

# Medi Call System

Pleasant waiting time and better treatment of the patients



**DISCOVER**  
SYSTEMS



# Easy waiting time and faster treatment of patients - with a small disc



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SYSTEMS

The situation at the hospital /healthcare place is well known: There are many patients waiting in the waiting room of the hospital. They cannot leave the room, but have to sit ready when the nurse / secretary call on them. They cannot go out to get a cup of coffee, smoke, stretch the legs, go to the cafeteria or just go to the bathroom. (Toilet)

Patients get uncomfortable, irritated and impatient of waiting, which stresses the staff: They are interrupted and must take the time to provide reassurance, and time to find patients who have left the waiting room / waiting area.

The call system ' Medi Call System ' provides an easier and more comfortable waiting time. Medi Call System provides less stress and less disruption to staff and enhancing safety and patient satisfaction.

## THE BEGINNING OF THE DISC...

"This disc, we can also use in the hospital". This was the reaction of a group of doctors from a Danish hospital as they on their way home from a restaurant, using the disc for calling restaurant guest's to collect their food. Thus, the development of "Medi Call System" started...

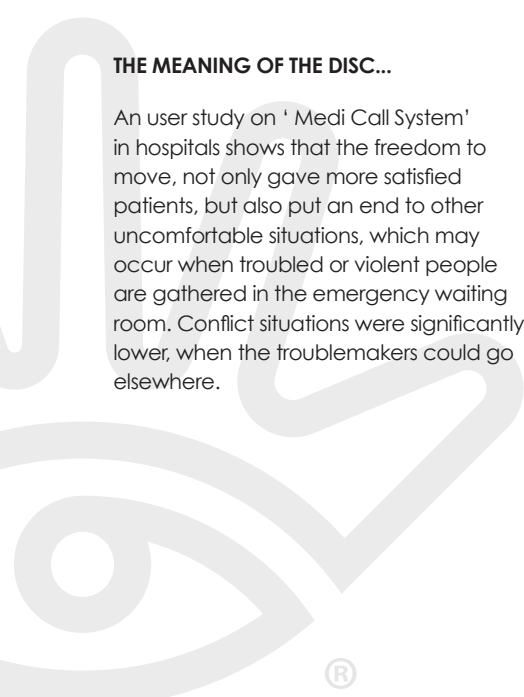
## THE MEANING OF THE DISC...

An user study on ' Medi Call System' in hospitals shows that the freedom to move, not only gave more satisfied patients, but also put an end to other uncomfortable situations, which may occur when troubled or violent people are gathered in the emergency waiting room. Conflict situations were significantly lower, when the troublemakers could go elsewhere.



"Our Patients have really embraced this new system. It is a complete relief for them, when they are waiting. When you wait as an example on a hot summer day, you are no longer confined to a warm room, but can go outside or about. At the same time, this provides the security for the hospital that you have no lost or missing patients. The system is very easy to use, and is fantastic for both our patients and us.

*VP Susanne Poulsen  
Hospital of Bornholm*



## How “Medi Call System” works



When patients report their arrival, they are equipped with an electronic pager (disc). They take the disc with them - to either the waiting room or elsewhere. They can go outside, go to the coffee machine in the cafeteria, etc. When it is their turn, the disc will beep, flash and vibrate, and the patients know that they have to return to the place of treatment/office.

## Benefits of “Medi Call System”

### FOR PATIENTS:

- More freedom - even to get coffee, go to the toilet, stretch the legs, etc.
- More flexibility – also great when children have to wait
- More security - even when several troublemakers have to wait at the same place
- More peace - even when there are many in the waiting area
- More relaxed - even when the waiting time is long
- More secure communications - also in relation to language barriers, hearing and visually impaired people

### FOR STAFF:

- Fewer patients missing/lost - the disc may be taken away from the waiting area
- Fewer impatient patients - the disc provides certainty for the patients, which is then less anxious and worried about being forgotten
- Fewer language barriers / misunderstandings - the disc is understood by everyone, including foreigners and visual or hearing disabled
- Fewer unpleasant or conflicting situations – With the disc, the troublemakers can reside outside the normal waiting areas
- Fewer interruptions and concerns - the disc allows more time for real / effective patient care

### THE USABILITY OF THE DISC...

While patients are waiting, they keep a close eye on the disc. The disc can therefore be used advantageously to pass an important message, such as "Remember to spend blood", or a good deal, for example, "Visit our cafeteria: Free coffee with your purchase of a cake"



The patients have received the disc very well and understand the system. For the staff it means less interruptions and more peace.

*Birgitte Taasby, Bispebjerg Hospital, Denmark*





Contact Discover Systems to hear more about the benefits of the “Medi Call System”, and to learn about the possibilities of testing the system.

#### **Financing**

We offer financing; your investment can be spread over a number months. The system can also be rented in a 2 or 3-year period, with or without repurchase.

#### **Mounting**

We install the system and teach staff in a few hours. Included is a simple and concise user guide.

#### **Operation**

The system is extremely easy to operate, and we will be happy to demonstrate it at your hospital or clinic.

#### **Frequency**

Obviously, we use only legal and authorized frequencies, which can be used without further approvals or costs.