Panasonic

Better care and lower costs – The Panasonic Solution

When empty beds equal lost revenue, patient satisfaction is more important than ever to maintaining a profitable senior care facility. A Panasonic Nurse Call System is a scalable, cost-effective, fully-integrated communications and alarm management system that improves patient/resident satisfaction, caregiver morale and the company's bottom line.

PATIENTS & RESIDENTS
Feel safer and more connected

- Real-time tracking of wandering patients
- 911 call-origin location tracking
- Intuitive, easy-to-use call boxes
- Faster caregiver response times

CAREGIVERS
Benefit from enhanced workflow that improves efficiency and job satisfaction

- Step-saving, direct staff-to-resident communication
- Direct staff-to-staff communication (voice or push to talk)
- Intelligent alarm generation and dispatching
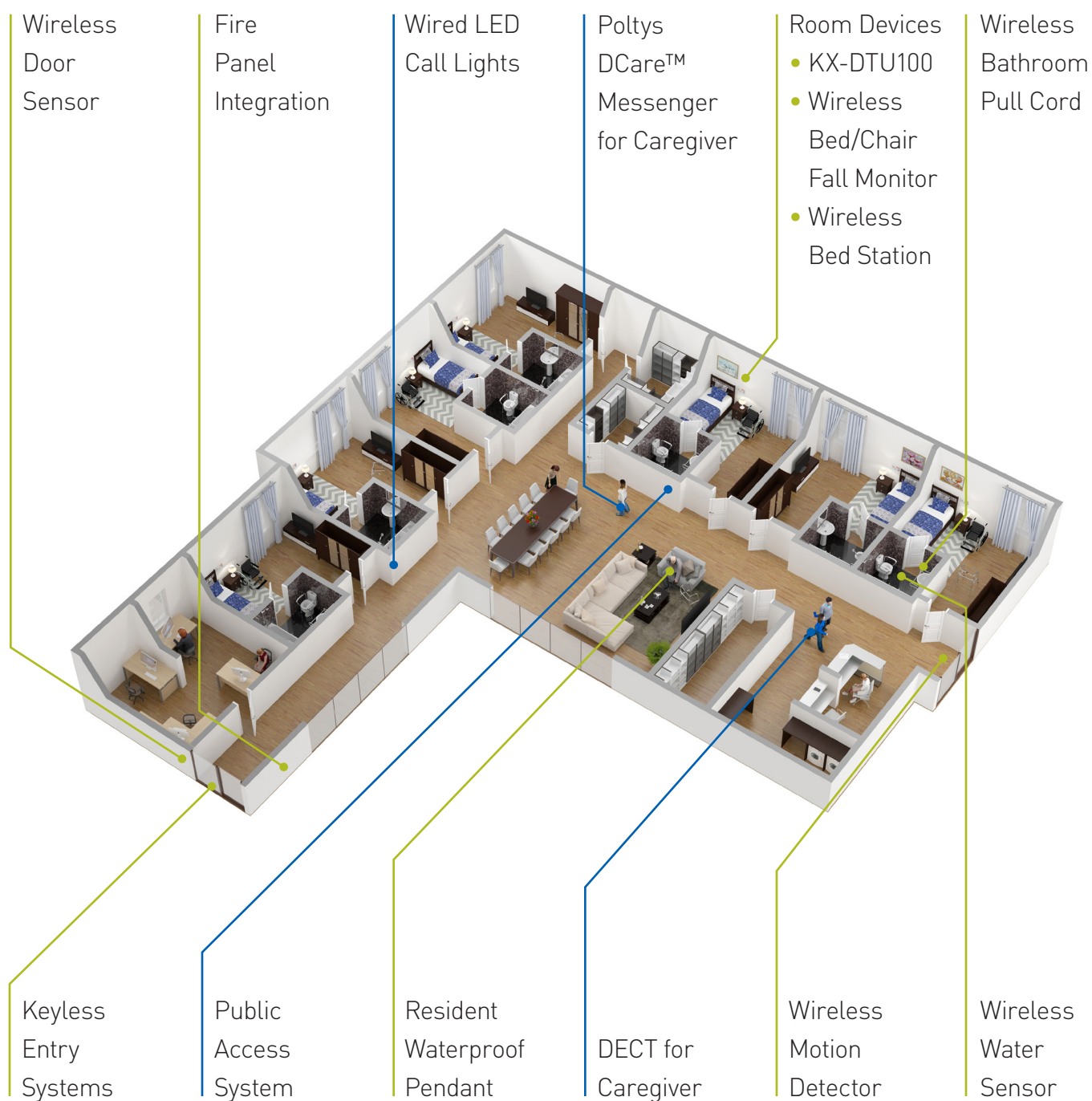- Significant reduction in alarm fatigue

