

A close-up photograph of a person's hands typing on a laptop keyboard. The person is wearing a white sleeve. In the foreground, a blue stethoscope with silver metal parts is resting on a wooden desk. The background is a blurred grey wall.

# Reliable Communication for Medical Staff and Patients



## Change Driver

A Christian charity organisation with 34 facilities in the Saarland Region and with more than 6,000 employees was looking to upgrade its old PBX telephony system which was 20 years old and long past its end of life.

The charity owns and operates two emergency hospitals with more than 600 beds in 29 clinical areas and 10 competency centres. These two hospitals are supporting more than 30,000 stationary and 80,000 ambulant patients per year.

The old PBX was at risk of breaking at any stage with no one there to support the system. Along with replacing the old system, the charity wished to improve patient service with a complete modernisation of their telephony system to ensure fast, reliable and clear communication which is essential for doctors, nurses, and the patients.





## Damovo Approach

First, Damovo provided documentation to get rid of the old structured cabling in the hospitals. The customer had a team within the hospital who then implemented new cabling.

Damovo installed a Mitel MX-One, Cisco Web-Ex and IP-DECT unified communications solution for the hospitals inbound, outbound and internal calls. The employees were equipped with new VoIP telephones or softphones. All incoming calls are routed through an interactive voice assistant to ensure patients are connected to the right department immediately. In addition, eleven conference rooms were equipped with Cisco Web-Ex video room kits.

In order to manage patient appointments and to support multiple contact centres Mitel's MiContact Center Enterprise was also implemented.

The Serinus alarm server with nurse call and facility management connection was installed within the hospital rooms to ensure the highest quality care with patients.



## How the **charity organisation** benefits

Incoming calls are now immediately forwarded to the right department.

Better communication between medical staff results in enhanced patient care.

The integration of all communication channels makes work processes more efficient.

## How their **patients** benefit

Significantly higher satisfaction of both employees and patients.

New nurse call and Serinus alarm severs means patients receive constant care when needed.

Unnecessary frustration is avoided, and questions are answered immediately by the right people with the right specialty from the right department.

Call waiting times for patients have been significantly reduced.