WestCall

Improve Your HCAHPS Score: West-Com's Solutions Matrix

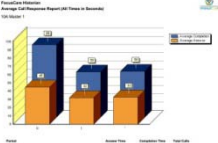| WestCall Solution	Product Description	Communication with Nurses	Communication with Doctors	Responsiveness of Hospital Staff	Pain Management	Communication about Medication	Cleanliness/ Quietness
i-Dome	Device used outside of patient rooms to manage patient and room status. Interfaces with nurse call systems beds, and wireless devices. Programmable to alert staff to urgent conditions.	YES	YES	YES	YES	YES	YES
i-Dome Touch	Touch-screen device used outside of patient rooms. Programmable to alert staff to urgent conditions. Interfaces with nurse call systems, patient beds, and wireless devices.	YES	YES	YES	YES	YES	YES
FC WhiteBoard	Displays current status information for a set of beds and patients via large screen monitor. Customizable for each nursing unit.	YES	YES	YES	YES	YES	YES
FC CareBoard	Patient room display monitor providing patients with caregiver assignments, medications, schedules, therapy, and discharge information.	YES	YES			YES	YES

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FC Web Suite	Information collecting software. Staffing app can be used to view and manage assignments for specific nurse stations. Provides access to information stored in the nurse call system and able to transmit info to caregivers to increase efficient and relay patient needs/notifications.	YES	YES	YES	YES	YES	YES
FC Historian Ability to Report on:	Report generator for bed status, patient specific details, events, staff information, call types, and call response time.	YES	YES	YES	YES	YES	YES
Novus Sequencer NV-SEQ	Allows for visual tracking of patient and doctor locations. Enables patient flow functionality in clinic systems. Relays which order patients should be admitted and when staff should advance to next patient room.	YES		YES			
Novus Patient Stations	Full audio patient station capable of placing a variety of unique call types while interfacing with pillow speakers, patient beds, televisions, and room lights	YES	YES	YES	YES	YES	YES

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Direct Request-Pillow Speaker	Clear layout for ease of patient use and communication. Direct Request Pain Med and Bed Pan buttons allow patients to easily use the nurse call system and features	YES	YES	YES	YES	YES	
Liaison	Provides interface between external products, services, data, and WC FC software. Inputs: IP, TCP/IP, TAP, Binary or Text, etc. Outputs: TAP, ESPA, Spectralink, SNPP, SMTP, Vocera, Voatle, Cisco, SQL, Aeroscout, etc.	YES	YES	YES	YES	YES	YES
Nurse Stations	Interactive screen with built in computer; nurses have access to patient information, staff assignment, staff reports. Audio communications from nurse to patient stations, and nurse to nurse stations making communication and alerts available to patient and caregivers.	YES	YES	YES	YES	YES	YES