



5

5 Reasons why Rauland Responder makes your job easier.



For more than 30 years, Rauland-Borg has set the standard for excellence in nurse call systems.

Now, the latest version of Responder— a complete, integrated, and easy-to-use communication system— helps nurses provide the best possible patient care.

Isn't that exactly what you've been waiting for?





1

Fast, direct communication.

With Responder 5, a patient is confident that care is on the way. The right person gets the right call at the right time – no more distractions, no more misdirected calls. Calls from a patient can be relayed directly to the nurse’s wireless phone or pager. If the nurse cannot answer immediately, the call is automatically routed to the next appropriate caregiver. Nurses can consult with physicians real-time, without back-and-forth, hit-and-miss paging. This quick, direct, content-rich communication prevents errors in care, while saving time and effort. Perhaps best of all, this nurse call system is quiet, and a quiet environment is a healing environment.

1 CALLS ARE ROUTED TO THE RIGHT PERSON AT THE RIGHT TIME.

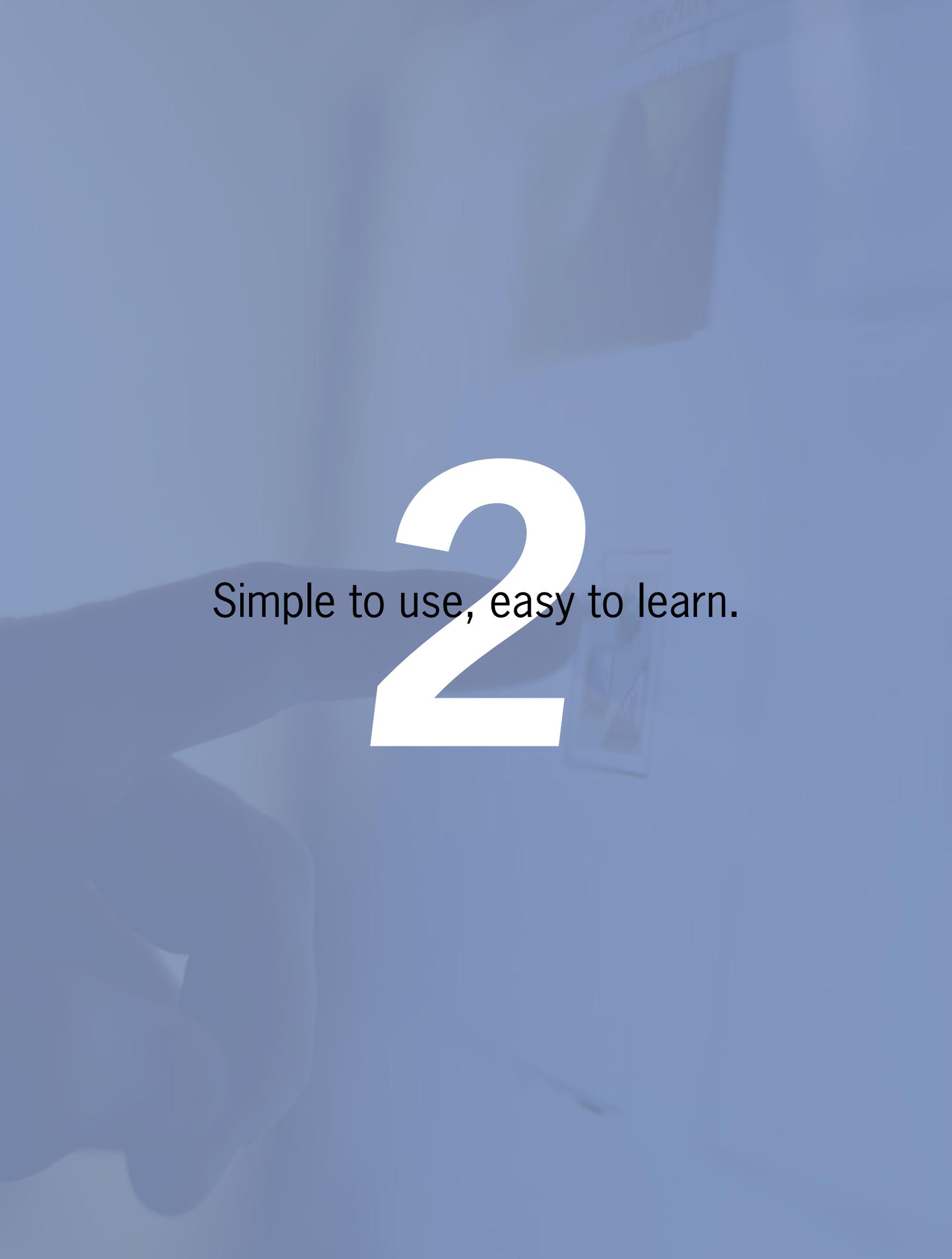
2 RESPONDER 5 SIGNIFICANTLY REDUCES HOSPITAL'S OVERHEAD PAGING.

