



MOBILE RESIDENT CALL

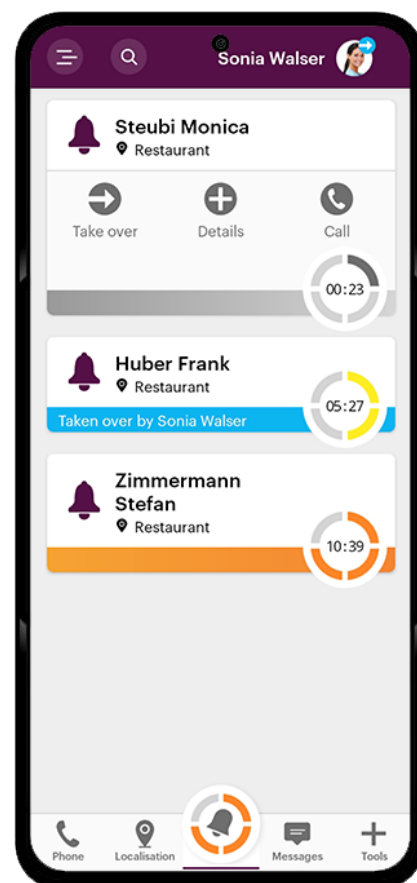
With the SmartLiberty resident badge, residents can initiate a nurse call throughout the entire indoor and outdoor facility with a single button press. The alarm is instantly transmitted to the smartphones of the responsible caregivers. As soon as the alarm has been transferred, the resident badge's LED light turns red, notifying the resident that help is on the way. Once a care professional takes over the alarm, the LED light changes to blue, indicating that assistance is on the way.

Service call

Residents can activate a service call when they require non-urgent assistance. This feature is particularly useful for apartments with service, enabling residents to request help for routine tasks without the fear of triggering an emergency call.

Takeover function

Nurse or service calls appear on the smartphones of the responsible care professionals. They can accept alarms using the takeover function, providing clarity to the entire team regarding the assignment. After cancellation, alarms are archived in the history, resulting in substantial time savings, equivalent to an average of 800 minutes per day in a 60-bed facility.





Alarm details

Once an alarm has been received, the app also offers additional options. One of these is the option to initiate a callback directly to the resident's room, which speeds up and simplifies communication. Furthermore, detailed information about the alarm and the resident is provided, including the name and, if available, the photo of the resident. This is particularly useful for new employees. The display of the status and the alerted staff groups completes the information.

Escalation levels

The so-called escalation levels are set up for each alarm type and are determined by the customer. The escalation levels vary in duration and are marked both visually in segments and by color. It is possible to define individual escalation levels and corresponding measures for each alarm type. With each escalation level, a new acoustic notification is sent to employees who have already been alerted as well as to newly affected employees. This allows a company to individually define the point at which all user groups, including managers, should be alerted.

Cancellation function

In order to be able to ensure a human contact after each alarm, the nursing staff are equipped with a staff badge with a cancellation function. The cancellation is always done at arm's length from the resident's badge. After the cancellation, the alarm disappears from the display and is archived in the history.

Real-time localization

After consultation and with the written consent of relatives or the resident, the system enables real-time localization via the resident badge. This allows care staff to see at any time in which zone the resident is currently located. When an alarm is triggered, the location is always displayed as part of the alarm. This provides care staff with important information for a quick handling of alarm without having to search for the resident. When an alarm is triggered, the resident's location is updated automatically and in real time.

