

Lone Worker Safety

An Ascom Healthcare Platform solution for safer lone workers



Reassuring staff that they are never alone

Lone or remote healthcare workers are in danger if they have an accident or something goes wrong. These incidents also increase exposure to risk and can add significantly to a hospital's costs. With the Lone Worker Safety solution from Ascom, reliable, automatic alarms and responses build staff confidence and a safer workplace.



Lone workers need more protection

In modern healthcare, staff are increasingly working on their own or remotely. This is as care models shift towards keeping people at home, but also in hospitals, particularly during off-hours, where staff can find themselves working alone within isolated departments.

According to a 2021 National Safety Council survey, nearly 70% of organizations reported a safety incident involving someone working by themselves in the past three years, and 1 in 5 of these incidents were described as 'quite or very severe,'¹ NSC. Oct 16, 2023¹

Fifteen percent of today's employees work by themselves, according to National Safety Council (NSC) statistics.²

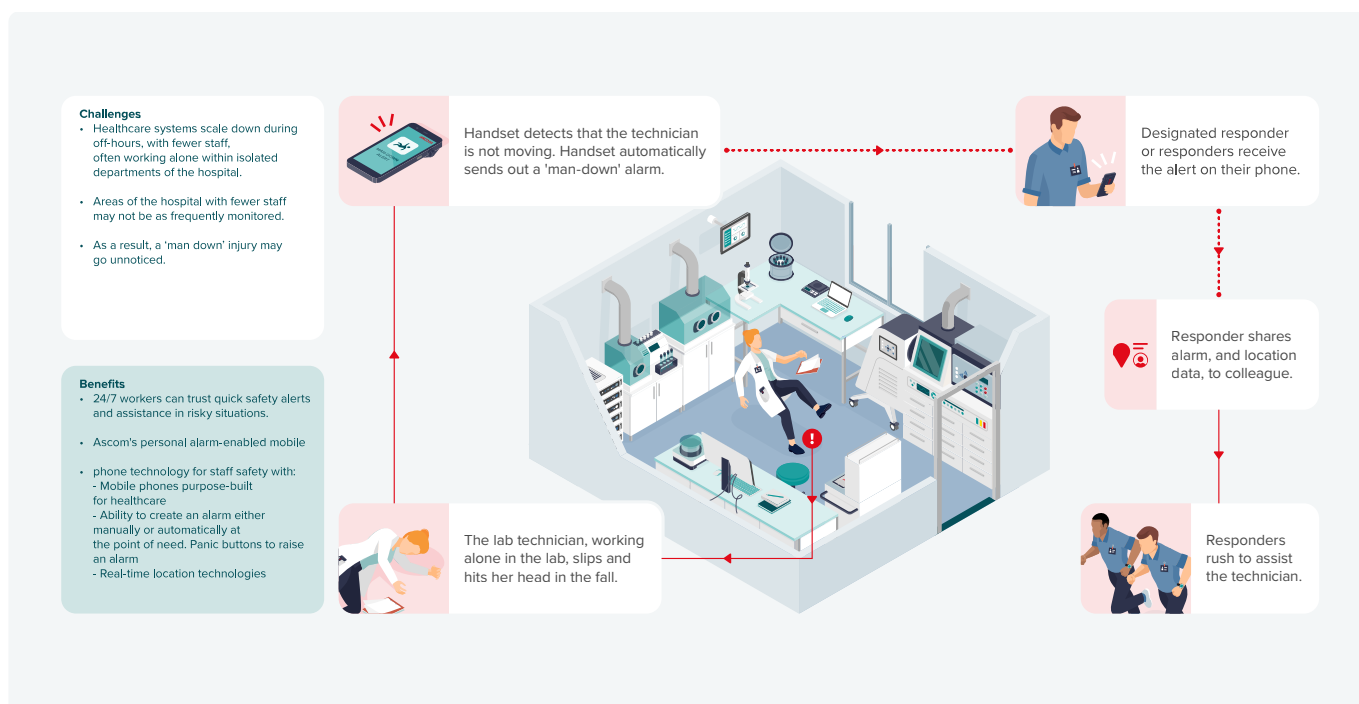
In such situations, staff who are injured or otherwise in danger may be unable to communicate or call for help.

As a result, there is a real need to maximize their safety at work to:

- Support in reducing injuries, illness and deaths
- Make staff feel less threatened and more secure
- Attract and keep staff and reduce turnover
- Avoid operational consequences and costs from attacks
- Avoid breaches of health and safety legislation

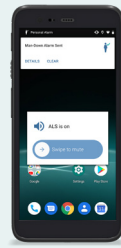
Lone Worker Safety solution

When lone or remote healthcare workers are in danger, they can raise an alarm to quickly notify responders to come to their location. Also, if they are incapacitated, the alarm is raised automatically through man-down/no-movement sensors or through setting a timer countdown. Staff are reassured that their safety is taken seriously and that help is never far away – even if the worst happens.

