



## Solution Brief

### Nortel Communications Solutions for Healthcare Clinical Alarms and Alerts Communications

Do you need to improve care and staff efficiency? Would your organization benefit from real-time delivery of clinical alerts to mobile staff? Do your clinicians and nurses need access to vital signs, prescription information and patient records at the bedside to provide timely care?

Hospitals are stretched to their limits. Working at the top edge of manageable capacity means clinicians face constant demand for immediate care. Nurse call systems, overhead paging, paging devices and information screens at the nursing stations all cry for attention. Multiple notification systems make it difficult to manage the overall performance of alert/alarm response, which can put policy compliance, patient satisfaction and staff satisfaction at risk.

#### What can you do about it?

The frequency and diversity of alarm/alert information is increasing sharply now, as smart beds, monitors and almost every other piece of medical technology are capable of transmitting a 'state', 'result' or other medical information.

Delivery of alarms and alerts to the right person quietly, quickly, in a manner that facilitates prioritized response, situation visibility, auditability and post-analysis will improve the timeliness of care, the work environment for clinicians and the ability to assess and manage to target performance levels.



## How can Nortel provide a solution that meets your needs?

Nortel's Clinical Alarms and Alerts Communications Solution provides a full-solution approach that manages the broad variety of notifications and delivers them effectively to mobile devices. The solution includes:

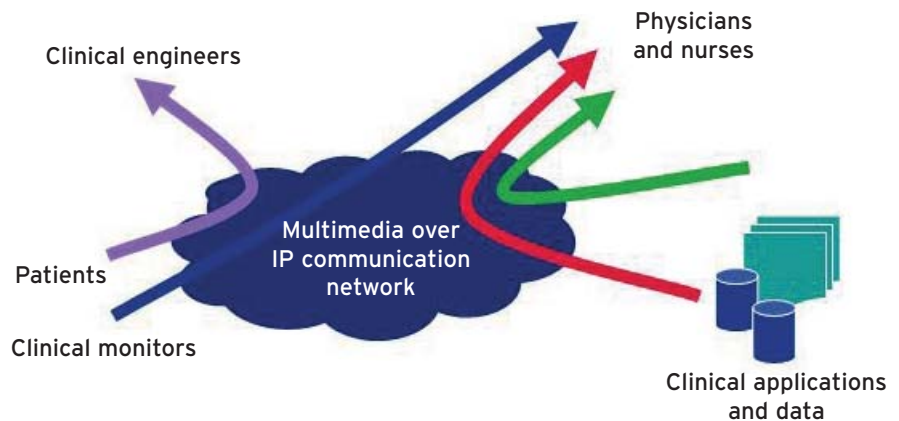
- Nortel's WLAN mobility portfolio to provide secure, high-performance connection to mobile clinicians
- Emergin's Integrated Alarm Management to collect, filter, acknowledge and audit alarm/alert delivery
- Nortel's professional services to plan and implement the solution and develop the interoperability where required

The solution sends event-driven alarms and alerts instantaneously to the right clinicians based on their role, the skills required and the clinician's proximity to the location where the skills are needed. Clinicians receive and respond to the alerts using their device of choice, based

on their preferences recorded in the system. Alarms and alerts can also be re-routed to contingency responders when primary responders are already engaged, and dynamic log files that track responses can be used for later analysis.

Effective management of alarms and alerts, combined with other Nortel mobility capabilities, allows notifications to be delivered:

- On the clinician's preferred device
- Within or beyond the wireless LAN
- To the closest or most role/context appropriate clinician



Hospitals that invest in Nortel's Alarms and Alerts Communications Solution can see more efficient response to care requirements, improvements in staff and patient satisfaction, and better ability to assess and improve clinical operations.

Contact your Nortel representative or channel partner or visit [www.nortel.com/healthcare/mobility](http://www.nortel.com/healthcare/mobility) to get started on the benefits of alarm/alert management in your healthcare facility.

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For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

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NN120420-021208

### In the United States:

Nortel  
35 Davis Drive  
Research Triangle Park, NC 27709 USA

### In Canada:

Nortel  
195 The West Mall  
Toronto, Ontario M9C 5K1 Canada

### In Caribbean and Latin America:

Nortel  
1500 Concorde Terrace  
Sunrise, FL 33323 USA

### In Europe:

Nortel  
Maidenhead Office Park, Westacott Way  
Maidenhead Berkshire SL6 3QH UK  
Phone: 00 800 8008 9009

### In Asia:

Nortel  
United Square  
101 Thomson Road  
Singapore 307591  
Phone: (65) 6287 2877



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