

## Adding Security and Communication to an Assisted-Living Facility



### THE SCENARIO

Staff and nurses at an assisted-living facility served an urban community. The facility was a single-story building that was always at capacity. Residents required individual accommodations, ranging from clinical administration to convenient shuttle services for extracurricular activities. These accommodations were conducted by a full staff and rotating ARNPs (advanced registered nurse practitioners).

The ARNPs would divvy up the day's responsibilities. Every resident required a welfare check since health levels varied. To confirm everyone's status, residents received the same check-in service regardless of their needs. This everyday task presented a recurring challenge for staff and the ARNPs while doing their rounds. Since the main entrance was kept locked, visitors would be left waiting until someone returned to the front desk.

Staff realized they needed a visitor screening system that would offer them flexibility for their roaming work style. In addition to visitor screening, nurses wanted the same system to provide internal communication between staff and residents. This would allow residents to reach staff directly from their units. Staff could use the same system to call residents, as well as greet visitors at the entrance.

**An IP multi-tenant intercom with mobile app provided nurses a system flexible enough to accommodate their roaming work style.**

### THE SOLUTION

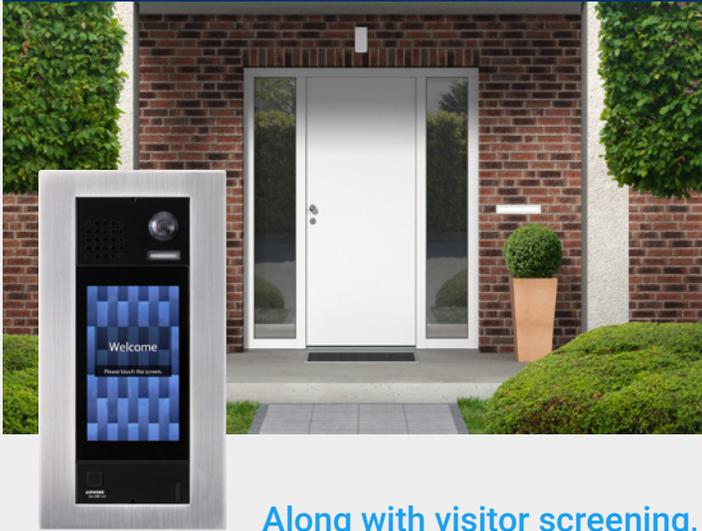
After seeing a product demonstration in person, the facility manager chose a versatile IP multi-tenant intercom system with mobile app capability.

The station at the main entrance provided convenient keycode access for all staff. It was easily programmed for calls to only reach the front desk for visitor screening. If staff or the ARNPs were away from the front desk station, calls could be answered using their smartphone. Visitors were no longer left waiting outside if the front desk was unattended.

Each resident had an interior station too. If they needed help or assistance, they could immediately call a nurse with the tap of a button. The same system allowed staff to reach residents with any notifications, like visitor arrivals or medication intervals.

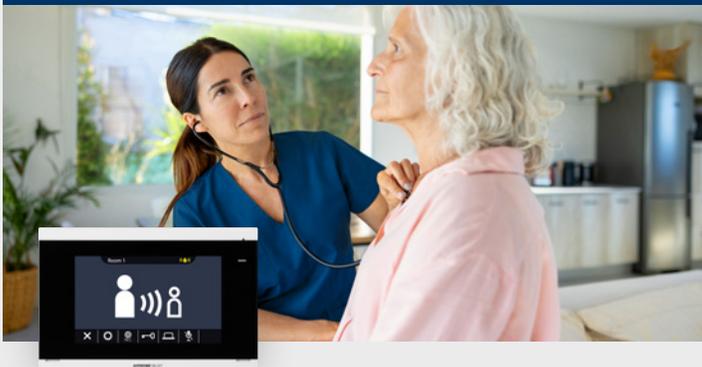


## Entrance



Along with visitor screening, entrance stations made it convenient for staff to access the facility with their credentials.

## Apartments



## Front Desk and Roaming Nurse Staff



## THE BENEFITS

- IP intercom system provided the flexible visitor screening staff needed for their roaming work styles
- Mobile app capability eliminated the issue of visitors waiting at the entrance when the front desk was unattended
- Touchscreen entrance station provided staff a convenient method to access the facility with their authorized credentials
- Residents could reach the nursing staff directly from their apartments with the interior tenant station
- Nursing staff could answer visitor and resident calls from either the front desk station or mobile app; the front desk station could be used to call residents too

## System Configuration Example

### IP Multi-Tenant Video Intercom (Configuration shown with IXG Series)



Application was for one building with a main front desk and 36 apartments. Diagram represents one apartment.

### Entrance



Nurses could quickly enter the building using their credentials and visitors had an easy way to request access.

### Front Desk and Roaming Nurse Staff



Staff could identify visitors at the front desk or while making their daily rounds.



Equipment Closet



Residents could call the front desk if they needed assistance.

Apartments

