

The most ADVANCED INTEGRATED PC CONSOLE
SOLUTION servicing healthcare professionals!



KOMUTEL... the Innovative Solutions!

The Health and Social Services Center of Rimouski-Neigette Hospital

The Health and Social Services Center of Rimouski-Neigette regroups the regional hospital, the CLSC (Health unit) and the residential long-term care centre.

The Health and Social Services Center of Rimouski-Neigette's primary function is to offer patients healthcare services and promote long term care for a vast territory, including the *Bas Saint-Laurent*, the *Gaspésie* and the *Côte Nord* regions.

With over 2000 emergencies and medical support staff, including nurses and over 70 doctors and almost 116 medical specialists, the Health and Social Services Center of Rimouski-Neigette must be ready to care for people at any time and the communities in need with specialized medical teams to serve remote areas within a large territory.

Case Study

The Health and Social Services Center of Rimouski-Neigette is currently working with a **Nortel** CS1000 console platform. They wanted to implement a reliable robust emergency communication system that would integrate with their current platform. A key element was the ability for high-performance while providing healthcare customers with the most efficient and quick response in order to provide patients the right service at the right time!

Challenge

With attendants receiving more than 2500 calls daily and more than 5000 data entries,

The Health and Social Services Center of Rimouski-Neigette was seeking the most advanced technology console to respond to customers quickly with fast and easy access to patient files (data) in order to meet their growing needs. It is currently unthinkable to manage as many calls and information with their current resources.

The Solutions

In 2007 **Komutel** was brought in to present their **SIT** Solutions for integrated Telecommunications. **The Hospital was excited and moved forward with integration to their current Nortel platform. SIT** solution was able to provide quick access to patient files with the touch of a button while providing professional call management, increased efficiency and the ability to share and access critical information.