Deltapath® Acute™

Changing the Way Patients, Healthcare Institutions, and Healthcare Professionals Interact so Everyone Benefits

The aging population is increasing around the world. In fact, it's at its highest numbers in human history. Now include the fact that hospitals must always be ready to respond to disasters like earthquakes or hurricanes, and to the needs of the rest of its local population. It immediately becomes clear that the demands on healthcare institutions and healthcare professionals will steadily increase. This increase in demand, however, poses an immediate threat to the stability of healthcare everywhere.

Significant changes are needed and new plans endorsed to ensure sustainability of the healthcare industry's mission to save lives by ensuring the health and well-being of everyone in its care.

Deltapath's Acute application ensures healthcare institutions continue to deliver on their mission, increases operational efficiency, improves patients' quality of care, and positively impacts job satisfaction for healthcare professionals. Acute integrates with healthcare systems*, and leverages technology and mobile phones to create the hospital of the future that can scale to cope with the aging population, routine patient care, and unexpected critical events.

Nurse call systems are the communication link between patients and healthcare professionals. The systems are used in many places, including hospitals, nursing homes, and assisted-living facilities. Nurse call systems are typically located in patients' rooms, bathrooms, and common areas so patients have easy access to them.

Consolidation of Critical Patient Information

Don't settle for phones that leave healthcare professionals in the dark because they only send limited information when a patient presses a nurse call button. With Acute, anytime a nurse call button is pressed, healthcare professionals receive information directly on their mobile phones. The information contains the patient's medical records and the patient's current request.
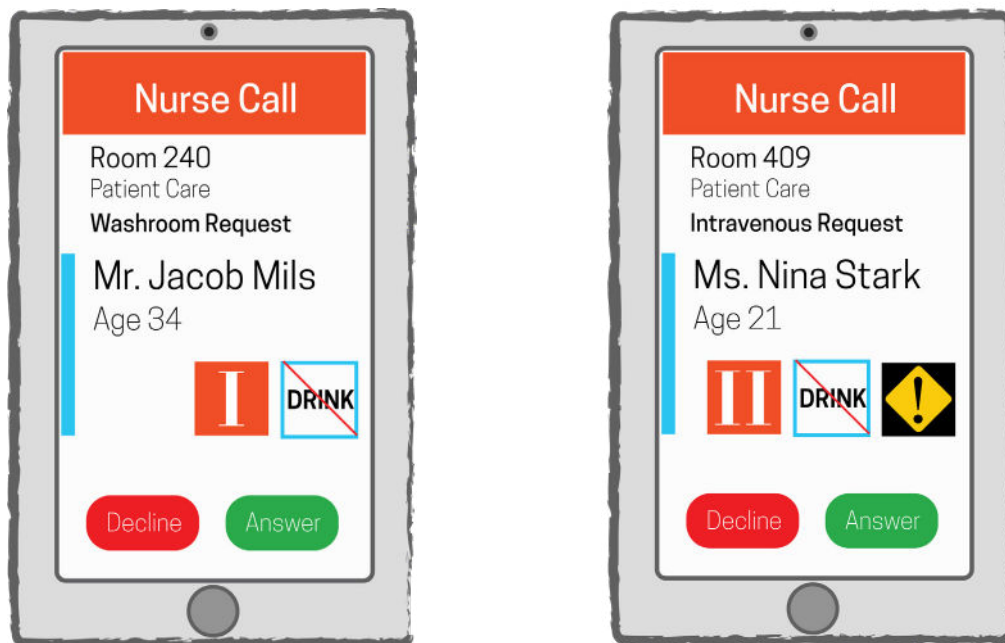

Acute offers healthcare institutions a better way to use patients' medical records and for patients to communicate with healthcare professionals. With real-time patient requests, critical information, and patient medical records delivered on Acute, healthcare professionals can improve patients' quality of care by accurately assessing and responding to every patient's needs faster while eliminating medical errors.

Provide Patients with an Increased Sense of Security

Positive and trusting *healthcare professional – patient relationships* are not only therapeutic to patients, but essential for effective care. Acute fosters these relationships through communication.

