



## **Seco CareNET.**

**The future of communications  
in the healthcare sector.**

**HEALTH CARE**

[www.schrack-seconet.com](http://www.schrack-seconet.com)

***SCHRACK***  
S E C O N E T

# Seco CareNET



- Increasing demands
- Growing pressure to reduce costs
- Networking of systems is the way

# Cut costs, increase performance. A contradiction?



## Increasing life expectancy, increased needs.

Demographic data gives off a very clear message: Life expectancy in Central Europe has never been so high – and it will continue to increase. The “excessive ageing” of society will be at its highest by around 2030, and by then healthcare and social security institutions will be confronted with an all-time high level of over 80-year olds. Simply due to the growth in population, it is to be presumed that the demands on the range of medical services, facilities and care institutions will increase dramatically in the coming decades.

## The budget issue is omnipresent.

Service providers in the healthcare sector also see themselves exposed to increasing pressure for other reasons: Cultural, societal and technological developments have led to constantly increasing demands with regard to the quality and scope of expected services. This is countered by tight budgets, which therefore demand the highest level of efficiency and permanent cost-saving measures, thereby contributing to wishes and reality drifting ever further away from one another.

## Competition from all quarters.

Globalisation in the healthcare sector is a trend that also should not be overlooked: “Health tourism” has become a buzzword. The patients of today are flexible enough to allow themselves to be treated where they feel they will be looked after best. The quality of the medical treatment, however, is only one of many factors. Levels of service as found in a hotel, entertainment, the country’s climate and, last but not least, the actual or perceived cost advantages, have become increasingly important when making a decision about the choice of institution.



## Wanted: Positioning in the healthcare system

The quality of patient care, safety during treatment, a comprehensive range of services and comfort levels – these factors have become decisive advantages with regard to public relations. Ultimately a clinic or care institution does not only



“advertise” to attract patients, but also to attract budget funding and services from insurance companies.

## Networked thinking as a solution.

In order to make the range of services to patients and staff members more attractive, to improve speed and efficiency and to keep costs under control, an ever increasing number of decision-makers used the possibilities of networked Information Communication Technology. In the strategic alignment of your company and when determining goals, IT concepts have form an increasingly central role in the planning process.

## Goal: Health Care Networking.

Medical care is constantly developing. The opportunities that an “integrated” network creates across the entire medical work flow are starting to gain particular momentum. An upwardly open network, which becomes the foundation for all services and information services, and which seamlessly integrates current and future “building blocks” can lead to quality and efficiency on a future-proof basis.





# Seco CareNET



- **A future-proof platform**
- **Compatible and flexible**
- **Integrates all systems**

# From insular solutions to a common platform.

## The problem of separate communications systems.

As a result of historical development, there is an array of independent insular solutions in hospitals and clinics, which render quick and efficient communication impossible. The consolidation of organisational, administrative and patient-specific processes under a single uniform roof has hitherto been unsuccessful due to high costs and technological barriers.



## Getting costs under control.

Separate networks cause costs to be multiplied in many areas – with regard to procurement and expansion, operation and servicing of systems. Each of these individual systems forms interfaces which are not always compatible with other systems. The integration of all individual systems was hitherto only possible at great cost in terms of money and time.



## An IP-based network as a solution.

Not only cost pressure, but also stricter regulations and conditions, changes in the law, the lack of specialist labour and the increasing sea of documentation have forced action to be taken: The IP data network (IP: Internet Protocol) is the suitable platform on which all communications processes can occur. The (available) Ethernet data network can be used for data transfer.

## Technology – proven a million times over.

IP forms the foundations for the Internet, and therefore is the mostly widely spread, upstream open technological platform for all communications tasks. With the help of IP, intelligent building blocks within larger networks can address one another easily, and establish secure connections between each other.



## Seco CareNET: Everything under one roof.



### Communication.

Contemporary communication as a matter of course: Telephony for staff and patients, nurse call, internal communication with nursing staff, reachability (mobile end devices) etc.



### Security.

Safety and security is of utmost importance: Patient safety and staff security, failure safety, future safety, safety of investments, cost safety, data security, etc.



