HOSPITAL NURSE CALL

CARECALLER

Emergency Call And Security Monitoring For Hospitals

CARECALLER

The Hospital Nurse Call & Emergency Call System is PC based and features our revolutionary alarm processing software providing maximum power and efficiency in the management of nurse call system alarms and staff response.

Computer Based

This system is powered by a computer. It processes, reports and records alarms in your hospital. This allows great flexibility and provides a system that can easily grow with your future needs. All alarms are stored on a hard disk for future reference and a report generator allows you to view alarm histories that have been defined by you. This is a tremendous management tool and helps your facility run smoothly and efficiently.

This system can be completely wireless, drastically cutting installation and wiring costs. The software records the date, time, and location of all emergency calls. The handheld radio phones carried by the staff can be used to acknowledge any Nurse Call / Emergency Call, by inputting an individual staff ID number. This can be done at either the computer or by hand held two way radio phones. This method of logging all events and acknowledgements on an individual basis provides for a data trail and staff accountability. Set time windows for the amount of time taken to acknowledge a nurse call and time taken to restore the nurse call switch can be adjusted. The CARECALLER Nurse Call / Emergency Call System can sound an alert if action from staff is too slow or send an immediate email message / phone call to administrators advising them of the tardy response.

This system has an advanced report logging feature that may be customized to provide whatever reporting documentation you require. For example, you can see how many times Ms. Jones activated her nurse call switch last night, and how long it took to responde each time. Each morning, supervisors may print a report that shows the events that exceeded the accepted acknowledge and restore time window.

At The Computer

CARECALLER's Nurse Call / Emergency Call System clearly displays all alarms and events on a high resolution computer monitor. The computer is equipped with a human voice synthesizer which actually tells employees about the alarm conditions, ensuring that the notification stands out amidst the normal beeping, ringing, and buzzing of the typical office or nurse's station.

Hand Held Two Way Radios

All front desk tasks, such as answering an intercom call, opening an electric door strike, opening a parking gate, answering an incoming telephone call, placing a telephone call, or responding to a patient's emergency call are conveniently incorporated into the hand held two way radios. All personnel with radios are simultaneously informed of alarms or events. Everyday staff to staff communications, such as dispatching maintenance are easily and seamlessly woven into the tapestry of your facility. The modern radios, which are compact and fit easily into the palm of your hand, may be augmented with alphanumeric pagers, which are also available with this system. Alarms and events may be routed to any of 6 radio channels so that staff persons hear only alarms assigned to their area.

If a problem occurs, the voice synthesizer in the computer announces an alarm to all staff carrying radios. The message will be repeated every fifteen seconds, requiring an acknowledgement from a staff member to silence the repeating broadcasts. By entering his or her unique ID number into the keypad on the hand held two way radio, that person will be logged, by name, into the computer as the responsible party. This increased accountability is vital when the lives of your patients depend upon the response of hospital staff, and significantly reduces your liability.

CARECALLER

An emergency call and security system, no matter how technologically advanced, is only as good as the people who support it. At CARECALLER, we have found that the main reason our customers continue to purchase and install our system is not only because of its countless technical advantages, but more importantly because of our absolute concern, service, and responsiveness to clients. With our toll-free number, you or your staff can get a helping hand from CARECALLER 24 hours a day, 365 days a year; this is backed by Lifetime Technical Support absolutely free. This means no costly service contracts and hassles. The basic principle behind our company, our golden rule, is to treat our customers exactly as we would want to be treated. It is our pleasure to offer you the most comprehensive and trouble free system on the market, and we strive to bring this system to you in the best way possible.

BEST SERVICE

*FREE Lifetime Technical Support
*Friendly, helpful and knowledgeable sales and technical support
*Our sales team of system technicians will quickly and happily help your company design the perfect system to satisfy all of your specific facility requirements.

