



Regionshospitalet
Randers

Industry

- Healthcare

Daily use

- Installed a DECT system to secure minimal downtime, and a stable and secure integration. Furthermore there is a wish to have a more efficient communication at the hospital.

Solution

- Spectralink IP-DECT Server 6500 and a mix of more than 250 Spectralink IP-DECT Base Stations in both new and old version, as well as more than 400 DECT handsets.

Result and Benefits

- Minimal downtime and stable coverage at the entire hospital
- Constant improvements of the DECT system, and easy maintenance and upgrading

What is a DECT system?

- DECT is an acronym for Digital European Cordless Telephone, and is the European standard for digital cordless phone systems. A DECT system is specifically built for transferring calls as digital signals. DECT systems, for example in hospitals, use a wireless connection to base stations, which receive and connect signals across a closed system.

Smooth communication is vital for Randers Regional Hospital

For Randers Regional Hospital, a reliable communication system plays a crucial role in both patient safety and efficiency at the workplace. Reliable handsets from Spectralink have been part of the solution since 2009, and this year an upgrade of the systems was required to ensure minimal downtime and maximum patient safety.

A cord is pulled and the phone rings in the healthcare personnel's lounge, interrupting all of the personnel. The doctor's pager beeps, but no one knows if she is busy or where she is. This has been the reality for many hospitals, and it was also the reality for Randers Regional Hospital just a few years ago.

But the above methods are out of date when it comes to today's hospitals' needs for efficient communication. In a workplace where the availability of correct information being available at the right time can be the difference between life and death, communication systems play a crucial role. In 2009, Randers Regional Hospital decided to implement a new wireless DECT system and issued an invitation to tender for the contract.

According to Kristian Buus, telecommunication expert at Randers Regional Hospital, communication across systems, minimal downtime and wide, stable coverage are vital parameters for the hospital's technical department. Stable and secure integration between systems is precisely one of Spectralink's core competencies, and an important reason for why Randers Regional Hospital chose a joint solution from Care-Call, NetDesign and Spectralink.

"A communication system must cover the entire hospital, from the basement to the top floor, and it must be able to communicate with the hospital's other systems, such as critical alarms, direct nurse call systems, personal attack alarms, technical alarms, fire alarms, etc. And Spectralink's systems can do that," says Kristian Buus.

A fully-tested system

The establishment of the system met all of the regional hospital's expectations – and more. Kristian Buus explains that the system's uptime has been surprisingly good.

"For any hospital, it's obviously crucial that there isn't any downtime in the communication systems. Spectralink has definitely delivered the goods, and we were never in any doubt that this was the right solution for us."

The last six years experience with the DECT system has meant that Randers Regional Hospital has been able to adapt and improve the solution on an ongoing basis, in collaboration with the suppliers.

"We prioritise maintenance and updating of the systems very highly, so our customer feels that they are in safe hands. So naturally, we always listen carefully, and work to satisfy their needs as quickly as possible," says Thomas Nedergaard, Sales Director for EMEA, Spectralink.

“When the suppliers work so well together, it means we get a great deal of flexibility. I can only say that it’s a win-win situation, so it’s really great,”

— Kristian Buus, telecommunication expert at Regionshospitalet Randers

Upgrade along the way

The establishment of a new emergency department at Randers Regional Hospital, meant that there was now a need to expand the communications system at the hospital, including the total number of base stations and associated wireless DECT handsets. The existing base stations could not communicate with some of the newer wireless devices, which meant that the regional hospital’s technical department was concerned that they would have to replace the entire system. Fortunately, Spectralink was able to help again, with an innovative solution.

“It wasn’t really our intention, but Spectralink studied the possibility of doing something with our existing base stations, so they could communicate with the new Spectralink IP-DECT 6500 Server. It’s just so perfect, and we were sold on it,” says Kristian Buus.

Despite downtime being very low in the existing system, it has not been eradicated. Spectralink expects that this will change with the coming upgrade, which includes a redundant solution, which can result in a marked reduction in downtime.

“We have of course experienced downtimes now and then, and we would rather avoid them. With the new upgrade, we’re getting a redundant solution, which means we now have two parallel systems that operate independently of each other. If one system is down, the other system takes over, thus eliminating downtime,” says Kristian Buus.

Well-functioning partnerships are the key to excellent service

Avaya, Cobs, Care-Call, NetDesign and Spectralink are all suppliers to Randers Regional Hospital’s communication system, and the collaboration between the different suppliers is precisely one of the reasons for the very high satisfaction.

“Spectralink has an excellent collaboration with their partners. It means that if we have a problem, we just need to contact one of them. They talk with each other, and it gets solved,” says Kristian Buus.

The strong collaboration with partners is precisely a highly prioritised goal for Spectralink in its endeavour to be an agile partner that delivers customer-specific solutions.

“Being able to deliver a tailored solution that precisely satisfies Randers Regional Hospital’s needs has been important to us. Our strong collaboration with our partners has made it possible to deliver a very reliable and efficient communication system, which ensures smooth communication today, and for many years to come,” says Thomas Nedergaard from Spectralink.

“When the suppliers work so well together, it means we get a great deal of flexibility. I can only say that it’s a win-win situation, so it’s really great,” ends Kristian Buus.

For more information, please visit www.spectralink.com or call +45 7560 2850.

About Spectralink

Spectralink – The WorkSmart Company – is the global leader in purpose-built wireless communications. We empower mobile workers everyday with intelligent, Wi-Fi and DECT solutions that enable them to work smarter, not harder. Spectralink delivers devices that move with people throughout their workday, bringing crystal clear communications wherever workers need them, and durability for the toughest environments. Headquartered in Boulder, Colorado and Horsens, Denmark, Spectralink brings bringing productivity, reliability and ease of use to mobile workers everywhere.



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