



## IP Health Communication System

Whitepaper and Project References

## THE PROBLEM

In the health industry, mistakes can cost lives. This puts emphasis on the necessity for exceptional communication between staff, patients and departments. Hospitals must operate efficiently and competently without any complications in order to ensure the safety and security of the patients, visitors, staff and any other individuals in the building. Hospitals must abide by strict regulations and with the numerous staff, visitors and patients entering and exiting buildings at all hours of the day and night, there is increased importance for a consistent and comprehensive communications system.

The demand on Aged Care facilities continues to increase as our population ages. Quality of care provided by aged care facilities is highly important and is critical to offer safety and peace of mind for the elderly and their carer's.

Furthermore, patient care in the healthcare sector heavily relies on laboratories for accurate and timely patient information and test results. As patient privacy regulations increase and confidentiality becomes a greater concern for individuals it is essential for laboratories to have a comprehensive communications system which provides security and safety for staff and private information.

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## THE SOLUTION

Jacques provides departments in the health industry a comprehensive IP communications system which is customisable to meet specific requirements. The system provides a wide variety of convenient and integrative security features all of which ensure the safety and security of staff, patients and visitors. Jacques' IP intercom and Public Address system is suitable for hospitals, aged care and laboratories with benefits such as cross-site communication, security intercom devices with door release functionality and integration to many building management and security systems. With Jacques' user friendly features and state of the art technology, work tasks and communication can be assumed in a timely and efficient manner which ultimately ensures the best care for patients.

## HOSPITALS

As hospitals are open all hours, it is important to ensure staff feel safe when starting or finishing a shift late at night. With audio and video intercom stations located throughout the buildings, lifts and car parks, staff can rest assured knowing that help and assistance is readily available at any hour just with the push of a button. Intercom terminals integrated with CCTV and/or building/security management systems allow communication with security personnel either onsite or from a remote location ensuring all areas are monitored and recorded. The Jacques public address system offers multi-zones, verbal announcements, pre-recorded messages, paging and integration with emergency evacuation and warning alarms. This ensures every individual's safety within the hospital buildings or car parks as they can be contacted and alerted in the case of an emergency or important security/safety announcement.

In an environment where every second counts, it is essential for staff to be able to connect with any hospital department instantaneously. Situations where attaining results from another department as soon as they are ready can severely affect the care of the patient. With Jacques' IP intercom and public address system, staff have instant contact across sites through the network which can speed up processes and provide more effective patient attention. Security is further enhanced with integrated access control with card swipe access allowing only authorised personnel into secured areas. From either a central location or remote location,

security is able to operate access control to secured areas in order to prevent intruders and allow entry to authorised individuals for situations of after business hours or lost entry cards.

Operating theatre staffs require access to communication, in often, time critical situations. The Jacques Clean Room Intercom features a completely smooth front panel with an antimicrobial membrane which inhibits the growth of bacteria while allowing for easy cleaning. The terminal has been purposefully engineered to provide simplified, hands free calling from within these clean environments ensuring doctors and nurses can contact additional health professionals if and when required.

Car parking at hospitals can be costly and time consuming. Intercom Help Point Units found alongside ticketing machines and boom gates make car parks hassle free with user-friendly, advanced technology. Car park users can communicate with ease and convenience knowing that help and assistance is readily available from audio and video intercom stations and general information or emergency calls are accessible at the help point units.



Quality care provided by aged care facilities is important for the safety, wellbeing and peace of mind for the elderly, their families and carers.

## AGED CARE

Easy access to communication is essential for the elderly living in aged care. Elderly can feel secure with full communication to carers or security services through the use of intercom terminals in easy to access locations. Intercom communication is guaranteed 24 hours a day as calls can be directed to a central location onsite or remote locations after hours.

Family, friends or delivery access to the aged care facility can be monitored and controlled with a video intercom system installed at building entrances. Persons wishing to access the building can call the main reception or the room of the resident to gain access.

Security is further enhanced with the inclusion of a public address system allowing for emergency evacuation and warnings, alarms, verbal messages, pre-recorded and scheduled messages and entertainment. Patients, carers and visitors can all be informed through public address broadcasts as well as LED message display boards to guarantee the safety and security of all individuals in the complex.

Improve quality of life by removing the stress from carers and the elderly with integrated CCTV, building and security management systems and access control. Aged care services can avert intruders with CCTV monitoring with the option to record video and audio in the unlikely case of an incident occurring. Loved ones need not worry about trespassers entering the aged care facility as access control and card swipe access

integrated with a Jacques IP communication system will only allow authorised personnel into secured areas. Access can be granted by security, either onsite or remotely, following the establishment of communication via the IP intercom terminal.

