



Panasonic

Helping to Deliver
Exceptional Senior Care

**DCC
Nurse Call
System**

Exclusively from
Panasonic

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“It allows that connection between our residents and our staff, and that’s a day-to-day, minute-to-minute operation that we have to have work perfectly.”

– Tim Galforth-Bles, President, CEO and Founder of Masterpiece Retirement

System benefits

“It’s a wonderful, user-friendly system. If retirement communities are looking to keep their residents safe, this is a great way to do it.”

– Candise Nicholson, Executive Director of The Jacob

With Direct Care Connect DCC™ Nurse Call System (DCC Nurse Call System) from Poltys, exclusive care, exclusive assurance and exclusive quality are at the heart of Panasonic’s promise to help senior living communities deliver essential quality care.

DCC Nurse Call System includes a scalable, cost-effective, full-integrated communications and alarm management platform that drives the nurse call system.



EXCLUSIVE CARE FOR RESIDENTS

Feel safer and more connected

- Real-time tracking of wandering patients
- 911 call-origin location tracking
- Intuitive, easy-to-use reporting software
- Faster caregiver response times
- Voice communication between residents and caregivers



EXCLUSIVE ASSURANCE FOR CAREGIVERS

Benefit from enhanced workflow that improves efficiency and job satisfaction

- Step-saving, direct staff-to-resident and staff-to-staff communication system
- Intelligent alarm generation and dispatching
- Sophisticated analysis of alarm, response and location data
- Significant reduction in alarm fatigue



EXCLUSIVE QUALITY FOR FACILITY MANAGERS

Experience higher occupancy, more efficient staff allocation and lower costs

- Fewer empty beds due to higher patient satisfaction
- Reduced personnel costs and accurate billing allocation via alarm distribution analytics
- Improved caregiver job satisfaction and less turnover
- Build long-term value with a system that is fully scalable, adaptable and compatible with industry-standard platforms