BEST SYSTEM

*The ultimate emergency call system, time tested and completely Reliable. Is easily integrated with virtually any other system or electronics.
*Long range Wireless Pendants
*Custom Wall Mounted Switches
*2 Way Voice / Intercom
*Wirelessly Monitors Smoke Alarms, Fire Alarms, and Equipment
*Wandering Patient Notification
*Door and Window Alarms
*Access Control system to allow facility entry remotely
*Resident Services Billing
*2 Way Digital Radio-Phones for alarm annunciation, and staff to staff communication.
*Resident Check-In Status

BEST PRICE

*No Comparable pricing can be found anywhere on a system with similar features.

THE TOTAL SOLUTION

The CARECALLER System provides for every security need with the most comprehensive and varied selection of hardware and software solutions available today. This includes totally hardwired systems, totally wireless systems, or any combination of the two. The CARECALLER system can also be seamlessly integrated with other security functions such as door access control, intrusion alarm systems, intercom, enter phone, phone systems and fire alarm systems. With a broad repertoire of system solutions and highly trained system specialists the CARECALLER system can be customized to fit your every need.

FACILITY MARKETING

CARECALLER is designed as the centerpiece in the family of features your marketing staff may offer to prospective residents. These options clearly demonstrate your concern, diligence, and willingness to provide residents with the best emergency call and life safety system available. No other single investment in your facility will yield a greater return in attracting residents than the comforting and reassuring features of the CARECALLER Emergency Call System.

WIRELESS PENDANT AND PULL SWITCH

Wireless, water-resistant emergency call pendants are available with belt clips, neck lanyards or wrist bands. Pendants are fully supervised; meaning staff are alerted if they stop working or develop a low battery. This is vital when lives depend on your Emergency Call System. Spread spectrum technology transmits alarm signals on multiple frequencies, ensuring the greatest possible degree of reliability. Staff can also easily pinpoint the location of any person whose pendant has been activated; this is achieved using our wireless CARECALLER locators. The CARECALLER system can also be setup to visually map the position of the pendant which has been pressed, if provided with building layouts .

2 WAY VOICE / INTERCOM

The CARECALLER system offers nearly every technology and type of voice communication including but not limited to, ceiling speakers with built in microphone, speakers in pull stations, hands free speaker phones, and Last Alarm Auto Dial (LAAD). LAAD allows the carrier of the digital radiophone to issue a simple command from their keypads which automatically looks up the telephone or extension number of the last apartment to activate an emergency call, dials the number and connects the call directly to the staff radio. If a digital phone with a speaker phone is used throughout the building, calls can be pushed right to the speakers in case the residents are unable to answer the call.

Smoke Alarms – Fire Alarms

Apartment smoke detectors may be incorporated into the CARECALLER system's monitoring duties. Any standard Smoke detectors can easily be connected to a wireless transmitter. In doing so the CARECALLER system is notified of all smoke alarms and the exact location and room which they originated. This allows the staff to check in and make sure a fire isn't about to start, and that the resident is safe. The general fire alarm system may also be connected so that specific smoke detectors, sprinklers, and pull switch alarms will be broadcast over the radios with a clear and concise description of the location. This saves time by eliminating the need for staff to check fire panels.

Door Alarms

Door Alarm sensors protect the staff and residents from unwanted or dangerous intruders. This valuable marketing tool provides staff and residents with a great sense of security, as they will know that when any perimeter door is opened, an alert will be broadcast instantly over the radios. A sophisticated scheduler allows you to customize the arm / disarm times for individual doors, using this feature each door may be alarmed for a different time of day.

Access Control

Doors can be locked and unlocked according to your specific time and date schedule. During locked times, access can be granted by a variety of entry ID technologies including proximity cards, swipe cards, keypads or an entry phone. Individual cards or proximity tags can be carried by staff and residents allowing staff to go places residents may not.

Resident Services Billing

Specific services performed in apartments such as vacuuming, linen change, and help with medications may be logged into the computer to generate a report for the accounting department. This allows your facility to tailor its support by resident and create additional revenue.

