



From service provider to partner

With tailor-made solutions to the goal

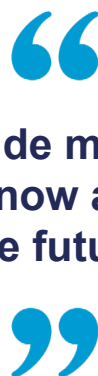


The collaboration with a clinic has seldomly been as diverse and fruitful as the one with the Klinikum Stuttgart. A prime example of a new kind of meaning: As a service provider, we didn't offer a product, but worked out solutions together as partners. It has been already more than 10 years that New Voice started with the first installation. Thanks to the modular design of MobiCall, there were no limits to extensions - with minimal adjustments to the existing infrastructure.

The Klinikum Stuttgart is aware of its responsibility as a healthcare provider and hospital in accordance with its guiding principle "to provide maximum care now and in the future." The fastest possible communication

to provide maximum care now and in the future

is essential to ensure smooth service flow. The challenge was to find an economical, safe and reliable solution. New Voice turned out to be the best partner and the heart of it was the core product MobiCall.



Eight challenges, one solution

MobiCall allows a large number of applications to be operated on one platform while building on existing workflows in order to shorten and simplify them.

1. C-section alarm

If a caesarean section is necessary, it has to be done quickly. A simple push of a button on the wall alerts a pre-defined group of specialists.

Doctors, anesthesiologists and midwives make their way to the operating room, which is already being prepared by the staff, who have also been alerted. By using MobiCall, the participants do not have to be informed individually and there is no coordination effort.

2. Nurse call

The legal requirements for nurse call systems in clinics are strict - and that's a good thing. They require an acoustic and optical signal to be sent to the nursing staff on duty. By default, this must be in the duty room at all times. With MobiCall, these alerts can be sent via Ascom DECT phones, giving caregivers flexibility and mobility. In this way, the staff is used optimally and not "to occupy the duty room".

3. Ambulance report

With the connection to the Stuttgart control center, a further step was taken in the direction of a holistic rescue infrastructure. The control center receives an emergency call, sends an ambulance to the scene and a specified group in the hospital receives this information in real time. So it is ideal for the arrival of the ambulance.

4. Silent alarm

The sad truth is that not every message in a clinic is positive. It also happens that relatives "lose their composure". The threat potential for employees can therefore be high under certain circumstances. With a "silent alarm" function of MobiCall and the PBX, an alarm can be triggered by simply pressing a button.

First responders are alerted and put into a conference call. In this way, you can exchange ideas and initiate measures without the conversation being heard on the side of the person seeking help.



Michael Dengler
Deputy Head of Infrastructure
Klinikum Stuttgart

“

We are very happy that by integrating the MobiCall alarm server we have a flexible platform that makes life easier for our nursing staff and the patient experience more pleasant. The New Voice team gave us extensive support throughout the entire project phase. Changes in requirements were always seen as a challenge.

”

5. Fire alarm

By connecting the fire alarm system (BMA), alarms are not only given in the classic area in which a fire breaks out, but also across the entire campus in order to initiate appropriate measures such as evacuation or gate closure according to predefined risk processes.

6. Pneumatic tube arrival

Where the pneumatic tube used to send information and messages, it is now used for medicines and samples in particular. Many samples are extremely temperature-sensitive and must not be stored without cooling for a long period of time. However, since the pneumatic tube is used less frequently nowadays, the receipt of samples is not constantly monitored. Here, too, MobiCall offers a solution: As soon as a sample arrives at the destination, the nursing staff receives a message and can take the sample promptly.

7. Technical Malfunction

If an elevator comes to a standstill, a manual alarm can be triggered by the bell button. However, if technical faults are dispatched automatically and rectified quickly, such situations can often be avoided. With this, New Voice had the chance to develop a new interface to the elevators from Schneider.

8. Building control technology

The entire building control technology from heating and waste water systems to the electrics: Depending on the fault and trigger, the right group is automatically alerted here as well.

Klinikum Stuttgart

The Klinikum Stuttgart is one of the largest and most efficient hospitals in Germany. More than 50 clinics and institutes enable a high level of specialization and a comprehensive range of services in almost all medical disciplines. The three buildings of the clinic have almost 2,200 planned beds and day clinic treatment places. Around 90,000 patients are treated as inpatients every year. In addition, there are around 500,000 outpatient cases per year. More than 7,000 employees care for the patients or are responsible for the smooth operation of the clinic in administration and technology.

From customer challenge to development project

During the long project phase, one requirement on the part of the hospital in particular emerged: Depending on the alarm, certain people must be informed through various media. To prevent alarm fatigue, priority media such as pagers and cell phones are only used for those who are required to act, and those to be informed receive the information via email. Based on this need, New Voice developed a new configuration step in the we interface. Now, before a person is added to an alarm group, the communication media are selected. This way, Klinikum Stuttgart succeeds every day in simplifying the lives of its employees, providing patients with the fastest possible help and making operations even more cost-efficient. Decisive for the constant expansion was not only the well-known, always proven quality, but in particular the modular design, which offers a high degree of flexibility. "So we are also at the right address for future requirements at New Voice. The next exciting connections are already being discussed," says Michael Dengler, Deputy Head of Infrastructure.



Oliver Hack
Senior Client Manager
NTT Germany AG & Co. KG



Fast and reliable communication is particularly important for a hospital like Klinikum Stuttgart because it ensures smooth processes and good patient care. As the general contractor, NTT Germany successfully integrated New Voice's MobiCall alarm server into the hospital's existing infrastructure, thereby contributing to a modern working environment with an improved employee and patient experience. All adjustments to the individual requirements were carried out seamlessly and efficiently, so that there were hardly any interruptions and the hospital operations were not disturbed.



MobiCall in use

- MobiCall 11.0.1
- Virtually on VM Ware 7.1
- Geo-redundant master and supervisor
- Connection to Unify OpenScape 4000 and Open-Scape Voice
- Certified multi-SIPQ interface from Atos Unify Open-Scape Business V3 & Voice V10
- 180 language channels
- Text-To-Speech
- Positioning with DECT
- Wago controller

Interfaces partner

- Schneider Intercom (IN)
- Tunstall (ESPA 4.4.4)
- Hekatron (ESPA 4.4.4)
- Siemens (ESPA 4.4.4)
- Desigo (ESPA 4.4.4)
- Wisag (ESPA 4.4.4)
- Ascom OAP for Dect alarming
- Fire alarm system (e-mail - IN)
- Pneumatic tube (e-mail - IN)



New Voice Systems GmbH
Mörkestraße 17
D-71636 Ludwigsburg
Tel: +49 2131 266 85 50
mobicall@newvoice.de
newvoice.global