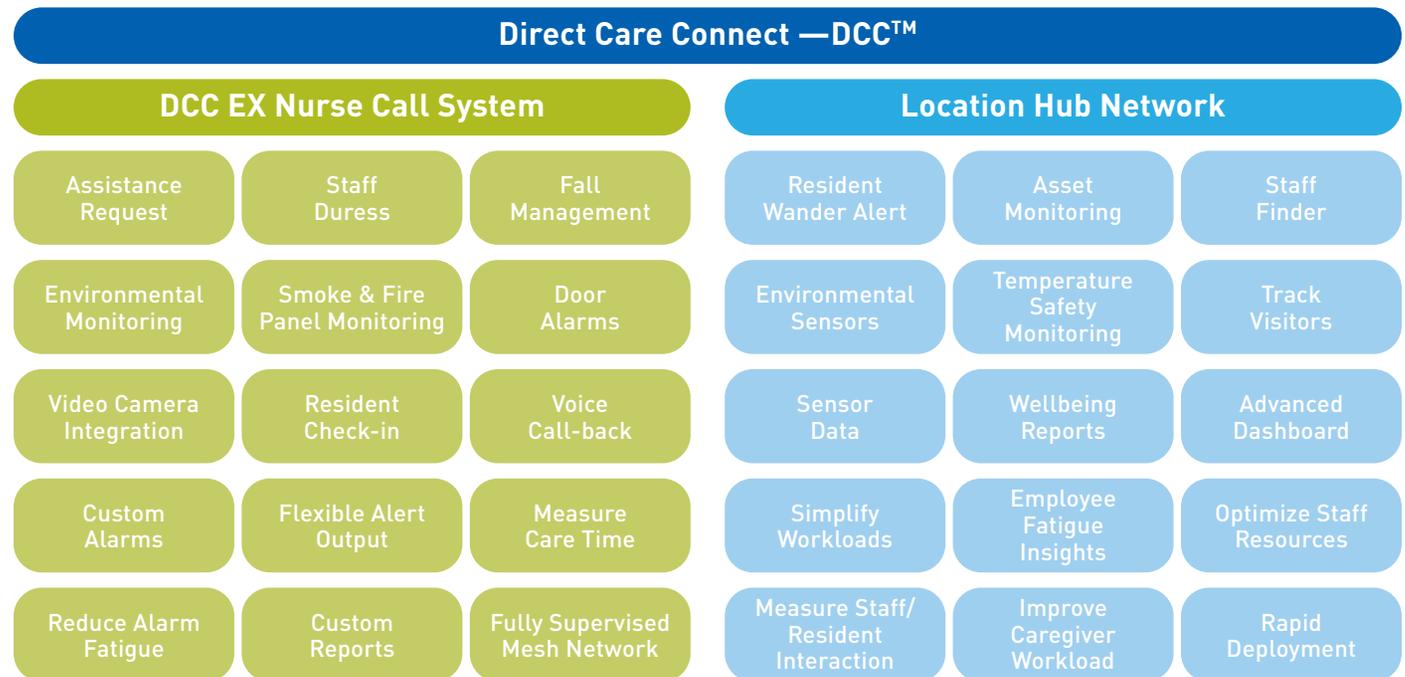
System overview

DCC Nurse Call System brings together the Direct Care Connect EX software and Location Hub Network into a complete care management solution for senior living communities. The system leverages intuitive software, durable wireless devices, reliable network hardware and best-in-class integration with communication infrastructure to deliver a broad range of productivity-enhancing capabilities.

DCC Nurse Call System

can accept input from a diverse array of alarm generating devices and distribute alarm messages in multiple formats to your alerted devices.

The **Location Hub Network** leverages reliable Bluetooth technology to help staff members locate residents, colleagues and assets in real time.



How it works

- Alarm Generating Devices
- Alerted Devices

The DCC Nurse Call System can be customized for integration with building hardware and software systems such as a PBX system, door sensors, industry-standard fire panels and wandering management systems with databases.*

* Some systems may not be compatible



Alarm management

REAL-TIME VIEW OF ALARMS

Active Alarms			
Escalating Alarms			
59. Emergency - 11:54 AM Alarm Time 00:00:25	John Smith Room 401 Bed 2	1 Anna - Ready 1 204	
60. Alarm - 11:55 AM Alarm Time 00:00:13	314 Room 121 Bed 4	+ Alerted Destinations 2 Escalation Level 1	
Accepted Alarms			
61. Emergency - 12:08 PM Alarm Time 00:00:32	John Smith Room 401 Bed 2	204 Clear Time 00:00:32	
62. Alarm - 12:08 PM Alarm Time 00:00:21	314 Room 121 Bed 4	Anna Clear Time 00:00:21	
Accepted Alarms			
61. Emergency - 12:08 PM Alarm Time 00:01:31	John Smith Room 401 Bed 2	204 Care Time 00:00:27	
62. Alarm - 12:08 PM Alarm Time 00:01:20	314 Room 121 Bed 4	Anna Care Time 00:00:17	

Maximize operational efficiency with DCC Nurse Call System. A powerful, smart responsive system designed to ensure residents feel safe and caregivers feel confident.

The DCC Nurse Call System not only escalates and records alarm response time for each caregiver, but also the frequency and associated urgency of each alarm. Response time metrics can be used by management to assess staff performance and identify high-performing employees. Alarm escalations can be programmed to roll to a variety of devices. When integrated with an existing communications server, DCC Nurse Call System offers

an array of one-touch options for fielding resident-triggered alarms on cordless handsets and mobile devices. With a single touch, a member of the care team can choose to accept an alarm or call and speak directly with the resident. If a nurse is unable to field the page, the alarm will roll to a series of pre-assigned backups until answered.

Alarms generated*

- Nurse call systems
- Fire alarm systems
- Wandering management systems
- Wireless pendants, pull cords, bed stations, fall prevention, and door and window sensors
- Request assistance between caregivers

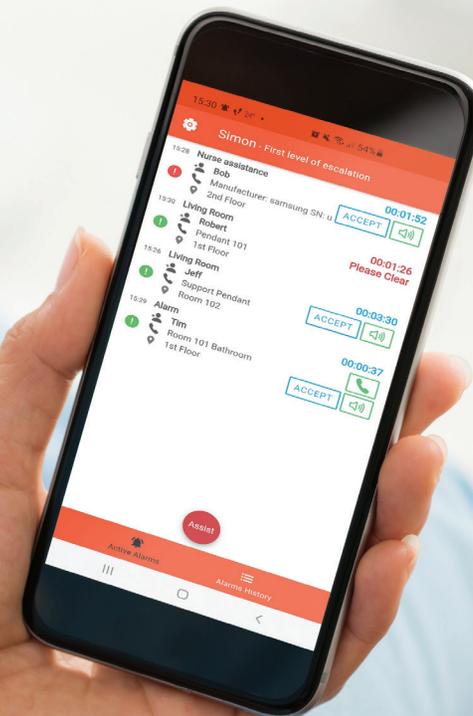
* Alarms can be generated when integrated with the DCC Nurse Call System. Some systems may not be compatible.