### Information.

Information is available quickly - everywhere: Operating status, costs, medical data, information/entertainment for patients (Internet and Intranet), information for the management, locations of staff members and devices etc.



### Efficiency.

Care and service quality increases while costs fall: The optimisation of all processes increases the quality of all services and improves the ability to compete.

# Seco CareNET



- **Conforms to VDE0834**
- **Backward compatibility**
- **Can be integrated in existing systems**



# Standard-compliant integration.



## The IP network opens up new perspectives.

The integration of all information and communications systems into a uniform IP data network increases the efficiency of the entire IT infrastructure and sustainably lowers costs. Furthermore, the opportunity is given to incorporate patients, staff and institutions into a single system, and to offer an open platform for innovative services and new technologies.

## Security – in operating and functional terms.

With IP, information is split into data packets, which are able to “travel” via

different routes through the Ethernet data network, and are only recompiled when they reach their destination. This is what makes communications over IP so secure: If one route is blocked, then the system automatically looks for an alternative route until all the data has arrived at its destination. Since there is no centralised controller, a total failure is not possible.

## Conforms to VDE0834.

The nurse call related components in the network fully conform to VDE0834 and are compatible with all foreign components. System-specific interfaces are galvanically isolated in accordance with DIN EN60950. The power supply and the special interfaces to medical devices also fulfil the conditions set out in IC60601-1-1. The system is upwardly open, and all conceivable future developments can be integrated, making system extension possible at any time without any difficulty.

## Comprehensive integration of solutions and services.

Based on the system infrastructure, the Seco CareNET integrates solutions and services for patients, nursing staff, management and technical services.

## Cost-saving advantages for the management.

The IP platform offers clear advantages for communications, and ensures that operators have a considerable performance advantage over other institutions. The deployment of IP network technology and the use of components which are available as standard considerably reduces installation costs. By having a decentralised system structure, fewer staff members are required to operate it, with service costs being reduced to a minimum – by using self-monitoring modules among other things, whilst new services can secure additional income.



## Efficiency in patient care.

The multimedia centre is a central component of the Schrack Seconet Health Care system. Patients have a simple to use and extremely versatile device available for use, which allows them to have contact to the outside world, the possibility to receive TV and radio programs, to access information, to use the Internet, as well as allowing them to carry out various administrative tasks for themselves using the touch screen.



- 1 Telephone system • 2 Mobile telephone handsets • 3 IT network with hospital information system • 4 Nurse call systems • 5 Alarm systems (e.g. heart alarm, fire alarm) • 6 Systems for locating staff members, patients, devices and inventory • 7 Internet and Intranet access for patients • 8 Patients and clinic TV options, radio • 9 Billing systems for telephony, TV and Internet service and for the cafeteria etc.



- **Functions can be expanded on a step-by-step basis**
- **Potential to save money**
- **New revenue can be generated**



# Cost advantages for management & operation.



## Cost advantages for Administration and Technology.

A decisive cost advantage already exists in the installation process, due to the use of standard network components. System operation occupies only a small number of staff members, servicing costs are reduced to a minimum and the billing system makes it possible to earn additional revenue without having to increase headcount.



therefore can be adapted to suit every requirement.

## Billing systems can also be used for staff members.

Employees can also be incorporated into IP-based billing systems using a smartcard: Charges for telephone calls, the cafeteria, car parks etc. are billed automatically and also reduce the costs involved in processing them.

## Step by step into the future.

The comprehensive and standard-compliant compatibility of the network ensures, that investments that have already been made hold their value and that all future developments can also be adopted. New applications can be introduced on a step by step basis – e.g. in new wards. Successively and depending on the financial situation all areas can ultimately merged together into a common network.

- Even locations which are far away from one another can be integrated into a common network without any problem.
- The existing telephony system can be extended and incorporated into the network.
- Existing nurse call systems can be integrated.
- Existing analogue TV sets can, on the whole, be continued to be used.