Each time a patient presses a nurse call button, a call is placed to a predefined group of healthcare professionals. A healthcare professional speaking directly to a patient achieves a number of goals:

- » Patient's needs are clearly established
- » Instructions are delivered immediately to the patient
- » Patient is aware someone is on the way to help
- » Therapeutic and supportive words can be offered to the patient
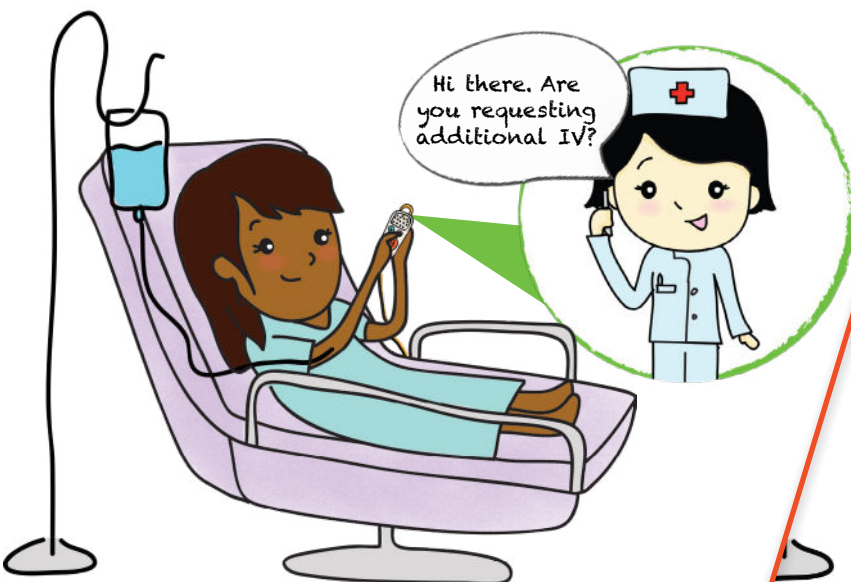
Unlock a New Level of Communication Between Healthcare Professionals

Team collaboration is essential for providing excellent patient care and saving lives. Acute facilitates the creation of a coordinated system of care by providing communication solutions that keep healthcare professionals in touch with each other while still caring for patients. All communication solutions are fast, secure, and flexible to allow healthcare professionals to adapt to any situation and environment.

Call other healthcare professionals in your facility and engage in a collaborative conversation, or extend communication with video calling.
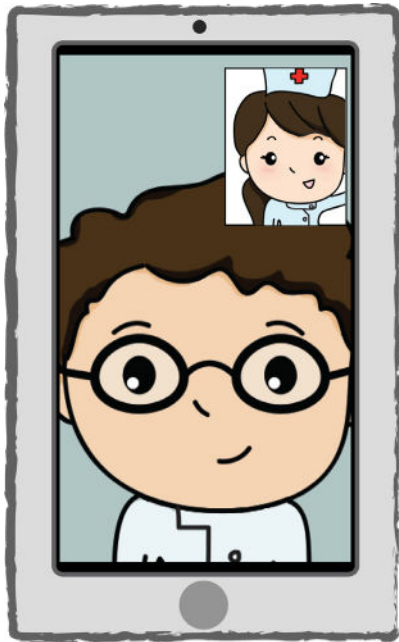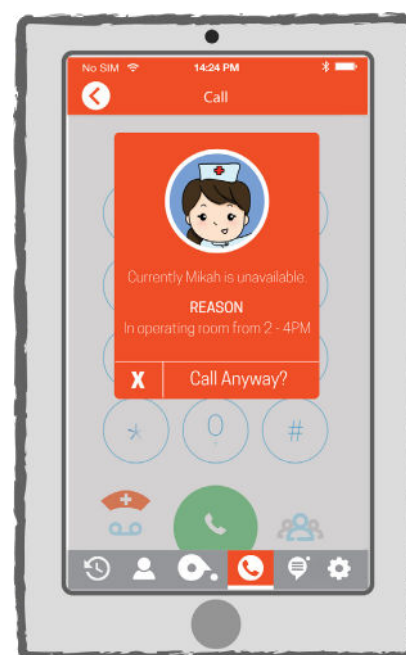
If patient confidentiality is an issue, silently communicate with other healthcare professionals through instant messaging. Facilitate your text conversation by attaching pictures.
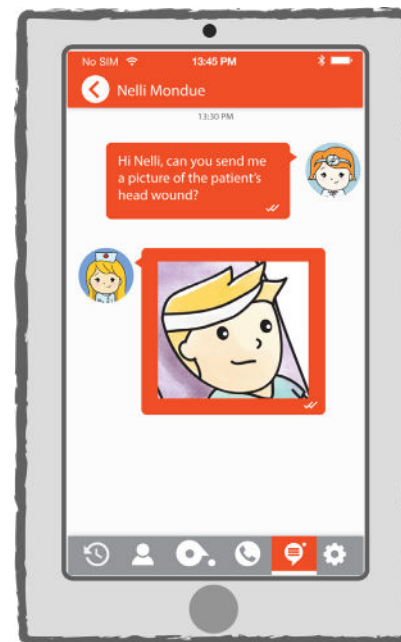
Use Push-to-Talk to engage in instantaneous voice communication with a group of healthcare professionals when a situation demands immediate attention and collaboration.
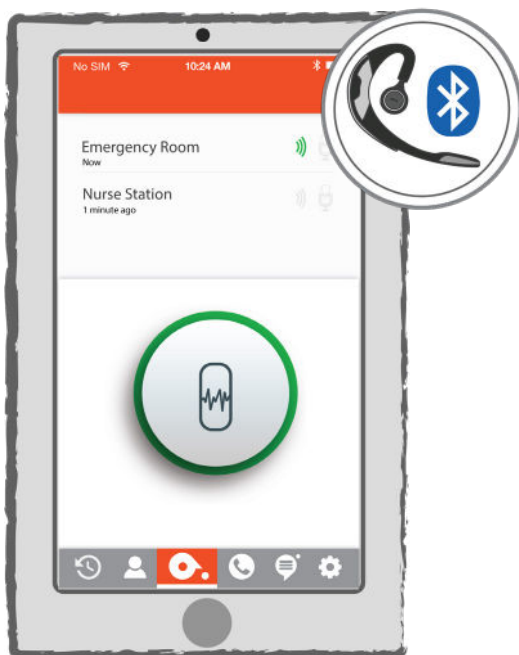
With Presence, healthcare professionals can set their status to unavailable and add a note for callers to read , which creates a culture of accountability and responsibility among team members and in healthcare institutions.