Alarms received

- Text or audio messages on DCare™ smartphone devices
- Text messages on cordless DECT mobile handsets
- Visual notifications by corridor call lights or LED signs
- Audio notifications by regular phone calls or Public Address
- PA announcements
- SMS or wireless paging messages to caregivers or supervisors
- Email messages to caregivers or supervisors

Streamline scheduling and enhanced connectivity

+ DCare™ is a BYOD mobile application that leverages your existing Wi-Fi network to turn Android-only mobile devices into PBX extensions capable of receiving and responding to alarms. With DCare, you can create customized alarm groups to include orderlies or cleaning and maintenance personnel. In facilities with larger alarm traffic, DCare shows all alarm activity in DCC Nurse Call System in real time.



Key Features

- User Flexibility – Cloud or On-Premises deployments
- Cross-Platform WEB Admin Consoles – Windows, Android, iOS, Mac OS X
- Highest Security Level – HTTPS (Secure Internet Protocol)
- Caregiver Login/Logout
- Caregiver Zone Selector – Caregivers can select their working zone at login time
- Unlimited Alarm Escalation Levels
- Real-time Alarm Monitoring
- Callback Using Local PBX
- Powerful Exportable Excel Reports
- Script-based Integration
- Cloud-based Product Licensing

Schedule optimization

DCC Nurse Call System features a robust, built-in report generation function that pinpoints trends that allow administrators to affect optimal scheduling — so, for example, care staff can work better, smarter, more efficiently to streamline response times, improving communications while always staying connected and attentive to your residents' needs. Caregivers using DCare-enabled Android devices can easily be tracked when Bluetooth® beacons are installed.

Resident location tracking

The DCC Nurse Call System provides enhanced location support for mobile alarm devices within the wireless infrastructure. Through vector mapping technology, the system provides highly accurate location data that shows the proximity of the mobile wireless pendant to a fixed reference within the building.

Communication hub

Requesting assistance should be easy. With residents' health and well-being at stake, they deserve a user-friendly technology solution that can help them communicate as clearly and precisely as possible with the care team. The Communication Hub, developed by Poltys, is a versatile emergency call unit offering instant staff-to-resident voice contact, extensive alarm capabilities and unrivaled support for external health and sensing devices. The Communication Hub puts help within reach 24/7 through the DCC Nurse Call System.



COMMUNICATION HUB

Clear two-way voice communication

The Communication Hub supports internal and external voice calls through on-premise or software PBX networks. One-touch speed dialing enables each resident to easily stay in contact with the care team and, when needed, request emergency or non-emergency assistance. Receiving a call back is effortless, thanks to the Hub's built-in auto-answer speakerphone.

Flexible network connectivity

Offering simple, clean installation with no visible wires, the Communication Hub can use existing Wi-Fi, Ethernet or 900 MHz infrastructure to connect with the DCC Nurse Call System. The Hub features a battery backup and 900 MHz commercial wireless (RF) transmitter, which is used for relaying alarm signals.

Comprehensive alarm options

In addition to one-touch emergency calling, the Communication Hub also features dedicated Staff Assist and Alarm Clear buttons, an optional pull cord, and a tamper alarm that goes off when the unit becomes disconnected. Multiple dry contact inputs/outputs and two 1/4" jacks, each with a distinct alarm ID, can accommodate plunger cords, smoke detectors call lights and other compatible devices.

External display output via HDMI

Managers can use the Communication Hub to send daily announcements to each resident's TV, including menus, activity schedules, weather forecasts and appointment reminders. This custom content can be scheduled to appear at specific times or on demand.

