

# Transforming Medical Services through Mobile Communications

---

## 21st Century Integrated Communications

**Presenter**

**10/3/2014**



*This document describes a new, integrated approach to voice and data communications for the Medical Health Care industry that provides technological leading-edge capabilities in the office and in the examining room.*

# Integrating Voice and Data for Healthy Outcomes

---

With the rising of cost of insurance and economic strain being placed on hospitals, agencies, and medical services personnel, healthcare officials are being required to upgrade their communications systems in order to increase organizational effectiveness and improve emergency response times. KG Comm-powered PTT provides enhanced instant communications technology to help healthcare organizations collaborate between hospitals, emergency response teams, and mobile healthcare workers to efficiently deliver medical services. KG Comm-powered PTT interoperates with Land Mobile Radio (LMR) systems and uses the latest cellular networks (including 4G LTE, 4G HSPA+, and 3G) and Wi-Fi — to ensure secure and continuous network coverage and real-time connectivity while serving the public in urban and remote environments with just one device for PTT, LMR interoperability, and access to mobile broadband data.

## **Enhancing Medical Care with Advanced Communications**

While many healthcare agencies, hospitals, and medical care providers are using the latest technology to diagnose and treat patients, they may be limited in terms of fragmented or legacy communications systems, including PBX/Centrex, intercom/paging, regular cellular voice, and two-way radio systems. KG Comm-powered PTT delivers a complete communications solution for healthcare organizations of all sizes by integrating instant voice calling, group communications, regular voice, broadband data, productivity applications, and administrative processes — all onto a single robust mobile platform. KG Comm-powered PTT runs on a broad range of mobile handsets and a Windows PC so that doctors, nurses, and medical personnel are able to seamlessly communicate using the same infrastructure and improve their ability to care for patients.

## **Helping Communities Stay Healthy and Safe**

Maintaining overall citizen health and patient wellness requires that healthcare officials have the ability to stay informed and quickly communicate in response to emergency situations and potential public health threats. All functions within a hospital, healthcare organization, or medical services team can leverage KG Comm-powered PTT — hospital administrators, medical personnel, home healthcare workers, emergency responders, and dispatchers — to communicate instantly with a broad range of devices and purpose-built PTT accessories for hands-free use in dynamic environments and mobile conditions. Support for LMR interoperability ensures timely communications regardless of mobile communications networks used. KG Comm-powered PTT provides a Web-based corporate administration tool that enables dynamic creation or updating of contacts and talk groups that are synched to devices wirelessly and in real-time, so that healthcare officials, hospital staff, and emergency response teams can be easily reached during crisis situations.

## Healthcare Administrators



Healthcare agency directors and hospital administrators are faced with tremendous financial and operational pressures while still being responsible for delivering medical services, improving organizational efficiencies, and keeping the public healthy.

Having the ability to quickly communicate, obtain information, and make decisions are critical to effectively delivering healthcare and medical services. With KG Comm-powered PTT, healthcare directors and hospital administrators can seamlessly communicate with their staff, healthcare workers, and mobile medical personnel using a single device that's interoperable with LMR systems — over 4G LTE, 4G HSPA+, and 3G cellular networks and Wi-Fi.



## Hospital Staff



For doctors, nurses, and other hospital staff, the ability to quickly connect to diagnose and treat patients is essential, especially in high-risk or life threatening scenarios. With KG Comm-powered PTT, medical personnel can address emergency situation and routine procedures in real-time.

With sub-second call set-up time and presence indicators, medical professionals are able to see who is available and instantly connect to administer care. KG Comm-powered PTT also supports a series of discrete and hands-free PTT accessories including remote speaker microphones and earpieces to stay mobile, help keep conversation private, and enhance audio performance in loud environments.



## Home Healthcare



Mobile healthcare workers encompass a variety of personnel including home health aids, mobile clinics, visiting nurses, patient transport, and ambulance drivers.

Having the ability to communicate with mobile and remote workers at any time and anywhere — to communicate status, obtain updates, and resolve issues — is a key priority. With KG Comm-powered PTT, emergency dispatchers and healthcare administrators can stay connected with mobile healthcare professionals through GPS location tracking and a centralized contact management tool which supports contact lists of up to 1000 users and up to 100 groups, with up to 250 group members. During critical situations or wide spread health emergencies, the KG Comm-powered PTT supervisory override feature allows assigned medical personnel to take the call floor at any time — so that important medical information is communicated immediately and services can be administered quickly.



## Emergency Responders



Being able to quickly communicate patient condition and health status during critical situations is a key priority for emergency response personnel such as police officers, emergency medical technicians (EMTs), rescue workers, and other first response teams.

The ability to seamlessly communicate in both urban and rural environments is a major requirement to keep emergency responders connected to dispatchers and hospital care providers, especially in the case life-threatening emergencies. KG Comm-powered PTT also supports a broad range of devices and accessories designed for mobile environments — vehicle mount kits, hands-free/noise canceling/enhanced audio headsets, earpieces, and remote speaker microphones — to ensure safety for emergency response teams.



## Dispatchers



The ability to communicate in real-time regarding the status of patients — especially during rescue and transport — can greatly improve survival rates and long-term quality of life.

To help bridge communications between mobile medical workers and hospitals, KG Comm-powered PTT offers a Dispatch Console so that a dispatcher can make PTT calls directly from a Windows PC equipped with a microphone and a speaker, with the ability to monitor group communication activities and determine the location of rescue and medical services personnel.



## KG Comm-powered Data and Voice for Every Role

Role	PTT Usages	Devices & Accessories
Administrators	<ul style="list-style-type: none"> <li>Discrete Communication</li> <li>Emergency Situations</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Latest Smartphone</a></li> </ul>
Doctors	<ul style="list-style-type: none"> <li>Status updates &amp; reporting</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Smartphone</a></li> </ul>
Nurses	<ul style="list-style-type: none"> <li>Routine and emergency situations</li> <li>Status reporting</li> <li>Receiving assignments</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Wi-Fi Handset</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Rugged Smartphone</a></li> </ul>
Care Assistants/Aids	<ul style="list-style-type: none"> <li>Coordination</li> <li>Status updates &amp; reporting</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Wi-Fi-only Device</a></li> <li><a href="#">Rugged Smartphone</a></li> </ul>
Security	<ul style="list-style-type: none"> <li>Emergency collaborations</li> <li>Status reporting</li> <li>Receiving assignments</li> <li>Patrolling, inspection, &amp; monitoring</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Remote Speaker</a></li> <li><a href="#">Microphones</a></li> </ul>
Maintenance	<ul style="list-style-type: none"> <li>Inspections</li> <li>Status updates</li> <li>Task assignments</li> <li>Status updates &amp; reporting</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Remote Speaker</a></li> <li><a href="#">Microphones</a></li> </ul>
Emergency Drivers	<ul style="list-style-type: none"> <li>Task assignments</li> <li>Status updates &amp; reporting</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Rugged Feature Phone</a></li> <li><a href="#">Rugged Smartphone</a></li> <li><a href="#">Handsfree Car Kit</a></li> </ul>
Dispatchers	<ul style="list-style-type: none"> <li>Field communication</li> <li>Dispatching personnel</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Dispatch Console</a></li> </ul>
Inventory Managers	<ul style="list-style-type: none"> <li>Coordination</li> <li>Status updates &amp; reporting</li> <li>Productivity Apps</li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Wi-Fi-only Device</a></li> <li><a href="#">Rugged Smartphone</a></li> </ul>