3 PATIENT CALLS DIRECTLY TO THE APPROPRIATE CAREGIVER.

4 WITH RESPONDER 5, CONTACT IS IMMEDIATE.

5 RESPONDER 5 ENHANCES MOBILITY AND FREEDOM FOR NURSES.





2

Simple to use, easy to learn.

Unlike complicated technology that can burden staff, Responder 5 is simplicity in action. With one touch, a nurse can be reached; with one touch, a call can be forwarded or canceled; with one touch, nurses can contact other hospital staff. Signing “on” and “off” duty takes only seconds, no more long lines at shift changes or waiting for patient assignments. Because the system can be customized to support the way your nurses run their floors, staff acceptance is immediate. Everything about Responder 5 relieves nurses from wasted effort, so they can spend more time on what matters most: quality patient care.

1 ONE TOUCH OF A CALL BUTTON CAN MAKE MULTIPLE CALLS.

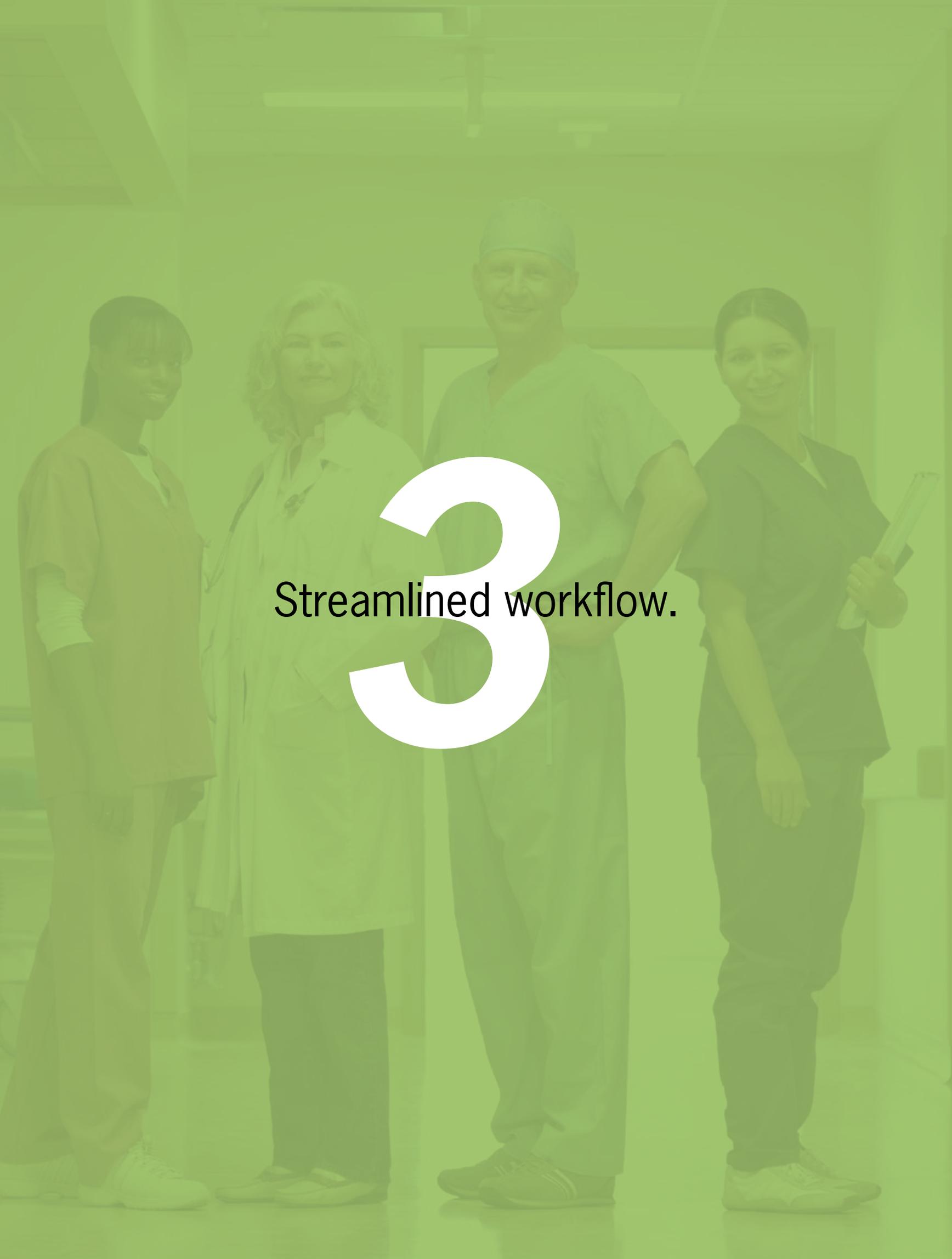
2 BAR CODING ALLOWS QUICK AND EASY STAFF “ON” AND “OFF” DUTY.