Customizable, future-ready platform

Designed to help facility managers meet their residents' changing needs, the Communication Hub is equipped with a Bluetooth gateway for connecting smart devices, such as bed sensors, and supporting optional location and advanced care solutions. The Hub also comes with programmable buttons for simplifying resident check-in and tracking care time.

Receiving a call back is effortless, thanks to the Hub's built-in auto-answer speakerphone.

Productivity-driven dashboards

Visualize the real-time location of residents, staff members and assets in a building.

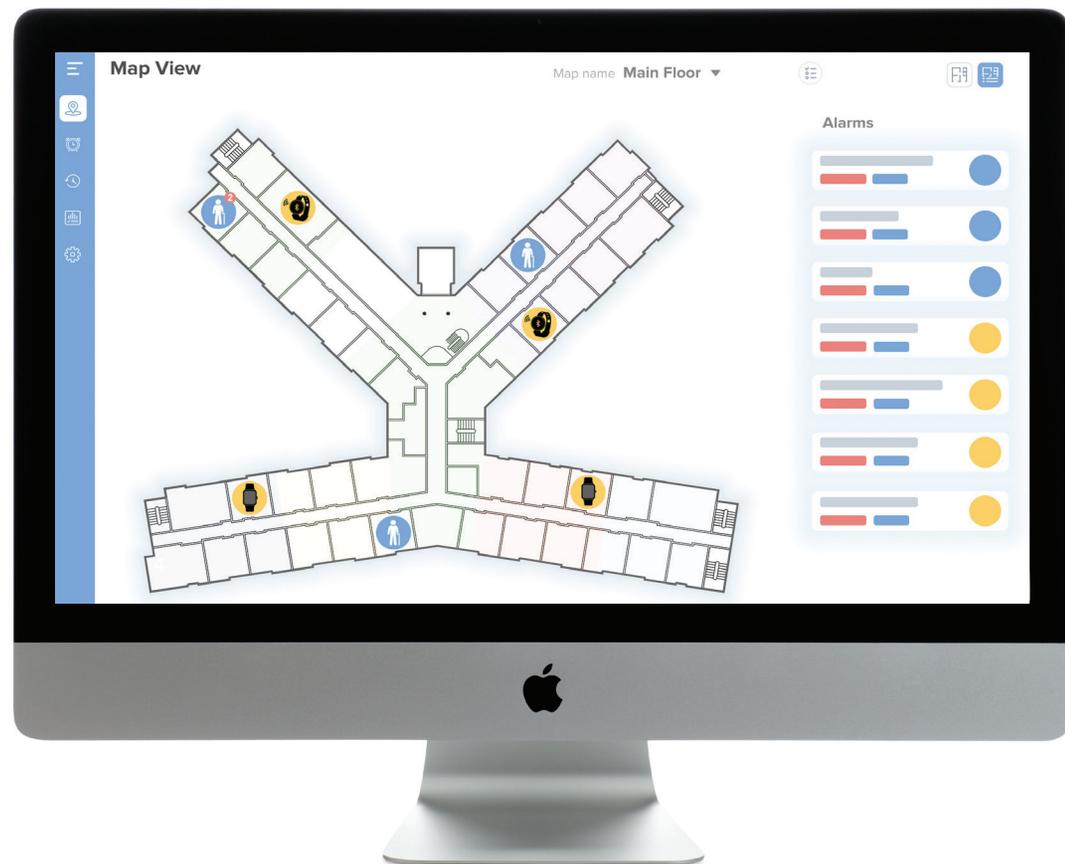
To be productive, care team members must be able to organize tasks in a way that works best for them. Enhanced Dashboard and Map Viewer are web-based applications that offer a choice of two distinct user interfaces for managing alerts and locating people and assets anywhere in the building.

Enhanced dashboard

The Enhanced Dashboard gives caregivers access to a user-friendly list of their active alerts, which they can conveniently sort by priority or location. Next to the alerts is a directory that lists the name, login status and location of each staff member, making it easier for the care team to coordinate its activities.

Map viewer

Caregivers can use Map Viewer to visualize the real-time location of residents, staff members and assets on a building floor plan. Each layout is accompanied by a customizable list of active alerts in that part of the building. Users can filter the alerts by type or zone, and sort them by priority or time.