Some of the information discussed in the brochure requires integration with a nurse call system or other healthcare systems.

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Not All Calls are Created Equal

Stay Informed

Acute makes it easy for healthcare professionals to stay informed even when they can't immediately view the information on their phones. With Acute, different nurse call buttons can be affiliated with different ringtones. Without looking at their phones, healthcare professionals can easily tell what nurse call button was pressed by its ringtone. Healthcare professionals can easily choose to let other team members answer less urgent calls as they complete a current task.

Priority of Nurse Call Buttons

Immediate intervention can make the greatest difference between life and death. That is why different nurse call buttons can be assigned different priority levels. When a patient presses a high priority nurse call button, it will send a high priority call that preempts lower priority calls to ensure critical minutes are not lost because healthcare professionals were occupied on lower priority calls.

Normal

Priority

Urgent

Please remain calm, I am on my way to assist you off the floor.
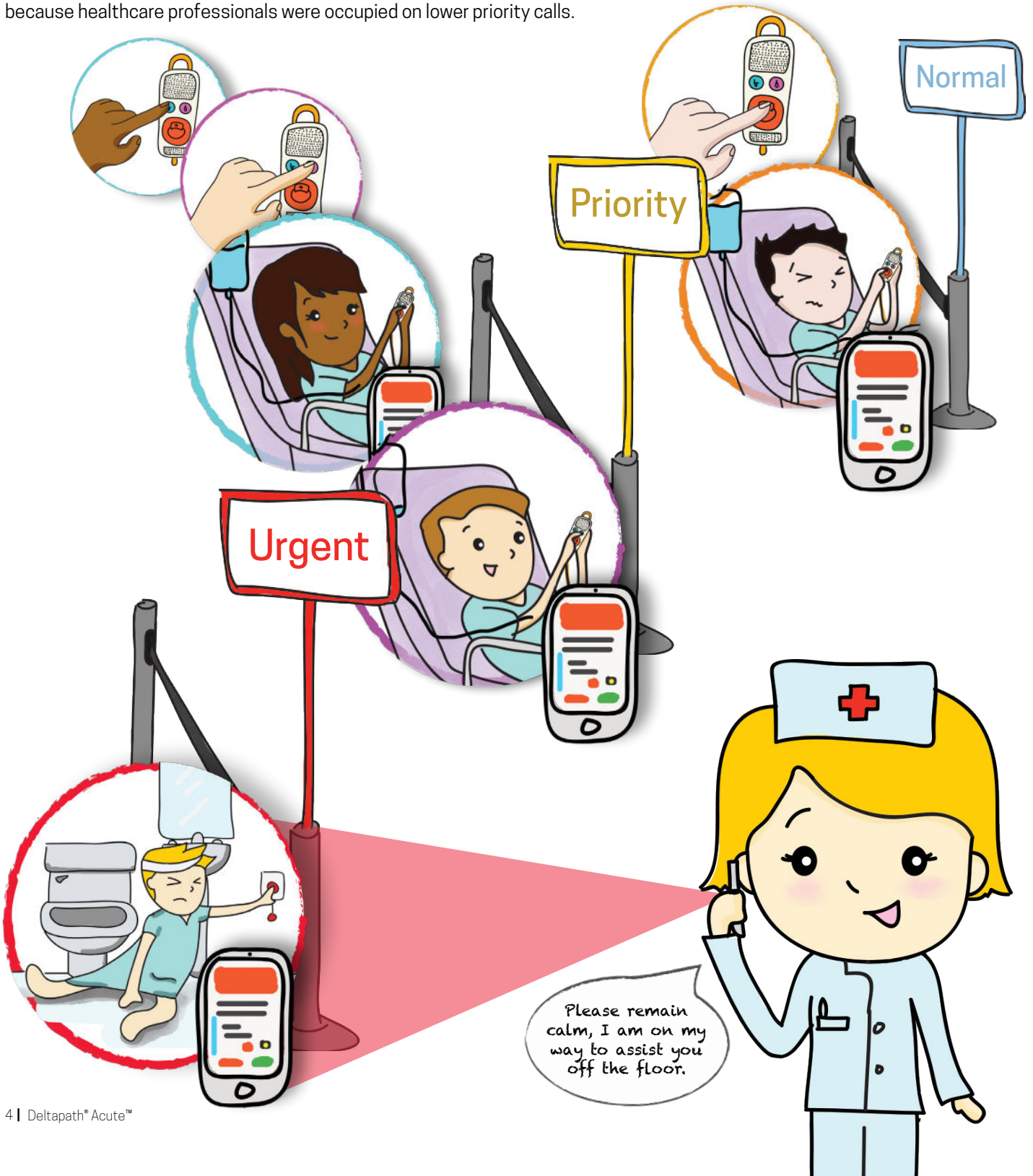
Staff Emergency Call Button

Not only does every second count in an emergency, but what healthcare professionals do in those critical moments directly impacts a patient's outcome. The Staff Emergency Call button is located in each patient's room on the wall. It is used by healthcare professionals to summon imm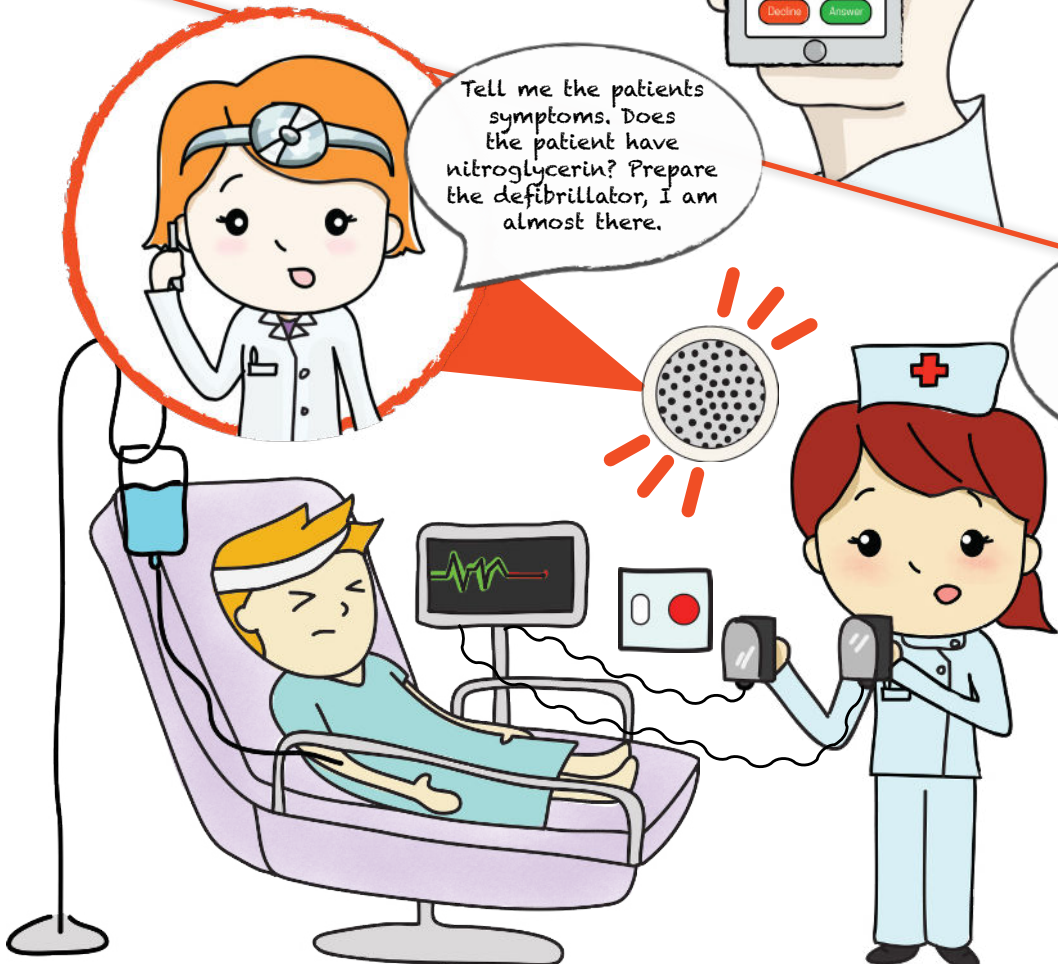ediate help in emergencies. When the button is pushed, a group of on duty doctors are simultaneously called. The doctor who answers the call can take immediate action even before reaching the patient. Lifesaving instructions can be communicated to the healthcare professional in the patient's room over a speaker. Overall, not only is response time reduced with the emergency call button, but the critical minutes between the onset of the medical incident and the treatment of the patient is also reduced.

