

# Incorporating healthcare communications as part of your unified solutions





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# Introduction

As a 24/7 environment, healthcare facility security is always a top priority. Hospital security teams are responsible for protecting people, securing valuables, safeguarding data, managing emergencies, and more. They also need to adhere to standards such as the American Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Joint Commission on Accreditation of Healthcare Organizations (JCAHO), and Underwriters Laboratories International, Ltd. (UL), to name a few.

In addition to maintaining strong security measures, hospitals are expected to provide uncompromised service. Often evaluated on the

patient experience, hospitals must be sensitive to the needs of the people present at their facilities. Hospital rooms and waiting areas can be stressful. Positive interactions and a sense of safety can go a long way in improving the patient's evaluation of their stay.

Hospital security requires effective risk management techniques to improve patient care, provide better security for people and assets, and streamline daily operations.

To meet the challenges of a changing healthcare landscape, an increasing number of healthcare organizations are modernizing their security infrastructure, including their communication solutions.





# The power of unification for healthcare organizations

Security solutions have been at the heart of the healthcare security landscape for a long time. Often, these technologies deliver reactive strategies, allowing security and medical teams to take quick action after an incident occurs.

However, security technologies are becoming more proactive. Unified solutions help staff stay ahead of any security or safety issues that could place staff and patients at risk.

Unifying audio, video, and access control solutions creates a well-rounded, comprehensive solution. The system provides actionable insight to improve patient care, secure people and hospital assets, and streamline hospital operations.

With a unified platform, such as Genetec™ Security Center, all systems can be viewed from the same interface. Operators don't need to switch between systems to see needed information.

As part of this unification, hospitals can add communications to their physical security system to improve security, operations, and intelligence.



# Top 3 ways unified audio solutions enhance hospital operations

## 1

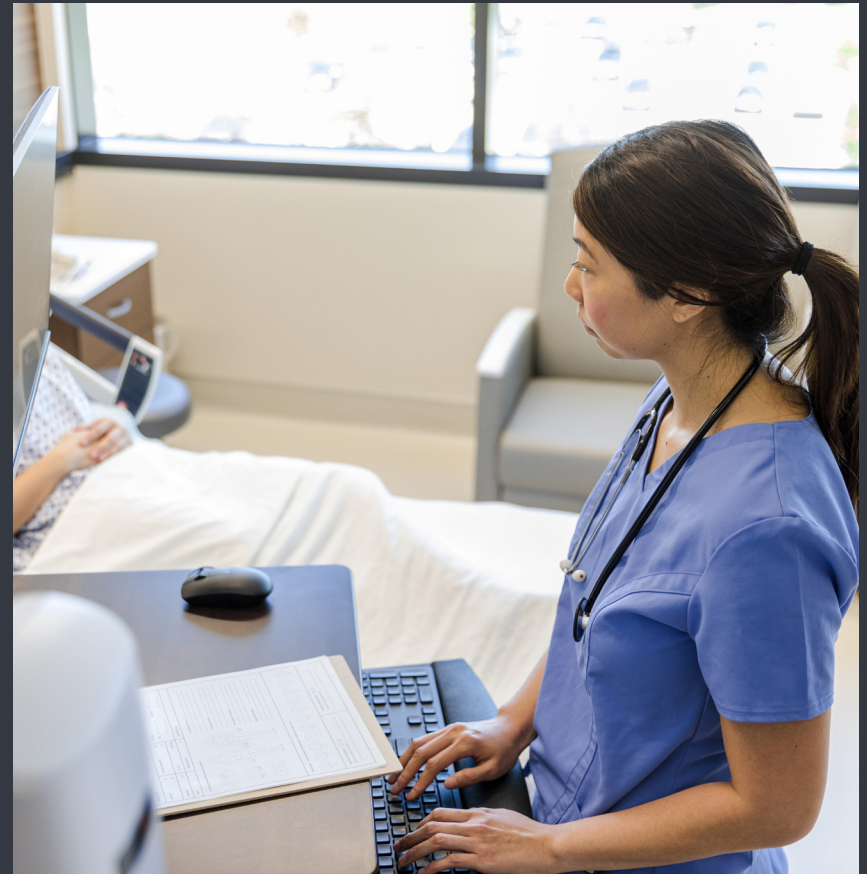
### Improved patient care

A unified platform that integrates audio solutions, such as Genetec Security Center and Sipelia™ along with Zenitel intercom stations, provides new ways to streamline workflows with interactive communication.

