

St. Joseph's Lifecare Centre

"Their professionalism, knowledge and expertise was evident from start to finish!"

Derrick Bernardo, President, SJLC



"[Vantact] are willing tackle any challenge and ensure satisfaction is 100% guaranteed with product and customer service. Highly recommended for any organization who is in need of upgrading their IT infrastructure."

Phil Ciapanna, Manager of Quality, Performance & Projects, SJLC

More than a communication system...

When seconds matter, your communication system should be simple, effective and ready to connect from any location, and any device. Integrating all your communication devices, such as nurse call systems, wireless handsets, and desktop phones into one system, allows for a smooth communication flow between everyone in the facility. This in turn allows for faster information exchange and improved patient care.

St. Joseph's Lifecare Centre Requirements

- 1 Integrate legacy nurse call system with new E.M.S.
- 2 Replace old phone system with latest communication technologies.
- 3 Realize income from residents and operators.
- 4 Wireless emergency response phones with multi-level calling.
- 5 Develop an advanced monitoring system with complete compliance with the latest mandatory standards.

Solution

Vantact proposed to replace the old Meridan system with a new fully (what compliance standard - refer to it specifically) compliant digital telephony system. This was done while maintaining support for the legacy (nurse call system? - whatever you saved - spell it out) and extending the life cycle by an additional 10 - 15 years at nominal cost. Re-using existing wiring infrastructure further improved the implementation savings. Vantacts' solution allowed for the integration of the older legacy systems with the latest in digital wireless and desk phones.

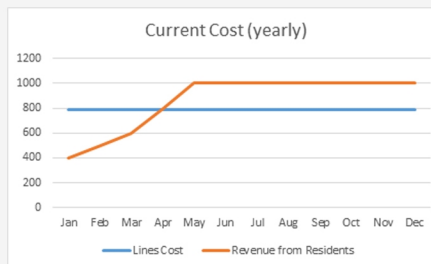
With the new system in place, SJLC was able to re-sell phone services to residents and on-site businesses and realize the income that used to go to Bell Canada. The system is cash positive with income exceeding the cost of the few land lines still required.

Project Highlights

- ▶ Cash flow positive revenue from residents and operators.
- ▶ Digital communication system with multi-tenant capabilities.
- ▶ 99.999% uptime with full system health monitoring.
- ▶ Wireless handsets deployed on floor, wing, or geo location.
- ▶ Clear voice emergency responses.



Advanced system monitoring



Positive cash flow from residents.

St. Joseph's Lifecare Centre



About St. Joseph's Lifecare Centre

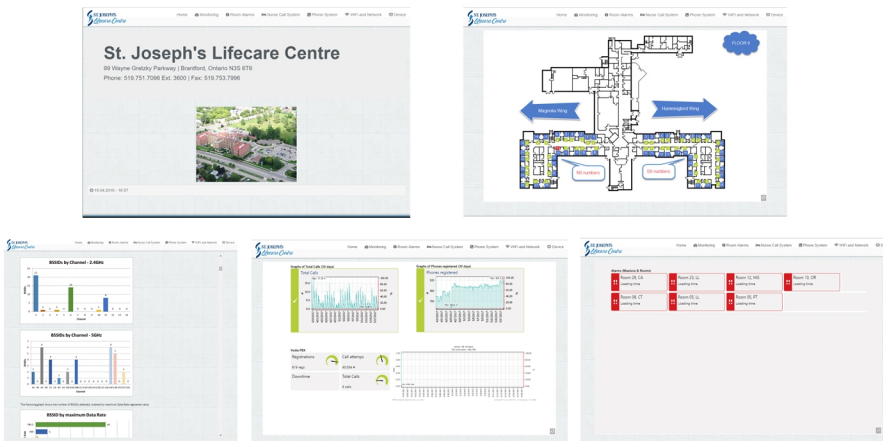
St Joseph's Lifecare Centre , a not-for-profit facility located in Brantford, Ontario, Canada is the largest long-term care home with over two hundred and five (205) beds. The recently built hospice at this facility offers additional staff and beds. Caring for residents as well as staff, St Joseph's Lifecare Centre operates a complex telecommunications system that needs to be available and uninterrupted in order to offer their patients the highest standard of safety and patient care. With the addition of the new hospice, the communications complexity grew even larger. It was evident that staff resources were wasted on poor communication and unproductive alarms, and a new system was necessary.



Before Vantact

Prior to Vantact's involvement in the reconstruction of the communication and nurse call system, St Joseph's LifeCare Centre's system was inefficient, not flexible and highly complex. The telephone system was operating using analog lines, with hard-to-find parts for maintenance, and even fewer companies willing to maintain such a system. The wireless communication and alert system also started to show its age, containing only a few working handsets in operation, and even fewer employees willing to use them. The Nurse Call System was a separate communication system linked to the barely operational wireless phones. This system was outdated and it worked as a simple notification device which caused confusion amongst staff, resulting in multiple caregivers responding to the same call, poor escalation procedures, often times also proving to be a false alarm.

Project Screen Shots



Vantact's System Features

- Who called
- Where to send the call
- Whom to escalate the call to
- Who responded to call
- Voice emergency response
- Wireless phones integrated with staff telephone system
- Cell phone integration
- Live alarm monitoring panel
- Location based monitoring
- Category based alerts
- Real-time equipment monitor
- UHLL module
- Auto device discovery
- Embedded full featured PBX
- TAP service integration
- Email and SMS notifications
- Multiple facility division
- Multiple department layers
- Responsive browser interface
- Resident phone module



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