Hub network

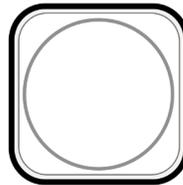
Location Hubs are Bluetooth gateways that perform two important functions. First, they locate residents, staff members and assets in real time, anywhere in a building. Second, they serve as connection points for smart devices such as motion detectors and water sensors.

There are three gateway models to choose from: Hub, Hub Plus and Hub Mini. Each installation of the Location Hub Network will have unique system requirements that dictate the choice of gateway model(s), as well as the quantity and placement within the building.



Hub

Powerful enough to provide zone-level, multiroom coverage, the Hub can connect to a DCC Server through the Wi-Fi network or an Ethernet cable. For applications that require a higher degree of reliability, such as covering the area near an exit door, a wired connection is preferred.



Hub Plus

Similar in range and connectivity to the Hub, Hub Plus is specially equipped to support fall detection.



Hub Mini

Featuring a smaller coverage range than the Hub and Hub Plus, Hub Mini is ideal for room-level locating systems. What really sets Hub Mini apart is that it can be plugged into any electrical outlet, making it very cost effective and easy to deploy. Since Hub Mini communicates with the DCC Server exclusively through Wi-Fi, it's a great choice for all but the most critical applications, where a wired Hub or Hub Plus should be used instead.

Real-time location

Care team members shouldn't have to spend time looking for people and assets, especially in an emergency situation. With a Location Hub Network installed in their facility, they won't have to.

Powered by reliable Bluetooth Low Energy (BLE) technology, the Location Hub Network forms the backbone of a highly effective real-time location system (RTLS). This type of system has numerous applications, which include precisely locating the source of every alarm in the DCC Nurse Call System, detecting when residents wander out of their designated zone, and tracking the location of a person or asset in real time.

How it works

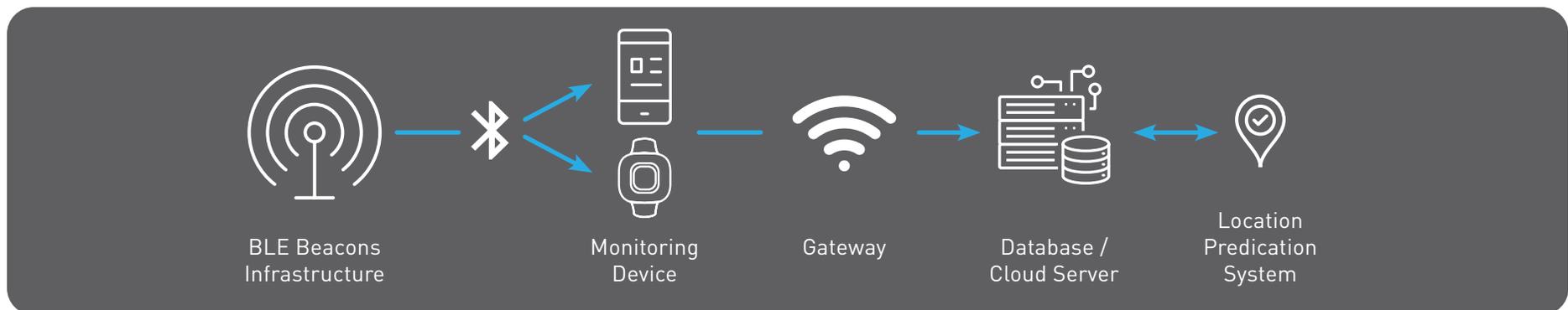
Hub gateways measure the Bluetooth signals from wearable pendants, smartphones and asset tags, and then relay the corresponding data to a DCC Server. The server calculates the exact location of each device and sends it to the DCC Nurse Call System, which distributes it to the staff.

Wander management

A DCC Nurse Call System augmented with RTLS capabilities can significantly lighten the burden on care team members who are responsible for monitoring seniors with dementia. The system can be configured to generate an alarm whenever a memory-care resident leaves their "safe" zone inside the building.

Fall detection

Seniors have better health outcomes the sooner they receive aid after a fall. That's why it makes sense for vulnerable residents to wear a pendant that can automatically send a location-based alert to the care team when a fall occurs.





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800-635-3587

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