

# ▶ Polycom® Wireless Solutions for Healthcare



Polycom offers the most feature-rich and cost-effective wireless healthcare communication solutions—solutions that dramatically improve the way healthcare organizations function.

Polycom's wireless telephone systems give mobility to healthcare staff, allowing them to perform their job more effectively and from anywhere within the facility. Hospital workers have immediate access to each other, and most importantly, to patients. With a wireless telephone system, healthcare providers offer better care resulting in higher patient satisfaction. In fact, Polycom's focus on healthcare applications has made Polycom the market leader. We help hospitals provide better patient care while improving efficiencies hospital-wide.

## **The Mobility Solution**

Wireless telephone users stay in touch while moving throughout the facility, even in hospitals and medical center campuses covering millions of square feet. Nurses no longer miss calls or lose valuable time traveling between the nurse station and patient rooms. Physicians can contact nurses directly for orders and transporters can receive calls directly from other departments for patient transport information.

## **The Productivity Solution**

Polycom's wireless telephone systems boost productivity by eliminating communication delays inherent in overhead and radio paging systems. Unlike two-way radios, wireless telephones provide accessibility both outside and inside the facility so less time is wasted tracking down staff. In addition, when a wireless telephone user cannot take a call, the caller is forwarded to that extension's voicemail or an attendant. Calls are private, and unlike radios and overhead paging, do not disrupt the healing environment.

## **Patients**

### [Higher Level of Care, Faster Recovery](#)

Patients receive better care when hospitals are quieter, less chaotic, and more efficient. Patients and families appreciate the ability to contact the nurse directly from both inside and outside the hospital.

## **Nurses**

### [Less Stress, More Time with Patients](#)

Nurses have immediate access to other staff and can quickly resolve issues and answer questions. The nurses' stations are less hectic as calls are made directly to caregivers. Nurse call system integration also allows nurses to respond faster to patient needs. Overall, nurses spend more time with patients providing them with immediate and high-quality care.

## **Benefits**

[Seamless integration with the best-selling digital telephone systems](#)

- Integrated text messaging with nurse call, patient monitoring, telemetry, location tracking, and speech recognition systems
- Unified, scalable architecture grows with your healthcare enterprise
- Advanced technology that provides consistent, high-quality communications
- Lightweight, durable, easy-to-use handsets designed specifically for the healthcare environment
- Safe, low-power operation that does not interfere with sensitive medical equipment
- No monthly airtime or usage charges

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## Physicians

### Direct Access to Nurses and Staff

Physicians know they can respond to pages and immediately reach personnel using Wireless Telephones. They spend less time on hold and require fewer call backs. Off-site doctors can return calls between office appointments and hospital physicians can remain in constant touch while multitasking throughout the facility.

## Emergency Department

### Faster Response, Improved Efficiency

Emergency personnel can stay with a patient through the triage process and do not spend time searching for staff or information. They can also communicate real-time with admissions and other support areas, reducing patient wait times.

## Support Staff

### Mobile Workers Save Time, Steps

Critical staff such as radiologists, pharmacists, technicians and transporters can be contacted directly with a hospital-wide implementation. This eliminates paging delays because personnel can immediately respond. Maintenance technicians can call outside vendors to troubleshoot problems on-the-spot, and security personnel have telephone access to reach local police and fire departments.

## Healthcare Application Integration

Polycom's wireless telephone systems integrate with the top-selling nurse call systems and other healthcare systems to improve efficiency and responsiveness. Polycom's Open Application Interface (OAI) allows third-party applications to send text messages to the Wireless Telephone's display and provides for user response through the handset's keypad. Wireless telephone systems can integrate with any messaging

system, including telemetry, patient monitoring, HVAC and alarm systems, eliminating the need for separate radio pagers for healthcare staff. They offer:

- Immediate text display of patient, room and call status
- Real-time location tracking
- Direct call-back to patient room speaker
- Speech recognition
- Automatic forwarding to alternate caregiver
- Automatic patient assignment by shift
- Dynamic text messaging from console
- Remote operation of corridor indicator lights

## The Polycom Advantage

No matter where users are in a facility, Polycom's Wireless Telephones allow them to be in touch for both voice calls and important text messages. By integrating Wireless Telephones with nurse call and messaging systems, hospitals streamline their communications structure—cutting response times, improving information flow between patients and caregivers, lowering noise levels, and as a result, improving overall patient care. More than 1,500 healthcare facilities depend on Polycom's Wireless Telephones for the richest functionality, highest reliability and best quality in hospital communication solutions.

## Learn More

Visit [polycom.com](http://polycom.com) for more information on how your patients and staff can benefit from Polycom solutions.

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