



Unite Alarm Agent

Unite Alarm Agent – when every second counts

Rapid Response Teams (RRT) have evolved as a crucial component in helping patients avoid life-threatening events. But getting the right people and equipment to an emergency location requires a sophisticated approach.

Ascom Unite Alarm Agent is a software application providing a unified approach for managing rapid response team communication and dispatching. When a hospital requires a rapid response team to deal with an emergency, there is no time to waste — every second counts. Assembling the necessary resources to respond to emergencies like cardiac arrest or trauma injuries must be done quickly and efficiently.

Unite Alarm Agent ensures a consistent approach for improving response time and tracking of events.



Notifies response team members via mobile message



Minimizes response delays and communication errors



Provides complete traceability and logging of all events

When every second counts

Emergency response in a hospital is a complex task, involving multiple team members acting under extreme time pressure. Unfortunately the risk of error is always present particularly if manual intervention is required to assemble rapid response

teams. Improving response time and team coordination requires an automated approach.

Advanced functionality

The Ascom Unite Alarm Agent solution is built with advanced functionality including automated alert messaging, response tracking and pre-defined escalation chains. When an emergency occurs Unite Alarm Agent sends out alert messages to the relevant response team members, quickly mobilizing resources. Alert messages are sent directly to the team member's mobile device — providing them precise instructions on where to go and what to bring along. Additional instructions can be sent along to team members on the fly.



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Benefits

- Reduces risk of error and time required to assemble RRTs.
- Affords more efficient allocation of scarce, skilled resources.
- Frees up staff resources previously allocated to manual alerting routines.
- Provides greater efficiency over cumbersome manual alerting systems.
- Enhances patient environment by helping minimize adverse events.
- Enables hospitals to measure, benchmark and improve response performance.

Efficiently manage rapid response team resources

Once the alert messages are directed to the proper response team, automated response tracking ensures a quick reaction. If an alert message times-out due to no response or a team member indicates their inability to respond, Unite Alarm Agent generates a new alert message to an appropriate back-up. Pre-defined escalation procedures help minimize latency and the risk of human error. As an extra precaution, an attendant monitoring Unite Alarm Agent can manually intervene if the automated process is not progressing as planned or if additional actions are required.

Multi-site support

Centralizing rapid response team notification can be an important element in optimizing resources and lowering costs. Unite Alarm Agent supports multi-site deployments where a central attendant receives calls from multiple hospitals and dispatches response teams centrally. The system offers the flexibility to centralize dispatching of rapid response teams in off-peak hours, while allowing a more decentralized approach during peak hours.

Key Features	
Intuitive control panel	Intuitive user interface for quickly sending message alerts to RRT team members.
Conditional response	Conditional responses can be set for each alarm type, meaning that specific responses can automatically generate differing actions.
Initiate alarm message	Manually initiate alert messages directly from Unite Alarm Agent desktop client.
Acceptance tracking	Tracks message acceptance by team member and displays response status.
Resend alarm	Resend alarm message via PC desktop client to team members that do not respond.
Manual escalation	Manually escalate alert message via PC desktop client to other team members.
Automatic escalation	Automatic escalation due to lack of response (message time-out) or a team member indicates their inability to respond.
Attendant comments	Attendant operator can add final comments to any emergency incident in conjunction with the completion of the event.
Shortcut alarm	Create shortcuts for frequently used alarms and customize to your specific needs.
Multi-site support	A single client can manage and serve multiple sites, and multiple clients can manage one or multiple sites.
Test alarm function	Send "Test" alert messages routinely to assure system integrity and reliability.
Logging of all events	Logging of all activities associated with each event enabling hospitals to measure and benchmark performance.

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Grimbodalen 2
 402 76 Gothenburg
 Sweden
 Phone: +46 31 55 93 00
www.ascom.com/ws

