

# Modernization of the hospital communications

## About the client

The New Century Healthcare is a leading private pediatric healthcare provider in Beijing, operating three medical institutions under the brand name of 'New Century Healthcare'. This hospital is one of the oldest institutions to enter the private pediatric medical market in China. It is a comprehensive children's hospital with multiple specialties.

<http://www.ncich.com.cn>

## Summary

The leading private pediatric healthcare provider in Beijing, 'New Century Healthcare', deployed the iPECS solution to modernize and manage its medical institutions' operation. The iPECS UCP enabled them to reuse their existing 3rd party SLT analogue phones and new investment of LIP-9000 series from iPECS for VLAN tagging which authorizes the use of the phone to the registered users at the hospital. Modern multi-site call management tool, iPECS Attendant makes its service agile and flexible by providing complete monitoring of its communication availability. Moreover, the collective notification messaging feature, group paging or flexible paging, came to be a great help to the hospital's operation.

## Challenge

The customer has over 100 wards to accommodate patients including neonatal and new born infants. They have comprehensive childcare specialties that need a reliable communication system to quickly direct the medical staff to the right place. They required a high level of information security being a public facility in China. Therefore, VLAN tagging within the system had to be established providing the phones with an ID for the device. In addition, the customer was searching for a reliable communication system that supports the future technology and helps in operating and maintaining the daily medical service, which is capable of handling mass communications required in times of an emergency.

## Product

### Platform

- iPECS UCP

### Application

- iPECS Attendant

### Terminal

- 3PP SLT phones
- LIP-9000 series



100 – 300 Ext.



Healthcare



iPECS UCP



New Century  
Healthcare  
Hospital

New Century, we CARE  
关爱.协作.诚信.卓越

New  
Century  
Healthcare  
Hospital

"The group notification feature is awesome.  
It enables our service to be more agile."

— Head nurse of the New Century Healthcare Hospital

## Solution

- iPECS UCP seamlessly unifying the hospital work process
- iPECS Attendant gives agile call management to enhance the quality of medical service
- LIP-9000 series provides VLAN ID tagging, for greater security
- Group notification feature, flexible paging made collective notification easy
- Reuse of the existing 3rd party SLT hardware

## Benefits

Investing in new technology and at the same time being able to utilize the past investment makes the customer to minimize his cost. On the other hand, the customer now enjoys higher productivity through better call quality and enhanced agility when providing medical services to patients.

- iPECS LIP-9000 VLAN tag enhances the communication security
- iPECS UCP enables communications among hospital branches
- iPECS Attendants provides monitoring and managing for supervisors for better workforce management
- Group notification, the flexible paging, can handle its daily and emergency collective communication
- Utilizing existing hardwares and softwares saved much of the modernization cost