## Remote maintenance saves servicing costs.

The flexible real-time fault management system as well as an easy-to-use log management process enable rapid and efficient intervention. Centralized firmware uploads and the centralized configuration process, the possibility of remote maintenance or remote diagnosis direct to the patient terminal and the plug-in RJ45 connections ensure decisive cost savings in all modules.



## Additional revenue – simple billing.

Whilst considerably improving conditions for patients, staff members also profit – and operators are given additional sources of revenue: The smartcard system for patients, which is used for the processing and billing of telephony, TV and Internet charges, for example, can be configured in accordance with different charging models and



# Seco CareNET

- Improved quality of patient care
- Utmost safety assured
- Relief for staff members

# Benefits for patients and staff.



## Every multimedia centre is a communications centre.

The multimedia centre, which is intuitive to operate, helps to make the stay of patients and residents as comfortable and diverse as possible. On the one hand, thanks to the comprehensive array of communications options and information on offer, and on the other hand thanks to the possibility to be able to perform many tasks oneself, thereby actively participating in the convalescence process. Consequently, more time is freed up for the care team for other tasks.



## Hotel-like service for patients.

In the competition to attract patients, it is not just medical facilities and competence that convince them: Clinics increasingly have to consider increased levels of comfort, in order to remain competitive against international competition and to secure financing.

## Comprehensive patient care and a contemporary level of comfort.

The ability to be able to operate all devices from a hospital bed, contemporary communications with the outside world by telephone, a diverse array of information-based and entertainment services, as well as simple billing for patients has become almost standard nowadays. IP technology also opens the way for many extra technologies in the future.



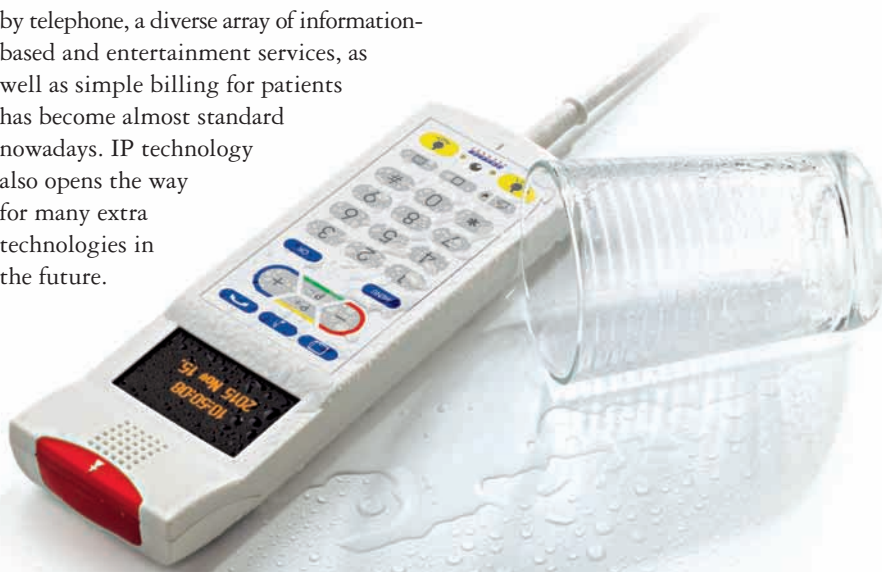
## Doctors "delegate" patient education.

A task which hitherto has taken up a lot of time for doctors, can now be largely "delegated" to the system: Information about operations that are to be carried out can be accessed by patients, as well as by their immediate family as many times as they wish, thereby ensuring that they have a better understanding.



## Integration for nurse call and telephony.

Existing nurse call systems are integrated directly into the IP network, with a broad array of messages being transmitted directly to IP fixed line devices or mobile handsets. Furthermore, telephones also receive alarm and fault messages, and in the event of an incoming patient call, it is also possible to establish a direct speech connection to the caller.





