



General Devices

Why You Need an Emergency Department Workstation

In "Why You Need an Emergency Department Workstation", you will gain a complete understanding of the benefits of workstations for Emergency Departments (EDs). You will review the challenges that EDs face in order to then understand the value of the right ED workstation. You will walk away knowing exactly what to look for when considering an ED workstation and concrete steps for how to proceed with implementing an emergency department workstation.



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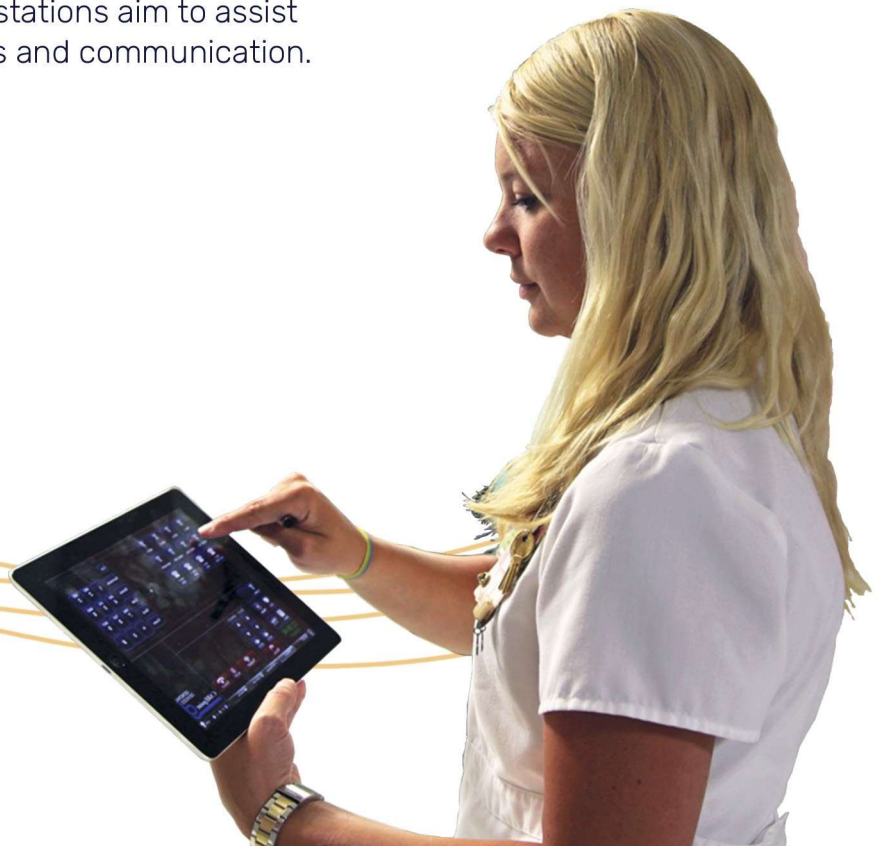


What is an Emergency Department Workstation?

An Emergency Department workstation is a communication hub that allows Emergency Departments (EDs) to easily communicate with EMS about incoming patients, as well as communicate within the ED. With one easy-to-use system, ED workstations often include features that enable consolidation of phone, radio, 12-Leads, fax and email communications. Since all phone and radio lines—as well as other communications—can be easily accessed from one system, call handling is improved and physical space is freed up in the ED.

Additionally, some ED workstation softwares have the ability to be mobile, which means staff members can freely move about the hospital to assist with patient care and other tasks while answering calls, rather than having to stay near a physical workstation.

ED workstations can also close communication gaps between EMS and the ED with automatic call history, which allows calls to be replayed anytime. This means specialty care physicians can hear incoming calls directly from EMS, which reduces miscommunications. Overall ED workstations aim to assist EDs in improving both their processes and communication.

