



## Healthcare

# ▶ Wesley Medical Center Boosts Patient Relations With Polycom® SpectraLink® Wireless Communication

### ▶ Daily Use

- Instant voice and text communication between nurses, doctors, patients and their family members

### ▶ Solution

- Polycom® SpectraLink® Wireless Telephone System™

### ▶ Results and Benefits

- Direct contact between nurses and doctors to eliminate overhead paging, voicemail, and telephone tag
- Scalable solution that covers the hospital's ten-story, one-half square mile facility
- Integration with Wesley's Executone nurse call system and pharmacy instantly alerts nurses and pharmacists via text messages on their SpectraLink Wireless Telephones

## Background

Patient care has always been a priority for Wesley Medical Center. Now the Wichita, Kansas-based hospital is further proving its commitment to patients' needs and advancing its renowned healthcare reputation by removing communication barriers. Concerned family members and patients now can instantly reach nurses and doctors to obtain the latest information on loved ones. Nurses can reach doctors directly without waiting for a page to be returned. This evolution in communications is owed to Wesley streamlining its telephone system with the Polycom® SpectraLink® Wireless Telephone System™.

Located in Wichita, Kansas, Wesley Medical Center is a licensed 760-bed teaching hospital that serves much of Kansas and parts of Oklahoma. More than 240 of Wesley's medical staff have eliminated the limitations found with traditional wired communications, including wait time and inaccessibility. By using the portable, full-functioning SpectraLink Wireless Telephones to communicate with one another, users can now reach each other anywhere, anytime, in the ten-story, one-half square mile facility.

"When looking to upgrade our communications system, we considered cellular services and a hybrid cellular in-building system, but they couldn't offer the seamless communications that Polycom's system provides," said Russell Million, manager of telecommunications for Wesley Medical Center. "We now have excellent reception and voice quality everywhere in the facility, even in the elevators. And our wards are quieter without the overhead pages and the constant ringing of the phone at the nurses' desk."

## Instant Communication, Instant Care

Adding further value to Wesley's wireless telephone deployment is the ability to integrate the hospital's nurse call and other text messaging systems with the Polycom SpectraLink Wireless Telephones. Polycom's innovative Open Application Interface (OAI) allows third party companies to integrate other systems and alarm notifications to the handset. Wesley worked with Emergin as a third-party OAI developer to integrate its Emergin WirelessOffice software solution with Wesley's systems. For instance, Emergin WirelessOffice allows the SpectraLink Wireless Telephones to integrate with Wesley's Executone nurse call system, which allows nurses to instantly

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*Russell Million, Manager of Telecommunications, Wesley Medical Center*

respond to a room’s call button, control corridor reminder lights, and adjust audio through room speakers—all of which can be controlled and monitored with the SpectraLink Wireless Telephone’s keypad and display. Wesley also is using Emergin WirelessOffice to instantly alert pharmacists via text messages on their SpectraLink Wireless Telephones of prescription processing queue time delays. This way, pharmacists can immediately update caregivers and patients on prescription status, resulting in reduced wait times. “Now nurses can receive patient requests and alarms directly,” said Margie Kessler, Oncology Nursing Unit Manager at Wesley Medical Center. “Nurses know when one of their charges is having a problem, and patients are assured that their primary caregiver will be notified and respond to any problem. That makes for a more efficient and successful care environment.”

### **Out with the Old, in with the New**

Previously, Wesley utilized traditional overhead paging, a numeric paging system, and wired phones. Nurses would have to contact doctors on their pagers and wait while a doctor found an unused staff phone and returned the call. Through the delays, the patients waited for care. The medical center sought to improve patient satisfaction by implementing new and innovative technologies designed for the medical industry. Specifically, Wesley’s telecom team looked for a device that could provide both voice and text capabilities. The Polycom SpectraLink Wireless Telephones emerged as the winning choice for Wesley after intensely reviewing available wireless products on the market.

Now with the SpectraLink Wireless Telephones, nurses call each doctor directly on their wireless handset extension, eliminating the delay and frustration of a doctor having to find a phone. Doctors also appreciate not being put on hold when they return a message while locating a nurse. Patients are able to dial their nurse’s four-digit extension and speak directly to them as opposed to leaving a message with a unit clerk. At Wesley, key personnel are never out of reach or out of touch.

### **Unmatched Wireless Value**

Like Wesley Medical Center, medical facilities across the country are constantly searching for ways to improve their patient care. No matter where wireless telephone users are in a facility, Polycom SpectraLink Wireless Telephones allow them to be in touch for both voice calls and important text messages. By integrating the wireless telephones with its nurse call, call center, and pharmacy systems, Wesley Medical Center streamlined their communications structure—cutting response times, improving information flow between patients and caregivers, lowering the noise level of the wards, and as a result, improving overall patient care.

### **Learn more.**

To find out how Polycom solutions can help your organization, visit us at [www.polycom.com](http://www.polycom.com) or speak with a Polycom Account Representative.

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