

CASE STUDY



Brig-O-Doon Facility



Churches of Christ Care in Queensland implement centralised Nurse Call reporting from within Citrix.

Our Call Centre can also remotely access all facilities for diagnosis and configuration.

June 2010, Churches of Christ Care in Queensland who have 26 aged care facilities throughout the State moved to replace all existing Nurse Call systems with LAS (Local Alarm Solution) for centralised logging and reporting.

Greg Gaffney IT Manager requested:

'Churches of Christ Care must have a system that provides, THE LATEST IP TECHNOLOGY, CENTRALISED REPORTING, REMOTE ACCESS FOR DIAGNOSIS AND CONFIGURATION, ABILITY TO SERVICE THEIR OWN EQUIPMENT, AND FAST RESPONSE TIMES FROM VENDOR'

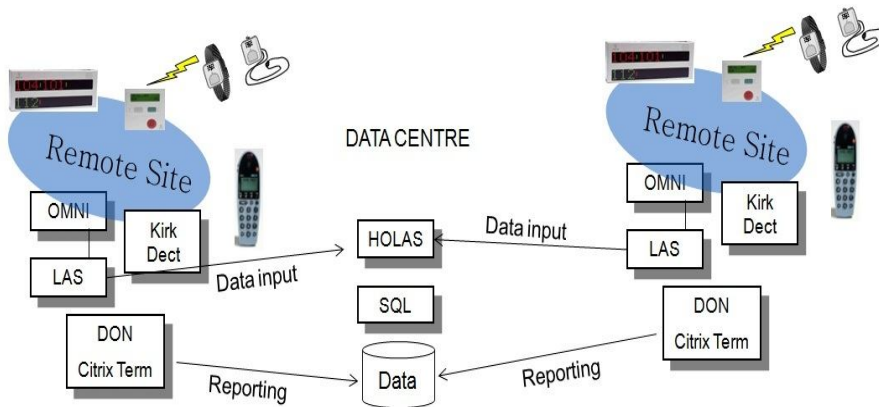


Diagram showing Data storage to Citrix Reporting

More on Churches of Christ Care

Care operates 26 residential aged care facilities ranging from low-care, hostel accommodation to high-care, nursing home accommodation, all with a commitment to personalised, individual care. Our 'house model' facilities are especially innovative, offering residents independent living in a supportive, group environment.

<http://care.cofcql.com.au>

Call Centre Weekly Event Report

Richard Schuster,
Group Manager Procurement states;

Churches of Christ Care has more confidence in the CareTech solution because the weekly reporting prevents any event, big or small, from slipping through the cracks.

We finally have a company that provides accountability with their nurse call service.

CareTech Systems Pty Ltd P.O. Box 83, Clontarf Beach QLD 4019		Tel: 81(0)7 3284 2700 Fax: 81(0)7 3284 2602 ABN: 45 090 749 581
Monthly Report: January 2010		Status: Closed

ID	Contact	Sub Account	Subject	Created Time	Completed Time	Category	Description
98	Charlie	Ozcare Noosa Heads	Call Bells are not ringing	01-11-2010 12:41	01-22-2010 11:00	Nurse Call	The call bells in Bankosa wing are not responding. The problem was found out this morning whereby several rooms are affected on the southern end of Bankosa. The display does not seem to be working and they are not displaying when the room.
100	Leslie Young	Ozcare Currumbindi	Buzzer not working	01-11-2010 14:22	01-22-2010 11:05	Nurse Call	Leslie from Ozcare Currumbindi called to say that the buzzer in R 606 in High Care is not working.
101	Charlie	Ozcare Noosa Heads	Buzzer keeps switching off	01-11-2010 14:26	01-22-2010 10:55	General	Charlie from Ozcare-Noosa saying that the buzzer keeps switching off in Bankosa room 118.
102	Christine Mulligan	Ozcare Port Douglas	Nurse Calls not going to the Dect Phones.	01-11-2010 14:33	01-22-2010 10:56	Nurse Call	Christine from Port Douglas called to say that the call bell is not going to the Dect phones. High Care building-whole of it. Need the call bells to send messages to the Dect phones.

Local Alarm Solutions and its team of Certified Business Partners often work directly with health providers to improve their Reporting & Auditing on Nurse Call Systems. Please visit us www.lasconnect.com.au where you can find a local certified Business partner to further understand different tailored LAS solutions.