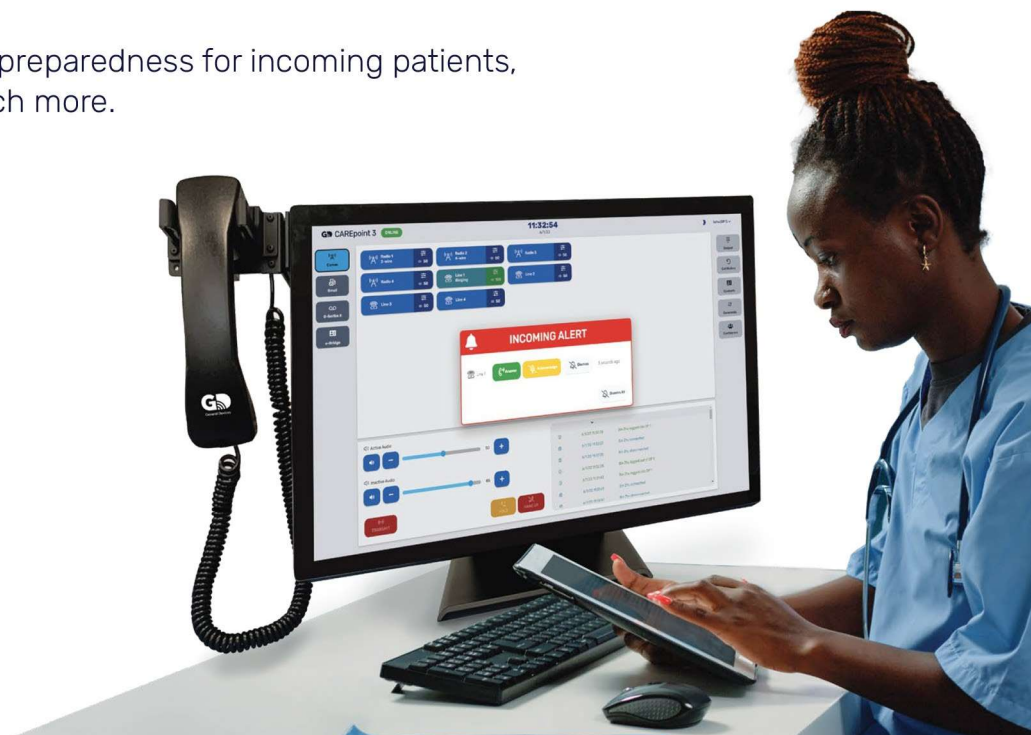


Why Do Emergency Departments Need a Workstation?

For Emergency Departments, workstations are easy-to-use solutions that improve both processes and communication. Standardizing processes is a critical component of ensuring seamless care for all patients. ED workstations assist Emergency Departments in standardizing their processes, which optimizes workflow, highlights bottlenecks in the ED and enhances cross-team communications. Emergency Department Workstations improve the following key areas:

- *Advance communication and collaboration between EMS and the ED as well as specialty care teams with improved call handling with audio and visual alerts, call history to replay most recent calls for clarifications, mobility for ED teams to take calls on the go, and consolidated phone and radio lines into one system*
- *Simplified quality assurance processes with automatic recording and reporting of all communications data including 12-leads, audio, emails, and fax*
- *Seamless data and patient management with custom forms to remove the need for handwritten form processing*

All of these elements improve preparedness for incoming patients, time-to-treatment and so much more.



What Challenges Do Emergency Departments Face Without a Workstation?

