



# Healthcare Communications



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## Healthcare Communications from Multitone

It goes without saying that communications are a key tool for the Healthcare sector, but finding and choosing the right solution in terms of deliverables and cost-efficiency can be difficult, with so much potential choice on offer.

### Specialist healthcare communications

Multitone's solutions are perfect for all healthcare situations, improving quality of care in hospitals, GP practices and treatment centres. We provide secure, real-time care team collaboration solutions which streamline processes and enable all staff to be truly mobile. Our solutions allow all healthcare organisations to achieve better care delivery, lower costs and improved patient engagement.

Our systems help your Trust to improve the patient experience, communicate more effectively, become highly mobile, integrate communications with mission critical systems, increase productivity and create a safe environment for everyone.



### Addressing all your communications needs

Multitone's systems are designed to meet both the technology and practical needs of your Trust's communications requirements by offering the following:

- **Enhance patient care** – Make an informed decision with secure and accurate patient information.
- **Increase operational efficiency** – Connect caregivers, streamline workflows and track patient progress, equipment, facilities and costs effectively.
- **Optimise communication operations** – Deploy a secure network with easy-to-deploy applications
- **Smoother operations** – Utilise managed networks and cloud services, along with hot-desking, home working and contact centre outsourcing for greater efficiency and cohesion.
- **Communicate clearly** – Share critical information, resources and costs using a cloud-based services and converged networks.
- **Faster results** - Ensure the right communications and data are available to the right people whenever it is needed, with integrated contact centres and patient appointment administration.

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## Real-world communications applications

### Major accident and emergency (Majax)

The effectiveness of your communications will never be under more scrutiny than in its role supporting a Majax situation. With the right solution messages will reach your team members immediately; with a return acknowledgement, and a confirmation to stand down once the emergency has concluded.

Multitone's i-Message is the perfect comprehensive communications platform for managing a Majax situation. From the initial alerts via the public or emergency services, to the messaging of key staff and management of the response by the people involved, i-Message allows your team to take control and fully manage the situation.

### Local dispatch and co-ordination of internal resources

The right communications allow your teams to work closely with each other, whatever their location. Treatment teams can benefit from shared information, ensuring patients receive the best co-ordinated care from all the professionals involved. Equally, porters and cleaners can be alerted when their services are required.

Multitone's encrypted @ppear app is perfect for co-ordinating and contacting team members and sharing relevant notes or images. @ppear also ensures your teams are notified of developments or announcements that require their attention.

### Fire and emergency control

It's vital your team and the local fire and emergency services know the situation during a fire or emergency alert, even if it is a false alarm. It is worth remembering that false alarms can incur charges from the emergency services as well as inconvenience.

Multitone's i-Message, combined with the @ppear app, will contact and relay information to all relevant members of your team, whatever location or device they are using. In the event of an emergency, relevant staff are alerted to check the situation and co-ordinated for evacuation when necessary. It will also alert the emergency services of a potential issue, but also flag up a false alarm.

### Life and death / crash teams critical messaging

In life or death situations your team needs to know it can rely on its communications solution to ensure medical teams know precisely where and when they are needed. These systems also need to intelligently manage communications to ensure all eventualities are covered.

Multitone's i-Message routes alerts to the right people and teams, automates alarm escalation and keeps detailed event logs for audit tracking. i-Message also works in conjunction with Multitone's paging systems, which provide a highly reliable and cost-effective instant messaging solution that is perfect for critical messaging.

### Remote monitoring (machine to machine)

A comprehensive communications solution will include monitoring of critical systems as well as maintaining links between your staff and teams.

Multitone's i-Message integrates with pharmaceutical fridges to warn of any changes in temperature or conditions, safeguarding vital and costly medicines and samples from deterioration. The system automatically alerts relevant staff of potential issues, so a repair or contingency plan can be actioned. This can also monitor and warn of problems with food stocks or catering supplies.

### AGV automatic robots

The use of AGVs (Automated Guided Vehicle) is ideal for delivering supplies around a hospital site, but it is also important for ward staff and managers to know when these are due or have arrived.

Multitone's i-Message and @ppear app advise the right person/team when deliveries are scheduled. Ancillary staff can be alerted when laundry items are ready and nursing staff can be informed when medicines or supplies have arrived at the ward.



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## Real-world communications applications (continued)

### Reduction of switch boards

Your Trust may have relied upon numerous switch boards and telephony staff to route messages or calls to separate departments – which can be inefficient and expensive to provide.

Multitone's i-Message replaces these with a centralised and intelligent automated communications routing system. Messages or calls are instantly routed to the most suitable device for the right person/team, automatically considering the time of day and movements of the contact.

