

# LCD Patient Call System

**The most comprehensive integrated patient call system available in the UK**

**Fully DDA compliant**

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# The CAUK LCD Patient Call System

The CAUK LCD digital waiting room patient call system is the most comprehensive system of its type currently available in the UK. It combines a patient call system with a panic alarm system and much more. As standard there is **recorded voice announcement**; receptionist public address system; disabled WC panic alarms; background music input; wait/enter indicators and outputs to induction hearing loops. **It fully complies with the Disability Discrimination Act 1995 (DDA)** and it meets the NHS patient confidentiality guidelines. There are many new features with more to follow.

**The LCD display**                      Size (mm): 700 W x 430 H x 60 D

The digital waiting room display has a 100 mm character LCD display with black numbers on a near white background. This display allows the partially sighted and the colour blind to have the best opportunity to read the displayed information in accordance with the DDA legislation. Research has shown that this way of displaying information is easier to read than the red LED displays and can be viewed at greater distances.

**Master processor unit**            Size (mm): 460 W x 300 H x 125 D

**Recorded voice announcements:** To meet the needs of the partially sighted and the blind we have included a recorded voice facility that can be selected electronically. Up to a total of 99 messages can be stored; these will include, "will patient number?? Please go to room number??" The system has the capacity to deal with 999 patients in one day. This recorded voice announcement facility can be used to make timed public service announcements throughout the day. This will be covered further later in this document.

**Voice messages storage:** The voice information is stored on a removable SD Memory Card. This method of storage has been provided so that any changes to the messages or tones can be carried out by Call Aid UK at their premises to maintain the professional quality of the announcements. It also has the added advantage that an engineer does not have to visit the Health Centre to carry out this update. These updates will be sent in the post for the staff to exchange at the MPU. An external access slot for the memory card is located on the side of the MPU housing.

**Call time:** The length of time for calling patients is 15 seconds.

**Panic alarm calls:** Panic calls are cancelled at the reception console.

**Features configuration:** Almost all the features within this system can be reconfigured to suit the client's requirements.

## **Global audio/visual panic alerts**

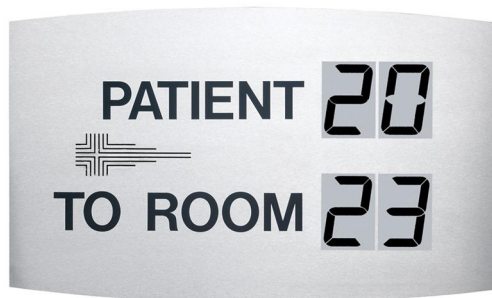
The global audio/visual panic alerts are activated whenever a panic button is pressed anywhere in the building. A panic alert message indicating the location of the emergency will be displayed on every **digital consulting room desk unit** and a panic tone will sound. A recorded voice announcement via the panic speaker system in the corridors will alert all staff in the building that a panic button has been activated and the precise location of the emergency. This is repeated until cancelled at a reception controller.

## **Public address**

The receptionist master console has a public address microphone built in as standard for making announcements to the waiting room.

## System components

### Waiting room display



This waiting room display can be wall or ceiling mounted, (please state when ordering). Two displays can be mounted back to back where required.

The LCD numbers are 100 mm (4 inch) high. As standard there are two digits for the patient number (99 patients) and two digits for the room number (99 rooms).

A six digit option is available to provide 999 patients to 999 rooms.

The display is supplied as standard with a brushed stainless steel finish. Other finishes and materials can be supplied at additional cost. The practice name/logo can also be included at a nominal cost.

Any number of displays can be fitted to a system the only requirement is that there is access to the Cat 5 serial data loop.



### Receptionist I 103 controller/microphone

Size (mm): 196 L x 150 W x 48 D

The reception controller has a two line alphanumeric display that mimics the calls on the waiting room display. It also displays panic alarm calls and the location of the emergency.

The controller has a panic button for the receptionists use.

Most of the system adjustments are also possible from this

unit.

Public address announcements to the speaker system are made from this unit.

Several reception controllers can be connected to a patient management system. These do not necessarily have to be at the reception desk.

The I 103 controller also controls the printer. There are a number of ticket printing functions other than printing a single ticket manually. i.e. Sequential numbered tickets can be issued at the touch of a button; two duplicate tickets sequential or manual, one for the patient and one for clipping to the patient record. Other variations are available.

## Digital I 142 consulting room desk unit

When the patient management system is not connected to the in-house appointment software, the digital consulting room desk unit is used. This unit has a number of facilities not currently available with the in-house appointment software. Call Aid UK is currently developing software to meet this requirement.

