Ascom teleCARE IP

Empowering residents, enabling caregivers

ascom

Empowering residents and enabling caregivers with a new level of intelligence

Senior living facilities must walk a fine line between required vigilance and resident independence. With today's broader campuses, more active seniors and specialized levels of care, staff must respond to emergencies and requests wherever the resident may be, while keeping track of individuals in a way that is minimally intrusive.

Ascom now provides a scalable and discreet system to help ensure the safety of active seniors.

Empowering residents

Freedom and safety

Only Ascom's teleCARE IP integrates end-to-end messaging, emergency call and wander management in a single platform.

- Residents at all levels of need can be assured of fast and appropriate response to requests and events, and mobile seniors can maintain an active lifestyle.
- All incoming resident calls appear as text messages on the caregiver's mobile device to ensure privacy.
- Ascom's resident monitoring system provides active or passive check-in options along with resident profiles to enable personalized care responses.

Enabling caregivers

Knowing when and where to provide care

Integrated Ascom solutions give caregivers the information they need, whever they are, to deliver truly personalized care.

- Caregivers know when residents require assistance and where to provide it, indoors or out.
- Resident calls are quickly routed to their caregiver and automatically escalated.
- Resident profiles can be customized to help ensure the right level of attention is associated with an alert.

Ascom reporting helps care providers make optimal decisions and continuously improve care and safety.*

Requires MARi

A day in the life

1. In the morning, Robert **automatically "checks in"** by activating a motion sensor, preserving his dignity and supporting his independence.

2. Unlike Robert, a few residents have not automatically checked in. The Ascom system **notifies caregiver** Tina, who checks these individuals in with a visit or call from her Ascom mobile device.

3. Tina knows her residents well, so she always waits until Robert has left his bed before entering his room to guide him to breakfast. She can do this thanks to a bed sensor, which **brings an alert to her Ascom Myco smartphone** to inform her Robert is up.

4. Robert's neighbor, Mary, suffers from dementia and needs direct assistance when she enters the bathroom, as she is a high fall risk. The configurable **teleCARE IP system informs Tina at just the right time.**

5. As Tina goes about her duties, she can be confident that should she be unable to address an alert, the Ascom system will **automatically inform a colleague about the event**, helping to ensure calls are transmitted.

6. Mary also needs a system to protect her from elopement with possible dangerous consequences. Her **Ascom wristband is her discreet partner**, enabling her to move about in the safe environment of the building, but alerting Tina should Mary attempt to leave.

7. To keep Mary safe, Tina has **programmed the Ascom system to lock normally unlocked doors** if Mary is in their vicinity.

8. Robert is outside when he feels lightheaded. He **presses a button on his Ascom wristband to call for help**. Thanks to Ascom's wireless coverage, caregiver Tina receives that alert and organizes a response.

9. Robert wears the wristband 24 hours a day. Should he take the wristband off, the **built-in sensor alerts his caregiver**, so she can take appropriate action.

10. The scalability and flexibility of the Ascom solutions empowers residents to live their best lives in a safe environment with **assistance always close at hand.**