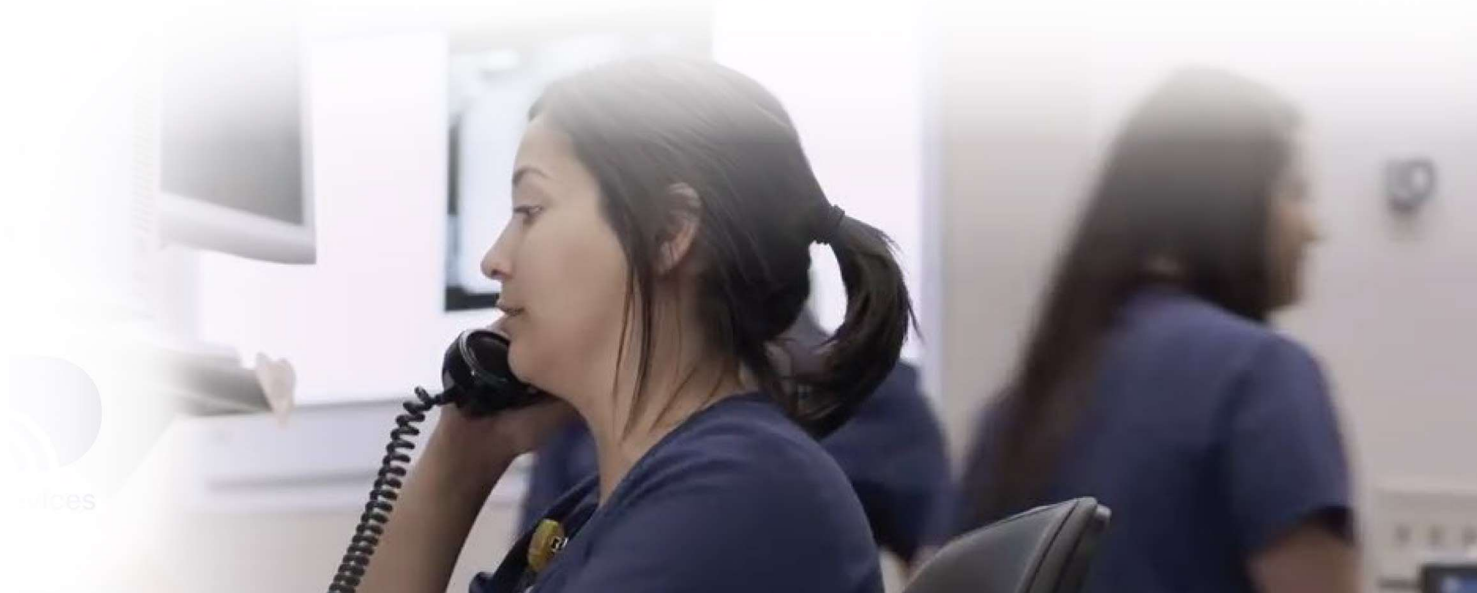
Emergency Departments face an array of challenges, many of which stem from lack of standardized processes and poor communication within and outside of the ED. Without ED workstations to improve communication and organization, EDs likely experience the following:

- **Difficulty managing multiple incoming calls** at one time. This can lead to missed calls in the ED, which may result in long ED wait times, long EMS wall times, surprise drop-offs and overcrowding.
- **No ability to replay calls**, which may cause EDs to be unprepared for incoming patients. The disorganization without the ability to replay calls and track incoming patients puts a heavier workload on ED staff, increasing burnout.
- **Minimal or no recording of information for case reviews**, which is a barrier to quality patient care and may lead to conflicting accounts over patient care.
- **Multiple radio and phone lines** can take up space, quickly get confusing and cause miscommunication.
- **When processes aren't standardized, bottlenecks can occur**, slowing time-to-treatment and increasing risk.
- **Inefficient alerts can cause lack of preparedness for incoming patients** and communication challenges within the ED, as well as between the ED and EMS.
- **Without a workstation, handwritten forms may result in misinterpretation** of patient data-and there is little time to review them before patient arrival- affecting choices surrounding patient care

What Is the Value of the Right Emergency Department Workstation?

Using an efficient workstation can make all the difference for Emergency Departments. Improved patient outcomes, standardized processes, increased efficiency, risk mitigation, and data security are all areas that are enhanced with the right workstation that have the following benefits:

- **Improved patient outcomes:**
 - Better preparedness for incoming patients through improved EMS and hospital communication
 - Quicker and more efficient patient hand-off
 - Faster time-to-treatment
- **Standardized processes and increased efficiency:**
 - Cost savings on activations documentation and consolidation
 - Reduced missed calls and surprise EMS drop-offs
 - Improved metrics and benchmarks
- **Risk mitigation and data security:**
 - Simplified retrieval and sharing of call information
 - Improved quality assurance with voice and data logging and recording
 - Risk mitigation with legal documentation and secure storage



What Should You Look For in an Emergency Department Workstation?

