



## Healthcare

### Daily Use

- Round-the-clock mobile staff communications in a continuing-care retirement community setting

### Solution

- Polycom® SpectraLink® 6000 Wireless Telephone System™ integrated with hospital's Nortel Option 11 PBX and a Dukane nurse call system

### Results and Benefits

- Seamless communications system integration with existing telephony equipment
- Lightweight, durable handsets give instant communications to staff on-the-go, mirroring traditional telephone features
- Quicker, more effective attendance to resident's needs
- Easier access to Oakwood staff by resident's family members
- Fast and efficient response in emergencies and ability to rapidly enlist additional support, when needed

# Continuing Care with Polycom® SpectraLink® Wireless Communications

## Background

Retirement communities mirror the comforts of home while providing residents with round-the-clock services, and Oakwood Village Continuing Care Retirement Communities, home to 950 residents, is no exception. The retirement community recently revamped its communication system in order to maintain excellent service and increase staff productivity. As part of its telecom overhaul, Oakwood now uses the Polycom® SpectraLink® Wireless Telephone System™ (which they purchased through TDS Telecommunications, a Polycom reseller).

## Communications Challenge in a Healthcare Environment

Caregivers at this 50-year-old Lutheran-sponsored retirement community must be available to residents and colleagues 24 x 7. They originally used the Nortel Companion wireless system to keep in touch, but when Nortel discontinued their product, Oakwood staff required a quick, reliable replacement that would maintain the level of service everyone had come to expect. At the same time, Oakwood installed a new Dukane nurse call system. The community's administrators sought a wireless telephone system that would interface with both its existing Nortel Option 11 PBX and this new nurse call system.

## An Integrated Solution Incorporates Wireless

The Polcom SpectraLink 6000 Wireless Telephone System, operating in the unlicensed 902 - 928 MHz band, integrated seamlessly with the community's existing Nortel Option 11 PBX and the newly installed Dukane nurse call system. The interface with the community's nurse call system provides care-giver staff with instant alerts on their handsets when residents request attention. The lightweight handsets provide the care-giver staff with instant communications while on-the-go, mirroring the same features they enjoy on traditional telephones. Employees can dial by extension, transfer calls, conference call and use the uniform voicemail system. Superior to traditional cellular telephones, SpectraLink Wireless Telephones do not incur airtime usage charges.

*"The ability to quickly and easily reach one another, while still maintaining mobility, has given our staff a tremendous sense of security and also increased their productivity."*

*Joanne Kraus, Telecom Director, Oakwood Village*

*“The SpectraLink Wireless Telephones have been an incredible addition to our communication system and we are now able to fully realize the value of our new nurse call system.”*

*Joanne Kraus, Telecom Director, Oakwood Village*

Additionally, all internal and external calls are handled through the PBX, providing the external community with one main contact number, as opposed to dealing with multiple incongruent cell phone numbers.

The retirement community currently has 32 SpectraLink Wireless Telephones in operation. The handsets are used in the community's nursing wing, a three-level facility that also houses several administrative units. Oakwood Village has plans to expand the system to cover the entire campus.

### **Benefits of Integration**

The seamless integration with the Nortel Option 11 PBX combined with the Dukane nurse call system protects the community's investment in their existing telephony infrastructure. Staff and residents all appreciate the accessibility, flexibility and reliability of the SpectraLink Wireless Telephone System.

“Our caregivers rely on one another in all kinds of situations,” says Joanne Kraus, Oakwood Village telecom director. “The ability to quickly and easily reach one another, while still maintaining mobility, has given our staff a tremendous sense of security and also increased their productivity.

“The SpectraLink Wireless Telephones have been an incredible addition to our communication system and we are now able to fully realize the value of our new nurse call system,” Kraus added.

### **Learn more.**

To find out how Polycom solutions can help your organization, visit us at [www.polycom.com](http://www.polycom.com) or speak with a Polycom Account Representative.

**Polycom Worldwide Headquarters**  
4750 Willow Road, Pleasanton, CA 94588  
1.800.POLYCOM or +1.925.924.6000  
[www.polycom.com](http://www.polycom.com)