## LABORATORIES

Patients can feel comforted that their personal information is protected from trespassers or unauthorised personnel with IP audio and video intercoms integrated with access control and CCTV. Effectively communicating any emergency evacuations, warnings, alarms or verbal messages are extremely efficient through the public address system which can address all individuals simultaneously.

Jacques IP intercom and public address system provide integration with CCTV, building and security management systems, access control and card swipe access ensuring added security. Security personnel are able to visually monitor the premises and control access to secured areas for authorised personnel. This can be beneficial for situations of staff not possessing card swipe access or are accessing after hours. This also provides the opportunity for security to address any incidences before they become problems as well as protection against intruders.

Patient's needs come first. Guarantee rapid delivery of information to healthcare professionals, while ensuring patient confidentiality with a Jacques Communication System.

## FIONA STANLEY HOSPITAL, WA

Jacques is proud to be a part of one of the biggest infrastructure projects in Western Australia's history. The Fiona Stanley Hospital is the major and most complex tertiary hospital for the Perth south metropolitan region. Opening its doors in 2014, the hospital provides 783 beds and 24 hour acute patient care. The hospital has been specifically designed to enable first class health care, clinical care and medical research through the innovative architecture, interior design and security communications systems.

Jacques has supplied 350 intercom end points, including video intercom, help point units and lift intercom modules, for the project. The team at Jacques have been working diligently with the Fiona Stanley Hospital to ensure continuous progress and site monitoring. This project has enabled our team to further

develop existing products and systems to meet specific requirements of the Fiona Stanley Hospital. The most notable development is the ability for Jacques IP video monitor stations to receive footage from 3rd party CCTV cameras. This feature now transcends across many industries in which Jacques provides integrated communication systems including security, transport, public safety and commercial industries.

The Fiona Stanley Hospital has been a significant project for Jacques, inspiring new and innovative product developments and strong, long-term business relationships. Leading the forefront of IP Communication systems, Jacques is honoured to build an on-going affiliation with such a major hospital that will cultivate the latest scientific, technological and medical developments.

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# NATIONAL HEART CENTRE, SINGAPORE

The non-for-profit healthcare institution in Singapore, the National Heart Centre, treats over 100,000 patients each year and provides comprehensive preventative, diagnostic, therapeutic and rehabilitative cardiac services. Being such a large organisation with hundreds of staff and thousands of patients, a comprehensive communication system is vital. Jacques supplied this site with a video intercom system featuring detailed event-triggered features. With entrance stations able to immediately connect the caller with a video monitor station, the person receiving the call is able to verbally communicate while viewing intercom video footage. The custom made two call button video entrance stations offers callers the option to call up to two preconfigured numbers within the system while the audio master station allows the user to manage all audio call functionality. The detailed reporting software provides a detailed and accurate report of the live activities across the Jacques IP communication system, while the event controller provides simplified interfaces for the integration of external systems and product into the IP communication system.

## PROJECT REFERENCES

- Sunshine Coast University Hospital (QLD)
- Lady Cilento Children's Hospital (QLD)
- Royal Adelaide Hospital (SA)
- Perth Childrens Hospital (WA)
- ACT Health (ACT)
- Department of Mental Health (QLD)
- St George Hospital (NSW)
- Mr Druitt hospital (NSW)
- Hillston Hospital (NSW)
- Blacktown Hospital (NSW)
- Royal Darwin Hospital (NT)
- Ballarat Hospital (VIC)
- Northern Hospital (VIC)
- Box Hill Hospital (VIC)
- Royal Brisbane Woman's Hospital (QLD)
- Minda Complex (SA)
- Royal Prince Alfred Hospital (NSW)
- Sutherland Hospital (NSW)
- Cairns Base Hospital (QLD)
- Liverpool Hospital (NSW)
- Victoria Comprehensive Cancer Centre (VIC)
- Royal Adelaide Hospital (SA)
- National Heart Centre (SIN)
- Fiona Stanley Hospital (WA)
- Royal Children's Hospitals (QLD, VIC)
- Monash Health (VIC)
- Hornsby Hospital (NSW)
- Mitchelton Ambulance Base (QLD)
- Port Macquaire Hospital (NSW)
- Narrabri Hospital (NSW)
- Frankston Hospital (VIC)
- Narre Warren Hospital (VIC)
- Canberra Women's & Children's Hospital (ACT)
- Sir Charles Gairdner Hospital (WA)
- Tamahere Hospital (NZ)
- St John of God Hospital (WA)
- Long Bay Forensic & Prison Hospital (NSW)



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