

ADVANCED CALLS

OVERVIEW BROCHURE

ADVANCED CALLS 2024

Version 2.2.1

ADVANCED CALLS MAKES DISTRIBUTED COMPLEXITY – SIMPLE

Advanced Calls is a suite of software applications and features that have been meticulously designed from the ground up to address the numerous challenges faced by healthcare facilities today through the utilization of an advanced, yet intuitive and easy-to-use, rules-based software. Our middleware software solution is a secondary alarm and notification management solution that integrates nurse call, EHR, smart beds, wireless devices, special systems, and much more into a single – simple to use interface. Advanced Calls is more than a basic middleware solution. Our advanced systems integration, alarm and event notification management; coupled with

task, staff assignment, room, resource, and unified communications management provides a software suite that's years beyond the industry standards of today. Advanced Calls Fusion, Insight and Unity provide hospitals advanced technologies with the tools required for staff to outperform expectations, reduce stress and staff burnout, eliminate wasted steps, improve staff productivity and efficiency, while at the same time dramatically improving patient satisfaction. Advanced Calls provides management with the knowledge required to measure staff efficiency and performance, which ensures that "quality of care" and "cost of care" goals are being met at all times.

SCALABLE

Advanced Calls software suite provides enterprise features and functionality to all of our clients in a scaled model that makes it affordable for all.

- **6 to 600 beds or more**
 - » Single or Multiple Buildings (Campus Environments)
 - » Single or Multiple Locations (Enterprise Environments)
- **Client Data Center On-premises Software**
 - » Single Server Solution
 - » Enterprise – Multiple servers with load balancing and fail-over.
- **Access software from any network PC**
 - » Easily access a browser based interface on any device without the need to install additional software.
- **Multiple Access Levels**
 - » Advanced Calls software incorporates credentialed access levels to limit the capabilities of each user to only what they have the specified permissions to do.
- **Full BDR (Business Disaster Recovery)**
 - » On-site and cloud backups in Advanced Calls Vault provides enterprise level back-up and disaster recovery.



From Single Site Facilities



To Enterprise Level Healthcare Networks

INTEGRATIONS

Advanced Calls Fusion™ can integrate with virtually any system that has the capability to output data; and it combines all these events and notifications into a single software interface with advanced rules-based notifications, alarm management, advanced reporting, and analytics.



- **Nurse Call**

- » Single or multiple manufacturers or systems.



- **Smart Beds**

- » Integrates directly with smart beds or via nurse call system.



- **Special Systems**

- » Receives and processes data, creates virtual alarms, generates custom alarm notifications, facilitates the conversion of events or alarms to tasks, generates reporting, and provides deep insight and analytics with virtually any nurse call system.



- **HL7**

- » Customized lookup fields with access to searchable HL7 information.



- **Email**

- » Ability to send email notifications to staff members of specified events.
- » Ability to send out automated scheduled reports to a staff member or group.
- » Ability to receive emails from special systems and convert them into a virtual call.



Medical record

- **EHR/EMR**

- » Receives information from EHR/EMR and can display data on various systems and devices.

Integrates with virtually any existing nurse call system!

Add intelligence, functionality, reporting and analytics without the capital cost of purchasing a new nurse call system.

Dramatically improve staff efficiency and productivity while still leveraging your existing infrastructure.

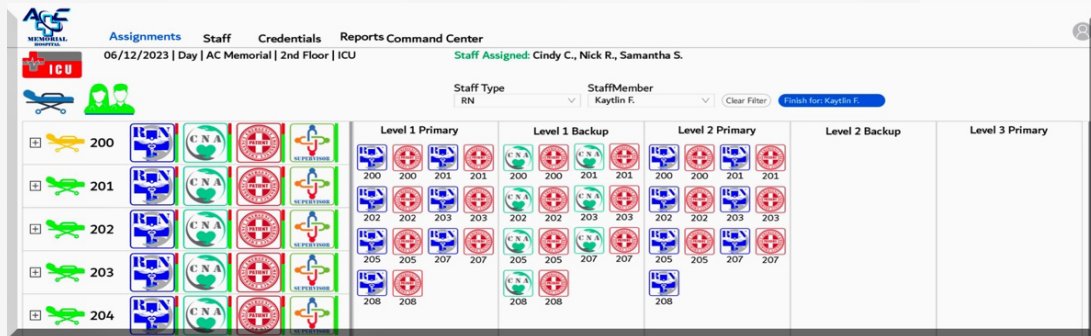
Gain the freedom and flexibility of Mobility with **UNITY**.

