

St. John's Hospital

USES THE XMU+ TO ANSWER PHONE CALLS AND TRANSFER THEM TO PATIENTS BEDSIDES



Overview:

St. John's Hospital needed an easier way to answer and transfer calls to patient's rooms, so they installed an Interalia XMU+ system that now answers all calls to patient rooms, and transfers these calls directly to the proper patient's bedside phone.

Problem:

At St. John's Hospital, when callers called a patient they were accustomed to dialing a direct-inward-dial (DID) number that matched the patient's room number. Due to a floor and room renumbering project that was necessitated by expansion of the facility, the matching of station/room numbers was no longer economically feasible. A cost-effective solution had to be found to allow callers to directly access patient rooms.

Solution:

St. John's Hospital installed an Interalia XMU+ large chassis with two T1 cards that interface with their existing Avaya G3R Definity switch. The XMU+, using only one D.I.D. number, now answers calls made to over 400 patient rooms. It plays a message prompting the caller to enter the room number they want and transfers the call directly to the bedside phone in that room. Provisions have also been made for the future when private phones are provided for each bed. When this happens the XMU+ will transfer the call directly to private rooms or, if it is a semi-private room, it will prompt the caller for the bed number (1 or 2) and then transfer the call to the proper bedside phone in that room.

Initially, Interalia consulting services wrote a program to handle the new room number plan. Then they provided Mitch Callicott, St. John's Hospital Telecommunication's Director, with some basic training so he could do future programming and configuration room number changes himself. Next, Interalia worked with Mitch to set up the proper T1 settings on the Avaya switch, and finally they extensively tested the solution before implementation.

Obstacles:

No major obstacles were encountered during the XMU+ installation, although it took some time to set up the T1 settings on the Avaya switch and thoroughly test the system. Implementation was also accomplished with no major obstacles as all DID stations that were formerly used to contact patient rooms were redirected to the XMU+ for a brief time. In this manner calls were transitioned to the XMU+ without the need to re-educate the calling public. After a time, the old numbers were taken out of service with no adverse effects.

Benefits:

With the XMU+ installed, St. John's Hospital can now transfer a call directly to any patient bed within any assigned patient room within the hospital using only a single D.I.D. number. Nurses and other staff do not have to waste time transferring calls to patient rooms and they can instead focus on helping patients. The solution saves the hospital money and increases staff productivity while helping them provide better customer service to patients and callers.

Company:

St. John's Hospital in Springfield, Missouri is a member of the St. John's Health System, a 460-physician, 8,000-employee integrated health system. In 1841 the first hospital was established in a small brick home with only four patient rooms. Since then it has grown into a regional health center with 1,016 beds, a long term facility, a health plans division, a home care division, five regional hospitals seven pharmacies and a network of rural family practice clinics in southwest Missouri and northern Arkansas. St. John's Health System is ranked 14th among America's Top 100 Health Systems and continues a long tradition of health care leadership, bringing integrated healthcare services to those in need across the Ozarks.

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