



Solution Brief

Nortel Communications Solutions for Healthcare Asset Tracking and Management

Do you need to improve efficiency through real-time tracking? Are you looking for status and management of assets? Would you like to track patients or clinicians to improve care and security?

Hospital operational efficiency and care performance depend on the ability to know where people and things are:

- Simplifying ongoing operations by tracking and calibrating the thousands of monitors and other pieces of medical equipment
- Reducing the equipment overbuy by knowing where wheelchairs, pumps and other assets are and being able to obtain them immediately
- Securing infants and other patients at risk by knowing where they are within the hospital complex
- Improving efficiency and security for nurses, doctors and patients by knowing their real-time location and being able to communicate with them

effectively with the 'click-to-call' capability embedded into the real-time location system

- Streamlining workflow by being able to trigger and send out notifications automatically to the right staff directly through the location-aware system for an event, enabling automated generation and assignment of work orders, such as a request to dispatch a medical device and transport it to a specified patient

- Enhancing communication with mobile clinicians and saving time by automatically generating messages and alerts to doctors and nurses and delivering them to their device of choice, based on real-time knowledge of their exact location; messages can be in the form of voice, instant message, email or file/data distribution through the network



We can now use Radio Frequency Identification (RFID) capabilities, integrated with mobile communications, inventory solutions and directory applications, to track the location of assets, patients and clinicians.

What does this mean to you?

For clinical engineering, this means the ability to know when equipment needs calibration, and exactly where it is. For hospital administrators, this means having to purchase less equipment because they know where the equipment is and can quickly supply it to the point of need. Location awareness can tell us that infants and elderly patients are exactly where they should be, or create alarms and initiate actions if they aren't. Knowing the location of clinicians brings the capability to alert the closest nurse to a patient call or event, or to adjust how we send information to a nurse or doctor with knowledge of their current context. Tracking the movement of patients through hospital departments and processes can now drive departmental processes to reduce the length of stay.

Innovative hospitals across the world are getting a start on high-return, location-aware applications by tracking equipment assets to reduce their capital spending.

What do you need to successfully manage and track assets?

Determining where people and assets are requires:

- RFID hardware or software tags assigned to the devices or people
- WLAN Access Points already distributed through the hospital detect signals from the tags
- Translation software to convert the tag signals into real location coordinates and present the result
- Ability to determine location of wireless communicating devices as a capability of the wireless management system
- Multimedia Communication Server 5100 — Integrating presence awareness, click-to-call, instant messaging and other tools directly into the location-aware system for more efficient communication capabilities
- WLAN Handsets — Nortel WLAN and IP Phone voice solutions with a complete set of features and the high-quality performance required in healthcare
- Integration skills to bring all of the location information together and couple it with the wireless communication system and the appropriate customer's information systems

- Nortel Managed Services to bring together the full high-performance solution with operational and design consulting, implementation, operation, knowledge transfer and hands-on operational consulting

Nortel's full Asset Tracking and Management Solution brings all of these elements together in one comprehensive offer. With our own full WLAN portfolio, partnered with Ekahau's Positioning Engine and Ekahau Tags, we can meet many of the location application requirements of tracking people and assets in the hospital. We know that innovative healthcare providers will have many different location tracking applications. For those with multiple location awareness needs, Nortel's professional services will integrate the variety of applications together into a manageable technology, management and presentation package. Nortel's full solution offers IBSS Syntrack asset tracking software, and Nortel provides professional services to integrate location management into other software solutions currently used within the hospital.

Contact your Nortel representative or channel partner or visit www.nortel.com/healthcare/mobility to get started on the benefits of asset tracking.

For more information, visit Nortel on the Web at www.nortel.com. For the latest Nortel news, visit www.nortel.com/news.

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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