

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 jobs 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.

Physicians

Direct Access to Nurses and Staff

Physicians know they can respond to pages and immediately reach personnel using Polycom 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.



Benefits

Leverages existing technology investments including the facility's PBX and Wi-Fi network

Dramatically improves mobility, responsiveness and patient satisfaction

Integrated text messaging with nurse call, electronic health records, 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

No monthly airtime or usage charges

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) or XML API allows third-party applications to send text messages to the Polycom 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
- Barcode scanning for patient identification and medication administration
- 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 wireless telephones allow them to be in touch for voice calls, critical information and important text messages. By integrating Polycom wireless telephones with healthcare applications, 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 for more information on how your patients and staff can benefit from Polycom solutions.