When the patient management system is connected to the in-house appointment software the digital consulting room desk unit is replaced with a panic only unit.

### The facilities on the I 142 digital consulting room desk unit are:

Size (mm): 196 L x 150 W x 48 D



Two line digital liquid crystal display. With Patient No. on the top line and the Room No. on the bottom line.

**Up** button to increase the patient number.

**Down** button to decrease the patient number.

**Call** this sends the patient & room number to the waiting room display & the receptionist console.

**Panic** Staff button (red)

**Wait** button controls the external wait/enter indicator (optional)



Panic alarm display: When a panic alarm has been triggered elsewhere in the building, the two line display will change to show the origin of the call and switch on a red indicator lamp and internal sounder.

## Ticket printer

Size (mm): 190 L x 142 W x 130 H



This thermal printer is either connected directly to the receptionist controller or to the receptionist PC via a RJ45 socket.

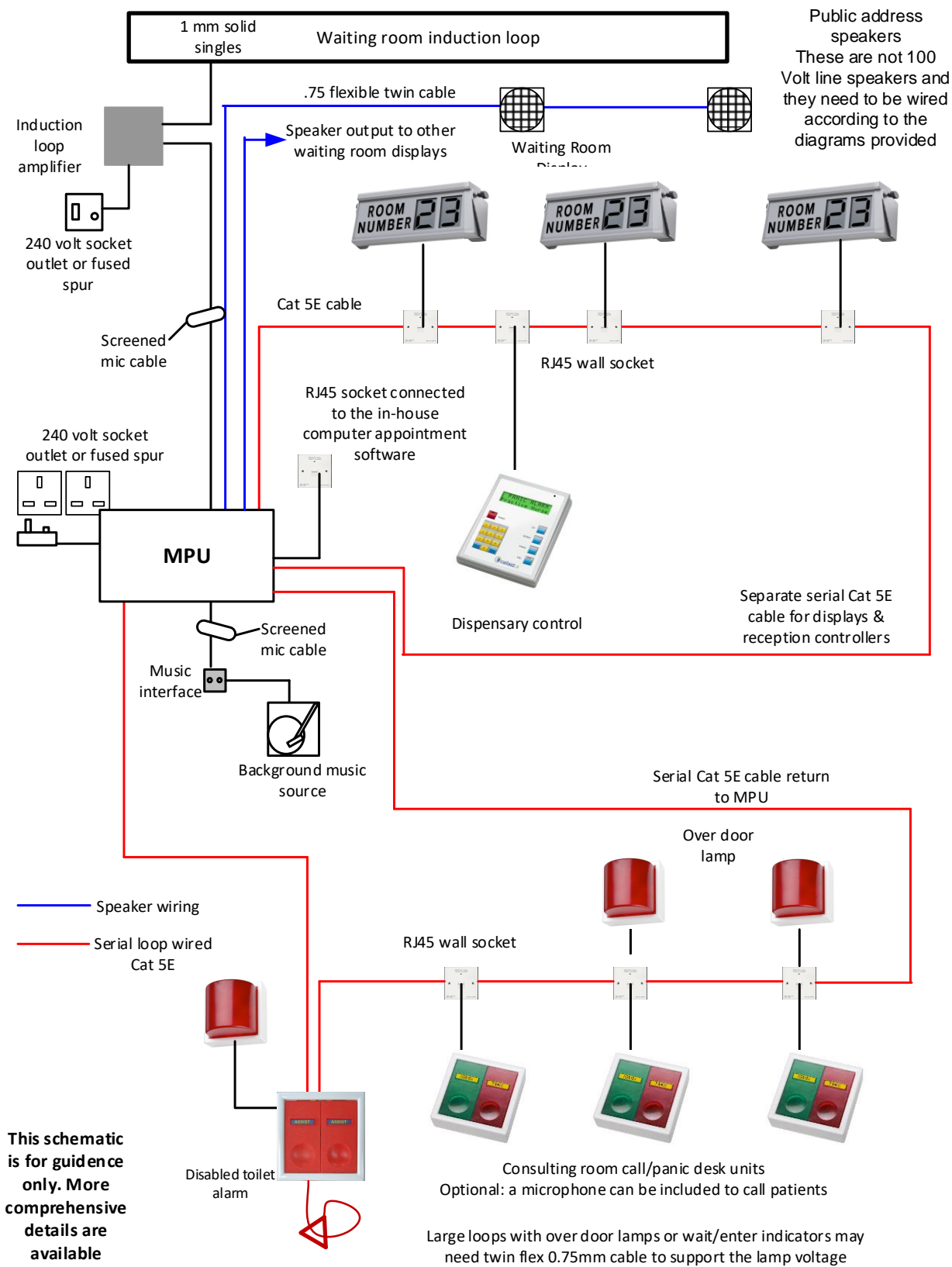
The printer should be positioned on the reception counter or be wall mounted within reach of the patient. The printer will print out large tickets that are given to the patients. The ticket will have the patient & room number printed on them in large text. The

There are no ink ribbons required and loading paper rolls is just a “drop in” function.