# Seco CareNET



- **Cost-efficient installation**
- **Antimicrobial Styling**
- **Self-disconnecting plug**

# With the future-oriented VISOCALL-IP platform.



## The highest level of safety, low costs.

VISOCALL-IP is a decisive step forward for the increasingly more complicated needs for communications in the healthcare sector. For the first time, it is possible to create a seamless communications network incorporating all staff, rooms and systems, using this new communications platform. Compatibility remains firmly at the forefront: All wards which have previously been fitted out with VISOCALL PLUS and VISOCALL MP2 nurse call systems can be fully integrated, without have to disrupt the system's ongoing operation.

## Multimedia-capable communications platform.

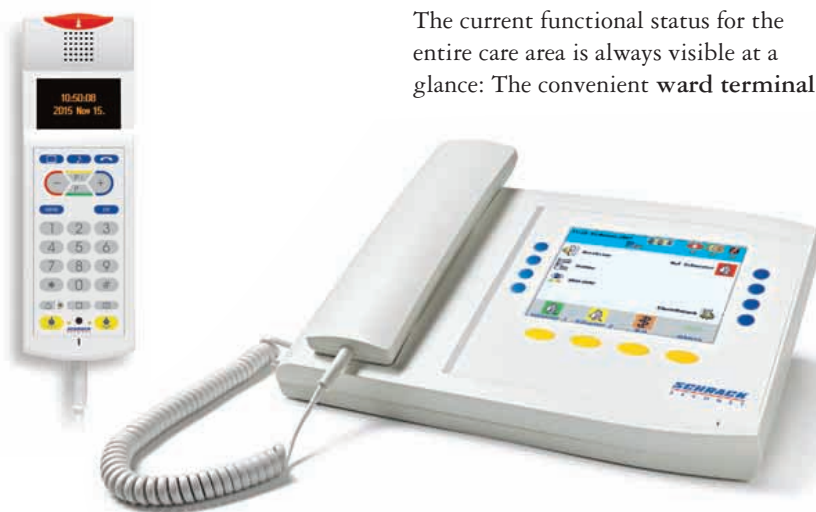
VISOCALL-IP combines several traditional functions in a single system. Thanks to future-oriented IP technology and a separate communications LAN (conforming to the requirements of standard VDE0834) it offers the highest level of failure safety and 100% system availability.

## An upwardly open system.

In its basic form the VISOCALL-IP carries out all important system functions: Nurse call system, IP telephony handset, smart card billing, electroacoustic functions (ELAC), Intranet and Internet access and video streaming. Furthermore, it is also possible to use laptops and multimedia terminals.

## Rapid assistance and modern convenience for patients.

VISOCALL-IP raises the alarm in a focussed way: A heart alarm, for example, is sent directly to the correct location, thereby ensuring that competent assistance arrives on the scene more quickly. The operation of all devices from the hospital bed, integrated telephone and Internet access are more or less standard nowadays. However, IP technology opens the way for many extra technologies in the future.



A single device is enough to operate: All available appliances can be controlled from the patient terminal. The device's antimicrobial finish ensures the highest degree of hygiene. An infrared interface to various peripheral controllers for the most severely handicapped is meanwhile included as standard.



## Relief for Staff Members.

Relieving stress is one of the most effective measures for minimising errors, and being able to react quickly and efficiently in emergencies. VISOCALL-IP supports your staff in many ways in this manner – e.g. by splitting service and nurse calls, by delegating certain tasks to the patient, by using fail-proof devices, by its clear displays and by giving clear information using light modules.

The current functional status for the entire care area is always visible at a glance: The convenient ward terminal.

A clearly constructed logical structure: The communications terminal.



"Self-disconnecting plugs" on the connection module give way to force exerted in every direction and prevent physical damage.



Cleverly letting go.

# Seco CareNET

Via the menu on the left side of the screen you can easily control the mgate services. Only touch your desired service button.

Please touch the help button to get detailed information about operating the system.



- **Simple to use**
- **The highest level of safety**
- **Important additional features for the doctor**



# The new multimedia centre.

## Hotel-like service.

Clinics and healthcare facilities are up against fierce competition nowadays. Medical equipment and the good reputation of the medical protection are no longer sufficient: Service and comfort of levels found in hotels are now expected by patients and are – and are rewarded accordingly by insurance companies.