Emergency Call

Room 240
Patient Care

Mr. Jacob Mils
Age 34
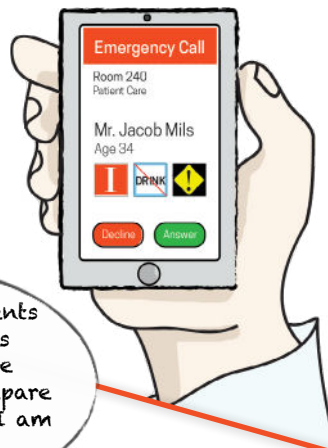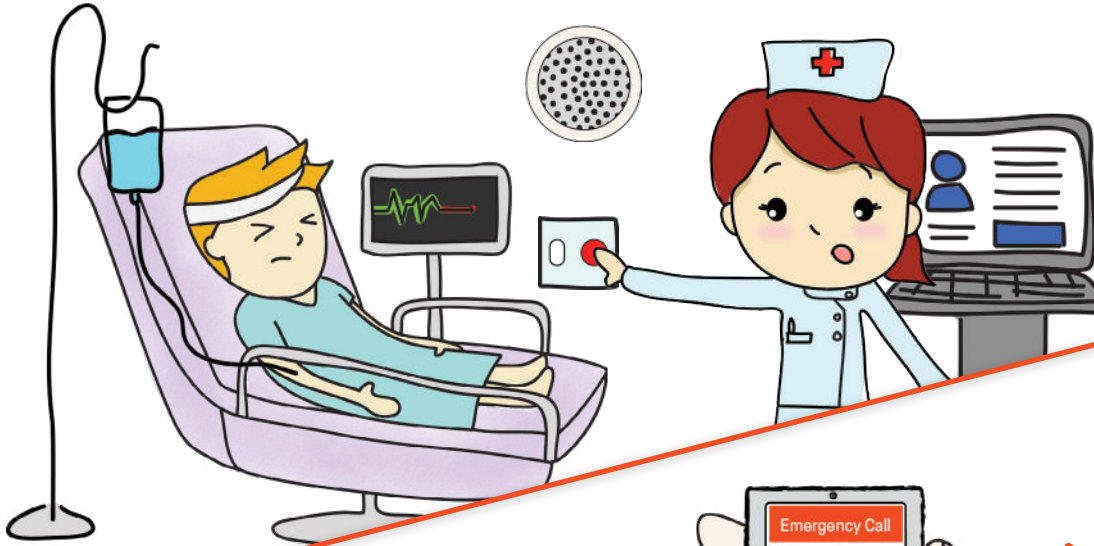
Tell me the patients symptoms. Does the patient have nitroglycerin? Prepare the defibrillator, I am almost there.

