The very best in nurse call and care management solutions

A complete emergency call system embracing solid state electronic technology and software to provide a comprehensive and flexible range of call types, alarms and display options ensuring prompt and efficient responses by nurses to patients’ calls.
MediCom

MediCom is specifically designed to provide a total and reliable 24 hour a day, seven days a week nurse call system for use in hospitals and other similar acute-care facilities.

MediCom enables care providers to provide prompt and effective responses to patients’ calls at all times. Embracing solid state electronic technology and software, MediCom incorporates a comprehensive and flexible range of call types, priority levels, alarm handling and call indication options configurable to best suit the operational needs of any hospital.

Optional two-way speech (talk-back) communication between nurses and patients ensures a more appropriate response to calls resulting in increased staff efficiency and patient care.

Integrated with AUSTCO’s state-of-the-art paging and telephone technologies such as wireless telephones, MediCom allows nurses to receive and respond to patient calls while moving freely around their wards further increasing staff efficiency.

Patients can activate calls using a palm-sized, easy to grip, one button call cord or by using AUSTCO’s multi-function entertainment handset. Bed-head or wall mounted silicon call stations with soft touch, back-list. Colored silicon buttons for ease of identification and use are also available. All call stations incorporate immediate audio visual indication assuring the patient that the call has been placed.

Alarm handling and call indication options range from easy to use nurse stations with over door lights, modern alphanumeric color displays and alarm tones, through to systems with advanced computerized central stations with LCD monitor, and database software that can be configured to suit requirements and interface to patient information systems.
Patient-centred focus care

Flexible two-way patient-to-nurse assignment of pagers and/or wireless telephones, integrated with two-way speech communication, enables nurses to provide immediate contact and care to a focused group of patients.

Summary of the MediCom advantages

Intelligent Microprocessor Technology

- Distinctive, easy to use multi-function patient handset for nurse call, TV/Radio and lights.
- Colored, easy to identify backlit silicon call stations with audio visual reassurance.
- Wet area water resistant call stations including shower pull cord with safety break-apart link fitting.
- Patient-friendly operation to instantly alert nurses.
- Bright, easy to see, color configurable over door lamps.
- Remote displays annunciate status of pending calls visually and audibly saving staff from returning to nurse station.
- Easy-to-use, computerized nurse station options including Colored LCD display option with touch-screen operations.
- Swing ward capabilities.
- Two-way nurse-to-patient speech (“talk-back”) option with public address and nurse-to-nurse paging.
- Integrated paging with silent vibrating RF pocket pagers or wireless telephones to provide total mobility with instant communication to patients or other staff.
- Optional NURSE PRESENT mode of operation with staff locate capability.
- On-site customizing of call types, priorities, tones, color designations, alarm messages, pager/telephone groups and assignments, call escalation and DAY/NIGHT operation.
- Dynamic nurse-to-patient pager and/or wireless telephone assignment.
- Integrated CODE Blue (local or centralized) assures immediate CODE response team notification.
- Staff, patient and asset locator integration to enhance resource management.
- Patient-to-staff communication to enhance response times.
- Staff-to-staff communication to enhance communications.
- Call upgrade facilities and automatic EMERGENCY/CODE BLUE override.
- Networking of nurse stations for centralized paging, alarm logging and printing of events.
- Easy to install and to expand, modular connected system components.
- Automatic system monitoring, fault detection and notification.
- Battery back-up against main power failure.
- Integrated CODE Blue (local or centralized)
- IP LAN Network capability allowing deployment on current infrastructure.
- Zone paging provides for a quieter environment.
- Non-Institutional appearance of stations.
- OR status indication enhances OR utilization and communications.
- Compatibility interfacing to:
  - Existing Nurse Call Systems.
  - Existing Paging or Telephone Systems.
  - Critical Plant or Equipment Failure Alarms.
  - Fire Alarms and Smoke Detectors.

System Standards:

Designed to comply with
- AS 3811 Hard-wired patient alarm systems for hospitals
- HTM Bedhead services (U.K.)
- BS EN 60601.1. CSA 601-1-M90
  Electrical Equipment General Requirements for Safety.
- UL 1069 Hospital Signaling and Nurse Call Equipment

Manufactured in general accordance with the requirements of international quality assurance standard ISO9002
Easy to use

Nurse Master

Stations

Nurse station options include purpose designed master stations, PC based stations with LCD monitor and keyboard, or stations with touch-screen functions.

With the addition of AUSTCO’s EasyTouch alarm and call management software, MediCom can be integrated with other alarm and emergency call systems. System notifications can be sent to wireless phones, pocket pagers, reports and much more.

AUSTCO’s research and development is at the leading edge of communication technology in the healthcare market.
The Patient Call Pendant

AUSTCO has developed a multi-function Patient Call Pendant that controls the patient’s lights and nurse call functions.

The ergonomic design has been specifically developed with the patient in mind and shows the expertise that earned AUSTCO an Australian Design Award.

