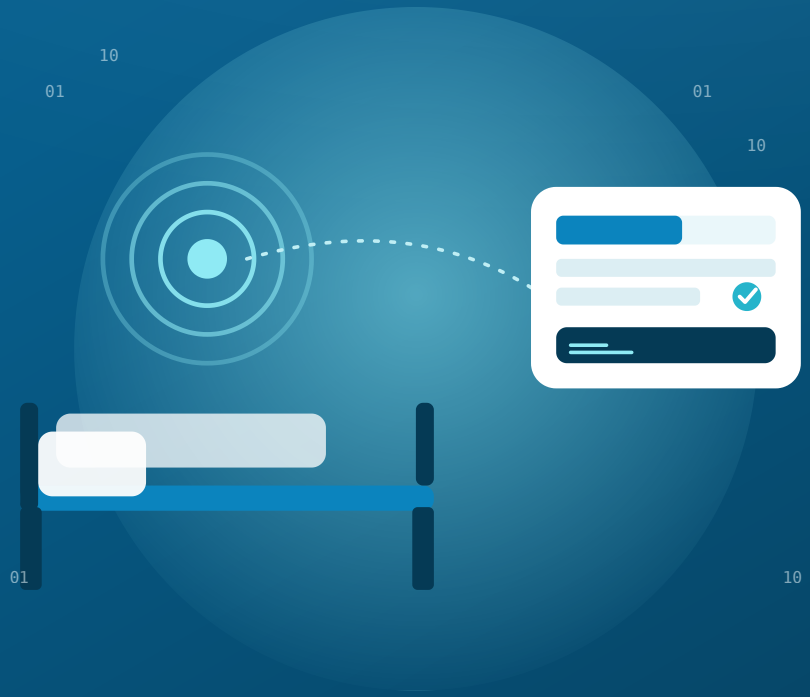
RDL Technologies Pvt. Ltd.

Smart Hospital · Industrial IoT

HOSPITAL NURSE CALLING SYSTEM

Real-time patient calling, nurse response & hospital-wide alerting

RDL's connected calling system brings patient call buttons, visual indicators, audio alerts and centralized dashboards together — so patients are heard sooner, nurses respond faster, and hospital management sees every ward at a glance.



1 Alert → 2 Acknowledge → 3 Attend → 4 Close → 5 Analyze

- Wired & wireless connectivity
- Hospital information system integration-ready
- Scales from one ward to the whole hospital

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THE PROBLEM WITH TRADITIONAL CALL SYSTEMS

Where every second between a call and a caregiver counts

Manual, disconnected nurse-call setups leave supervisors guessing and patients waiting. Here's what typically goes wrong — and how a connected system closes each gap.

Delayed Nurse Response
Patients can experience delays when requesting assistance from nursing staff.

Lack of Real-Time Visibility
Supervisors often lack a centralized view of active calls and pending requests.

Manual Escalation Gaps
Unattended calls can remain unresolved without a systematic escalation path.

Inefficient Call Management
Manual tracking makes it hard to measure nurse response and service performance.

Emergency Response Challenges
Critical assistance requests need immediate visibility and prioritization.

From Patient Call to Nurse Response — A Complete Care Response Loop

Real-Time Patient Alerts
Instant visual and audio alerts the moment a patient requests assistance.

Multi-Level Escalation
Configurable escalation to senior nurse, supervisor or designated staff.

Room & Bed Identification
Clearly identifies the hospital room, bed and patient behind every call.

Centralized Dashboard
Live visibility of active, acknowledged, attended and pending calls.

Emergency / Code Alerts
Dedicated emergency call function for critical situations.

Response Analytics
Historical analysis of response time, call frequency and performance.

Retrofit & Integration Ready
Designed to work alongside existing hospital equipment and manual workstations — for new builds and older facilities alike.

Patient Call Button → Room / Bed Controller → Communication Gateway → Application Server → Nurse Station & Dashboard

THE CARE RESPONSE LOOP

How it works — call to close, in seven steps

01 — Patient Requests Assistance
Presses the call button installed near the bed.

02 — Instant Alert
Room and bed info displays at the nurse station instantly.

03 — Nurse Acknowledgement
Assigned nurse acknowledges and heads to the patient.

04 — Call Attendance
The nurse attends to the patient's requirement.

05 — Call Closure
Call is reset and closed once assistance is provided.

06 — Escalation
Unattended calls escalate to the next responsible person.

07 — Analytics
Call and response data is stored for reporting.

Core System Components

Bedside to dashboard — every part of the loop

Patient Call Unit
- Push button + emergency call
- Cancel / reset function
- Bed-level identification

Nurse Call Unit
- Real-time call display
- Room & bed identification
- Acknowledge / reset

Corridor / Room Display
- Active-call visual indication
- Normal, assist & emergency states
- High-visibility for wards

Audio Alert System
- Configurable alert tones
- Distinct emergency tone
- Faster priority identification

Central Monitoring Dashboard
- Live ward status
- Response-time monitoring
- Ward-wise analytics

Continuous Improvement
Historical call data helps management spot patterns and improve staffing and ward workflows over time.

- Frequently Calling Rooms
- High-Demand Periods
- Delayed Responses
- Emergency-Call Patterns
- Ward-Level Workload
- Response-Time Trends
- Service Bottlenecks

Nothing unattended. Nothing invisible.

Multi-Level Escalation Management

L1 — Assigned Nurse
First responder to the patient call

L2 — Senior Nurse / Shift In-charge
Notified if the call goes unacknowledged

L3 — Nursing Supervisor
Escalated for continued delay

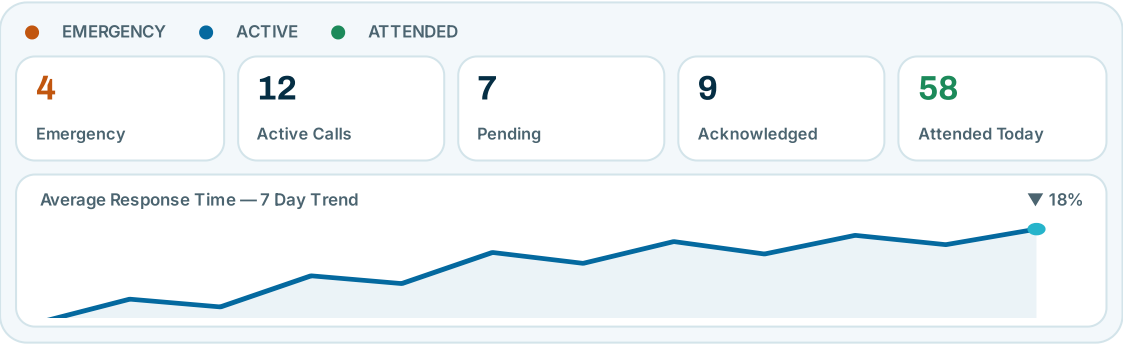
L4 — Hospital Administration
Final escalation for unresolved requests

Emergency Call Management

- Displayed with priority indication
- Accompanied by distinct audio alerts
- Highlighted on centralized dashboards
- Escalated to designated personnel
- Recorded for subsequent analysis

Central Monitoring Dashboard

Live & historical view, ward by ward



Key Benefits

- Faster patient assistance
- Improved patient safety
- Centralized monitoring
- Reduced manual tracking
- Better accountability
- Scalable architecture

Deployment-Ready For

General Wards | ICU | CCU | Emergency Department | Private Rooms | Semi-Private Rooms | Pediatric Wards | Maternity Wards | Recovery Rooms | Nursing Homes | Assisted Living Facilities

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