



St Andrew's Hospital Benefits from Integrated Cordless / Messaging

Background

Founded in 1936, Adelaide's St Andrew's is one of South Australia's largest private hospitals. There are in excess of 1,100 telephone extensions in service around the building, with effective communications being a vital ingredient to ensure the efficient and safe running of the hospital.

The response challenge

The five level building has 217 beds and is a fully accredited acute surgical/medical hospital. St Andrew's offers a range of facilities including 7 Operating Suites, a 14 bay Recovery Room, Critical Care Unit and 24 hour Emergency Department, Day Patient Suite and Short Stay Suite. These services are supported by a comprehensive range of services such as Medical Imaging, Radiotherapy and Pathology on site.

St Andrew's vision is: "To be leaders in healthcare delivery - without compromise." Their methods to achieve this include providing exemplary customer service and providing high standard facilities.

It was in keeping with this approach that the hospital selected the KIRK Wireless Server 1500 to meet their on-site cordless telephony needs.

Once of Wavelink's key resellers, CustomTel, who are specialists in providing total integrated technology solutions to hospitals and aged care facilities in South Australia, was chosen by the hospital to implement the system. This included integration with the hospital's Nursecall system.

A cordless solution

Cordless handsets are used by a wide range of hospital employees including doctors, nurses, orderlies, administrative and maintenance staff. There are currently over 80 cordless handsets in use, with the number expected to grow in the near future. The KIRK 3040 handset was selected due to its range of features, including its support for text messaging. The hospital received a turnkey solution from CustomTel, combining messaging with the KIRK DECT system. Text messages to either KIRK handsets and/or to onsite pagers are generated via a number of existing alarm contacts throughout the hospital as well as via voice prompted activation from any PABX extension.

The hospital has also recently embraced the new C-2010 Duress handset, as this provides an extra level of personal protection to cordless phone users. The "lone worker" function of the C-2010, which periodically checks that workers are OK, was particularly attractive to the hospital.

Benefits for Integrated Cordless / Messaging

A number of benefits have been derived by the hospital's use of system including increased flexibility in how people are able to perform their work, improved response times and a general increase in productivity. The system has been extremely well received by staff, as demonstrated by the fact that almost 50,000 calls are carried by the cordless system every month.

St Andrew's Hospital

Location
Adelaide, South Australia

Beds
217

System Solution
KIRK Wireless Server 1500
- 80 x KIRK 3040 handsets
- 3 x C-2010 Duress handsets
- 21 x KIRK Base Stations
- 1 x 32 Alarm Input Module
- PBX Messaging Interface