Equipment Monitoring

The CARECALLER system can be setup to monitor most any equipment. Staff will then be notified immediately of critical building alarms, such as failure of the walk in freezer, elevator emergency, boiler pressure alert, hot water tank temperature, water presence, failure of sewage ejector pumps, chiller alarm, or other devices which show an on/off, true/false status. The CARECALLER will give detailed instructions to personnel such as whom to call or a sequence of actions that must be initiated.

Total Building Control

The CARECALLER system is so diverse a relay can be added to control literally any aspect of your building. Relays allow you to set a time schedule that turns lights, equipment or other devices on or off when triggered by an alarm, or by entering a predefined code from any radio. For example, if an emergency call is activated, the front door may be unlocked automatically to allow emergency personnel to respond. The CARECALLER system may also be customized to activate alarm dialers, open doors, and turn lights on or off according to your security philosophy and specific facility needs.

Upgrading or adding to Existing Systems

The powerful benefits of CARECALLER computer based Nurse call systems can be added to any previously installed Nurse call system. The System is so advanced our programmers can add or integrate literally any electronic system. Our sales representatives would be happy to assist you in integrating other systems such as digital phone networks and door entry systems.

CARECALLER
(866) 252 2255

CARE CALLER
SOFTWARE

The Sentry system by CARECALLER uses our powerful software engine to provide the comprehensive communication required for effective security response. It is designed to receive alarms and signals from almost any type of system and integrate them into one command and control center. "The CARECALLER software has virtually unlimited input and output capabilities allowing it to be easily tailored to any use."

INPUT

UNIVERSAL DATA INPUT

The software works with any system that provides standard ASCII output, including addressable fire alarm panels, intrusion alarm systems, HVAC alarms and events, intercoms, telephone systems, and access control systems.

HARDWIRED INPUT

CARECALLER's Data Control Modules can provide up to 7,000 hardwired inputs.

WIRELESS INPUT

The software supports up to 65,000 uniquely coded wireless transmitters and can monitor facilities covering several square miles. Wireless devices use true frequency-hopping spread spectrum transmission technology to provide rock-solid reliability. Compatible transmitters include personal duress pendants, universal input transmitters, door and window transmitters, numeric keypads, motion detectors, glass break detectors, wireless pull switches and smoke detectors. All wireless devices are supervised for operational readiness and low battery conditions.

DIGITAL COMMUNICATOR INPUT

Standard digital communicators can use any dial-up telephone line to transmit alarms from anywhere in the world to the software.

RADIO AND TELEPHONE INPUT

Staff can communicate with the software by entering a number code into their hand-held radios, walkie talkies, or portable telephones. They can use their keypads to perform such functions as acknowledging an alarm by individual ID, controlling gates or other equipment, answering intercom or telephone calls, and calling 911. Any typical security desk audio function can be transferred to hand-held radios and telephones, and for ultra high security, encryption and access may be controlled by radio ID number.

OUTPUT

The software can designate that an alarm go out through any combination of output methods, including radio, telephone, email, pager or fax. This allows users to tailor alarm communication to the existing devices, personnel, and applications.

2-WAY RADIOS

When an alarm comes in, a computer-generated voice announcement can be instantly transmitted to hand-held radios. CARECALLER's patent-pending Radio Interface can designate specific radio groups, so that all transmissions do not go to all radios. For example, security alarms may be broadcast only to security personnel, and HVAC events only to maintenance personnel. Alarms may also be partitioned by location and areas of assignment, and are even available in multiple languages.

TELEPHONES

The software can output to portable or fixed telephones by displaying a description of the alarm in the caller ID window of the telephone. A staff person can then answer the call, hear the computer voice description of the alarm, and use the telephone keypad to acknowledge it with their personal ID number. Staff members may also call the computer to access functions such as turning on lights or requesting a status report. Status reports are delivered via the computer's voice module. For enhanced security, the computer may be accessed from anywhere in the world via passwords or specified codes.

EMAIL

To keep managers and supervisors apprised of day-today events, the software can be programmed to send them email alarm messages, including failure to restore a device and equipment supervisory alerts.