IP video intercoms in patient rooms increase situational awareness, allowing medical staff or operators the ability to see what's happening, while also hearing and speaking to someone in the patient room in real time.

When someone in the patient room requests help by pressing the intercom call button, staff can communicate with them remotely using the intercom to assess the situation before sending medical staff. This helps identify any false alarms or accidental presses to optimize medical staff resources.

Taking patient care a step further, an IP video intercom in an intensive care room can connect patients with their family members and provide intelligible two-way communications.



## Securing people and hospital assets

To deliver top-quality patient care, staff need a safe and secure environment in which to work. A unified system helps security teams take proactive measures that protect staff, patients, and valuable assets so medical teams can stay focused on treating their patients.

An IP video intercom also provides an additional level of security by giving teams more control over who can enter restricted areas. Hearing who is asking for access is one thing. Seeing them on video is better. Operators can verify that the individual's identification photo matches the person seen on video who is requesting access.

Beyond day-to-day security, audio plays a central role in delivering critical communication solutions in the event of an emergency. A voice-based emergency evacuation system, also known as a public address and voice alarm system, that is certified for EN54-16, empowers your security teams to deliver voice messages and alerts for such critical situations.





### Streamlining hospital operations

Mobile applications that are integrated with your communication management system can further streamline operations by enhancing collaboration and allowing staff to handle incidents on the go.

With Genetec Mobile and the Sipelia™ integration, operators can send an audio message from anywhere.

Operators can also use their mobile devices to call emergency services, make an audio or video call using the address book, or automatically play a warning message through the hospital's public address system. Likewise, the mobile app allows teams to immediately respond to integrated IP intercom calls. Using audio and video verification, they may grant or deny visitor access, or open parking gates without having to leave the Genetec Mobile app.



# The Genetec and Zenitel solution

By implementing Zenitel intercom stations and IP speakers with Genetec Security Center and Sipelia™, your communications become an integral component of your healthcare security applications.

The Sipelia communications management platform is a core module of Genetec Security Center that enables SIP-based communications between operators, intercoms, and public address solutions.

Zenitel's intercom devices and IP speakers integrate with Sipelia to bring high-quality audio solutions into a unified security system. Likewise, the Zenitel video intercom camera can be fully integrated with Genetec

Omnicast™ for 24/7 surveillance and recording. Facilities with existing Zenitel systems can easily integrate with Sipelia without substantial equipment changes.

Zenitel's integration with Genetec solutions enhances a security team's awareness by unifying intercom communication, broadcast announcements, and communication between operators. Operators can quickly and clearly communicate directly from their workstation or through the Genetec Mobile app. They can manage or accept calls, broadcast live or pre-recorded messages, record audio and video for future investigation, and even unlock doors.





# Key benefits of a unified audio solution for healthcare facilities



## Better healthcare operation

Your unified security system can help you automate processes and use staff resources more efficiently. Plus, since all systems are visible within the same interface, your security team doesn't need to switch between screens to gather information.



## Improved patient experience

Patients and visitors feel more at ease with IP video intercoms that allow staff to respond to patient needs faster and with real-time visibility. They also allow family members to speak with staff more quickly.



## Enhanced staff experience

A unified system can help reduce the number of false alerts, so staff work more efficiently. IP video intercoms also allow nurses to respond remotely or provide further information before visiting the patient's room.



## Flexible to change as you grow

Since the Genetec and Zenitel solution is an open architecture platform, you can confidently scale, add devices, or expand operations as your needs evolve. You may also be able to use some existing hardware during the initial migration.



## Efficient and compliant response

Communications and public announcements can be integrated as part of standard operating procedures (SOPs).

[Learn more](#) about the Genetec communication management system

# 10 questions you should ask before selecting your audio solution and unified platform

**1**

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## **Does the audio solution allow you to hear clearly?**

An intelligent communications solution can detect voices, high noise levels, breaking glass, or other sounds that aren't within direct view of a camera. In some environments, background noise must be mitigated through active noise reduction software so that someone speaking in that area can be clearly heard and understood. A clear voice and sound clarify the intent behind the images that are captured on camera and increase situational awareness.

