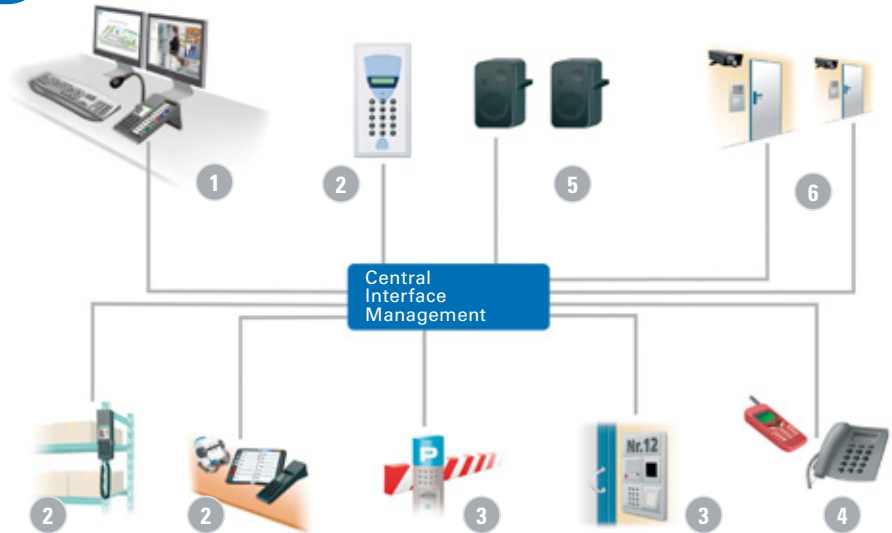
systems and facility management technology make Medical Intercom an ideal independent information hub. The system's configuration is determined by the ergonomics for doctors, nurses, medics and care personnel, thus also influencing effectiveness in installation and operation, regardless of architectural and local conditions.

Medical Intercom System Overview

Medical centres

Affordable infrastructure, efficient operation, communication adapted to surgery needs

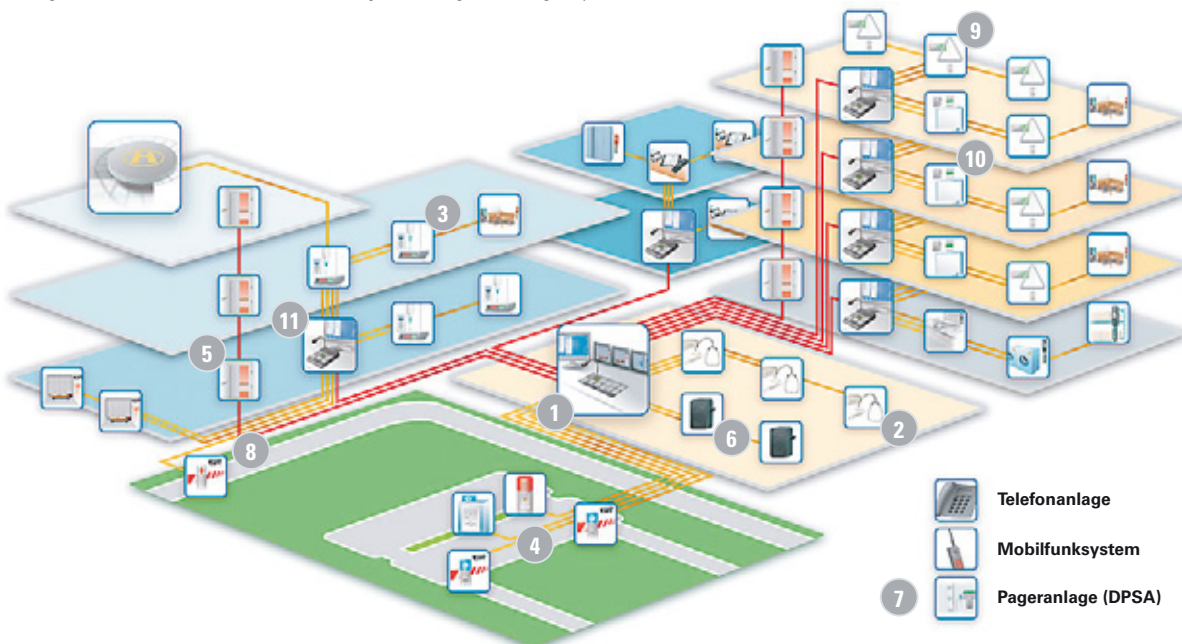
1. **Central console** at the welcome desk
2. **Custom designed intercoms** for treatment rooms, doors and office areas – robust and easy to operate.
3. Integration of **facility management** technology, door and gate control and access areas
4. **Call forwarding and re-routing** to telephones and DECT.
5. **Sound feeds** for treatment and waiting rooms
6. **Sectioning** of shared medical centres



