

TransTel Nurse Call Solutions

Frequently Asked Questions

Nurse Call Operations Questions

Q: What does the TransTel Nurse Call Solution consist of?

A: The TransTel Nurse Call Solution consists of a variety of components designed to provide immediate and effective communication between patient, doctor and nurse staff. The equipment used to accomplish this are as follows;

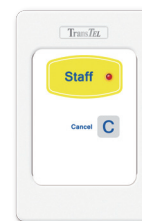
- TransTel TDS Hybrid IP Communications Platform
 - This is the central HUB of the system



- Nurse Call Device—Includes full duplex handsfree speakerphone, Call Button, Cancel Button, Call Cord Interface and interface to additional Nurse Call Panels.



- Nurse Call Panels
 - Patient Call Panel
 - Emergency Call Panel
 - Emergency Bathroom Call Panel
 - Bed Wet / Exit Panel
 - Nurse / Doctor Presence Panel
 - Staff Call Panel
 - Corridor Lights
 - Corridor Light Driver (Multi Color Display)





- Nurse Display Panel—Single or Double Sided



- Nurse Call Digital Display Telephone Sets



Q: What equipment would you recommend for a facility that offers private rooms?

A: We would recommend a Nurse Call Device so that you have communication with the patient along with a bedside call cord. Also, you might consider a bathroom emergency call panel with a pull cord.

Q: How about semi private rooms where 2 patients share the same room?

A: You can use the same Nurse Call Device to communicate with each patient if the beds are located close to one another. Then add an additional Nurse Call Panel with a call cord for the second bed. And if they share the same bathroom we recommend a Bathroom Emergency Call Panel with a pull cord.

Q: What happens when patient presses the call cord for assistance?

A: The following takes place when a patient presses the call cord for assistance.

- The telephone set or sets at the head Nurse

Station will ring and a display will indicate the calling Room Number, Bed Number and reason for the call.

- The corridor light above patient room will light.
- The display panel will illuminate showing the room, bed and reason for assistance.
- An “Event Report” will be generated and output by the system.

Q: Can you alert more than a single location that patient assistance is required?

A: Yes. We can ring multiple devices at the same time in order to alert the required service staff of a patient needing assistance.

Q: What kind of corridor light options do you offer?

A: We have 2 options. A single color corridor light for all patient requests. Or a multi color corridor option for specific requests such as bedside call, bathroom emergency etc. NOTE that if multi color corridor lights are required then the Nurse Call Lamp Driver (NLD) must be installed at each patient room. The Nurse Call Lamp Driver connects to the Nurse Call Device and the Corridor Light. An external power adapter is required for the Nurse Call Lamp Driver.

Q: What type of Nurse Station or Hallway Display Options are available?

A: Real time patient display information is available on both single and double sided display panels that can be installed in a hallway or at a nurse station.

Q: Is the TransTel Hybrid IP Communication System a **telephone system** or a **nurse call system**?

A: Actually it is both!



Q: How many patient rooms can the TransTel Nurse Call System handle?

A: Over 1,000 in a single multi cabinet system.

Q: We already have a telephone system. But our nurse call system is failing. Can we use this solution for nurse call only?

A: Absolutely. You may keep your existing telephone system and install the TransTel Nurse Call System totally independently. It also is possible that we can provide some level of notification to users in your existing telephone system for patients requiring assistance.

Q: Is it possible for us to have a recording each time a patient calls and talks to a nurse?

A: Yes. This is possible. You will need to equip the TransTel System with the Advanced Messaging System (AMS) option in order to obtain call recording. Note that recorded calls can also be archived on a network attached storage device.

Q: We are opening clinics on a national basis offering outpatient surgical procedures. It is required that we provide a nurse call system. Will this solution provide both nurse call AND telephone service?

A: Yes. TransTel is the only company that offers a converged solution to this segment of the market. With the TransTel solution you have the cost effectiveness of a single solution as well as ease of maintenance. Telecommunications and nurse call features are totally integrated into a single platform.

Q: Is it possible to have an audit trail of activity as it is related to our Nurse Call System?

A: Yes. TransTel offers an "Event Output" program

which sends Nurse Call Events to an external computer for archiving purposes. The TransTel solution reports on calls originated by patient, answered by nurse station, canceled by nurse at patient room.

Nurse Call Configuration Questions

Q: How do the Nurse Call Devices connect to the TransTel Central Hub?

A: Each Nurse Call Device, or patient room connects back to the TransTel Hybrid IP Communication Platform by way of single pair twisted wiring. The Nurse Call Device connects to a digital station port on the TransTel system.

Q: How far can a Nurse Call Device / Patient Room be located from the TransTel System?

A: Using twisted pair wiring you can connect a nurse call device up to 985 ft. / 300 meters with 26 gauge wire and 1640 ft. / 500 meters using 24 gauge wire.

Q: After the nurse call device is installed, how do you install each of the nurse call panels?

A: The nurse call panels use industry standard RS-485 wiring. The panels use 4 conductors consisting of power and ground and 2 signaling wires. The nurse call panels are daisy chained from one to another. On the back of each panel there are 2 RJ45 connectors. One is an input and the other an output. Simply connect the first nurse call panel to the nurse call device and daisy chain to the next panel.

Q: What are the distance limitations between the Nurse Call Device and the Nurse Call Panel?

A: If the Nurse Call Device (NCD2) does not have an external power supply then the nurse call



panels needs to be located no more than 65 feet / 20 meters. If the nurse call device has a power supply the furthest distance becomes 640 feet / 200 meters.

Q: How does the Nurse Call Device and Nurse Call Panel physically get installed?

A: Both units can be mounted into drywall using screws and anchors. There are mounting holes provided and cover plates for a finished installation.

The Nurse Call Device (NCD2) can be installed in EITHER a 2 gang or a single gang low voltage box. The nurse call panels can be installed in a single gang box.

Q: How many nurse call panels can be connected to a nurse call device?

A: You may connect up to 6 nurse call panels to a single nurse call device. If you add an additional optional power supply to the nurse call device you may add up to 32 nurse panels.



TransTel Communications Inc.

1562 Park Lane South, Suite 400

Jupiter, Florida 33458, USA

Tel / Fax: 561-747-4466

Web : www.transtelcommunications.com

E-mail : info@transtelcommunications.com

PT. Transindo Infotek

Web : www.transtelindonesia.co.id

E-mail : transtel@transtelindonesia.co.id