FACILITY MANAGERS
Experience higher occupancy, more efficient staff allocation and lower costs

- Fewer empty beds due to higher patient satisfaction
- Reduced personnel costs and accurate billing allocation via alarm distribution analytics
- Improved caregiver job satisfaction and less turnover

The Panasonic
Nurse Call System

● Alarm Generating Devices
● Alerted Devices

Wireless
Door
Sensor

Fire
Panel
Integration

Wired LED
Call Lights

Poltys
DCare™
Messenger
for Caregiver

Room Devices
• KX-DTU100
• Wireless
  Bed/Chair
  Fall Monitor
• Wireless
  Bed Station

Wireless
Bathroom
Pull Cord

Keyless
Entry
Systems

Public
Access
System

Resident
Waterproof
Pendant

DECT for
Caregiver

Wireless
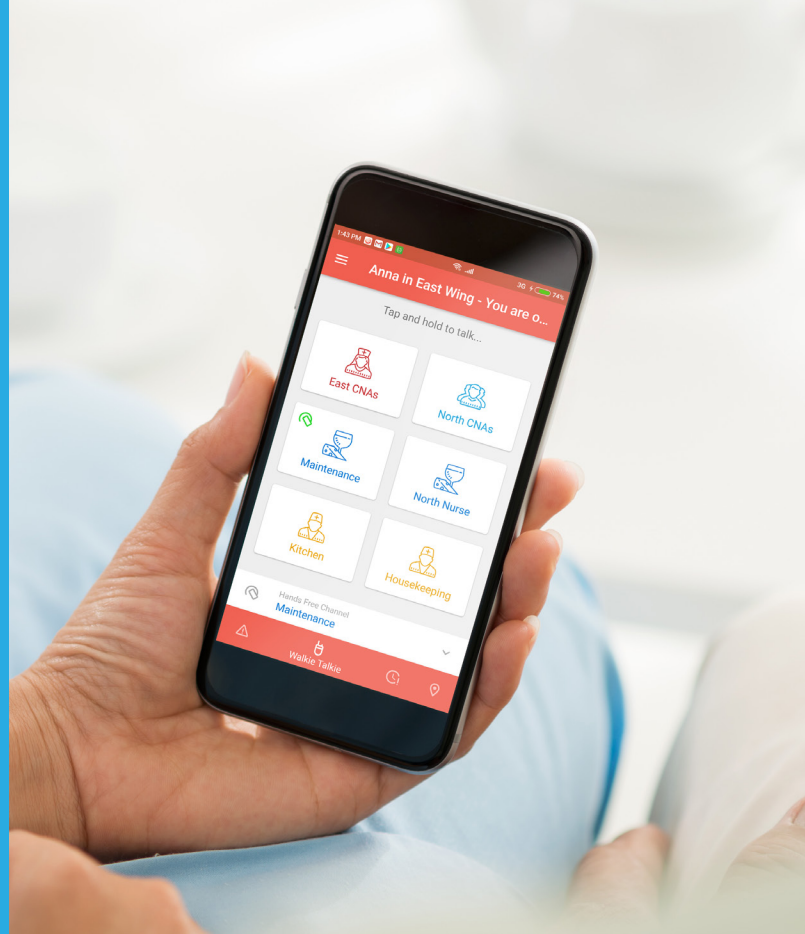Motion
Detector

Wireless
Water
Sensor

The Panasonic Nurse Call System can be customized for integration with building hardware and software systems such as door sensors and fire alarms or with databases.*