Add unprecedented knowledge, reporting, event and task tracking, and predictive analytics with **INSIGHT**.

ADVANCED RULES-BASED NOTIFICATION ROUTING

• Simple Assignment

- » Easy-to-use graphical display which tracks progress and will not allow occupied rooms to go unassigned.
- » Dynamic Daily Assignments automatically incorporate all static assignments dictated by staff type. Virtually unlimited assignment configurations are an industry leading development that other software solutions lack.
- » Assignments can be created with single or multiple staff members at any level, they can initiate a buddy system, and they can instigate advanced call point alarm notifications with specific call groups which can escalate to the same staff type and/or specific team members.



• Enhanced Notifications

- » Send more than the typical alarm notification with enhanced messages that are customized by alarm type and patient specific risk factors.

• Virtual Calls & Task Management

- » Our industry leading solution converts any manual or scheduled virtual call notifications into a task when the staff member accepts a task. Additionally, every virtual call notification provides the caregiver the option to acknowledge, accept or escalate the call to the next assigned staff member. Every task can be customized with a single or multi-item checklist that auto cancels the virtual call when all items are checked as completed. Scheduled virtual calls can be created and assigned to specific staff members for acceptance and completion, ensuring that that a busy staff is always reminded of the tasks that require tending to.

Virtual Calls – All Departments		* Time is in seconds													
Route	Name	Delay to Level Day/Night	Level 1 Primary Retry	Level 1 Backup	Level 1 Retry	Level 2 Primary	Level 2 Backup	Level 2 Retry	Level 2 Primary	Level 3 Backup	Level 3 Retry	Level 3 Primary	Retry All	Repeat Route	
1	Room Emergency (Code, Staff, Emergency)	0 0	✖	15	✖	30	45	✖	60	75	✖	90	120		
2	Normal Call (Room, Patient, Bed)	0 0	✓ 60	90	✓ 120	180	240	✓ 300	480	600	✓ 720	840	900		
3	Staff Assist	0 0	✓ 30	60	✓ 90	120	180	✓ 240	360	480	✓ 600	720	840		
4	Vent Alarm	0 0	✓ 15	30	✓ 45	60	75	✓ 90	120	150	✓ 175	200	240		
5	Bed Exit	0 0	✓ 20	40	✓ 60	80	100	✓ 120	150	180	✓ 240	300	360		
6	Restroom (Toilet/Shower)	0 0	✓ 30	45	✓ 60	75	90	✓ 105	120	150	✓ 180	240	270		

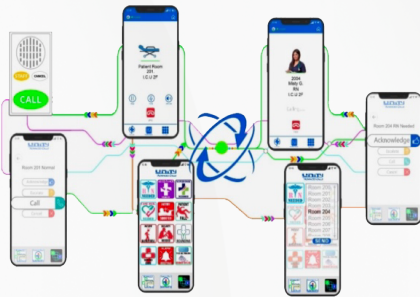
	Day/Night	Retry	Backup	Retry	Primary	Backup	Retry	Primary	Backup	Retry
Hospital Emergency (Active shooter, Weather, Altercation)	0	15	30	45	60	75	90	120	150	180
High Priority (Wandering, Fall, Abduction)	0	30	45	60	105	120	150	180	210	240
Medium Priority (Pain, Supervisor)	0	45	90	120	180	240	300	360	420	480

• NeXT Automate

- » Create automated processes for any event that will automatically create a virtual call and send a notification to the assigned staff member in any department. NeXT Automate simplifies process notification and management automatically via advanced rules. These rules can automatically initiate a new task upon the completion of a previous task. NeXT Automate drastically reduces the headache and time needed to complete multi-step tasks.

