

Medical Centre St-Jozef



Customer

Medical Centre St-Jozef, Belgium

Industry

Psychiatric healthcare

Challenges

- To provide alarm system for individuals and groups

Solution

- The M155 Messenger:
 - Easy to use
 - Comfortable
 - Multifunctional
 - Wristwatch and medallion versions

Results

- Efficient alarm messaging to/from individuals and groups
- Personal safety enhanced
- Staff report ease of use and comfort
- The M155's accurate timer is also used when taking blood pressure and pulse readings

www.mc-st-jozef.be

"Whenever an alarm is raised, we know who made it and their exact location. This is very important in a psychiatric hospital."

Pierrot Thoelen

Technical Department

Challenges

Emergency calls are frequent in psychiatric wards. Often patients need urgent care or cause problems, that's when nursing staff need urgent assistance from colleagues. It is therefore vital that they have a fast, reliable messaging system to help deploy additional support - the instant that it is needed.

Traditionally, radio-pagers were the best solution available: they were fast and could provide personal or group messaging. But while these handy little devices could deliver alarms and alpha-numeric messages quickly, they could not offer voice communication. In addition, alarm systems must function faultlessly in all circumstances and older pagers often prove inadequate. That's why in 2007, the Medical Centre St-Jozef in Belgium decided to try a more advanced system.

Solution

"When our current administrative building opened in June 2007, our telecommunication partner RealDolmen installed a new switchboard," says Greet Bielen of the Technical Department. "During that installation they suggested we upgrade our pager system."

The M155 Messenger – NEC's wristwatch DECT phone – was recommended as the superior solution. With the M155 SMS messages can be sent and received to individuals or groups, urgency levels can be assigned, and two-way voice communication is possible. In 2008 St-Jozef started testing fifteen M155s.

“Getting them up and running was easy,” says Bielen. “All we needed to do was input the phone numbers and assign groups – we could use the system straightaway. Pre-defined department-related text messages were also placed in the memory. Also, because all our communication equipment is from NEC this new alarm system connects and works perfectly with all our other systems.”

The M155s work on the antennas of the existing DECT system. This tracks the location of the individual M155s as the wearer passes from room to room. Hence, whenever an alarm is raised by a staff member, colleagues know who made it and exactly where they are located. This is very important in a psychiatric hospital. Especially in the event of violent outbreaks or a medical emergency.

Results

The staff currently use two versions of the M155: a wristwatch version and a medallion version, worn around the neck. But most of the staff prefer the wristwatch, since this never gets in the way and cannot be snatched at by patients. Both versions have a clear 3-line display for text messages, two-way voice communications, and a “one-touch” personal alarm function.

The M155 seems the ideal solution for hospitals: it is small and highly mobile and its ease-of-use is frequently praised by staff, who also need to wear only one wrist device. The M155’s highly-accurate watch is also used when taking blood pressure and pulse recordings.

About

The Medical Centre St-Jozef is a psychiatric hospital with about 500 members of staff and the same number of patients. The hospital offers psychological help to children, adults and the elderly. Most of the patients are residential. The intensive levels of nursing and care mean that it is important that staff are well equipped with modern communication devices.

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