### Porter task management

Effective communications with porters ensures patients and equipment are moved when required.

Multitone's i-Message and @ppear app provide effective contact with porters, managing their movement by considering shift patterns, individual location and the needs of the care teams, to co-ordinate any situation effectively.

### Call by name (irrespective of device)

Having to find the appropriate number (or multiple numbers) for a contact within the medical facility is inconvenient and becomes a serious problem in an emergency.

Multitone's i-Message ensures individuals/teams can be located by name or description, ensuring your team can contact the right people right away. It can also distinguish the best contact device to reach them at any particular time (be that an internal extension, mobile device or pager). There is no doubt over which device to call and private numbers of staff can be protected.

### Capture and sending of medical images

Capturing and sharing medical images securely and effectively can be a challenge, especially to comply with data protection laws and the risk of potential fines and reputational damage.

Using Multitone's i-Message and @ppear app, images and important documents are shared securely, with protection to stop sensitive material being stolen or misappropriated. i-Message logs actions (for audit and security purposes) and all communications are sent over an encrypted network.

### Personal safety

With large areas, remote locations and around the clock usage, medical facilities can present potential personal safety issues. Effective communications identifying the location of staff, and keep a track of lone workers (or those working in a potentially volatile location), to ensure safety.

Multitone's EkoTek and EkoSecure provide a flexible yet reliable and cost-effective approach to ensuring personal safety. Using a specifically designed healthcare device, these solutions give your Trust and its staff full peace of mind, wherever they are on your site.

### Security staff

Communications need to facilitate the operations of your security team as well as the medical and facilities staff.

Multitone's i-Message solution provides your security team with real-time messaging across a wide range of popular mobile device platforms. Along with voice and written communications, this includes video and images from CCTV and surveillance systems, which can be shared instantly with the on-site team to pinpoint and resolve potential issues.



# Multitone's Healthcare Communication Solutions

We offer a range specialised solutions which are perfect for the needs of your Trust.

## Complete communications with Multitone i-Message

i-Message is a voice, text and image messaging system that underpins any existing business communications. Collaborating with a range of devices and taking inputs from other equipment, messages can be sent to individuals and teams irrespective of where they are or what they are doing.

With escalation of unanswered messages, i-Message ensures your everyday communications are supported by an operations-critical communications layer. This ensures all operations run smoothly, highlighting when an issue is imminent, even when everyone is busy.

Modular in design, i-Message's services can be tailored to fit the needs of any healthcare facility. Whilst easily covering a large multi-site organisation, it is equally suitable for a department or building level, evolving into new areas and integrating with new technologies as the organisation requires.

i-Message integrates with a wide spectrum of different devices including smart phones, pagers, DECT and WiFi phones, as well as alarm systems and building management systems – working with any infrastructure your Trust already has or chooses to use in the future.

## App-based communications with Multitone @ppear

@ppear is a secure and resilient media-rich messaging application for mobile platforms, which allows users to communicate with one another with the utmost security. Users can send messages using a combination of voice, images and text for any requirement.

To ensure the contents of messages are always kept secure, @ppear users are kept separate from any other contacts contained within the mobile device. All messages are encrypted as an extra level of security.

@ppear is available for Android, Apple and Windows devices to give users great choice and flexibility over the device that best suits their needs.

## Highly reliable and cost-effective communications with Multitone Paging

As a stalwart partner of healthcare professionals for decades, paging systems still offer a long battery life, broad coverage and are a highly reliable, robust, cost-effective, fast and easy way to provide communications.

Multitone's i-Page is a compact messaging system for on-site use, providing instant messaging to individuals or groups, from either a manual message entry or automatically from in-building equipment, such as fire alarms or other building management systems.

## Staff protection with Multitone EkoTek and EkoSecure

Multitone's EkoTek and EkoSecure staff protection solutions meet your duty of care to employees by enabling them to call for help if an incident occurs. For practicality, alarms can just be sent to those who can assist quickly, leaving others to continue their daily work uninterrupted.

The IP67 sealing and specially designed plastic housing allows for safe wipe down and cleaning/disinfection, whilst protecting against accidental water immersion.

EkoSecure expands the network by using a series of interconnected repeaters to provide the network coverage, each with a 60m range. This enables staff protection to be extended over a far greater area.



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Multitone Electronics is your perfect communications partner as we provide solutions which will expertly meet all your diverse needs, to benefit your patients and staff, whilst making the most of your Trust's appropriate budget. We are a UK-based supplier, committed to providing our customers with a truly cohesive and intelligent communications system that delivers the right information, to the right person, on the right device, at the right time.

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