

SOLUTION BRIEF

NORTEL MOBILE DEVICE CHECKOUT



Personalized mobility for every nurse on every shift



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Tethered to the nurse's station in a hyperconnected world

In a modern hospital there are many different ways for a nurse to stay in communication with patients and colleagues. Unfortunately, most of them begin and end at the nurse's station. In the hyperconnected hospital — one where everything is connected — it is imperative that nurses have the ability to move throughout the facility without being tied down by the limitations of their communications technologies.

Nurses are always on their feet, walking up to five miles during a typical shift. Much of this time is spent traveling to and from the nurse's station — the communications hub on most floors where nurses spend a disproportionate amount of their time. At the same time, they are expected to be everywhere at all times, and in a role where every minute counts, the nurse's communications capabilities often tether them to a central location.

Traditional hospital communication systems, such as desk phones, pagers, overhead paging and two-way radios, can alleviate some communication challenges but create others. Often nurses have access to mobile handsets that they share with other nurses and clinicians on their floor. In order for members of the staff to contact one another, they must post temporary directories or even rely on sticky-notes to indicate the contact number of the handset they are carrying. This means that they are likely to have a different number every shift, and if the list with the numbers gets misplaced, it makes it even more difficult to reach the correct nurse. The result of this communication discontinuity is slower clinical processes and ultimately a negative effect on patient care.

To meet the growing connectivity demands of today's patient environment, nurses in a hyperconnected hospital need a unified communications solution designed specifically to meet their needs.

What they need is a personalized mobility solution that allows them to remain in contact at all times, extending the power and capabilities of the nurse's station while enabling them to spend more time with patients. Nortel can help.

Nortel Mobile Device Checkout

Nortel's Mobile Device Checkout solution supports nurses and hospital staff by helping to more effectively equip and manage nursing communications.

When a nurse begins their shift, they simply take a Nortel mobile handset from a nearby charging station and scan its barcode at the accompanying kiosk. Then, by scanning a barcode on their ID badge, they imprint that handset with their unique user identity and register that phone as active within the hospital. Essentially, they "checkout" the handset for the duration of their shift. No more manual tracking of who has what phone number and no more publishing a new phone directory with each shift change.

Nortel Clinical Productivity solutions empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient.



1. Remove handset and fully-charged battery from station.
- 2a. Scan the handset with reader kiosk.
- 2b. Scan the ID badge with reader kiosk; the system programs the new user's information on the handset.
3. At the end of the shift, the nurse scans the handset again, returns it to the station and replaces the battery in the charger. It is now available for the next user.

Once the phone is checked out by a user, it automatically adopts their personal phone number or extension and provides access to their relevant features such as call lists, personal directories and voicemail. The solution also allows integration into other clinical applications so that alarms and alerts, specifically for that user, are routed to the Nortel handset, for example. This allows nurses to work more efficiently without having to sign-in to various different applications, or constantly check multiple devices for new voicemails, emails, missed calls and pages.

With the Mobile Device Checkout solution, a user can also be identified by Nortel's location tracking system, so that hospital personnel can easily locate a user in real-time on a map of the hospital, allowing them to quickly and easily contact or redirect clinicians to where they are most needed.

When a nurse's shift ends, he or she simply scans the phone again — deactivating it — so it is ready to hand off to another colleague, who scans the phone and their ID badge to checkout the phone for their use. And if a phone gets contaminated during the shift, the nurse can simply return it for cleaning and check out another.

Nortel's Mobile Device Checkout solution not only consolidates hospital communications to a single point of contact, it provides the equivalent features of a dedicated phone for each nurse, significantly reducing implementation and inventory costs. The solution also delivers a centralized system for managing handsets so that at the start of each shift, every phone is charged and ready to go.

Nortel's Clinical Productivity Solutions

Nortel's Mobile Device Checkout solution is a part of the broader family of Nortel Clinical Productivity solutions which empower hospitals to take full advantage of their integrated voice and data networks to help make clinicians more productive and workflows more efficient. Productivity solutions consist of two categories: Clinical Mobility solutions and Clinical Workflow solutions.

Clinical Mobility solutions are fundamental technology solutions that give hospital staff greater mobility without compromising accessibility. Nortel Clinical Mobility solutions include:

- **Asset Tracking and Management** — Identifies and reports the location and status of critical resources in a hospital via RFID tags and wireless LAN technologies, reducing equipment searches and wait times while lowering equipment inventory requirements

- **Mobile Device Checkout** — Allows nurses and clinicians to “checkout” a mobile handset while maintaining a personalized contact number at all times
- **Nurse Communications** — A set of advanced communications tools that are uniquely tuned to support the collaborative work demands of the nursing staff, enabling increased nursing productivity and enhanced patient care

Clinical Workflow solutions use integrated communications technologies and leverage the Clinical Mobility Solutions to accelerate workflows involving human-to-application or human-to-human interaction. When a clinical process uses these accelerated workflows, the end result is improved staff productivity and operational efficiency. These solutions include:

- **Patient Discharge** — Streamlines the patient discharge process via automation of internal and external approvals and notifications, increasing patient throughput and boosting nursing productivity
- **Patient Admittance and Follow-up** — Automates the communications processes surrounding the admittance of a new patient and the follow-up calls that hospitals conduct once a patient leaves the facility; this reduces costs and increases staff efficiency

Why Nortel

Nortel has over 7,500 healthcare customers around the world who rely on our products and solutions to improve their ability to deliver quality care. As a leader in delivering state-of-the-art communications and data networks, we understand the needs of today’s clinical environment and are constantly working with our customers to find new ways to make their lives easier and their businesses more successful.

In addition, Nortel also works closely with some of the largest and best technology companies in the world — including software, hardware and systems integration specialists — to support efforts by hospitals to improve the care they deliver while maintaining the highest standards.

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In the United States:
Nortel
35 Davis Drive
Research Triangle Park, NC 27709 USA

In Canada:
Nortel
195 The West Mall
Toronto, Ontario M9C 5K1 Canada

In Caribbean and Latin America:
Nortel
1500 Concorde Terrace
Sunrise, FL 33323 USA

In Europe:
Nortel
Maidenhead Office Park, Westcott Way
Maidenhead Berkshire SL6 3QH, UK
Email: euinfo@nortel.com

In Asia:
Nortel
United Square, 101 Thomson Road
Singapore 307591
Phone: (65) 6287 2877



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