ProVider® 790

Nurse Call System

A **Voice** **o**ver **IP** Based Solution for Streamlined Communication, Alerting and Workflow

JERON®
electronic systems, inc.

The needs of patients are increasingly complex which places even greater demands on caregivers. The Jeron Provider 790 Nurse Call System gives you the communication, alerting and workflow tools to address the unique requirements of your patients and facility today
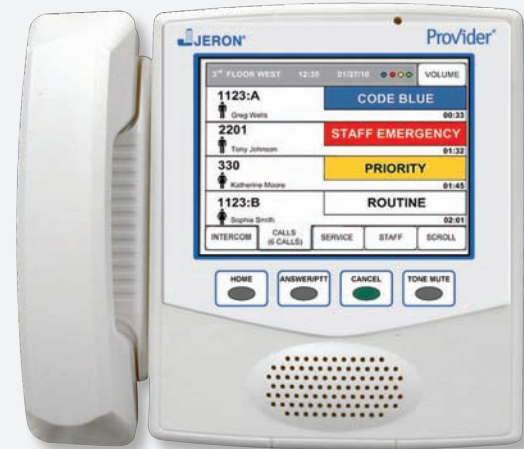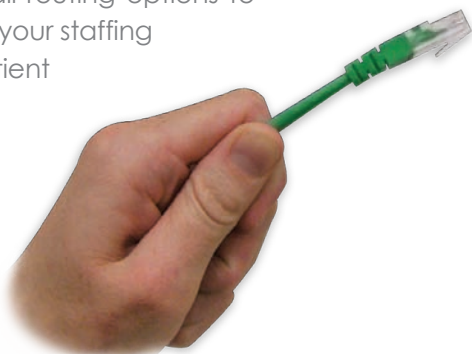... and tomorrow.

Voice over IP for clear and direct communications

The ability of staff to understand their patients affects the timeliness and appropriateness of each response. Provider 790 Nurse Call leverages the latest technology to ensure a clear conversation from just a few rooms away to across an entire campus.

- Voice over Internet Protocol (VoIP) with **digital audio** provides the absolute **clearest voice quality**

- **Full duplex audio** makes communication as natural as a telephone call so no one gets "cut off"

- **Multiple communication paths** ensure caregivers don't miss a call because of a busy signal

- **Real-time volume control per room** compensates for room acoustics and low speaking patients. Each room's unique volume setting is remembered in the system

Data network architecture for flexible call routing

Ethernet technology is at the heart of Provider 790 allowing all nursing units to work together as part of a facility-wide solution. This **networked nurse call architecture, including fiber connections** for remote nurse call systems, supports flexible room coverage and patient call routing options to exactly match your staffing levels and patient census.

The call routing and communication options include:

- **Decentralized operation:** each unit answers its own patient calls, with the option at night to transfer calls to a neighboring unit or a centralized answering point

- **Centralized operation:** all patient calls are answered from a central area and then staff are dispatched to their patients

- **Swing rooms:** depending on the census between neighboring units, patient rooms can be assigned to call into one nursing unit, the adjoining nursing unit, or both units

- **High priority call routing:** higher level calls, such as Staff Emergency, Bed Exit, or Code, can annunciate locally while also routing to neighboring units or to a centralized area to dispatch crash teams

Safety and Satisfaction

Automated alerting and workflow make staff more effective and patients safer

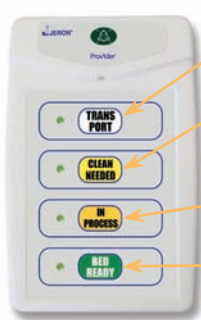### Team-based rounding and self-reminders

On a patient-by-patient basis, Provider 790 sends assigned caregivers automatic patient rounding reminders. These scheduled caregiver visits reduce the number of recurring calls from patients resulting in both improved patient and staff satisfaction.

- Staff rounding **ensures specific patients are visited within a set time period;** each caregiver visit is automatically logged

- At the patient room, **caregivers can set** their own **one-time reminders** to revisit a patient

- If a rounding or one-time reminder period is missed, **the system automatically notifies** the caregiver team. To ensure a timely response to the patient, first the **primary caregiver** is notified of the rounding **and then other team members** are alerted

- Touchscreen Staff Terminals, Staff Presence Stations, or Workflow Stations in the patient room can all be used for staff rounding and reminders

Automate and streamline room turnover

For routine processes, Provider 790's **one-touch workflow stations eliminate time wasting phone calls and follow-up.** When the workflow station is configured for patient discharge and room turnover:

Directs Transport to the patient room

Alerts Environmental Services to clean the room

Notifies staff that cleaning is in process

Alerts nursing and admissions that the room is ready for a new patient

This simplified room turnover process means patients are placed into rooms sooner, your facility realizes faster bed turnover rates, and improves performance across the entire organization.