UNIFIED COMMUNICATIONS

Advanced Calls Unity™ brings amazing features and functionality to smartphones (*cellular plan not required*) by unifying all of your vital communications: Voice – Secure Messaging – Nurse Call Notifications – Virtual Notifications – Staff Status – Task Management – Virtual Calls and More! Unity Virtual Calls create limitless possibilities of alarms and notifications. Convert any nurse call alarm into a Virtual Call and provides staff with specific information about the patient's needs. There is not another software solution that makes initiating custom alarms, notifications, or tasks as simple as Advanced Calls. All of these functions are as simple as a single touch of a button.



• Voice

- » Staff Smartphone to Staff Smartphone.
- » Staff Smartphone to Patient Room (dependent on nurse call capability).
- » Staff Smartphone to Facility PBX (dependent on PBX capability).



• Chat

- » Proprietary – Secure Messaging.
- » Individual and Group Chat.
- » No PHI (Patient Health Information) is shared.

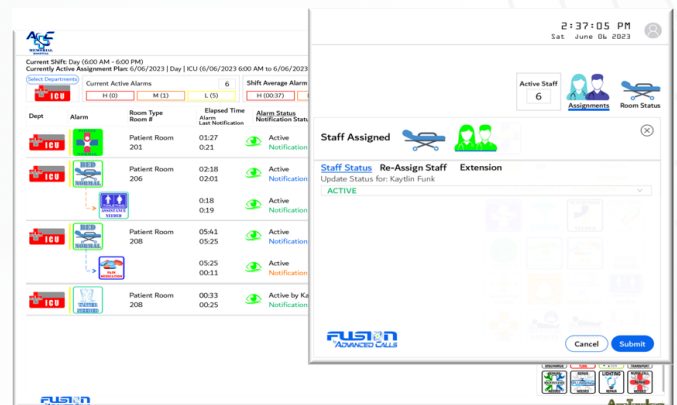


• Virtual Calls

- » Unlimited Virtual Calls.
- » Eliminates the need for multiple trips to patient rooms by routing particular requests to the appropriate staff member automatically.
- » Hospital wide capabilities for more than clinical staff.
- » Automated and scheduled virtual calls.

• Task Management

- » Manage alarm conversions and scheduled tasks.
- » Receive reminders for incomplete tasks.
- » Reassign an accepted task.
- » Receive pre-notification of upcoming scheduled and NeXT Automate tasks.



• Staff Status

- » Single Sign in.
- » Accept room assignments.
- » Change staff status; Active – Busy – On Break.

COMMAND CENTER

Advanced Calls Fusion™ is the nursing Command Center where staff can view all alarms, initiate virtual calls, direct traffic and update staff statuses, assign smartphones or view extensions, make assignments and more. Fusion Command Center additionally provides a comprehensive, real-time view of active alarms from any integrated system. Additionally, it also provides a shift alarm summary of all active alarms categorized by alarm type, average alarm type, or total shift alarms. Fusion also provides management the ability to initiate a manual messenger, virtual calls, and facilitates communications for one or more departments in the hospital.

- » Active Alarm Screen
- » Shift Alarm Statistics
- » Staff & Assignment Management
- » Room Management

The screenshot displays the 'Active Alarm Screen' for the ICU department. At the top, it shows the current shift (Day 6/06/2023 6:00 AM to 6:00 PM) and the current active assignment plan. Below this, there are summary statistics: Current Active Alarms (6), Shift Average Alarm Times (04:57), and Shift Total Alarms (91). The main table lists active alarms for various patient rooms (201, 206, 208) with columns for Dept, Alarm, Room Type, Room #, Elapsed Time, Alarm Status, Notification Status, and Action. A sidebar on the right contains icons for various hospital functions like Facility Management, Security, and Patient Care.

Dept	Alarm	Room Type	Room #	Elapsed Time	Alarm Status	Notification Status	Action
ICU	Patient Room	201	01:27	Active	Notification Acknowledged Kaytlin F. (L1 Primary)		
ICU	Patient Room	206	02:18	Active	Notifications Paused - VC Activated		
ICU	Patient Room	208	05:41	Active	Notifications Paused - VC Activated		
ICU	Patient Room	208	00:33	Active	Active by Kaytlin F. Notifications Sent Nick R. (L1 Primary)		

ACTIVE ALARM DISPLAY

- » Advanced Calls Fusion active alarm display is our virtual wallboard that displays current active alarms for any department, on any network attached display with a browser.