## Simplified call patients to one station schematic

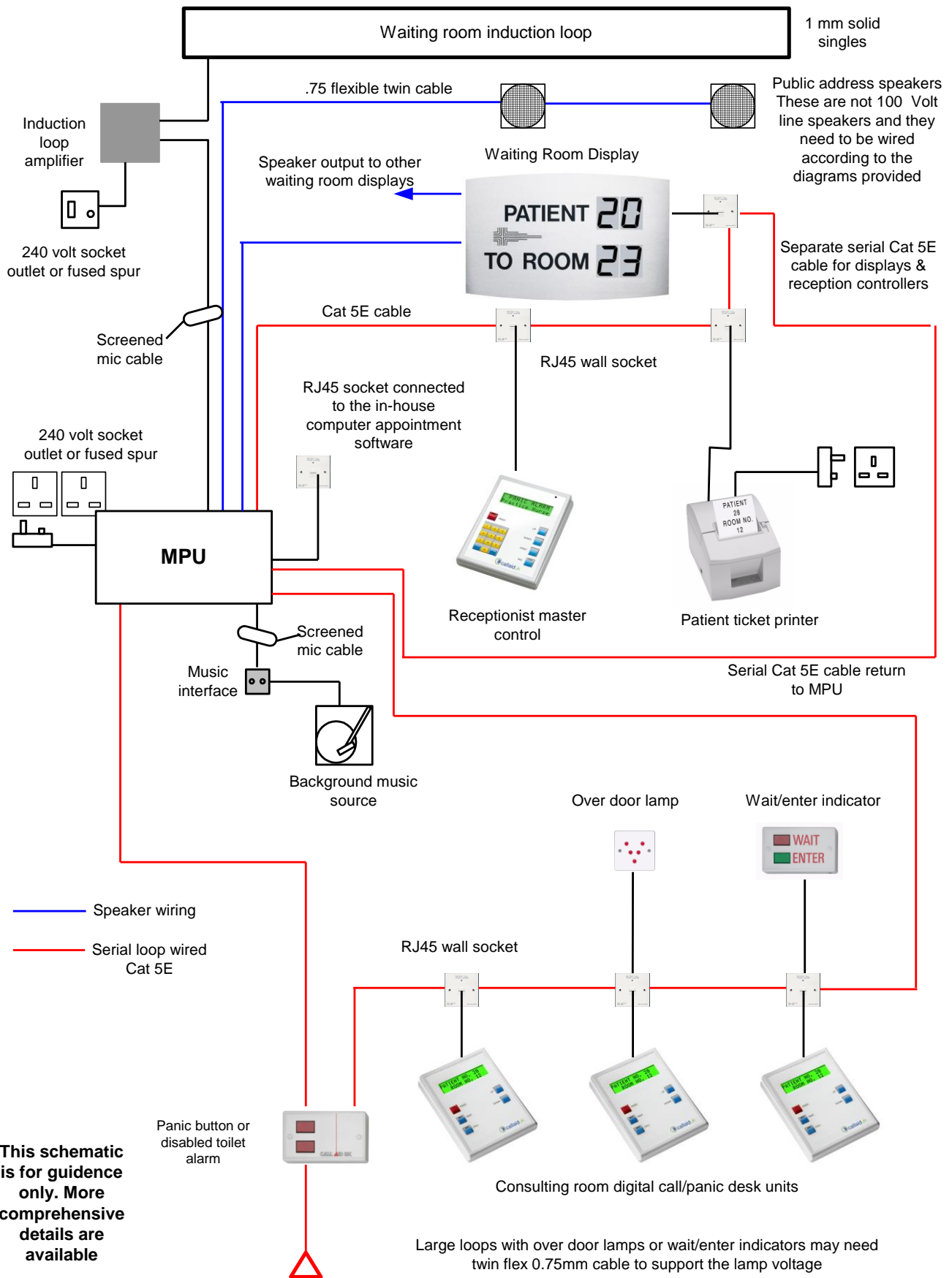
Substitute the 'room number' text for the word 'dispensary' on the displays

Three digit displays are available for high throughput applications



Call Aid UK - Waiting Room Slim Patient Call System

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**This schematic is for guidance only. More comprehensive details are available**

**Call Aid UK - LCD Digital Waiting Room Patient Management System**

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