When searching for the right Emergency Department workstation, ED teams should prioritize solutions with features and capabilities that provides the ability to:

- HIPAA-securely share data to protect patient information
- Consolidate phone, radio, email and fax for ease, standardization and cost savings
- Integrate telehealth platforms to ensure patients in the field are seen by the right provider at the right time
- Configure alerts to streamline communication and patient care
- Manage 12-leads from any monitor to consolidate systems and improve data sharing
- Automatically report and record communications for improved quality assurance
- Replay calls so all teams are on the same page
- Log and time-stamp patient events to mitigate risk
- Remotely monitor the system for administrators to keep track of calls Configure forms each healthcare team's unique needs
- Acknowledge incoming calls without having to fully answer when the ED is busy
- Include multiple operator positions to ensure calls are not missed
- Be mobile to allow for flexibility of use anywhere, at any time
- Incorporate radio DTMF decoding to support all communication types
- Provide ease of use and adoption to ED staff so they can focus on improving processes and patient care rather than learning a whole new system
- Be IT friendly so IT departments can securely monitor use of hardware systems and make updates to systems as needed

Have You Considered the CAREpoint 3 Workstation?

GD's CAREpoint Workstation connects EMS and Emergency Department teams to improve communication and help provide Simply Seamless Patient Care. By harnessing the power of responsive innovation, communications data is consolidated, reporting and recording is automatic and network security is IT friendly, all in one SolaaS platform- a necessity for today's prehospital care.

The features and benefits of the CAREpoint 3 Workstation check the boxes for ED teams looking for the right workstation, including:

- Call History**, which allows you to replay the most recent calls so everyone is on the same page
- Remote Monitor**, which allows administrators to hear all incoming calls live as they are happening.
- Configurable Forms**, which allows teams to configure forms for incoming patients based on their unique needs.
- Voice Acknowledge**, which allows staff to play a pre-recorded message to the incoming caller
- Event Logging**, which provides event time-stamping and recording
- Multiple Operator Positions**, which allows multiple operators to be using the workstation simultaneously
- e-Bridge Communication Platform Integration**, which provides telehealth capabilities, as well as forwarding of 12 lead emails, forms, audio calls, etc.
- CAREpoint Go**, the mobile add-on, which allows hospital teams to take CAREpoint 3 on-the-go anywhere in the hospital
- D-Scribe X Intelligence Hub Log Recording**, which automatically reports and records communications
- Overhead Page**, which allows you to play messages on the hospital's overhead paging system

Have You Considered the CAREpoint 3 Workstation? *(Cont.)*

- ✓ **Remote Alarm Speaker**, which enables incoming calls to CAREpoint to play on a speaker elsewhere
- ✓ **Remote Alarm Relay Functionality**, which enables incoming calls to CAREpoint to play through a non-sound system, such as lights, elsewhere
- ✓ **ED Status Whiteboard**, which enables you to see which hospitals in your area are diverting patients
- ✓ **Consolidation of Communication Systems**, which includes all radios and phone lines, email capabilities, 12-Leads from any monitor, and fax.
- ✓ **Configurable Alerts and Admin Configurability**, which allows administrators to configure the system to the specific needs and requirements of the team
- ✓ **Event Logging**, which includes time stamping and recording of important metrics and benchmarks for review
- ✓ **HIPAA-security**, which ensure all data, patient data, and information is securely shared and stored



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CAREpoint 3

What Do CAREpoint Workstation Users Have To Say?

CAREpoint 3 has supported healthcare teams across the country. Hear a bit about what users have to say:

"What has really been helpful on my end is being able to pull the data from the electronic logs so I can see how many primary strokes vs. comprehensive strokes came to us. Before, I'd have to rely on looking at my handwritten log and then try to extract the data just by manually trying to get it." – **Melissa Carter, Prehospital Care Coordinator at Providence Holy Cross Medical Center**



"I don't think any of our staff previously had any idea how to put someone on hold or handle more than one call at a time. We definitely are able to take advantage of that and utilize that now." – **Kyle Lines Prehospital Coordinator at Mt. Graham Regional Medical Center**



About GD



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GD is a Healthtech company specializing in communication solutions that help EMS and hospitals deliver simply seamless patient care. Powered by responsive innovation, GD's user-friendly solutions facilitate rapid, secure, voice, telehealth and data sharing communications across care teams to help save time, money and lives. Backed by a 40+ year history and thousands of implementations, GD is a widely revered industry leader.

Visit <https://general-devices.com/> to learn more.



 CAREpoint 3

 e-Bridge

 D-ScribeX