## Multimedia Centre: Information, Communication and Entertainment.

The multimedia centre at the patient bed gives patients the opportunity to call up many communication and information services from their bed. Operation is simple and intuitive using a touch screen, thereby also making it problem-free for older patients to use.

The multimedia centre is integrated directly into the VISOCALL-IP network and combines many functions:

- Video and audio streaming (TV and Radio) individually to the bed
- Internet and Intranet access
- Video on demand
- Games
- Menu and shopping orders
- Access to the hospital information using the doctor smartcard
- Wellness and healthcare information for explaining to patients – dependent on the speciality and ward
- Multilingual user interface with touch screen
- Online learning for specific groups of people
- Multimedia presentation of the system as well as being an external advertising partner



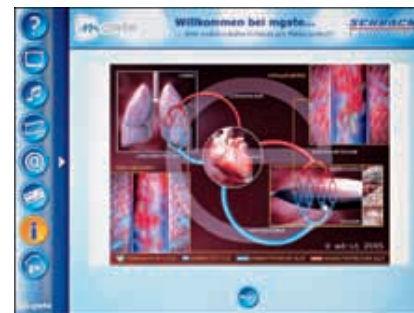
## Direct access to the hospital information system.

Being able to access patient information quickly and directly at the patient's bed can be life-saving for the patient – as well as saving the doctor a great deal of time. The doctor's smartcard enables the doctor to directly access the hospital information system from any multimedia centre:

- to call up information about medical examinations,
- for documenting DRG-related information about the patient,
- for simple administration of patient files at the hospital bed,
- for showing PACS pictures and films.

## Comprehensive video-based patient information.

An important but time-consuming task for doctors is explaining to patients what they doing prior to surgical operations. The different aspects of the operation can be covered in a comprehensible way and shown realistically using the multimedia centre. The patient and their immediate family can call up this information as many times as they want – in several languages. With a well-informed patient life is made easier for the doctor to clear up specific issues and to prepare the patient for the operation.





## SCHRACK SECONET AG

Headquarter Austria: A-1120 Vienna, Eibesbrunnergasse 18 • Tel.: +43-1-81157-0 • office@schrack-seconet.com • www.schrack-seconet.com

### Branch offices Austria:

A-6850 Dornbirn, Sebastianstraße 13a • Tel.: +43-5572-51199-0  
A-8055 Graz, Neuseiersberger Straße 157 • Tel.: +43-316-407676-0  
A-6020 Innsbruck, Dr.-Franz-Werner-Straße 36 • Tel.: +43-512-365366-0  
A-9020 Klagenfurt, Feldkirchner Straße 138 • Tel.: +43-463-429362-0  
A-4060 Leonding-Hart, Kornstraße 16 • Tel.: +43-732-677900-0  
A-5020 Salzburg, Vogelweiderstraße 44a • Tel.: +43-662-887122-0

Czech Rep. • CZ-100 00 Prague 10, V Úžlabině 1490/70 • Tel.: +420-2-74782284  
Hungary • HU-1119 Budapest, Fehérvári út 89-95 • Tel.: +36-1-4644300  
India • IN-122002 Gurgaon, Technopolis, DLF Golf Course Road, Sector-54 • Tel.: +91-124-4626248  
Poland • PL-02-672 Warsaw, Ul. Domaniewska 44a, bud. Platinum V • Tel.: +48-22-33 00 620  
Romania • RO-021723 Bucharest, Sos.lancului nr. 6A, Sector 2 • Tel.: +40-372 756 316  
Russia • RU-129626 Moscow, Ul. Staroalexejevskaja 5 • Tel.: +7-495-510 50 15  
Slovakia • SK-83527 Bratislava-Rača, Mudrochova 2 • Tel.: +421-2-44635595  
Sweden • SE-145 84 Norsborg, Borvid Business Center • Tel.: +46-8-680 18 60  
Turkey • TR-34722 Kadıköy-İstanbul, Kasap İsmail Sk. 5/12 • Tel.: +90-216-345 51 99

Sales partners in:

**HEALTH CARE**

www.schrack-seconet.com

**SCHRACK**  
S E C O N E T