Ascom UNITE
Software System

Integrated workflow intelligence that connects people with critical information.
Ascom Unite Software System

Enabling caregivers with better information and fewer work interruptions, Unite is an indispensable tool that supports a better-connected clinical environment. Unite software is specifically designed to streamline communication, promote responsiveness and boost workflow efficiency which helps improve patient engagement. These benefits extend to both clinical and non-clinical users throughout the hospital.

Most hospitals make huge investments in information technology, which often improves the effectiveness of their primary processes, but the benefits of these investments may not be fully realized due to bottlenecks and gaps in information flow. The smart integration provided by the Unite Software System, removes information bottlenecks, optimizes information flow and allows healthcare facilities to effectively leverage existing systems.

Doctors, nurses, and support personnel receive interactive, critical information directly via their mobile devices as voice, text, alerts or data. This results in more efficient patient engagement, better care coordination and increased productivity.

Integration and interoperability are essential components of your hospital’s ecosystem. This end-to-end approach differentiates Ascom from other providers by ensuring highly effective integration between multiple components. Unite provides high levels of flexibility, scalability and redundancy delivering scalable architecture and affordable growth as your needs change.

Unite is part of Ascom’s end-to-end solution designed to provide all the components necessary to optimize workflow, including purpose-built smart devices, portable handsets, pagers, personal alarm devices, gateways and device management. Designed to be technology agnostic and future proof, Unite helps maximize your complete information system investment.
Keep Patients & Care Teams Better Connected

Unite is Ascom’s software solution that seamlessly links mission-critical systems with mobile communications. It delivers intelligent integration, advanced messaging, and system management in one unique, powerful package. Unite integrates with multiple systems including nurse call, patient monitoring, EHR systems, RTLS and other healthcare systems to provide connected solutions.

Nurse Call Integration: Quicker Response To Patients

Patients expect a timely and consistent response when they press their call button. Response time is often critical to how well caregivers meet their patients’ needs and expectations. When integrated with nurse call systems like Ascom Telligence, Unite notifies caregivers within seconds when a patient presses their call button, pulls a bath cord, or when a clinical coworker initiates an assist call from the patient’s room.
An alert message can be sent to an individual or group, such as a code or rapid response team, containing information required to quickly assess the event and respond to it. Unite also enables caregivers to press a single key on a wireless device to speak directly to a patient, thus eliminating the need to walk to the patient’s room to understand their request.

Benefits
- Extend nurse call alerts to wireless devices.
- Streamline workflow for handling patient calls and escalation.
- Create quieter environment by reducing overhead paging.

Patient Monitoring Integration: Alert Management
Care teams are often overwhelmed with patient alarms and alerts that cause numerous work interruptions and the loss of productivity. Unite integrates with leading patient monitoring systems to enable customized alert filtering and to deliver alert message notifications with ECG waveform images to mobile caregivers.

By enabling alert messaging and customized alert filtering of patient monitoring events, Unite helps caregivers optimize the delivery of their care and minimize work interruptions.

Benefits
- Improve response time to critical patient events.
- Help reduce “alarm fatigue” through smart alert management and customizable filtering rules.
- Optimize efficiency of caregivers by avoiding unnecessary interruptions.

EHR Integration: Efficient Access
Care teams, more than ever, need to be highly mobile to deliver the best possible patient care. But being mobile creates special challenges as caregivers may not always have ready access to relevant patient health information on-the-go. By integrating with EHR systems, Unite enables workflow enhancements by expanding access to patient health information to assist clinical decision-making. Caregivers and support staff can also receive message notifications on their mobile device for events like new patient admissions, discharges or transfers.

These notification messages can trigger actions such as dispatching staff to clean a discharged patient’s room.
Benefits

- Saves time by reducing the need to access multiple systems to retrieve basic patient information.
- Promotes faster turnover of patient rooms.
- Helps identify patients with demanding care requirements.

