



# Collaboration Solutions for New Medical Tower

## A New Era Technology Project Highlight

### Overview

A community hospital in the Midwest started the construction of a new medical tower to enable colleagues, healthcare providers, physicians, and staff to function at a high level while enhancing care and convenience for patients and family members. Implementing innovative technologies in the tower and additional technology improvements in the existing hospital facilities were necessary to achieve this. New Era Technology has a long-standing history of performing fire system-related work for this hospital. Additionally, the construction director had an existing relationship with New Era at another hospital. As a result of positive relationships and successful past project outcomes, New Era Technology was selected as the sole provider of audio visual and virtual collaboration technologies at the hospital and its other facilities.

### Solution

Multiple rooms of various sizes were updated to the hospital network's new audio/video standards, using Crestron control and Zoom virtual collaboration technologies. This soon led to New Era expanding the relationship to other systems such as IP paging, room scheduling, digital signage, and more.

The most impactful technology to the hospital includes an interactive digital whiteboard system for patients and clinical staff. New digital whiteboards and tablets replaced the outdated dry erase board (which frequently contained illegible and incorrect information regarding the patient). The high-tech digital touchscreens installed include integrated cameras and microphones. The patient engagement platform, MediaCare©, developed by HCI, uses touchscreen devices with existing hospital technology systems: EMR, nurse call, staff locating, wireless phones, smart beds, and other systems to accurately display and relay patient information. The interactive patient care solution provides daily patient goals and schedules, medication and treatment plans, Care Team identification, discharge information, video conferencing, and more.

In order to continue to provide patients a consistently high level of care, hospital leaders are exploring uses for this technology investment to compensate for recent nursing staff shortages. In addition, with aggregated data collected by the platform, the hospital has the opportunity to expand quality and safety initiatives across the continuum of care and provide patients with a more personal experience.

## Outcome

New Era provides ongoing support to the hospital's IT staff with VNOc remote monitoring, scheduled on-site technical service as needed, preventative maintenance, and a Priority Support program to keep these new patient-centric systems functioning consistently. This holistic approach to implementing technology in a hospital that operates 24/7/365 ensures a more efficient and automated response for elevated patient care and the best health outcomes.

### Want to learn more about this project or solution?

Call us at 877-696-7720 or visit [neweratech.com/us/contact-us](https://neweratech.com/us/contact-us).

## A Vision and Journey to Better Patient Outcomes

New Era Technology offers a full spectrum of solutions for the Healthcare marketplace. Our mission is to provide products and services that improve many aspects of the patient care continuum. Through our diverse experience, our technology solutions enhance your patient experiences by providing a safe environment for families and those under your care while protecting personnel and property for your healthcare facility. New Era works with clients ranging from micro-hospitals, retirement/assisted living facilities to Level 1 Trauma Centers. Learn more at [neweratech.com/us/healthcare](https://neweratech.com/us/healthcare)

