

In today's environment, healthcare facilities have fewer resources, but must still maintain high standards of excellence. To continue delivering outstanding patient care, hospitals need to improve efficiencies in both staffing and technology.

## Rauland-Borg Responder 5 – An Integrated Nurse Call System for Hospitals

With the Responder 5 Nurse Call System, from Avaya DevConnect partner Rauland-Borg, hospitals can connect patients to staff – and nurses to other staff and doctors – easily, efficiently and quietly. A true communications system, Responder 5 offers hospitals superior patient-to-staff communication workflow capabilities, with open integration to complementary systems such as wireless phones, pagers and real-time staff location systems (RTLS).

Responder 5 works with Avaya Aura® Communication Manager, Avaya Aura® Session Manager and Avaya Aura® SIP Enablement Services to facilitate patient-to-nurse communication and receive critical patient alerts.

- **Communication Manager** is an open, extensible IP telephony platform that can be deployed as an IP PBX or feature server supporting a SIP-only environment, or as an evolution server supporting both SIP and non-SIP environments.
- **Session Manager** SIP-based routing enables a distributed system featuring multi-vendor integration, centralized dial plans and user profiles, easier centralized SIP trunking, easier “on-net” call routing, and enhanced scalability and security.
- **SIP Enablement Services** provides connectivity, integration and a smooth migration path to SIP-based communications resulting in a highly scalable, highly reliable SIP communications network for telephony, instant messaging, conferencing and collaboration.

More than simply a nurse call system, Responder 5 integrates wireless phones and pagers, real-time locating systems, electronic staff assignments and enterprise-wide reporting with traditional nurse call equipment. The complete suite of powerful user interface software solutions with Responder 5 offers quick and easy staff sign-on and assignments, helping maximize the time nurses can devote to their patients. Its easy-to-use functionality requires little training, and connects patients and staff members in real-time with the touch of a button.

Responder 5 is designed to fit any hospital environment. It is the only nurse call system that allows a hospital to customize every call process to suit the facility's specific workflow. By connecting patients to their assigned caregiver, Responder 5 can help hospitals achieve process improvement across the facility. It delivers solutions that help hospitals solve their most pressing communication challenges.

## About DevConnect

The Avaya DevConnect Program provides a wide range of developer resources, including access to APIs and SDKs for Avaya products, developer tools, technical support options and training materials. Registered membership is free to anyone interested in designing Avaya-compatible solutions. Enhanced Membership options offer increased levels of technical support, compliance testing, and co-marketing of innovative solutions compatible with standards-based Avaya solutions. To learn more, or register for membership, please visit [www.avaya.com/devconnect](http://www.avaya.com/devconnect).

## About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit [www.avaya.com](http://www.avaya.com).

## Features

- Wireless communications connects VoIP wireless phones using SIP protocol
- Workflow station hardware and software creates a system that can be customized to a facility's unique workflow processes
- Reports manager suite provides workflow data and critical metrics to assist with achieving enhanced patient satisfaction
- Staff assignment and sign-on component simplifies scheduling and management of on/off duty personnel
- Facility-wide PC console and whiteboard application conveys information from diverse patient systems and integrated solutions into an intuitive and easy-to-read display
- RTLS integration supports multiple RTLS vendors with open architecture integration to locate staff, assets and patients

## Benefits

- **Increase Patient and Staff Satisfaction.** Instantly put patients directly in touch with their caregivers to help alleviate patient and staff frustration.
- **Improve Workflow.** Communicate needs directly from a patient's room to the right person with the touch of a button to help speed assistance and improve processes.

- **Increase Patient Safety.** Connect patients to nurses in real-time, which can help reduce falls getting in and out of bed.

## System Requirements

Although server requirements depend on individual configurations, minimum requirements include:

- Intel Xeon 5400 CPU at 2.83 GHz or higher
- 4GB RAM
- 60GB available hard disk space
- 1GB network port
- Microsoft Windows Server 2008, 32-bit Standard/Enterprise
- SQL Server 2008, 32- or 64-bit Standard SP1, SP2, R2

Minimum client requirements include:

- 2.4 GHz or higher CPU
- 1GB RAM
- Up to 50 Mb available hard disk space
- 100 Mbps NIC

## Learn More

To learn more about Avaya solutions and DevConnect partner Rauland-Borg Corporation, contact your Avaya Account Manager or Avaya Authorized Partner. Or, visit us online at [www.avaya.com](http://www.avaya.com).

## ABOUT RAULAND-BORG CORPORATION

A leader in the healthcare industry for more than 35 years, Rauland-Borg Corporation (Rauland) has been a pioneer in Nurse Call solution development. Its Responder systems integrate with complementary solutions, such as patient information systems, wireless phones and other systems, to provide hospitals with quality patient-to-staff communication capabilities. Nearly 5,000 facilities around the world use Rauland's Responder systems.

Headquartered in Mount Prospect, Illinois, Rauland has distributors worldwide.

For more information, visit [www.rauland.com](http://www.rauland.com).