

HUNTERDON MEDICAL CENTER



THE CHALLENGE

Having outgrown its emergency department location, Hunterdon moved into a larger facility requiring more than one analog phone for physicians to communicate and record mobile intensive care unit (MICU) information. Hunterdon had to adhere to regulations governing MICU programs as outlined by the New Jersey Department of Health and Senior Services, which requires the recording of all calls coming into the MICU.

THE SOLUTION

The medical center turned to Spok to overhaul its existing call recording capabilities. The Spok® Call CapSure system met the unique recording demands of Hunterdon Medical Center's environment with its capabilities as well as its ease of deployment and use.

Spok Call CapSure is a unique telephony feature that allows the recording and delivery of call content from any phone. The system does not require wires, external devices, or installation at the telephone set. Instead, it exists as a network service. Spok Call CapSure uses the conferencing facility of Hunterdon's existing private branch exchange (PBX) to enable call recording while a call is in session.

The call is captured as a compressed audio .wav file and delivered to appropriate parties via email. In addition to assisting healthcare organizations with state and federal regulations, Spok Call CapSure can be used to support a number of administrative tasks, increasing productivity and service levels while reducing costs.

THE RESULTS

"We sought a state-of-the-art system that could help reduce response time and allow first responders to share critical patient information with emergency room personnel from the scene," said Fay Earhart, director of biomedical and communication services at Hunterdon Medical Center.

"The [Spok] Call CapSure feature was an unforeseen bonus, allowing Hunterdon to transform any digital telephone into a recording device that could easily adhere to state regulations requiring mobile intensive care calls to be recorded and archived. With the help of [Spok], Hunterdon has established a centralized call center for improved patient care by streamlining and enhancing physician and department answering capabilities."

OVERVIEW

Hunterdon Medical Center is a 176-bed non-profit community hospital providing a full range of preventive, diagnostic, and therapeutic inpatient and outpatient hospital and community health services.

INDUSTRY

Healthcare

BUSINESS DRIVERS

- Ensure state regulations are met for critical calls
- Record all calls coming into the MICU

SOLUTION

Spok® Call CapSure

RESULTS

- Increased efficiency with calls
- Improved patient care with enhanced physician and department answering capabilities
- Reduced response times