*Some systems may not be compatible

Maximize staff efficiency with Direct Care Connect DCC™ EX and DCare™

Direct Care Connect DCC™ EX is an alarm management application that not only escalates and records alarm response time for each caregiver, but also the frequency and associated urgency of each alarm. Response time metrics can be used by management to assess staff performance and identify high-performing employees. Alarm escalations can be programmed to roll to a variety of devices. When integrated with an existing communications server, DCC EX offers an array of one-touch options for fielding patient-triggered alarms on cordless handsets and mobile devices. With a single touch, a nurse can choose to accept an alarm or call and speak directly with the patient. If a nurse is unable to field the page, the alarm will roll to a series of pre-assigned backups until answered. DCC EX works with Panasonic PBX, DECT, wireless sensors and industry-standard fire panels and wandering management systems for complete integration.

Who generates the alarms?

- Nurse call systems integrated with DCC*
- Fire alarm systems integrated with DCC*
- Wandering management systems integrated with DCC*
- Wireless pendants, pullcords, bed stations, fall prevention, and door and window sensors*
- Panasonic KX-DTU100 digital communication terminals

  * Some systems may not be compatible

Who receives the alarms?

- Text or audio messages on DCare™ smartphone devices
- Text messages on Panasonic cordless DECT mobile handsets, such as the KX-TCA385
- Visual notifications by corridor call lights or LED signs
- Audio notifications by regular phone calls or Public Address (PA) announcements
- SMS or wireless paging messages to caregivers or supervisors
- Email messages to caregivers or supervisors

REAL-TIME VIEW OF ALARMS

Active Alarms		
Escalating Alarms		
59. Emergency - 11:54 AM Alarm Time 00:00:25	John Smith Room 401 Bed 2	🔔1 👤 Anna - Ready 🔔1 📞 204
60. Alarm - 11:55 AM Alarm Time 00:00:13	314 Room 121 Bed 4	➕ Alerted Destinations 2 Escalation Level 1
Accepted Alarms		
61. Emergency - 12:08 PM Alarm Time 00:00:32	John Smith Room 401 Bed 2	📞 204 Clear Time 00:00:32
62. Alarm - 12:08 PM Alarm Time 00:00:21	314 Room 121 Bed 4	👤 Anna Clear Time 00:00:21
Accepted Alarms		
61. Emergency - 12:08 PM Alarm Time 00:01:31	John Smith Room 401 Bed 2	📞 204 Care Time 00:00:27
62. Alarm - 12:08 PM Alarm Time 00:01:20	314 Room 121 Bed 4	👤 Anna Care Time 00:00:17

Key Features

- User Flexibility – Cloud or On-Premises deployments
- Cross-Platform WEB Admin Consoles – Windows, Android, iOS, Mac OS X
- Highest Security Level – HTTPS (Secure Internet Protocol)
- Caregiver Login/ Logout
- Caregiver Zone Selector – Caregivers can select their working zone at login time
- Unlimited Alarm Escalation Levels
- Real-time Alarm Monitoring
- Callback Using Local Panasonic PBX
- Powerful Exportable Excel Reports
- Script Based Integration
- Cloud-based Product Licensing

HISTORICAL VIEW OF ALARMS

Schedule Optimization

Direct Care Connect DCC™ features a robust, built-in report generation function that pinpoints trends that allow administrators to affect optimal scheduling – so, for example, higher-paid RNs aren't overutilized during hours when CNAs would suffice. Caregivers using DCare™-enabled Android devices can easily be tracked when Bluetooth® beacons are installed.

Resident Location Tracking

DCC EX provides enhanced location support for mobile alarm devices within the wireless infrastructure. Through vector mapping technology, DCC EX provides highly accurate location data which shows the proximity of the mobile wireless pendant to a fixed reference within the facility.