3 RESPONDER 5 IS BUILT AROUND THE WAY NURSES’ REALLY WORK.

4 CALL BUTTONS CAN BE CUSTOMIZED WITH COLORS, PICTURES, ICONS, OR WORDS.

5 TRAINING IS QUICK – FOR NURSES, STAFF, AND IT PROFESSIONALS.





Streamlined workflow.

With Responder 5, the push of one button in surgery can tell environmental services to clean the room, central supply to stock supplies, and the PACU that a patient is coming. This reduces several routine and follow up phone calls to a single step.

Wasted time and effort are eliminated. The system streamlines workflow and speeds up response time to patients' needs, while integration with other technologies (such as wireless phones and pagers) and other areas (such as environmental services, pharmacy, and dietary) ensures both efficiency and effectiveness. The system also integrates with the hospital's data network to create an up-to-date, real-time electronic census that shows patient information, room status, and services needed in a quick, easy layout.

1 RESPONDER 5 MANAGES HUNDREDS OF WORKFLOW CALL PROCESSES.

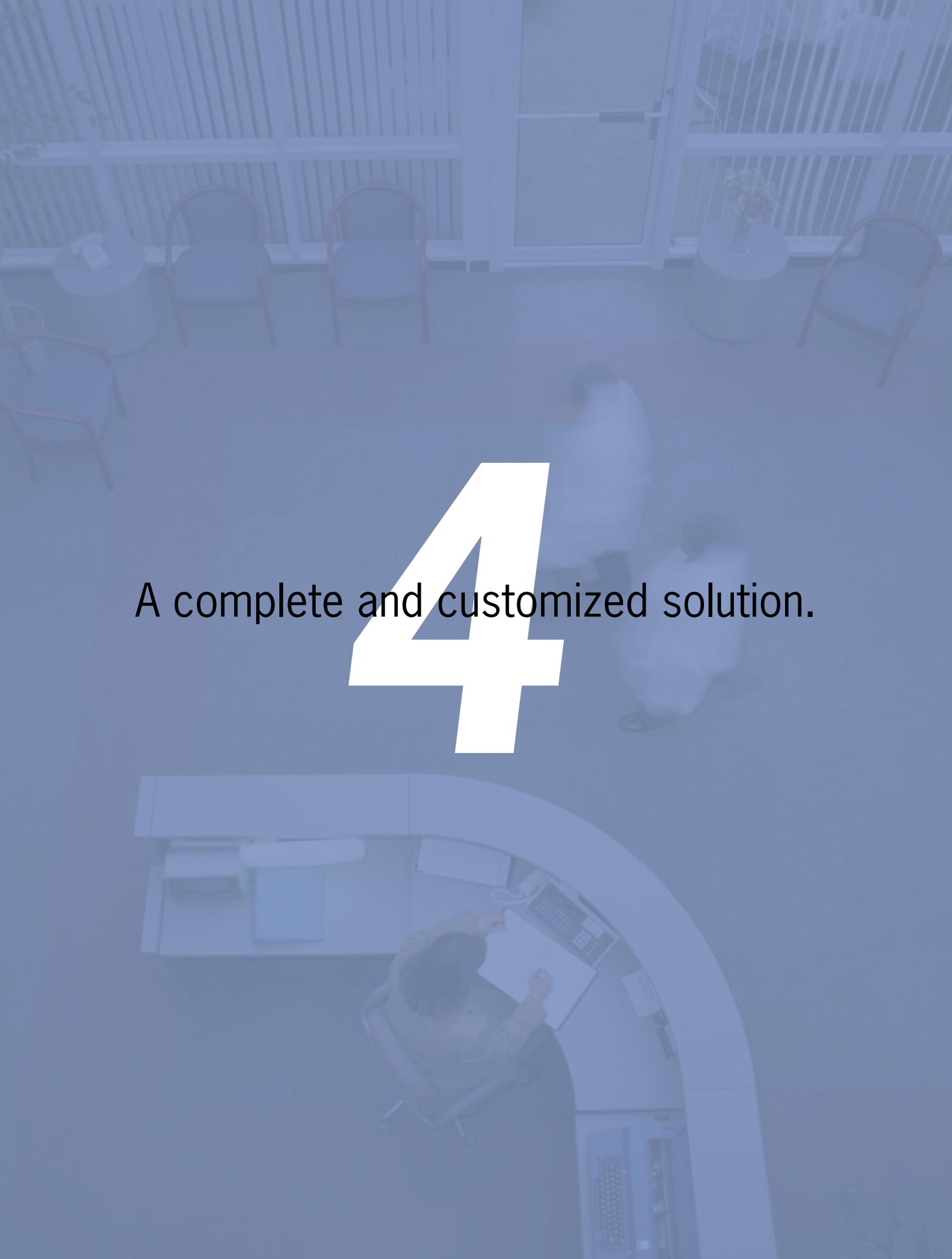