Patient appears to be in cardiac arrest. He's in a cold sweat, showing weakness, and has difficulty breathing... preparing the defibrillator.

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Minimize Stress and Exhaustion for Healthcare Professionals

Decrease Methodical Inefficiencies

Many healthcare professionals suffer from high stress and exhaustion, which is caused by many things from the busy environment they work in to long shifts.

Acute aims to improve workflow by reducing the series of steps it takes for healthcare professionals to assist patients. Less steps means less wasted energy for healthcare staff, more quality time with patients, and even time for staff to focus on themselves.

In The Past...
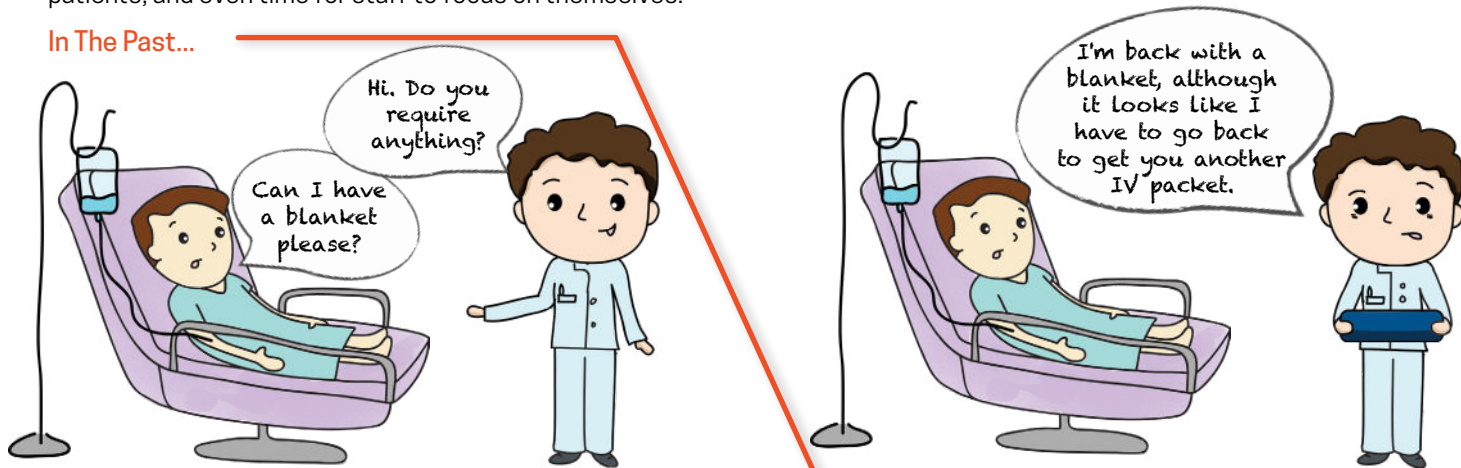
With Acute...
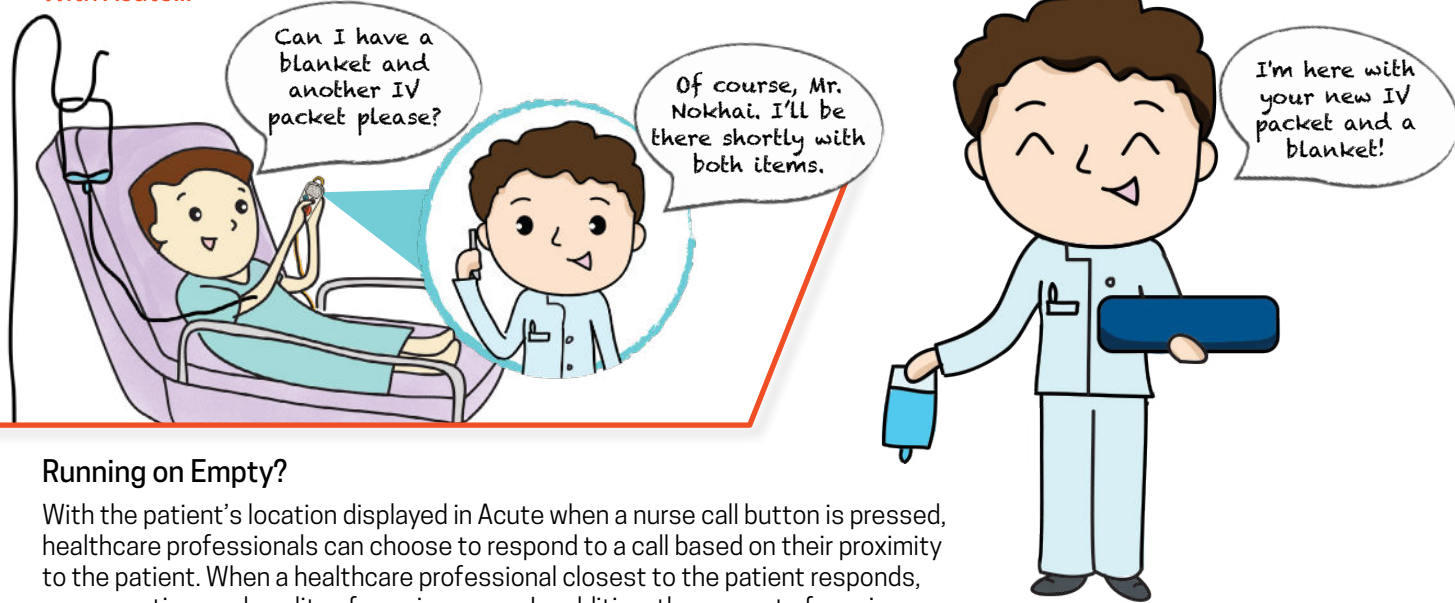
Running on Empty?