teleCARE IP system architecture

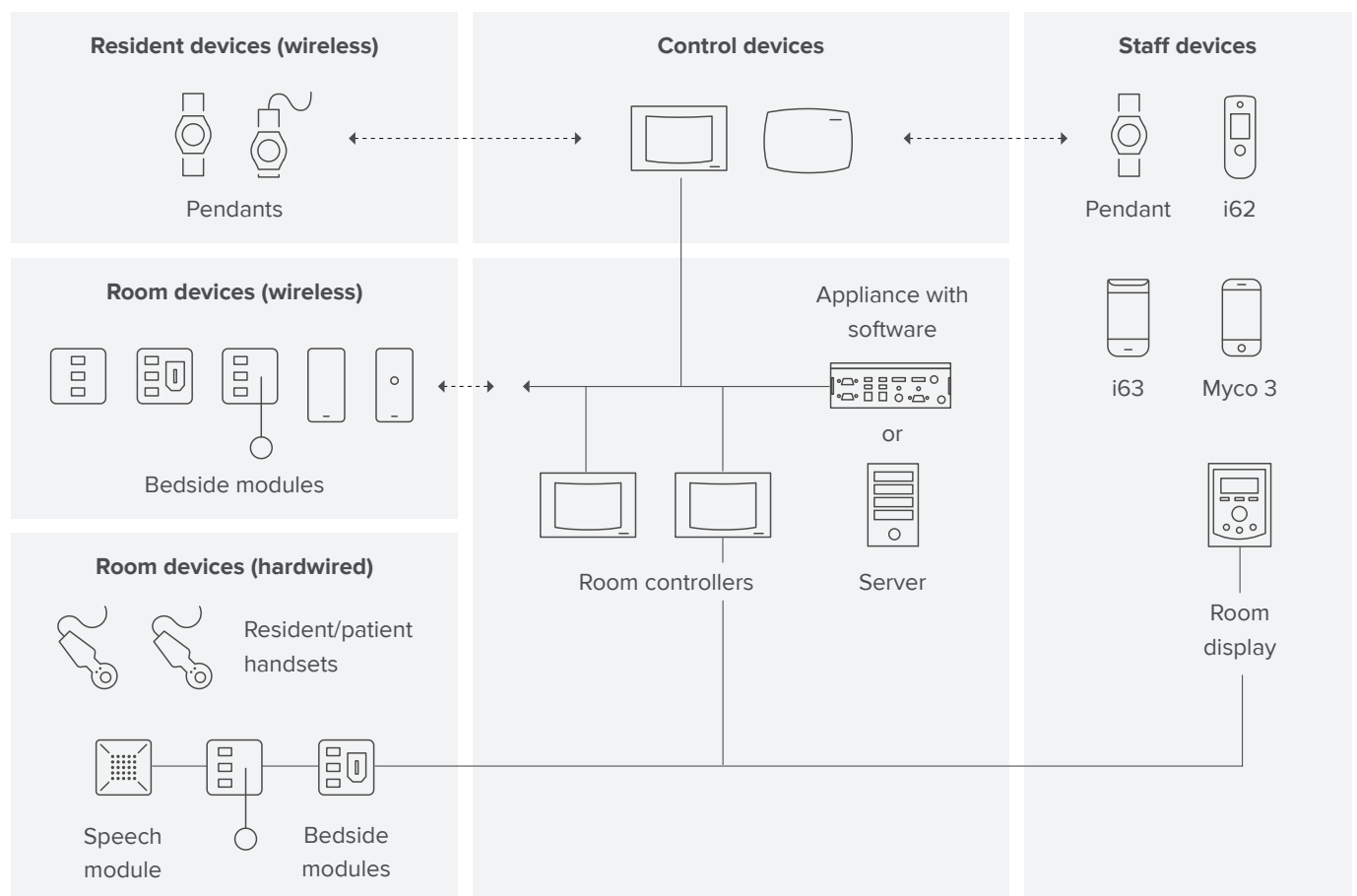## Advancing care intelligence – Integrated technologies

- Ascom teleCARE IP provides supervised communications, to help ensure every call is delivered.
- Active monitoring and sensors enhance resident security and safety.
- Industry-leading wander management delivers immediate alerts of attempted resident elopements.
- Event activity is automatically documented, resulting in customizable reports and audit trails.

Ascom wired components

- **Room devices** – Ranging from simple stations supporting resident check-in to innovative sensors, speech modules, pullcord stations, bed modules and location beacons.
- **Corridor devices** – Includes displays, lights and annunciators incorporating unique colors, texts and flash patterns to indicate specific events and priorities.
- **Control devices** – Solid state and IP-based, they provide and regulate power, communicate data, and supervise the Ascom teleCARE IP system 24/7.

Ascom wireless wearables

- **Wristband/pendant** – Stylish and comfortable. Nurtures freedom of movement by letting residents easily make calls for help.
- **High-bandwidth, wireless dual radio repeater (Transceiver)** – Enables supervised connectivity for a reliable, cost-effective solution for single building or campus environments.
- **Discreet motion sensors** – Passive infrared sensors for automatic notifications. Customizable for each patient. Easy to install and configure.
- **Low frequency location beacon** – Easy wireless add-on for room level location accuracy to support intelligent alert and wander control solutions.

Resident devices (wireless)	Control devices	Staff devices
Pendants	Appliance with software	Pendant i62
Room devices (wireless)	or	i63 Myco 3
Bedside modules	Room controllers Server	Room display
Room devices (hardwired)		
Resident/patient handsets		
Speech module Bedside modules		

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