DCare™ is a BYOD mobile application that leverages your existing Wi-Fi network to turn Android only mobile devices into PBX extensions capable of receiving and responding to alarms. With DCare™, you can create customized alarm groups to include orderlies or cleaning and maintenance personnel. In facilities with larger alarm traffic, DCare™ shows all alarm activity in DCC in real time.

KX-DTU100 digital communications terminal – the clear choice for patients and caregivers

Senior care facility nurses and other caregivers understand the critical importance of clear, two-way communication with residents calling from their room or elsewhere in the facility. Poor voice quality can burn valuable staff hours through needless room visits. The KX-DTU100 Digital Communications Terminal is a cost-effective alternative to traditional nurse call terminals and leverages Panasonic's industry-leading DECT communications technology, enabling smooth, crystal-clear call quality between caregiver and resident.

Centralized management

The KX-DTU100 can be administered through a centralized communications server, so administration is efficient and convenient. Three one-touch buttons can be centrally programmed as simple speed dials and can also play back pre-recorded information of commonly asked questions such as the day's food and drink menu or general facility announcements, saving staff hours otherwise spent on the phone.

Easy maintenance

Because the KX-DTU100 connects to existing phone wiring, installation is easy and cost effective.

Connectivity to external devices

You can easily expand communication options by connecting the KX-DTU100 to call cords or pull switches where additional alarm triggers are needed – in the bathroom, for example. Or add an analog phone by simply plugging it into the KX-DTU100*. Better still, you can more effectively manage and respond to patient-triggered alarms using our DECT cordless handsets or Android devices connected to Wi-Fi. The result is a single, comprehensive communications solution that's efficient and requires fewer resources to administer.

* Hybrid card required

Easy to hear, easy to use

A full duplex speakerphone lets each party clearly hear the other without jarring interruptions, even if their voices overlap. A large, 4-level volume control button has been designed for easy operation, especially by the elderly. A prominent red call button is lit by an always-on LED light.

Batteryless

The unit is powered by the communications server eliminating the need for extra wiring or battery monitoring and replacement.

Customize your Panasonic Nurse Call System with our optional applications software

SIP Interactive Voice Response (IVR) & Appointment Reminder

SIPIVR reduces costs associated with fielding routine calls by providing automated inbound/outbound call interactions based on touch-tone or voice commands.

Appointment Reminder automatically notifies residents and their family of upcoming appointments or periodic events via outbound call, email or text message.

KEY FEATURES

- Improved customer service
- Fewer staff hours spent fielding or making calls
- Revenue enhancement via decrease in appointment no shows

Dial Out Notification

Program Dial Out Notification to alert predefined recipients via desktop or cordless extension, email or text that an inbound and/or outbound call was placed to or from a PBX extension. Quick-response personnel are instantly alerted whenever 911 is dialed from within the facility and workers at the front desk can direct police or EMTs upon their arrival.

KEY FEATURES

- Automatically alert key personnel when 911 or other "hot numbers" are dialed
- Reject and immediately block unwanted calls without accessing communications server
- Block outgoing calls without having to log into phone system

Call Accounting

CCAccounting Pro is the perfect solution that allows you to track the Panasonic telephony system usage, agents' performance, and help users to make correct business decisions. Providing web user interface, no application needs to be installed on the user's PC.

KEY FEATURES

- Cloud-hosted or on-premises solution
- Connect to multiple Panasonic IP-PBXs simultaneously
- Web-based user interface
- Full PBX call logging, pinpointing all devices a call went through until hang-up
- 25 predefined MS Excel report templates with graphic summaries and in-depth details
- Increased functionality by Trunk Call Recording add-on

DECT Cordless Handsets ensure a secure and reliable communication network for caregivers

A Panasonic DECT Cordless Handset replaces fragile walkie-talkies and speeds up response times by letting roaming nurses immediately speak with patients from anywhere, ideal for areas of the facility without Wi-Fi coverage. Questions can be answered without a room visit and medicine or other items can be retrieved on the way to the room by alerting roaming nurses of incoming patient alarms.

Creating technologies
that move us forward

> See firsthand how the Panasonic Nurse Call Solution
> will revolutionize your quality of care.

Panasonic.com
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Unified Communications Solutions