2 CALL BUTTONS ARE CUSTOMIZED TO YOUR PROCEDURES.

3 HOSPITALS REPORT SAVING MORE TIME PER DAY PER NURSE.

4 RESPONDER HOSPITALS ELIMINATE HUNDREDS OF "WRONG" OR "REPEAT" CALLS PER DAY.

5 AN ELECTRONIC CENSUS IS ACCURATE AND COMPLETE.





4

A complete and customized solution.

Responder 5 connects patients to staff by linking the capabilities of the latest wireless technology — phones and pagers, real-time locating systems, electronic staff assignments, and enterprise-wide reporting — with traditional “nurse call” equipment. Because the system is 100% scalable from one bed to over 1500; from one unit to over 100; Responder 5 can be readily configured to meet the needs of your entire hospital. Our certified distributors are experts in “nurse call” and “hospitals” processes and systems integration. They provide hands-on training in using and maintaining the system — ensuring that Responder 5 is used and runs as it should, day in and day out.

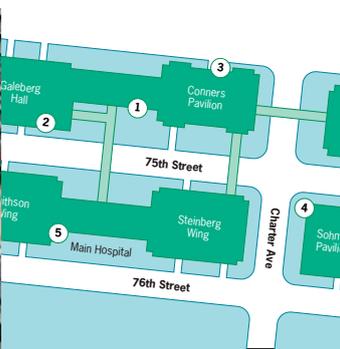
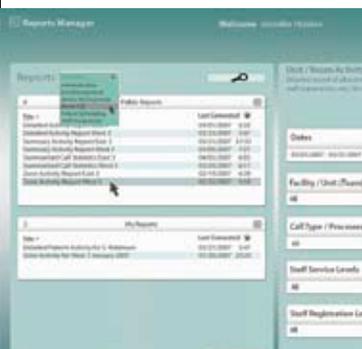
1 REPORTS CAN BE CUSTOMIZED BY NURSE AND SHIFT.