Hospitals, retirement and care homes

High degree of integration. Rapid response; monitoring and control of all integrated signal and alarm facilities, graphic representation of the entire system. Additional integration of calls to nurses and emergency teams, as well as hierarchical operation networks:

1. **Central control stations** for voice message distribution and situation management via porters' lodges and bases
2. **Custom designed intercoms** for doors, gates, working areas – robust and easy to operate
3. **Chemical proof and disinfected intercoms** for operating theatres and laboratories
4. **Integration of facility management** technology, door and gate operation, access areas and car park services
5. **Integration of emergency call systems**, e.g. lift emergency
6. **Counter intercoms** for outpatient care and emergency departments
7. **Redirection and forwarding of calls** onto pagers, DECT and mobile phones
8. **Video integration** – automatic camera hook-up
9. **Audio Monitoring** and control of all intensive care stations
10. Integration of **nurse call systems**
11. **Digital Networking** for the integration of external stations; link up remote buildings to form intercom networks of whatever size; Networks via IP, 2-cable, ISDN or fibre optic cable.



Medical Intercom – a brief overview.

Core Functions	Key Arguments
<p>1 Direct communication with every area</p>	<ul style="list-style-type: none"> ◇ Rapid provision of information and support ◇ Communication without breaking off from activities ◇ Excellent voice reproduction ensures errors are avoided ◇ Delay-free internal co-ordination
<p>2 Integration of telephone, radio and pager technology</p>	<ul style="list-style-type: none"> ◇ Availability independent of location ◇ Better quality preparations due to contact with rescue and ambulance teams ◇ Efficient operation due to central control, signal and security functions
<p>3 Fusion of video systems, emergency lift call facilities and facility management technology</p>	<ul style="list-style-type: none"> ◇ Ideal support provision due to visual contact and acoustical intervention ◇ Uniform user design avoids errors ◇ Rapid evacuation for emergency situations
<p>4 Variable digital network link-ups, integrated system monitoring</p>	<ul style="list-style-type: none"> ◇ Optimised use of human resources due to shared area care at times of low demand ◇ Security and safety due to recording of activity ◇ Increased safety, security and reliability in remote areas of the complex ◇ Independence of proximity and local situation

Different requirements, one supplier.

Commend systems have been installed in many hospitals worldwide, either directly or in cooperation with other companies, as well as in clinics, care homes, doctor's surgeries and clinics. This small selection of examples illustrates the immense scope of demands made on our systems.

Applications	Short Description
<p>Doctor's Practice, Health Centre</p> 	<p>Modern medical practices have different organisation and requirements. They share the common need for quick and efficient processing of preparatory and organisational work. Only in this way will there be sufficient time for the patients and their concerns. This is assumed by Commend with its quick, easy and reliable communication systems.</p>
<p>Retirement Home, Care Home</p> 	<p>In retirement communities and assisted living complexes the safety and security of residents are greatly enhanced with a Medical Intercom system that ensure timely staff response in the event of a medical emergency. When evaluating prospective living arrangements, residents as well as families are pleased to learn that a system of this kind has been installed.</p>
<p>Hospital, Clinical Centre</p> 	<p>In hospital operation, perfect communication is very important. Sometimes even necessary for survival. Medical Intercom by Commend creates a complete communication network between all persons, rooms and facilities in the hospital area. On the one hand, this means more safety for the treatment, assistance, monitoring and care of the patients. On the other hand, an essential reduction and rationalisation of every-day hospital work. Medical Intercom by Commend ensures the quick, independent speech and security communication for the entire hospital and clinic operation.</p>

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