PAGERS

The system can transmit messages to on-site pagers or world-wide, to telephone dial-up subscription pagers. Pagers can be either numbers only or may receive user defined text messages.

FAX

Users can also set up the criteria to have the software fax events or messages to locations worldwide.
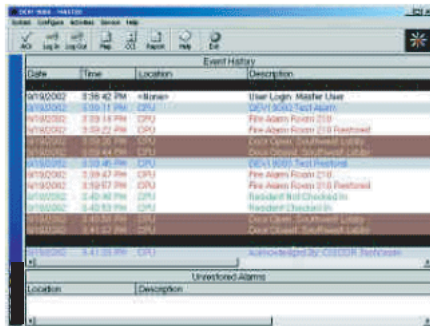
UNIVERSAL DATA OUTPUT

Send any alarm data or control commands via serial RS232 output to any other system or equipment that speaks ASCII.

HARDWIRED RELAY OUTPUT

CARECALLER's Data Control Module hardwire panels support up to 4,000 SPDT relay outputs. Relay outputs can be programmed from 1 to 9,999 seconds (about 2 hours and 45 minutes), latching or following. The system can be activated by time schedule, by another alarm, or by entering a code number at a hand-held radio, telephone, or wireless keypad.

WIRELESS RELAY OUTPUT

Users can transmit any of 65,000 available wireless codes to stand-alone wireless receivers to provide latching, following or momentary SPDT relay outputs. Uses are endless: door locks, gate operators, pumps, motors, lighting, and other functions may be controlled without installing an inch of connecting wire. Users can specify methods of activation, including by time schedule, by other alarms, or by entering a code number into a hand-held radio, telephone or wireless keypad.


OUTPUT AT THE COMPUTER

To ensure that messages are not momentarily lost in the drone of typical command-center noise, the computer announces all alarms in a clear, computer-generated voice. At the same time, alarm data is posted to the computer screen and can be color-coded by alarm type to aid recognition; for instance, fire alarm data may be red and intrusion alarms blue.

DIGITAL COMMUNICATOR

CARECALLER's computer-controlled digital communicator can use dial-up telephone lines to transfer alarms to any digital receiver. This feature can be used by facilities that are not staffed 24 hours a day to post alarms to a central monitoring station after hours and on weekends.

VARIOUS INPUT AND SENSOR DEVICES
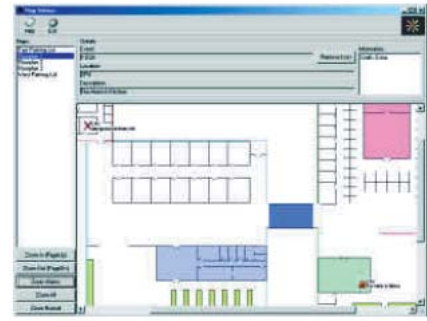
GRAPHIC DISPLAY

The computer video monitor displays graphic maps and floor plans to indicate alarm locations. An icon on the map clearly marks the alarm. After the alarm is resolved, the icon may be removed manually, by a timer, by another event, or by restoral of the event. In addition to video display, large custom printed maps with LED indicator lights may also be part of the overall alarm annunciation strategy. To further alert staff, scrolling LED displays can be positioned in strategic locations and controlled by wireless signal.

FEATURES

PERSONAL TRACKING

Users can track and find important staff persons with a small wireless pendant transmitter.

ASSET TRACKING AND CONTAINMENT

Wireless transmitters can be attached to important assets, sounding an alarm if they are removed from their defined areas. The wireless system can alarm an area up to several square miles.

GUARD TOUR

To provide an increased level of security, the software offers real-time guard tour monitoring. To offer immediate response if a guard is disabled, the system monitors guard stations for activity, generating an alarm if a station has not been visited within a specified time window. Guards can also wirelessly input incidents at each station.

## ACKNOWLEDGEMENT OF ALARMS BY PERSONAL ID

The software makes every staff person accountable, allowing them to enter their unique acknowledge ID number at the computer or by hand held radio, portable telephone, wireless keypad or wireless pendant.

