

GE Telergy

PC Assignment

Staff shortages and caring for acutely ill patients pose significant communication challenges. Organizations are searching for innovative ways to deploy and empower caregivers that will help them to improve patient satisfaction and achieve quality goals. Nurse call systems allow support staff to answer calls at a nurse station, and then hand off the call to the appropriate mobile caregiver. Automating this process can help caregivers manage the increasing workload and deliver care more efficiently.

GE Telergy™ PC Assignment provides an easy way to automatically deliver patient calls via text message directly to the appropriate caregiver's wireless device. These can include pocket pagers, wireless phones and Vocera badges. PC Assignment allows you to define up to 3 levels of caregiver (e.g. RN, LPN, PCT) per patient bed. Different types of calls can be routed to different caregiver levels to meet specific needs and staff deployment. If a call goes unanswered, the call is routed to the next level of staff automatically. This streamlines the nurse call process so patient requests are delivered directly to the person best equipped to respond.

Key Features and Benefits

- **Simple, consolidated solution.** PC Assignment is part of the GE Mobility Suite that provides the connectivity and user applications required to assign and automatically deliver calls from the nurse call system to wireless devices. One Mobility Suite can often meet an entire facility's assignment and messaging requirements.
- **Ease of use.** Step-by-step wizards and on-screen help make learning and using the software a snap.
- **Anywhere assignments.** PC Assignment can be installed on virtually any networked PC, allowing staff to get away from the chaotic nurse station to concentrate on the staff assignment process.
- **Flexible settings and displays.** Each nursing unit can have its own setup, customized for its staffing model. And if you're on 3rd floor, you'll only see your 3rd floor staff and wireless devices. The screen does not have to be crowded with information that doesn't matter to you.
- **Greater patient satisfaction.** Patient satisfaction increases by staff responding more quickly and delivering the personal attention their patients expect.



Intuitive and Automatic

Pocket Paging

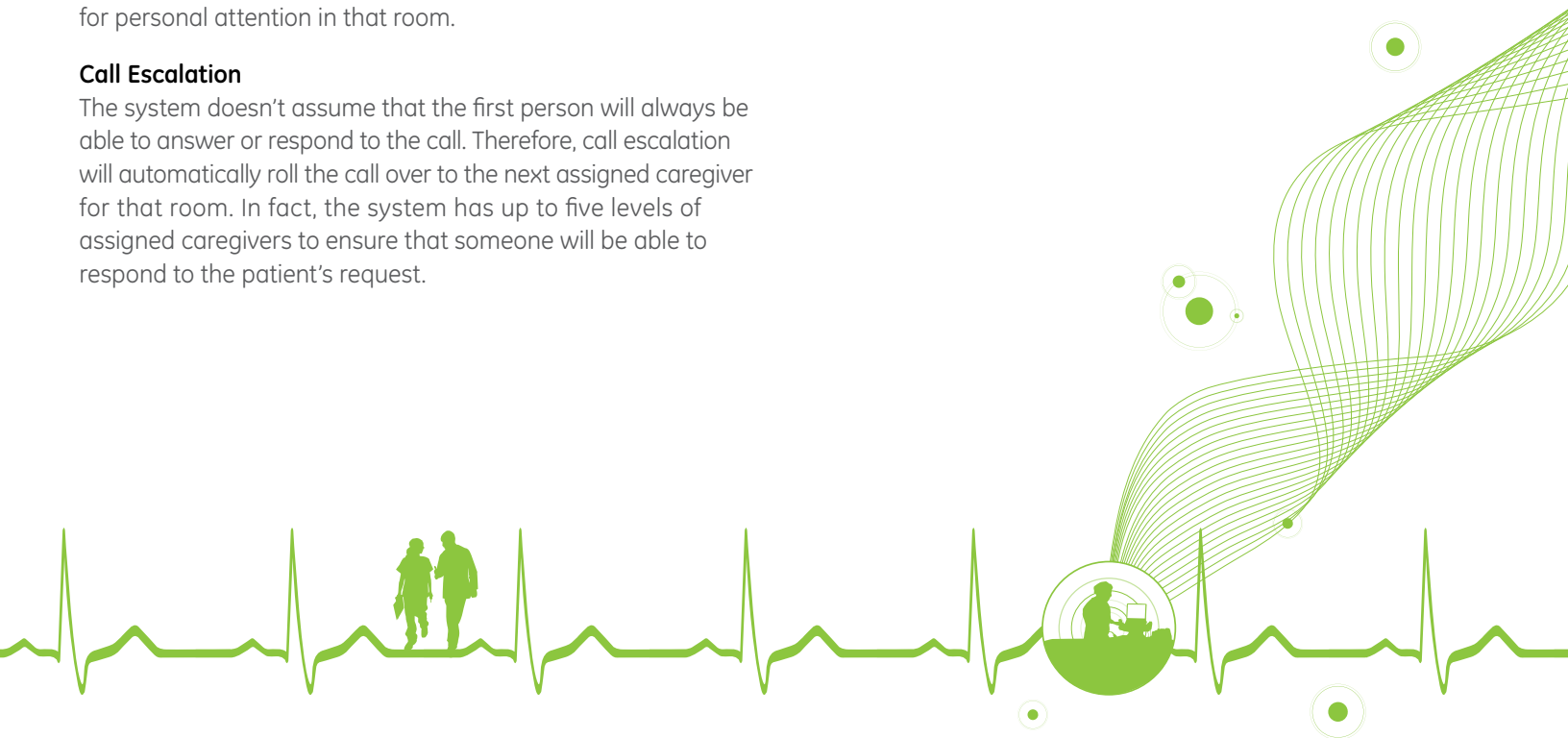
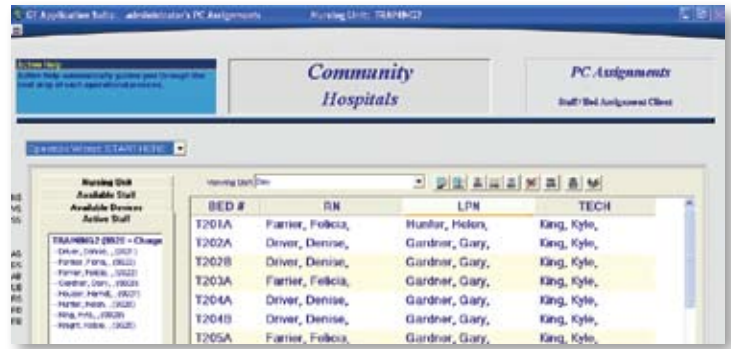
PC Assignment can send one-way messages to on-site pocket pagers, indicating call and patient request information to assigned caregivers. Pocket paging can also be used to send Code Blue and other critical messages to care teams, as well as system error messages to Biomedical support staff. Messages can be sent either automatically by the system or from any networked PC workstation.

Wireless Telephones

When using wireless telephones, messages can be sent via the phones' LCD display, and those phones can then be used to actually answer the patient calls. Phones can also interact with the nurse call system by setting reminders at the corridor light, creating a visual indication of a service request and the need for personal attention in that room.

Call Escalation

The system doesn't assume that the first person will always be able to answer or respond to the call. Therefore, call escalation will automatically roll the call over to the next assigned caregiver for that room. In fact, the system has up to five levels of assigned caregivers to ensure that someone will be able to respond to the patient's request.



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