**critical alert**™
Reimagining Patient Communication

## Software-Based Nurse Call

Critical Alert's software-based approach to nurse call allows hospitals to customize clinical workflow configurations at the individual unit level, delivering unparalleled flexibility & reliability at a fraction of the cost & IT footprint.

### Centralized, Multi-Tenant Design
True enterprise-grade nurse call with high availability architecture lessens IT footprint, complexity & Total Cost of Ownership (TCO).

*Of all of the HIT systems, Nurse Call provides the most direct connection between patients and caregivers.*

### Flexibility & Scalability
Cost-effective, software-based architecture enables hospitals to grow as technology & requirements evolve. Embedded middleware capability limits unnecessary, additional software purchases.

### Purpose-Built For Clinicians & Patients
Our focus is centered entirely on streamlining clinical workflow that enables hospital staff to provide the most efficient and informed response to patient needs & safety.

**www.nursecall.com**

# DIFFERENTIATORS BY ROLE

## Clinical Leadership (Flexibility, Easy-To-Configure)

- **Purpose-Built for Clinicians & Patients** - Our focus is centered entirely on streamlining clinical workflow that enables hospital staff to provide the most efficient and informed response to patient needs & safety.
- **Comprehensive Reporting** - Contiguous data set combining NC requests, RTLS location & staff workflow enables continuous improvement, monitoring of rounding effectiveness, patient satisfaction & patient safety
- **Configurable Operational Modes** - Offering different modes within a single deployment (Unit-based, direct-to-caregiver, centralized or hybrid modes).
- **Two –Way Workflow** - Ability to Accept, Reject & Auto-Escalate Alerts. Ex. Notification is sent to RN that is busy with another patient, RN has the ability to reject workflow, system automatically escalates notification to next care team member
- Customizable Clinical Workflows – Ability to configure messages by priority & define these workflows based on Unit (not hospital-wide).
- **Reduction in Alarm/Alert Fatigue** – Ability to distinguish each patient call request based on acuity, condition, need as well as policy to dispatch the appropriate resource (triage).
- **Clinical Consultation & Training** – Our clinical consultants work with clinical staff to develop workflows, correct issues, deploy best practices & assist in training/support. Offering pre and post-deployment assessments of workflow configuration.

## Clinical Staff (Easy-To-Use, Non-Obtrusive, Reduction of Alerts/Alarms)

- **Triaged Patient Requests** – 64% of Nurse Calls do not require an RN. The use of centralized call-center to direct notifications to the appropriate caregiver alleviates unnecessary alerts.
- **Notifications with Context** – Native integrations with ADT & mobile technology combined with triage adds actionable intelligence to NC notifications (patient name/room #/request type/etc.).
- **Role-Based Cancellation of Alerts/Alarms** – RTLS can be used to automatically cancel alarms when entering room, rather than having to interact with in-room hardware devices. Roles are defined by request type (ex: only an RN can cancel a pain med request).

## IT Leadership (Evolved Technology, Future-Proof)

- **Centralized, Multi-Tenant Design** - True enterprise-grade nurse call with high-availability architecture lessens IT footprint, complexity & Total Cost of Ownership (TCO). Easier to maintain, upgrade & service.
- **Full API vs. TAP** – Track data from system-to-system and device-to-device across entire connected care workflow – More detail within reporting through elimination of unnecessary silos.
- **One Throat To Choke** - NC/RTLS/Mobile workflow standardized under single vendor relationship. Rather than working with multiple vendors to develop new solutions and resolve issues, the IT team can work directly with CAS R&D.

## Facilities, Biomed/Support (Reliability & Supportability)

- **Home Run Cabling** – High-Reliability: if one room goes down, only that room is affected, rather than everything downstream from the failure. Homerun configuration also allows for lower total cost of installation by avoiding schedule delays.
- **Plug & Play Hardware** - Hot-swappable hardware does not require configuration or dip switches to change when replacing equipment.
- **Asynchronous Deployment** - We do not require contiguous floors to be available to our deployment teams on a given day of install.

## C-Level (Reduced Overall TCO, Built for Enterprises)

- **Flexibility & Scalability** - Cost-effective, software-based architecture enables hospitals to grow as technology and requirements evolve.
- **Embedded Middleware** - Limits unnecessary, additional software purchases for nurse call adjacent technology (Mobile/RTLS/ADT/etc.).
- **Centralized Call Center** – Less stress on Unit-Based staff, answer all NC requests within seconds, enterprise-wide
- **Built for Enterprises** - Centralized, multi-tenant design, high-availability architecture, embedded middleware & reporting capabilities enables standardization of patient-to-caregiver communications across entire enterprise.