With the patient's location displayed in Acute when a nurse call button is pressed, healthcare professionals can choose to respond to a call based on their proximity to the patient. When a healthcare professional closest to the patient responds, response time and quality of care improves. In addition, the amount of running around healthcare professionals do during their shifts can also be reduced. This can help prevent physical exhaustion, which can lead to impaired thinking and medical errors.

Panic Value

When the panic value system is used, healthcare professionals can be proactive by taking action before the onset of a medical emergency. The panic value system sends a notification to a group of healthcare professionals when it detects that a patient may need immediate lifesaving treatment because one or more numbers in the patient's lab report is below or exceeds the normal established limits. Healthcare professionals can check the patient's lab numbers directly on their phone, acknowledge receipt of the notification, and promptly initiate treatment if needed.

To learn more about how Deltapath can help you integrate your healthcare medical system with Acute, contact us today.

Panic values are described as laboratory test numbers that are so far outside of normal range that a person requires immediate medical attention.

Datasheet

FEATURES

Ideal for the Following Healthcare Settings:

- » Hospitals
- » Senior Living
- » Assisted Living
- » Hospice Care
- » Urgent Care Centers
- » Clinics and Surgery Centers

Supported Bands

- » Wi-Fi Multicast
- » 3G/LTE Cellular Data
- » IPv4 internet

Supported Endpoints

- » Apple iOS 8.0+
- » Google Android 4.1+

Security

- » Encryption enforced on every communication channel

Distinctive Ringing

- » Customize ringtones to identify nurse call buttons
- » Identify a patient's level of need
- » Customize emergency call waiting alert

Nurse Call Systems

- » Acute integrates with a number of nurse call systems to simultaneously call a group of healthcare staff when a nurse call button is pushed.
- » Customize the information displayed on mobile phones, including but not limited to:
  - Nurse call button pushed
  - Patient's name
  - Patient's location
  - Patient's medical data
- » Assign priority level to nurse call buttons
  - Ensure patients with the highest needs receive assistance first
  - High priority calls preempt lower priority calls
- » Acute integrates with emergency buttons
  - A group of healthcare professionals receive an emergency alert directly on their mobile phones when a patient pushes a button in the bathroom
  - Simultaneously call a group of doctors when a staff emergency button is pushed in a patient's room
    - □ Immediate delivery of instructions over a built-in speaker and microphone to the staff member in the patient's room
    - □ Reduce time between onset of medical incident and treatment of patient

Supported Integration Interfaces with Nurse Call Systems

- » PRI
- » BRI
- » IP (Carecom IP-Exchanger with NiCSS-R8)

Other Supported Healthcare Systems

- » LA c-Pro Alert by LEAD Ltd.
  - Panic Value: Laboratory test numbers that indicate patient's life is at risk
  - Emergency notification is sent to a predefined group of healthcare staff when panic value is detected in a patient's lab results.
  - Proactively treat patients who are at-risk before their health condition becomes life threatening

