



VitalSense Response

Smarter nurse call
for better care

Aged care facilities struggle with outdated nurse call systems creating communication delays, workflow inefficiencies, and compliance risks. Traditional button-based systems are reactive, lack staff location intelligence, and generate administrative burden through manual logging. VitalSense Response transforms communication through IP-based intelligence, automated workflows, and real-time staff coordination.

Why VitalSense Response

- ✓ **Faster response times:** Real-time location services reduce response delays by 25-35% through automated attendance logging and presence mode coordination.
- ✓ **Workflow optimisation:** Automated call prioritisation and task coordination eliminate broadcast interruptions and reduce workload.
- ✓ **Compliance ready:** AS3811 compliant with automated audit trails, KPI dashboards, and comprehensive reporting.

How it works

- 01 Detect:** Wearables, sensors, and smart call buttons generate prioritised alerts with resident context and history.
- 02 Analyse:** Real-time location tracking logs staff attendance, routing prioritised alerts to mobile devices automatically.
- 03 Respond:** Staff acknowledge alerts, while the system updates timestamps and dashboards, and generates compliance reports.

Getting started with Ericom

- 1 Assess your infrastructure and workflows to design a custom IP-based communication framework.
- 2 Deploy IP call points, staff location badges, and mobile devices with automated alerts and reporting.
- 3 Train your staff and provide ongoing nurse call optimisation consultation.

Innovative features

Real-time location - Services USB-rechargeable staff badges with dual-technology tracking provide room-level location accuracy enabling location-aware call management and comprehensive response time reporting.

Multi-source integration - Seamlessly integrates with VitalSense Radar, Wearables, Vision, and third-party sensors for comprehensive alert management.

IP-based architecture - Standards-based platform enables telephony integration, future IoT expansion, and seamless IT infrastructure compatibility.

Automated compliance - AS3811 compliant with automatic audit trails, response time analytics, and KPI dashboards meeting ACQS Standards.

Mobile workforce enablement - Integration with DECT wireless handsets enables mobile staff to receive call alerts, accept or reject calls, and initiate immediate voice callbacks.

Integrated service desk - Optional managed service provides round-the-clock monitoring, escalation management, and emergency response coordination.

LEGACYTRANSITION

Healthcare facilities transitioning from legacy systems need solutions that preserve existing investments whilst enabling modern workflows. VitalSense Response integrates with telephony, preserves familiar interfaces, and adds intelligent routing without requiring complete replacement.

ABOUTUS

Ericom is a leading provider of smart solutions purpose-built for Health. We combine cutting-edge technology with domain expertise to help you address complex challenges and deliver better outcomes for residents and staff.

ACUITYSCALING

Aged care providers preparing for increased acuity require scalable monitoring capabilities. VitalSense Response provides the foundation for vital signs monitoring, fall detection, and predictive analytics through its IP architecture and ecosystem compatibility.

NEXTSTEPS

Request a demo today and discover how VitalSense Response can help you transform care delivery. Our experts will work with you to design a tailored solution aligned with your goals.



VitalSense Response can be integrated across diverse domains, including:

- Aged care facilities
- Hospital wards
- Mental health units
- Rehabilitation centres
- Home care services
- Disability support
- Palliative care
- Independent living
- Corrections healthcare

Let us show you how.