2 THE SYSTEM IS EASILY SUPPORTED BY YOUR HOSPITAL'S OWN IT STAFF.

3 NO MATTER WHAT THE SIZE OF YOUR HOSPITAL, RESPONDER 5 GROWS AS YOUR FACILITY DOES.

4 OUR SYSTEM ADAPTS TO YOUR NEEDS — NOT THE OTHER WAY AROUND.

5 USERS OF RESPONDER SYSTEMS REPORT HIGH RATES OF SATISFACTION.





5

Extraordinary quality and service.

Our track record illustrates our customer commitment.

Our reputation has been earned over the past 80 years of outstanding quality and service – with more than 30 years dedicated to building exceptional nurse call systems. Our only business is the design and manufacture of communications and life-safety equipment for institutional environments. We're the industry leader for a good reason.

Our quality is the best. A record-setting defect-free rate is proof that Responder 5 is built with the best equipment, then thoroughly tested and inspected to ensure success in your environment.

Our products are made in the U.S.A. Having Rauland-Borg's corporate headquarters and manufacturing facility located in the Chicagoland area helps ensure quality and contributes to bolstering the economy.

Our customer satisfaction rate is very high. With each version of the Responder product line, users have confirmed the system's value in enabling nurses to go beyond the demands of the job.

We stand behind our five-year warranty. Projects are installed as planned. Also, 99% of parts returned to Rauland for repair are turned around within 24 hours. Our distributors stock the most common service parts and can typically get your system back in service within hours of your call.

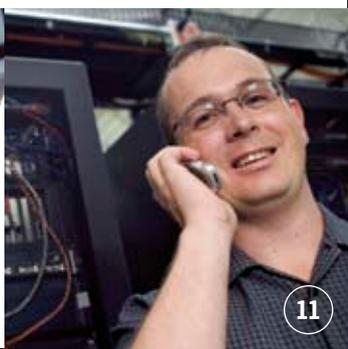
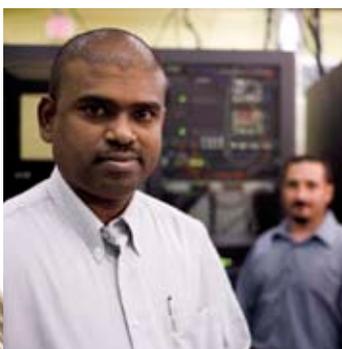
1 RAULAND DISTRIBUTORS DELIVER THE HIGHEST LEVELS OF SERVICE AND SUPPORT.

2 STATE-OF-THE-ART MANUFACTURING GIVES OUR PRODUCTS A COST, QUALITY AND RELIABILITY ADVANTAGE.

3 RAULAND ENGINEERS AVERAGE MORE THAN 10 YEARS OF RELEVANT INDUSTRY EXPERIENCE.

4 WE REINVEST MORE IN R&D THAN ANYONE ELSE IN THE INDUSTRY IN NEW PRODUCT DEVELOPMENT.

5 OUR DISTRIBUTORS ARE CERTIFIED IN THE BEST INSTALLATION TRAINING AND SERVICE METHODS.



We'd like to tell you more about Responder 5 — and why it's your best choice for nurse call.

How would Responder 5 work in your environment? The options are up to you. Whether your hospital is large or small, Responder 5 is the perfect fit. We know, because Rauland-Borg has been a trusted provider of nurse call solutions for more than 30 years.



Communications solutions: fast, simple & comprehensive

Responder 5 is a complete and easy-to-use communication system that integrates the capabilities of the latest technology — wireless phones and pagers, real-time locating systems, electronic staff assignments, and enterprise-wide reporting — with traditional “nurse call” equipment. A system that’s readily customized to fit your environment, with solutions to the challenges faced within your Hospital — Responder 5 delivers the performance you’re looking for.