The Patient Call Pendant is an attractive palm sized, easy to grip pendant with soft touch silicon buttons for patients to activate calls on the call system and control room & bed lights. The buttons are uniquely shaped and colored to assist the sight impaired.

The Patient Call Pendant has a sheet gripping, dip sterilizable water-proof casing manufactured from silicon rubber with an antibacterial additive as an infection control measure. It also includes a large non-interfering smooth moulded plastic linen clip.

The unit is protected against fluid damage and as an added feature can be dip sterilized between patient use as an infection control measure.

Easy patient operation

The ergonomic design has been specifically developed for easy patient operation.
**AUSTCO’s range of silicon call stations**

Designed with a silicon touch pad button, AUSTCO introduces to the market the first back-lit call station, giving a subtle glow that allows for easy finding in darkness without any irritation to sleep.

Fully compatible with North American, Australian and British size electrical wall boxes, the super sensitive touch pad only requires the slightest pressure anywhere on the button’s surface to activate the gold plated contact points. This makes it easy for disabled patients or frail aged patients to operate, especially those with arthritis.

When pressed, the call station cancel button glows red, assuring the patient that the call has been placed. There is also the option of an audible reassurance buzzer.

The silicon resists water, inks, cleaners, disinfectants and abrasion resulting in a very long and reliable life.

**Designed for ease of use**

The super sensitive touch pad makes it easy for disabled patients or frail aged patients to operate, especially those with arthritis.

**AUSTCO’s research and development is at the leading edge of communication technology.**
Medicom
A World Leader in Nurse Call & Clinical Workflow Solutions
Why Invest In a Medicom Nurse Call Solution?

Medicom is a smart, cost effective Nurse Call solution that allows systems to be tailored to suit the particular needs of any Healthcare facility, from the largest of Hospitals to even small Aged Care facilities. With thousands of global installs, Medicom as a solution continues to prove its user satisfaction, hosting reliability 24 hours a day, 365 days a year.

Medicom’s suite of devices are built with an antibacterial additive for improved infection control helping lower the risk of Healthcare Acquired Infections (HAI’s).

Medicom’s ability to have flexible two-way patient to nurse assignment of pagers and/or wireless telephones, integrated with two-way speech communication, enables nurses to provide immediate contact and care to a focused group of patients. This allows for noise levels to be improved as the messages are streamlined to the correct person assigned to care.

Medicom is designed to be easy to operate, especially for those with arthritis, as devices are manufactured with super sensitive touch pads so nurses can be contacted easily when needed most.
The Medicom Nurse Call Solution enables nurses to provide prompt and effective responses to patients’ calls at all times. Medicom incorporates a comprehensive and flexible range of key features enhancing the end user experience.

- Easy to use, multifunction handsets with patient friendly operation to instantly alert nurses.
- Easy to identify, with backlit callpoints, coloured alphanumeric corridor displays and overdoor lights with tone alerts which enables audio visual reassurance.
- Water resistant callpoints including shower pull cords with Snapback™ strain relief to ensure reliable operation without any possibility of damage improving safety in wet areas.
- On-site customisation of call types, priorities, colour designations, alarm messages, pager and telephone groups and assignments, call escalation and Day/Night operation making the system flexible to grow with future demands.
- Devices are manufactured with anti-bacterial additive for improved infection control helping drive down Healthcare Acquired Infections (HAI’s).
- Touch screen Nurse Stations, alerting personnel to calls with swing ward ability. Nurse Stations may be networked for centralised paging, alarm logging and reporting of events hosting a complete audit trail.
- Integration paging and silent vibrating RF message pagers or wireless telephones provide total mobility, ensuring instant communication with patients and other staff while helping to improve noise levels within the Hospital.
- With automatic system monitoring, fault detection and notification installed coupled with battery back-up to protect against mains power failure, power surges, near lightning strikes, cable shortages and power reversals the Nurse Call system is highly robust.
- Hosting a compatible interface to existing Nurse Call systems, paging or telephone systems, critical plant or equipment failure alarms, fire alarms and smoke detectors makes Medicom a highly flexible, reliable and cost effective solution for every Healthcare facility.
Our Approach

- Our solutions are quick to use and easy to learn for the end user, enabling high level of user adoption.

- Our systems are designed to empower your team with reliable technology, ensuring they receive accurate alerts in real-time, providing them with peace of mind while at work.

- Your organisation is in control with the systems installed, allowing future proofing, constantly improving your business processes and workflow.

- Our global support network works on the ground with your users and based on their feedback and suggestions we develop new features to continuously improve our solutions.

- We customize each project to fit the need of the facility through a comprehensive design assessment to give the best overall solution for your organisation.

Is your facility Healthcare Compliant?
Medicom is:


- AS 2999:1989 Alarm systems for the elderly and other persons at risk.

- HTM 08-03: Bedhead services.

- UL 1069 Hospital Signaling and Nurse Call Equipment.

- C-Tick Electromagnetic compatibility


- CE Mark of European Conformity.

- Manufactured in general accordance with the requirements of international quality assurance standard ISO9002.

Request a Demonstration Today:

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