



## Healthcare

# The Polycom® SpectraLink® 6000 Wireless Telephone System Improves Patient Care at Houston's Methodist Hospital

### Daily Use

- Expedited communications and improved patient care as a result of using wireless telephones

### Solution

- Polycom® SpectraLink® 6000 Wireless Telephone System

### Results and Benefits

- Expedited communications among hospital staff
- Decreased the use of overhead paging resulting in quieter workplace
- Improved patient service by allowing patients and families use the wireless telephones and stay in touch
- Increased productivity for hospital staff and improved patient care

In emergency situations, emergency department staff members need to communicate with each other quickly and immediately, no matter where they are in the hospital, to ensure that patients receive the necessary treatment. However, physicians, nurses, and other staff members who are continually moving throughout the hospital frequently cannot be reached immediately with ordinary communication systems such as pagers and overhead paging. Methodist Hospital in Houston installed the Polycom® SpectraLink® 6000 Wireless Telephone to expedite communications among hospital staff and ultimately to improve patient care.

### Improving Communication

When emergency room patients are ready to be transferred to their rooms, triage nurses call charge nurses directly on their SpectraLink 6000 Wireless Telephones to make sure the patient's room is ready. If a patient experiences a crisis in the emergency room, an ER nurse calls for help using her Wireless Telephone without leaving the patient's side. Physicians return pages by calling nurses directly at their Wireless Telephone numbers, eliminating hold times.

And there are other benefits.

"After installing the system, the first thing we noticed was how much quieter the department was. We use overhead paging much less now that we have the Wireless Telephones," Johnnie Leonard, manager of EMS, said. While Leonard initially purchased the SpectraLink 6000 Wireless Telephone System to improve communication in the emergency department, her staff members discovered that they could improve patient service by letting patients and their families use the Wireless Telephones. During an emergency situation, Methodist's patient information representatives

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(PIRs), who carry Wireless Telephones, offer their handsets to patients or their family members. Before the SpectraLink 6000 Wireless Telephone was installed, when a patient needed to make a phone call a PIR would search the halls for an available desk phone, unplug it and bring it to the patient's room. This wasted the PIR's time, and did not allow the patient to make the phone call quickly. Patients give out their Wireless Telephone number in order to receive calls directly. As a result, patients' calls do not tie up the hospital phone lines and hospital receptionists do not need to spend time fielding patient's calls.

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"One of our major goals is patient satisfaction and the Wireless Telephone System has been instrumental in providing improved service," Leonard said. "With the Polycom SpectraLink 6000 system, physicians, nurse and PIRs can spend more time addressing patient needs which has resulted in increased productivity. This means our employees feel more effective on the job, and, more importantly, our patients notice that our staff is taking excellent care of them."

#### **Learn More**

To find out how Polycom solutions can help your organization, visit us at [www.polycom.com](http://www.polycom.com) or speak with a Polycom Account Representative.

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