Real-time alerts and voice prompt pages to caregivers and teams

Critical and time-sensitive **information is delivered to the assigned caregiver's wireless device** including alarms from IV pumps, pulse ox, bed exit, and ventilators. High priority alerts **notify staff teams through** both group **texts to mobile devices and automatic public address announcements:**

"Code call room 403, north tower"

These multiple alerting modes speed response to critical events.

Instant Notification and Communication

With Provider 790, **patient calls relay directly to their assigned caregiver's mobile device.** From the caregiver's wireless phone, they can answer a patient's simple request, go directly to the room, or forward the patient's needs to a team member; all without needless extra steps. **Flexible wireless device assignments** with escalation **assure a timely response** to patient calls because unanswered calls are automatically rerouted to caregivers on the same team.

This fast and direct communication to the caregiver means both increased patient and staff satisfaction while maintaining a quiet healing environment free of most overhead pages. The labor-saving benefits of direct staff-to-staff wireless communication extends throughout the facility and beyond.

Wireless Options Mean:

- Quieter environment by reducing overhead paging
- Enhanced staff mobility
- Increased productivity
- Less wasted time searching for staff
- Fast and direct staff-to-staff communication
- Improved patient satisfaction

SIP Wireless Phones

Provider 790 seamlessly integrates with the most popular SIP-based wireless phones including iPhone and Android:

- Staff can **send informational text messages to the caregiver's phone** from any Nurse Console, Staff Terminal or networked computer

- Talking directly with their patients allows caregivers to **triage the patient's needs and** if applicable **dispatch a fellow team member** to respond

- **Conversations** among staff and patients **are direct and confidential**

Real Time Locating

Automatically updates each staff member's location to enhance workflow:

- When a staff member walks into a patient room, any **outstanding service requests or patient calls** can be **automatically cleared**

- **Dome lights** outside each patient room illuminate to **indicate** the type of **staff present in the room**

- **Locate staff by name** with one-touch to communicate with them from any touchscreen Nurse Console or Staff Terminal

Text Messaging & Pocket Paging

- From the Nurse Consoles and Staff Terminals, staff can **send messages to caregivers with detailed information** about their patient's needs before the caregiver goes to the patient's room

- Facilities can create **custom group notifications, such as Code, Bed Exit, and Rapid Response,** to send critical information to all members of the team simultaneously

Supporting Your Patient Safety and Satisfaction Goals

Tools for fall prevention

Many patient falls occur getting out of bed going to or returning from the toilet. To avoid potential falls, Provider 790 nurse call gives you **multiple modes of monitoring and alerting to notify staff of fall risks** while also streamlining patient to staff communication for a quick response. Provider 790 is an integral part of your facility's fall risk program with these features and options:

- Patients identified as **fall-risks are shown at the dome light** outside of each room. This indication reminds caregivers to follow the fall prevention steps each time they enter a patient's room

- **Patients can request assistance via the "Toilet" call button** instead of attempting to get out of bed on their own

- The **bathroom** station call **"assist" button lets patients request assistance back into bed** while the pullcord signals a bathroom emergency. The integrated bathroom intercom lets caregivers reassure patients they will be there shortly

- **Caregivers receive immediate notification of bed exit alarms** so they can respond quickly to assist before a potential fall

- With **group notification for Bath Emergency and Bed Exit alarms**, multiple caregivers in the unit are notified on their wireless device, allowing the closest available caregiver to provide the fastest possible response

Management reports confirm a timely response to patient calls

A fast caregiver response to patient calls is integral to a satisfied patient stay. From any networked computer, the SQL-based **activity logging and reporting software gives** administrators and managers **a clear picture of call activity and staff response.**

- Generate activity reports to **identify response** shortcomings, staffing issues, and benchmark **criteria that affect patient care and satisfaction**

- Distribute reports via **PDF format or** export to **Excel® format** for further analysis

- **Print out** current **staff to patient assignments** to streamline shift change

- Create **reports** that **are automatically emailed** on a schedule to keep fresh information in front of managers

Connectivity and Notifications Everywhere You Need Them

Graphical touchscreens in key locations provide full system access

Touchscreens can be located throughout the unit and in key staff locations for **convenient access to all communication, alerting, workflow, and staff locating features.** From any touchscreen, staff can:

- One-touch **staff-to-staff intercom** within the unit and **across the entire facility**

- **Locate** and communicate with **staff, without** resorting to disruptive **overhead pages**

- **See** all **active patient calls** and service requests

- **Relay critical information** to other team members via their wireless devices