To obtain that clarity, look for an IP intercom solution with a microphone that can withstand interference and cover a wide range of frequencies consistently. Ensure the amplifier is energy efficient and provides enough power to overcome loud environments. The speaker volume itself should automatically adjust to an audible level to overcome ambient noise levels.

**2**

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## **Does the solution deliver high-definition video?**

As important as intelligibility is for an intercom solution, so is video quality. Look for a wide-angle lens and strong low-light performance to deliver excellent image quality, day or night. A wide field of view will capture more of the area around the intercom station and a 30-per-second frame rate provides a natural look for any movement caught on the camera.

**3**

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## **Does it integrate with other security technology?**

As today's security technology becomes increasingly intelligent, interoperability between platforms becomes more important than ever. Look for a unified solution that allows you to incorporate a wide range of technology, possibly use some of your existing hardware, and scale as your needs grow.



## 4

### How does the unified audio solution benefit a security officer?

Working with a unified platform, an officer can manage all communications through a single security workstation interface—answering and placing calls, managing a call queue, managing access points, viewing the associated video, and locating callers on a map.

## 5

### Does it allow for post-event analysis?

Data can make a difference in a risk mitigation strategy. Voice adds interactivity between a security officer and a person in front of the camera, and that data, which goes beyond video surveillance images, can be shared between security, police, emergency services, and more. First responders have actionable data for a more effective response to the incident and a strategy to mitigate future incidents.

## 6

### Does it have a robust design?

Intercom stations need to adapt to any extreme environment that requires communication, from clean rooms to outdoor environments and extreme temperatures. The speaker grill should be specially designed to allow the free flow of audio, while still maintaining water-proof and tamper-proof protection.

## 7

### Is it touchless?

We increasingly live in a touchless world, so an intercom solution should include a touchless sensor as an accessory for users to activate intercom calls by gesture recognition, such as the swipe of a hand.

## 8

### How does it perform in remote locations?

Humans instinctively respond to real-time voice and audio. A solution that provides a realistic voice with a speaker volume that automatically adjusts itself will allow your security teams to talk and listen to the individual that's seen on the camera, no matter where the location or how remote.

## 9

### Is it cybersecure?

Any intercom solution along with connected servers should meet IT requirements for mission-critical systems and provide defense from cyber threats and attacks. Look for an intercom vendor that has implemented IEEE 802.1X network access control. They should stay on top of the latest vulnerabilities with regular software upgrades to ensure systems provide secure, reliable communication.

## 10

### Do the servers have robust capabilities?

Selecting an IP intercom solution isn't just about the edge devices. Make sure your unified audio solution provides server capabilities such as recording, failover, ring groups, and paging zones, which provide great value for security teams. Ensure your servers are pre-hardened with tools to automate system health maintenance and updates. Your solution should also allow you to scale your system as your organization grows and your needs evolve.

[Learn more](#) about Zenitel's critical communication solutions





Unified audio systems can enhance your security team's awareness by unifying IP intercoms with your security system. When emergencies require swift action, your system should allow you to tap into your entire communication infrastructure to coordinate response and inform staff, patients, visitors, and customers.



#### About Genetec

Genetec Inc. is a global technology company that has been transforming the physical security industry for over 25 years. Today, the company develops solutions designed to improve security, intelligence, and operations for enterprises, governments, and the communities in which we live. Its flagship product, Security Center, is an open-architecture platform that unifies IP-based video surveillance, access control, automatic license plate recognition (ALPR), communications, and analytics. Founded in 1997, and headquartered in Montreal, Canada, Genetec™ serves its customers via an extensive network of certified channel partners and consultants in over 159 countries.

Learn more at [genetec.com](https://www.genetec.com)



#### About Zenitel

With a combined audio experience of more than 125 years, Zenitel group delivers your complete audio solutions for the healthcare market. Zenitel's unified IP audio solutions enable users to enhance the safety of both patients and staff. This is done by ensuring that they can hear, be heard, and be understood, every time.

Learn more at [zenitel.com](https://www.zenitel.com)

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