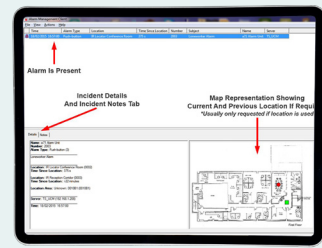


Key features

The Lone Worker Safety solution within the Ascom Healthcare Platform is based on mobile devices with in-built staff safety features such as automatic man-down, no-movement and countdown alarms, panic buttons, real-time location technologies, alarm dashboards, incident mapping and mobile response workflows.



Mobile alerting



List View of current alarms

- Personal alarms to provide staff safety: a sent alarm is confirmed with sound, LED, vibrations and text
- Silent alarm, to be able to send alarms unnoticed
- Test alarm for functionality tests
- Alarm activation by long press or multi-press on multifunctional buttons
- Alarms sent over DECT (for Ascom Myco 3) and WiFi (for both Ascom Myco 3 and 4)
- Location information via IR positioning, BLE (Bluetooth) positioning, WiFi Access Points, DECT Base Station, DECT Beacon and GPS positioning
- Man-Down/No-Movement alarms
- Ascom Myco 4 Pull-Cord support
- ALS (Acoustic Location Signal) after an alarm has been triggered
- Optional automatic call setup for alarms allows communication between responders and the sender – Support for listen-in mode
- Alarm Data Support allowing third-party applications to send information from a data field of an alarm to the server
- Support for remote configuration of handset
- Configuration of settings per user/group of users

Software

The solution is based on Ascom Unite Personal Alarm and workflow management software. Ascom software enables you to integrate with third-party systems for features such as location services and external alarm presentation, while it is HTML5-enabled to allow user access from any PC or screen. Unite Personal Alarm supports AiRISTA Flow RTLS solution for accurate location of the staff member in distress.

Read more: <https://www.ascom.com/north-america/about-us/why-ascom/interop-ecosystem/airista-flow/>

Technical specifications

Required components

Unite Platform Server (Unite PS)	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Unite Axxess Server	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Ascom Login	For technical specifications, refer to Data Sheet, Ascom Login, TD 93317EN
Unite Personal Alarm mobile app	For use on 3 rd party Android devices

Supported smart devices

Ascom Myco 3	Supports Android™ 10.x and 9.x Firmware 2.0.1 or later Ascom Experience 2.0.4 or later
Ascom Myco 4	Supports Android™ 13 and 12

Technical specifications

Feature-specific requirements

Unite Platform Server (Unite PS)	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Unite Axess Server	For technical specifications, refer to Data Sheet, Ascom Unite Platform Server, TD 93266EN
Ascom Login	For technical specifications, refer to Data Sheet, Ascom Login, TD 93317EN
GPS positioning	Unite Axess Server version 6.2 or later Ascom Login version 1.5 or later
Configuration of settings per user/group of users	Unite Axess Server version 6.2 or later Unite PS version 4.7 or later
Man-Down & No-Movement alarm and Acoustic Location Signal (ALS)	Unite Axess Server version 6.3 or later Unite PS version 4.7 or later Ascom Myco 3 version 2.3.0 or later Ascom Myco 4
Pull-Cord/Auxiliary alarm	Unite Axess Server version 6.6 or later
BLE (Bluetooth) location support	Unite Axess Server version 6.7 or later Ascom Login version 1.8 or later Ascom Myco 3 version 3.2.2 (limited support, see Release Notes) Ascom Myco 4
Alarm Distribution over DECT	IP-DECT version 11.3.0 or later Ascom Myco 3 version 3.0.3 and later Unite Axess Server 6.8 or later Ascom Login 1.8 or later
DECT Beacon	IP-DECT version 11.4.0 or later Ascom Myco 3 version 3.3.0 and later Unite Axess Server 6.8 or later Ascom Login 1.10 or later
Call features monitoring and loudspeaker	Unite Axess Server 7.0 Unite Platform Server 4.21 Ascom Myco 3 version 3.5.5 or later

Languages

Supported languages	Chinese (simplified), Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish
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License specifications

Refer to Ascom License Configuration Guide, TD 93113EN, located on the Ascom Partner Portal, under Products → Software → Ascom Unite.

Take the next step

Contact your local Ascom representative to start implementing Lone Worker Safety in your workplace.

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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.