- **Request support** from nearby staff

The **one-touch action** and hands-free communication of the touchscreen Nurse Consoles, Staff Terminals, and Workflow Stations **makes operation simple and accurate.**

Staff Areas

Nursing Stations

Patient Rooms

Monitor workflow and call activity from any computer on your network

From any Windows® desktop on the facility LAN, the Provider 790 **PC Console Display delivers** a customized view of system activity, workflow, and rounding simultaneously to an unlimited number of users. Each user can choose from one of **three activity views**:

- **List** – all active calls or workflow events for one, several or all units

- **Whiteboard** – rooms and beds within a unit showing all associated information and events including patient information, call activity, workflow, assigned caregivers, caregivers present, and bed status

- **Map** – a graphical floor view of call activity, staff presence and service requirements

The flexibility of the PC Console allows it to monitor and display specific calls or workflow events for specific applications such as "Code" calls at the switchboard or "Room Dirty" at Environmental Services.
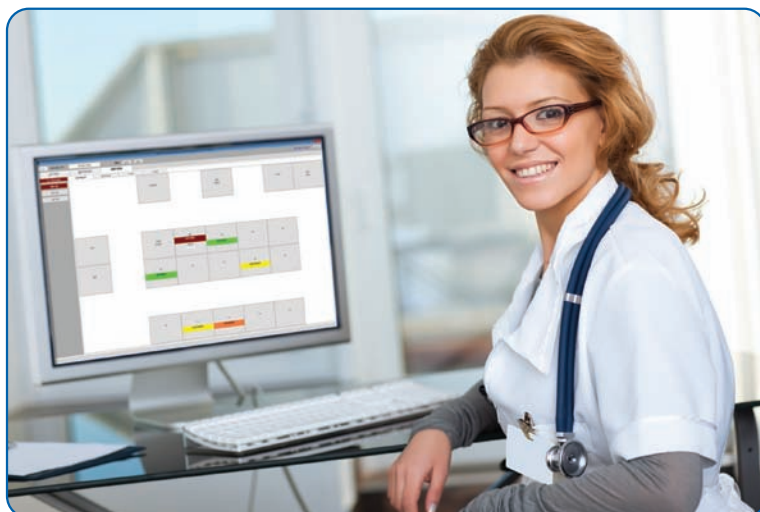
A Customized and Scalable Solution

Patient room choices to match every environment

Single & Dual Patient Stations

Large Button Code

Dual Code & Staff Emergency

Device Alarm Monitor

Pushbutton & Pullcord Bath

Provider 790 has the station choices to meet any patient room application and configuration. The **call buttons and inputs** for each station **can be customized** to match your facility's terminology and the needs of each unit. In the bathroom, the Provider 790's audio bathroom station includes dual call levels; the pullcord places an urgent call while the pushbutton places a call for routine requests.

Custom call tones, call text, and dome light indication

Every call priority can be **configured to match your facility's terminology and designators** including the call text displayed at Touchscreen Consoles and wireless devices, the visual indications at dome lights, and the call tones that sound. The Provider 790 call tones can even be programmed to match your prior nurse call system's tones or to give voice prompts describing the active call. With **a capacity of over 1,000 call priority levels and workflow events**, you won't be restricted from extending Provider 790 into new areas and applications within your facility.

Technology that simplifies installation and support

Provider 790 is Underwriter's Laboratories "UL 1069" listed for life safety communications use in hospitals. The system is **designed for 24/7 operation** with a dedicated operating system immune from potential virus attacks or needing frequent updating and rebooting. The system's simple **Category cable plan** with RJ connectors **reduces initial installation costs** while greatly cutting the time to service any component.

The **built-in diagnostics continuously supervise system components** and report any problems directly to a technician's wireless device. Remote system programming and management means issues are addressed quickly to ensure maximum system availability.

Provider® 790

The Jeron Provider 790 Nurse Call System with system integrations provides a complete communication, alerting, and workflow solution for a unit, single facility, or a multi-building campus. From the Emergency Department to Medical Surgical units, LDRP, and throughout your facility, the integrated Provider 790 solution ensures direct communication to drive both patient and staff satisfaction, in turn providing more time for direct patient care.

Jeron and our family of local factory certified and trained distributors provide a complete turn-key integrated communications solution for your facility with timely local service and support.

Why Jeron

For over 45 years, Jeron Electronic Systems, Inc. has designed and manufactured cutting-edge communications and life safety systems for institutional environments.

We have earned a reputation for innovative engineering, quality manufacturing, and service-oriented sales support. Our systems are all made in the U.S.A. and we back them up with an industry leading five-year warranty.

To find out more about the Jeron Provider 790 system,
call Jeron at 1-800-621-1903 or visit us at www.jeron.com

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