Bundled with Multiple Communication Channels for Healthcare Professionals

- » Push-to-Talk
- » Audio
- » Video
- » Instant messaging
- » Conference calls

Push-to-Talk for Emergency Situations

- » Real-time, immediate audio communication with a group of healthcare staff
- » Tracks time from inception to completion of each conversation:
  - Track the time an emergency is communicated to the time medical attention is received.
- » Control clinical conversations
  - Create groups
  - Identify group members
  - Edit groups
  - Delete groups
- » The speaker is always identified to listeners
- » Missed conversation indicator

Audio and Video Calls

- » Staff to staff collaboration anywhere, anytime
- » Staff to patient communication anywhere, anytime
- » Setup unavailable status and add a detailed note that displays on a caller's phone
  - Keeps healthcare staff aware of what other staff members are doing, when they will be available, or their present location
  - Override unavailable status and ring caller in emergency situations
- » Extend your audio calls with video

Instant Messaging Communication for Accelerated Comprehension*

- » Supplement communication of complex clinical information with rich media offerings:
  - Share video such as medical procedures with medical students
  - Share pictures such as patient x-rays and CAT scans
  - Share audio recordings such as patient care instructions
- » Localize conversations with the creation of chat groups
- » Copy, delete, or forward sent messages
- » Receive push notifications
- » Status indicators identify when a message is sending, received by the server, and received by the recipient

*Purchase of Instant Messaging module is required

Audio Conference Call for Clinical Consultation

- » Experience the cross-pollination of ideas on patient treatment, medical diagnosis, and more by initiating round-table discussions with other healthcare staff
- » Optimize patient-healthcare staff communication and comprehension by adding an interpreter to a call
- » Initiate conference calls by merging active independent calls
- » Add new callers during an active conference call
- » Conference host controls participant privileges
  - Grant administrator privileges
  - Listen and speak
  - Only speak
  - Only listen
  - Mute/Unmute participants
  - Disconnect participants

Medical Emergency Alert System

» APIs
- Healthcare Alert Acknowledge
  - ☐ Tracks when healthcare staff press the Acknowledge button
- Healthcare Alert Trigger
  - ☐ Specify who to alert
  - ☐ Specify ringtone: normal, urgent, bionomical
  - ☐ Specify ring duration
  - ☐ Customize the message displayed on the phone
- Healthcare User Alert List (User)
  - ☐ Review the alert history of a specific user
  - ☐ Filtered by date, time, and number of records
- Healthcare Alert Action List
  - ☐ Access entire alert history

Call Recording*

» Audit trail of conversations:
- Audio/Video calls
- Push-to-Talk group calls
- Audio Conferencing calls

Purchase of Recording module required

Languages Supported

» English   » Japanese

Capacity of Push-To-Talk	Models		
	Golden Gate Edition, Columbia Edition, Fuji Edition	Tower Edition, Challenger Edition, Kilimanjaro Edition	Brooklyn Edition, Discovery Edition, Everest Edition
Max. Number of Active[1] Talk Groups	10 *	Subject to network bandwidth availability *	Subject to network bandwidth availability *
Max. Number of Users in each Talk Group	200 *	1500 *	3000 **

Note: All ethernet ports support up to 1000 Mbps

Subject to network bandwidth availability.

**The maximum bandwidth available for a 1000M network connection is around 700 Mbps. As a result, the total number of active users combined should not exceed the total bandwidth of 700 Mbps.*

[1] An active user is a registered user inside a talk group. Users belonging to multiple talk groups are understood to be different users. Bandwidth requirement for each active user is 0.4 Mbps. Refer to the following bandwidth consumption table to gain an understanding of the bandwidth required based on the number of active users.

Bandwidth Consumption Information

Number of Active Users	Bandwidth Consumption
100	40 Mbps
200	80 Mbps
300	120 Mbps
400	160 Mbps
500	200 Mbps
1000	400 Mbps
2000	800 Mbps

Bandwidth consumption per user is approximately 0.4 Mbps

About Deltapath

Deltapath liberates organizations from the barriers that prevent effective communication and revolutionizes the way organizations communicate through innovative technologies that meet the needs and the wants of organizations.

We specialize in solutions that unite different communication platforms, audio and video equipment, telephones, desktops, and mobile devices to make communication accessible and intuitive.

It is our belief that every solution should embody simplicity and offer users the right form of communication for the right occasion, right at their fingertips.

Ordering Information

For more information about Deltapath Acute, please contact your nearest Deltapath sales representative.

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