

industry solution

Aged Care

In the highly competitive Aged Care industry, it's important to ensure you are offering the best services to attract and retain residents and staff. The foundation for reliable and secure communications for Aged Care is not only a robust communications solution, but the understanding of the special requirements of the aged care communities of interest.

How can secure communication solutions help?

By understanding the complex requirements of the community groups within your Aged Care facility, along with the range of communication technologies that are available, solutions can be designed that:

- ✓ Provide lifestyle enhancing services for residents
- ✓ Ensure staff have the resources to provide services efficiently
- ✓ Connect administrative and medical staff with the information and resources they require to work more efficiently
- ✓ Ensure communication effectiveness for residents and staff as they move about the facility
- ✓ Assist residents to easily stay in touch with their family and friends
- ✓ Provide peace of mind for residents as staff are able to respond quickly to residents' emergencies
- ✓ Ensure resident records and billing information are secure, accurate and integrated
- ✓ Provide a robust platform for further enhancements over time, ensuring your investment is protected
- ✓ Ensure owners see a solid return on their investment

secure
communications and
networking



Portfolio of Solutions

Secure Telephony: digital, IP and wireless. Provides ease of communication and movement throughout the facility and reduces the high cost of mobile phones

Unified Communications: real-time communications combining telephony, messaging, collaboration and presence

Secure Data Networking: robust performance-based infrastructure. Provides a strong foundation for relevant software applications such as records management, website, email, database administration, finance and ERP software solutions

Wireless Broadband: High Speed Internet Access (HSIA) for enhanced communication and access to information in private and public areas

Call Billing: integration of call records for billing purposes. Provides accurate and timely billing

Alarm Notification & Nurse Call: integration with essential systems to allow quick response to medical and other emergencies

Help Desk: software to provide efficient phone and email support and reporting

Advanced, Customised Applications: for example to allow staff to activate security cameras from a telephone handset as they lock up the rehab/pool area for the night

24 x 7 Technical Support: to ensure peace of mind

Resident Broadband Support: troubleshooting guides and help line to assist in the use of Broadband

Onsite Training: to optimise usage of the solutions to gain a faster return on investment

Communities of Interest

What do residents want?

- Wake up calls for lifestyle convenience
- Nurse call requests for fast medical assistance
- Contact with family and friends by HSIA, telephony, SMS, email, voice messaging
- A reduction in the high cost of mobile phones
- Digital Video-on-Demand for leisure and relaxation
- Room Service and maintenance requests for convenience
- Services and pre-recorded information such as up coming events, transport timetables, calendar, reminders
- Online and phone reservations for lifestyle convenience
- The security of being able to be reached anywhere in the facility

What does administration need?

- To respond quickly to requests from residents and medical staff from anywhere in the facility
- To provide a help desk service to residents
- To securely and reliably connect teams, using both wired and wireless solutions
- To participate effectively in collaborative solutions, supporting teamwork and streamlined processes
- To provide self-service options for residents, utilising staff time more efficiently
- To reduce the high cost of mobile phones
- To have accurate call records, integrated with accounting software for billing purposes

What do medical staff require?

- To respond quickly to medical emergencies
- To respond quickly and efficiently to requests from residents and staff from anywhere in the facility, using both wired and wireless solutions
- To seamlessly communicate with medical teams, other healthcare workers, staff and residents through the effective use of telephony, SMS, email and voice messaging
- To support teams and processes using collaboration software
- For transmission and storage of up-to-the minute resident reports, information, X-rays and other large files
- The confidence of knowing critical data is secure and accessible
- To access important information and records at the resident's bedside

How will owners and operators benefit?

- Reduced operational costs for return on investment
- Revenue protection from increased telephony usage and accurate call billing information
- Satisfaction of the resident community from easy to use technology and comprehensive services
- Choice of acquiring technical skills in-house or to outsource 24 x 7 technical support of the technology and Resident Broadband Support services
- A resilient communication solution upon which functionality can be added over time to ensure investment protection

Communication solutions are designed, deployed and supported by Integ Communications. Integ works closely with sister UXC company Eclipse, to provide an expanded range of solutions. Eclipse offers XaptCare™ for Aged Care, powered by Microsoft Dynamics™.

managing
communication
networks



“Integ Communications is a leading Australian provider of secure communication and data networks to organisations across Australia. With broad and deep capability across market-leading products, Integ solutions and services are underpinned by a flexible and agile approach to design, delivery and support. Integ Communications is part of the Integ Group and backed by the strength of its ASX Top 300 parent, UXC Limited.”

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