The screenshot shows the 'Active Alarm Display' interface. It features a main table of active alarms and a pop-up window titled 'Alarm History' for Room 208. The main table has columns for Dept, Alarm, Room Type, Room #, Elapsed Time, Alarm Status, Notification Status, and Action. The 'Alarm History' pop-up shows a list of notifications with columns for Elapsed Time, Notification, Staff, and Event.

Dept	Alarm	Room Type	Room #	Elapsed Time	Alarm Status	Notification Status	Action
ICU	Patient Room	201	01:27	Active	Notification Acknowledged Kaytlin F. (L1 Primary)		
ICU	Patient Room	206	02:18	Active	Notifications Paused - VC Activated		
ICU	Patient Room	208	05:41	Active	Notifications Paused - VC Activated		
ICU	Patient Room	208	00:33	Active	Active by Kaytlin F. Notifications Sent Nick R. (L1 Primary)		

Elapsed Time	Notification	Staff	Event
00:11	Notification Sent L-2 Primary	Kaytlin F.	Ack
03:24	Notification Sent L-1 Retry	Cindy C. Nick R.	Escalate ACK
03:54	Notification Sent L-1 Backup	Nick R.	ACK
04:54	Notification Sent L-1 Primary	Cindy C.	ACK
05:24	Notification Sent L-1 Primary	Cindy C.	ACK
05:25	Pain Medication Needed	Fusion CC ICU	Activated

View real-time notification history and staff response

Shift Average Alarm Times			Shift Total Alarms		
H (00:37)	M (01:49)	L (04:12)	H (7)	M (33)	L (51)

ADVANCED REPORTING & ANALYTICS

Insight™ Advanced Reporting, Analytics and Prolytics™ utilizes the vast amount of data that Fusion collects and provides a comprehensive view of all activities. Insight Advanced Reports (*included with all Fusion deployments*) can be created with Advanced Calls easy-to-use report creator. Insight reports can be created on demand by any Administrator or from templates available in the Fusion Reports Manager. Advanced Calls Insight automated reporting feature makes creating reports easier than ever imagined before. Report templates can be scheduled and automatically generated, sent to any credentialed user via an emailed PDF and/or a direct link to the report.

- » Advanced Report Filters.
- » Easy to read reports.
- » Reports on demand.
- » Report templates.
- » Automated/Scheduled reports.

Comparison By: Date Range

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Compare By

Date Range

Selected Date Range

04-01-2023 → 04-30-2023

Shift

Day

From Days

Day x

Selected Building

AC Memorial West

Selected Floor

All

Selected Department

All

[More Filters...](#)

Update Report

Benchmark: Floor

Total Alarms

17,141

Average Alarm Time

06:14

Average Risk Score

4.15

High (3,771)

Medium (5,313)

Low (8,057)

High (00:47)

Medium (03:44)

Low (06:17)

High (5.65)

Medium (4.30)

Low (3.9)

Best Department: ICU

Total Alarms

3,085

Average Alarm Time

03:42

Average Risk Score

4.62

High (863)

Medium (433)

Low (1,789)

High (00:52)

Medium (03:59)

Low (06:17)

High (5.85)

Medium (4.05)

Low (3.95)

Worst Department: ER

Total Alarms

5,313

Average Alarm Time

04:32

Average Risk Score

4.67

High (895)

Medium (1,178)

Low (3,240)

High (01:23)

Medium (04:02)

Low (06:53)

High (5.05)

Medium (4.30)

Low (4.65)

Date	Initiated	Cancelled	Duration	Room Type	Room	Call Source	Call Type	Status	Primary Assigned
4/1/2023	10:55:38 PM	10:58:41 PM	00:03:02	Patient Room	123	Physical	Patient Normal	ACTIVE	Kaytlin F.
	10:55:38 PM							Talking to Patient NC:901	
	10:56:59 PM							Activated VC Command Center - 901	
	10:56:59 PM							Notifications Paused	
	10:57:59 PM							CANCELLED	
	10:56:59 PM					Virtual	RN Needed	Activated Command Center 901	
		10:56:59 PM						Notification Sent	Kaytlin F.
	10:57:08 PM							Acknowledged	Kaytlin F.
	10:57:59 PM							CANCELLED	



March 2024 | Version 2.2.1

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