PERSONAL SECURITY

An unlimited number of passwords allow users to customize access to system and software functions.

SCHEDULER

Users can also define time schedules for bypassing alarms, activating relays, or other outputs. This allows operators to disable a door alarm during the day but report its opening at night, or put anything, including lights and locks, on a time schedule. A holiday override is also included in the program.
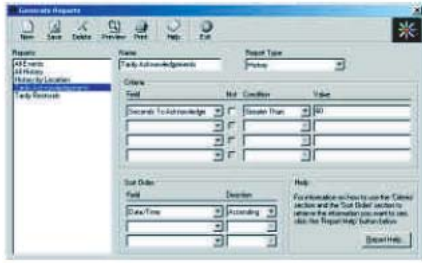
REPORTS

A robust report generator filters all alarm information fields up to four levels deep and sorts three levels deep. Report formats can easily be saved and re-used.

ACKNOWLEDGE GROUPS

Users can assign staff to specific acknowledge groups, limiting them to alarms only in their assigned areas. For example, a staff person assigned to floor 3 would only be able to acknowledge alarms from that floor, leaving other alarms that are not assigned to them in the acknowledge cue.

ARMING GROUPS

The ability to group alarm devices together produces an unlimited number of independent alarm systems. This is especially necessary at large facilities where buildings may cover many acres, because it enables users to treat all the alarms in a specific area as a single unit. For instance, all the alarms in a particular building, including motion sensors, door contacts, etc., can be in the same arming group, so that one key command turns all of them on or off. These groups can also be set to arm and disarm on a time schedule.

MOMENTARY DISABLE

Users can pre-define an amount of time to disable and rearm any alarm. For instance, they can use a wireless or hardwired keypad to override a door alarm and allow ingress and egress.

REDUNDANT COMPUTERS

A second computer may also be installed to run on a standby basis and assume full operation if the main computer fails.

CARECALLER

(866) 252 2255

www.carecaller.com
sales: sales@carecaller.com
customer service: cs@carecaller.com
technical support: support@carecaller.com

ACKNOWLEDGE AND RESTORAL SUPERVISION

A tardy acknowledge or tardy restoral alarm occurs if staff do not respond to or reset an alarm within a specific time period. These types of alarms can also be programmed to activate a dialer, email, pager, or fax to alert supervisors.

LOGIN COMMANDS

To allow for ultimate flexibility and to accommodate exact user requirements, Boolean logic commands can be used to create IF, THEN, ELSE, AND, OR scenarios and apply them to any combination of monitoring devices and time schedules. For example, door "A" must already be open for door "B" to generate an alarm when opened. This might be true from 8 AM to 5 PM, but at any other time the doors can generate alarms independently.

LAST ALARM AUTO DIAL (LAAD)

A command from a hand-held radio or telephone can alert the computer to locate and dial the number of a location originating an alarm, allowing the radio or telephone user to offer assistance and follow up immediately on the situation.

EVENT INFORMATION

An information window may be programmed to display specific instructions, such as who to call if a lower level sump pump is activated. It also provides a place for staff to enter notes on action taken or particular circumstances, compiling more information for the historical archive of the event.

EQUIPMENT CONTROL

The software is the ultimate control machine. Its infinite flexibility lets users turn lights on or off, open parking gates, release door locks, pumps or fans, activate the lawn sprinkler and even turn on the coffee pot. It also provides options on how to trigger the activities: via time schedule, designated alarm, or even manually through a computer, hand-held radio or telephone.

MOMENTARY DELAY

Users can also program an alarm to delay activation for a specified period of time. For example, to allow free use of a door without propping it open, the alarm can be set to sound if the door is not closed in 5 seconds.

ACTIVITY MONITORING

The software can oversee scheduled activities and generate an alarm if they do not occur on time. For example, if the backup generator is to be exercised every Friday at noon and it does not happen by 12:15 PM, or if the exercise does not stop on time, the system triggers an alarm.