

All-Call[®] Nurse Call System

*Quality Care through
Better Resident Monitoring*

 **All-Call[®] Nurse Call**
a division of Alliance Monitoring Technologies, L.L.C.

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Overview of Components

Call Stations - used at bedside, bathrooms or other desired areas within the facility.

Area Control Gateway - receives call from station and sends to All-Call® software.

Paging Encoder - Sends page to appropriate pager.

Host Computer - provided with All-Call® software.

Notification Devices - notifies staff of resident calls.



How the System Works

A resident may place a call by:

- Pushing a button on the Bed Station call cord,
- Pulling down on the call cord on a Bath Station,
- Pressing the button on their pendant.



A red indicator LED on the call station signifies that a call has been placed.

How the System Works

Once a call has been placed, a radio signal is sent from a transmitter located inside the triggering device to the Area Control Gateway.



How the System Works

Once the signal is received by the Area Control Gateway, it is sent to the All-Call® Host Computer.



How the System Works

Once received, the All-Call® Software sends a page to the Paging Encoder.



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How the System Works

The Paging Encoder then sends the page to the appropriate staff Notification Device.



How the System Works

The first time a call is received, it will show up as a green highlighted item on the All-Call® Software at the Nurses' Station - this is referred to as the Initial Call.

A green highlighted item means that the 1st level responders have received a page notifying them of the call.



How the System Works

If a call is not answered and reset within a set amount of time, which is determined by the facility Administrator, the green highlight will change to yellow highlight.

A yellow highlighted call means that 1st and 2nd level responders have received a page notifying them that the initial call has not been responded to in a timely manner.



How the System Works

If a call is not answered and reset after the 1st escalation, the yellow highlight will change to a red highlight.

A red highlighted call means that 1st, 2nd, and 3rd level responders have received a page notifying them that the initial call has still not been responded to in a timely manner.



How the System Works

If a call continues to not be answered and reset, the red highlight will remain on the Nurses' Station monitor and the call will continue to escalate until someone responds to the call and resets it. There are 5 levels of escalation with the All-Call® Nurse Call system.



How the System Works

When a call is answered and reset, the red highlight will disappear from the Nurses' Station monitor and a "reset" notification will be sent out to the appropriate levels that received notification of the call, notifying them that the call has been responded to and cleared.

The All-Call® Software clears calls that have been responded to and reset. If no calls are displayed on the monitor, all calls have been responded to and reset.



Resetting Calls

To Reset a Call:

- Press the Reset button located on the Call Station, or
- Press and Hold the button on the pendant for 8-10 seconds.

