ascom

ASCOM TELLIGENCE NURSE CALL SYSTEM
THE COMPLETE PATIENT-STAFF
COMMUNICATION SOLUTION

Telligence Nurse Call

Nurse call and clinical workflow are increasingly interconnected. The Telligence Nurse Call System from Ascom is designed to streamline communication between patient and clinician, improve quality of care, enhance patient satisfaction and boost caregiver productivity.

Ascom Telligence is a clinical communication, workflow, reporting and alert system that links patients to caregivers.

Telligence is a flexible enterprise communication platform for clinical workflow and management that consists of a network of staff and patient devices that scale to meet each department's specific needs. With programmable touch points and color-coded indicators, Telligence can be configured as a basic nurse call package or a sophisticated communication system.

Either configuration provides a single integrated platform that improves efficiency by rapidly bringing staff vital information via mobile phones. Telligence automatically routes events, alerts and escalations directly to the assigned caregiver. Clinicians can make critical decisions quicker and serve patients faster, helping to improve the overall patient experience.

Feature-Rich & Convenient

Reliable Telligence devices are designed to streamline clinical workflow. Call filtering and prioritization in addition to audible notifications and one-touch answering help ensure urgent requests get immediate attention. Color touchscreens, crystal clear audio and hands-free operation are just a few ways Telligence makes your day easier.

Staff Console & Annunciator

Designed for desktop use, the Telligence ColorTouch Staff Console includes a handset and cradle for privacy in addition to support for hands-free operation. Ideal for hallways and staff rooms, the Annunciator offers all the features of the Staff Console in a convenient, wall-mounted configuration. Incoming calls from stations and connected equipment are graphically displayed according to priority. Staff may escalate call priority and set reminder alerts to save time and improve patient service. Adjustable volume and noise cancellation are just two of many popular features.

Staff Station

The ColorTouch Staff Station supports automated workflows within a patient room and aids in requesting services and providing information on room status. Staff can select a configurable button to set intelligent visual rounding timers or manually enter a recurring rounding clock time. Timers may include reminders to check skin, bathroom needs, nutrition, blood sugar and fluids. When integrated with wireless devices such as Ascom handsets, the Staff Station efficiently delivers requests and alerts.

Room Devices Built For The Real World

Robust Telligence patient room devices are ergonomically designed for use in the challenging clinical environment. With a wide variety of intuitive peripherals to meet departmental needs, room devices offer programmable buttons for flexible labeling and functionality. Telligence in-room devices are also standardized for lower maintenance costs and feature sealed covers for easy cleaning.

Smart Patient & Staff Duty Stations

With full-duplex audio, customizable button labels and enhanced audio controls, the Smart Patient and Staff Duty Stations provide a primary contact point for versatile patient-staff communication. Features include an integrated call cord, a unique cleaning mode and NiteLite for easy visibility plus bed and auxiliary connectivity.

Peripheral Stations

Configurable buttons allow users to place patient calls, request assistance, indicate staff presence or signal CODE BLUE with push/pull and push-button stations. Anti-microbial pull cords and NiteLite illumination are just two purpose-built features.

Pillow Speakers & Call Cords

Patients use modern, ergonomic pillow speakers and call cords to initiate calls from patient stations. Large, smooth shapes and sealed designs with minimal crevices ensure easy cleaning and reduce the risk of cross-contamination. The DuraPin pillow speaker connector and auxiliary options round out top features.

Simplicity For IT & Biomed

Telligence is designed to minimize work-load and maintenance for IT and Biomed with a complete and integrated solution on a reduced infrastructure. The Telergy™ interface can repurpose hospital workstations as nurse call reporting centers with PC Messaging, PC Assignment and PC Reporting.

Dome Lights

Infinity Series LED dome lights provide bright, configurable visual indicators of in-room events and help speed response time.

Power Switch & Gateway

The PowerSwitch is an Ethernet interface and power supply for all IP devices on the network which also facilitates the use of non-IP stations. The standard 19″ VoIP gateway is the pivot point for dome lights, Smart Patient Stations, Duty Stations and peripheral devices when a Staff Station is not present.

Applications That Mind The Big Picture

Telergy provides a comprehensive suite of communication and reporting tools to increase staff mobility while improving patient safety and satisfaction. Wireless phones, RTLS and EMR all connect via the Telergy interface, an integrated platform with a management reporting database. A simple, intuitive design quickly puts all communications and reporting tools right at the users' fingertips.

PC Reporting enables custom reports, automatic report scheduling and email delivery that engage staff and empower management to making data-driven recommendations to improve patient satisfaction. PC Assignments uses an intuitive step-by-step wizard to establish three levels of caregivers to route calls to RN, LPN or others.

PC Messaging browser-based communication automatically converts call to text and sends to wireless devices, greatly reducing overhead paging. This allows departments to connect directly to a caregiver using only the patient or staff name, phone number or room number.

Intuitive Telligence room devices are ergonomically designed and feature a unique cleaning mode.

FOR MORE INFORMATION

To learn how a Telligence Nurse Call solution can improve the efficiency of your business, visit www.ascom.us or call 877-71ASCOM.

Ascom Telligence Nurse Call Value Advantages

ColorTouch Screen with customizable buttons and optional password protection.

Hot swapping allows pillow speaker, call cord and bed cable disconnect without generating alarms.

Call priority escalation.

Enhanced audio adjustment of incoming/outgoing voice levels per bed in real time.

Intelligent visual nurse rounding timers with RTLS integration that add/deduct time for early/late arrivals.

Cleaning Mode and sealed buttons help control infection reduce alarm fatigue.

DuraPin connectors reduce service needs and increase room uptime.

Standard Lavatory Station provides three separate call types.

Automatic TV mute in patient room to improve staff-patient communication.

Direct dial programabilty.

Home button consistently placed on each easy to use screen.

A complete, recorded audit trail of all events.

Navigate menus during an active call.

Hands free, full duplex audio communication.

Room number and time of day displayed on each menu.

Each patient station provides pillow speaker input, bed connection and 2 equipment inputs on a single device.

Interchangeable parts and configurable buttons offer reduced maintenance costs.

About Ascom

Ascom is the Americas' market leading developer of healthcare communication solutions, providing system users with greater freedom of movement, efficient alarm management and increased safety. Our research and development focuses on innovative technologies for call systems, medical device integration and wireless communication tools to support and optimize our customers' mission-critical processes.