Smart Device App: Using Your Phone At Work

Bring Your Own Device is becoming more common in today’s workplace as staff increasingly prefer to use their personal device for work-related tasks. Some hospitals provide their clinicians with smart devices as one of their work tools. Our App delivers mobile alerts and messaging for clinicians to iOS and Android smart phones, extending connectivity beyond the walls of the hospital.

Patient information and alerts are delivered utilizing robust, standards-based security, message encryption, and user authentication.

Benefits:

- Combine point-of-care messaging & alerts in one, user-friendly smart device.
- Enable care providers to receive secure message alerts everywhere.
- Integrate with existing Ascom and third party systems.
- Leverage existing Ascom system integrations to provide message alerts, e.g. nurse call, patient monitoring.
Location System Integration
In a modern healthcare environment real-time location systems (RTLS) can provide critical information on the location of assets, staff and patients. RTLS systems are an important tool to optimize the delivery of patient care and streamline workflow. By extending RTLS event notifications to mobile devices, staff can react more quickly to events that require immediate attention. Staff location updates are a smart way to automate caregiver interaction with a nurse call system.

When integrated with our Telligence nurse call system, this integration supports automated nurse presence – turning on/off patient room dome lights and auto-canceling low priority call requests.

These automated interactions, based on caregiver presence, save caregivers time so they can focus more on their patient’s needs. Recording nurse presence can also be useful in reporting and measuring time caregivers spend with their patients.

Benefits
- Location-based notification events pushed to mobile device.
- Increased utilization and security for high value assets.
- Improved reporting of clinical presence and care delivery.

Other healthcare integrations include order entry, laboratory, radiology, security and building management systems. Ascom also offers tailored software solutions to fulfill the specific needs of individual businesses.
**Unite Applications**

**Unite Assign**
Supporting a single assignment interface across systems like nurse call and patient monitoring, Unite Assign enables quick and easy allocation of staff across a department to deliver patient centered care, eliminating the need for managing assignments in multiple systems. Tasks such as patient assignment, alerts and events can be managed swiftly and more efficiently through a modern, graphical user interface.

**Benefits**
- Optimized patient assignment and event handling.
- Easy to use with minimal training.
- Single staff assignment for multiple applications.
- Leaner operations through enhanced clinical workflow.

**Unite View**
Featuring a central dashboard displaying active patient alerts and events for systems like nurse call or patient monitoring, Unite View is an effective tool to better manage overall responsiveness. Our central display can help identify bottlenecks to help care teams balance caregiver workload. This dashboard list enables managers and nurses to keep in touch with active alert notifications in a central location.

**Benefits**
- Helps strengthen oversight and responsiveness to patient events.
- Triage and dispatch alert notifications centrally if desired.
- Access patient demographic information from the EHR system.

**Unite Admin**
Facilitating management of all users and groups from one graphical user interface regardless of the other clinical integrations deployed, Unite View offers discreet access rights to users. This delivers increased information security for staff and patients.

**Benefits**
- Supports single-point administration for Ascom users & groups.
- Provides user-specific log-in and administrative rights.
- Enables simple text messaging and advanced group messaging via a browser interface.
- Manages integration to other clinical and non-clinical systems.
- Provides Active Directory integration to simplify user database synchronization.
- Enables activity logging and reporting to help identify problems and operational bottlenecks.

**Device Manager**
The perfect tool to centrally manage all Ascom mobile devices, the Ascom Device Manager creates a comprehensive overview of all network devices and eliminates the need to physically collect devices for updating.

**Benefits**
- Over-the-air software upgrade and configuration.
- Facilitate changing device settings easily with templates.
- Central database for all device settings.
- Schedule updates or push out immediately.

**For More Information**
To learn how a customized Ascom Unite solution can enhance patient satisfaction and the efficiency of your hospital, visit www.ascom.us or call 877-71ASCOM.
About Our Company

Ascom is a global solutions provider focused on healthcare Information and Communication Technology (ICT) and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions – anytime and anywhere. Ascom’s mission is to provide mission-critical, real-time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete and efficient workflows for healthcare as well as for industry and retail sectors. Ascom is headquartered in Baar, Switzerland, has subsidiaries in 15 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.