

A World Leader in  
Nurse Call and Clinical  
Workflow Solutions



# TACERA

FOR LONG-TERM CARE

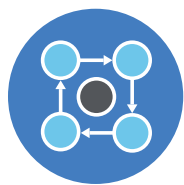
Intelligent Technology  
for Better Care

- Links residents to all healthcare personnel in real-time
- Empower caregivers with technology without overwhelming them
- Enhance procedures and workflows
- Improve resident satisfaction

Tacera is an integrated IP-based Critical Communication System that delivers safety solutions for the elderly. By linking caregivers and residents in real-time, Tacera improves access and enhances the quality of information available to caregivers, enabling them to provide faster responses and improvements to the residents' security and quality of care.

## Simple to Operate

Tacera incorporates a comprehensive and flexible range of call types, priority levels, alarm handling and call indication options. Tacera's call points and pendants are designed with sensitive touch pads and immediate audio and visual feedback making them easy-to-use for residents with limited movement, arthritis, visual/hearing impairments and dementia. Tacera also provides an RF (wireless) call pendant for ambulatory residents, which allows residents to freely move around within the facility providing them with peace of mind that they can contact staff at all times.



## Enhanced Procedures and Resource Planning Workflows

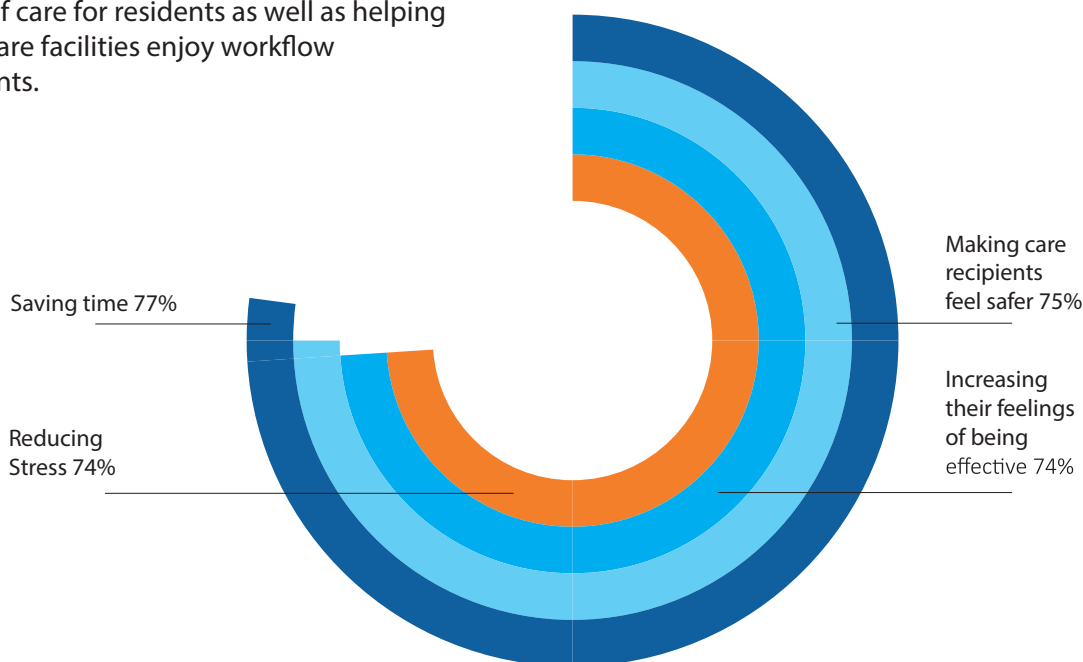
While conventional communication systems react to events, the TACERA solution sets new standards by providing monitoring and data management tools to analyze, anticipate and alert care staff to residents' needs. This ability to distribute and manage information ensures the provision of continuity of care for residents as well as helping long-term care facilities enjoy workflow improvements.

## Optimizing Resources with Reminders and Activity Pathways

With Tacera, caregivers can start their shift confident that the system will anticipate and remind them of procedures and requirements in advance of them becoming issues. Reminding caregivers of activities such as checking on residents and administering medication not only improves workflow by reducing the number of calls and optimizing resources, but also gives residents a sense of personalized care by increasing interactions between caregivers and residents.

The system can also provide information to staff about other departments within the facility. For example, you could set up a cleaning alert informing a housekeeper when a room needs to be cleaned which minimizes time delays, optimizes resources and provides a full audit trail for infection control compliance.

## The most important technological benefits reported by caregivers



[e-connected Family Caregiver: Bringing Caregiving into the 21st Century. National Alliance for Caregiving with United Health Care (2011)]

## Faster Responses due to better Connected Staff

Tacera is also a fully mobile solution, ensuring the continued care and security of residents by allowing the management and transmission of information to be accessed remotely. This is achieved by turning wireless phones or tablets into fully powered nurse stations, releasing caregivers from their desks and allowing for more staff mobility. Extensive workflow and escalation processes ensure that resident calls are connected directly to caregivers' wireless devices. If the caregiver cannot respond, the call is automatically escalated and assigned to the next appropriate caregiver. This improves response times, reduces risks and avoids doubling up on tasks.

## Monitoring Success through better Reporting

Tacera reporting tools allow aged care facilities to access data on response times, frequency of activities, and other important factors in real-time. This data empowers decision-makers to evaluate processes,

better manage risk, and design strategies for cost reduction and more effective resource management. In addition, all required data and reports are backed up and stored which can be used for audit purposes.



## System Integration for an end-to-end Care Delivery Solution

To protect your investment and ensure efficiency, Tacera was designed to integrate seamlessly with leading systems in the market such as building management software systems, fall management solutions, resident wandering systems, infotainment systems and message alert devices.



### Benefits for residents

- Improves security and safety
- Ease of use
- Enables an active lifestyle without compromising on safety
- Improves quality of service and care
- Suitable for residents with arthritis



### Benefits for staff and facilities

- Improves quality of information ensuring more efficient use of staff time
- Enhances resident security and reduces staff stress levels
- Cost and efficiency savings due to improved resource planning
- Real-time optimization of resources
- Comprehensive reporting and auditable duty of care

## Proven Technology

Tacera Nurse Call and Communications Solutions were designed to comply with the following:

- AS 3811:1998 Hard Wired patient Alarm
- AS 4607-1999 Personal Response System
- UL 1069 Hospital Signaling and Nurse Call Equipment
- C-Tick Electromagnetic compatibility
- CE Mark of European Conformity
- IEC 60601-1, UL 60601-1 and CAN/CSA C22.2 No 60601.1: Medical electrical equipment- Part 1: General requirements for safety.

## About Austco

Austco is a leading global provider of Nurse Call communication technology and software solutions for environments where communication is critical. Founded in 1986, Austco serves over 8000 sites across 60 countries.

With solutions designed to comply with global Healthcare standards, Austco aims to maintain the highest level of integrity and dedication, using reliable hardware and forward thinking solutions, to help our customers improve efficiency, cut costs and successfully meet requirements of duty of care. Our flagship Solution Tacera, helps healthcare facilities provide the highest level of care and

service, through the advanced use of technology, real-time conversational interactions and the introduction of intelligent operational processes.

The flexibility of our solutions, allows us to integrate into various technologies enabling our customers to benefit from a truly complete communication and healthcare management solution.

Headquartered in Melbourne, Austco has offices in New Zealand, Singapore, UK, USA and Canada, with manufacturing facilities in Perth and Dallas, USA.

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