Challenge:

Slow connections, multiple brands of phones, noise

Solution: True VoIP Integration

Responder 5 connects nurse call hardware to VoIP wireless phones, using the SIP protocol. The benefits include immediate patient-to-staff communications, complete nurse mobility, and a quieter healing environment for patients. The solution provides the shortest connect times, while allowing integration with the phone of your choice. As patient calls get answered — by the right person, at the right time — both quality of care and patient satisfaction improves significantly.

Challenge:

Piles of paper— hard to find meaningful data

Solution: Eliminating the paper trail

Responder 5 enables management to assign staff to patients/rooms, expedite the “on and off” duty process, store patient data along with their nurse call activity, and generate meaningful reports — all without the paper trail.

Challenge:

Communication from the patient bathroom

Solution: Audio in the bathroom

Responder 5 includes bathroom stations with audio capability so that the patient can communicate with their caregiver from inside the bathroom. This provides immediate verbal confirmation their call was answered and the caregiver is on their way.

Challenge:

We can’t accept another SILO system

Solution: A proven, reliable systems integrator

Rauland-Borg has installed and integrated to more systems than all our competitors nationwide. Our solutions have been integrated with all major ADT vendors, thereby ensuring the delivery of meaningful patient information. Responder 5 can also integrate with all major staff, patient, and asset tracking systems, thereby maximizing existing investments and enhancing your nurse call system.

Challenge:

Systems go out of date so quickly

Solution: A simple, sophisticated solution that complements your existing and future needs

Responder 5 can meet your needs, for today and tomorrow. Designed to fit existing systems, yet adapt as needs change or demand grows; its features and functions expand to address future needs and requirements. Because the system is scalable, it’s the right solution for a unit, a single facility, or an entire hospital network.



1 TRUE VOIP INTEGRATION.



2 ELIMINATING THE PAPER TRAIL.



3 AUDIO IN THE BATH STATION.



4 A PROVEN, RELIABLE SYSTEMS INTEGRATOR.

5 A SIMPLE, SOPHISTICATED SOLUTION.

Let Responder 5 work for you

Components

Patient Room Components



Patient Stations

- Multiple call-in priorities available
- Tilt/Release DIN receptacle allows for easy, clean disconnect of handset from the patient station
- Auxiliary device receptacle with separate call-in priority setting
- LED to indicate specialty bed is connected
- IV alarms and bed exit



Special Function Stations

- One-touch operation
- Large, backlit call buttons
- Custom buttons for unique call priorities
- Customized by facility, floor, and area
- Water-resistant (bath station)

Audio Pull-Cord Station

- Audio to the bathroom
- Easy to use pull-cord
- Call-in button for routine calls

Nurse Station Solutions



VoIP Nurse Console

- Large, color display
- Easy-to-use touch points, customized to each console
- No unused/redundant features/functions
- Responder 5 manages hundreds of call processes



VoIP Staff Terminal

- Color touch screen for displaying and answering calls
- Place calls from a room through simple touch points
- Easily customized by terminal/device to fit needs

Wireless Devices



Telephone

- Route patient calls directly to a specific caregiver
- Remote answer of patient calls
- Dial out to any intercom station or console
- Use telephone throughout facility
- Ensures patient confidentiality



Pocket Pagers

- Console operator screens calls and selectively dispatches staff
- Text messaging of patient and maintenance calls



Real-Time Locating System

- Open Architecture Integration with tracking vendors
- Tracking of staff, assets or patients supported

All Wireless Devices

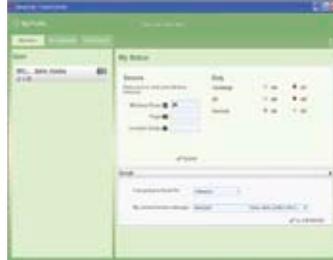
- Multi-vendor support
- Facilities and departments pick the "best of breed" for their needs

Software

Application Suite

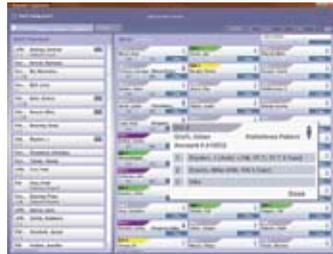


My Profile



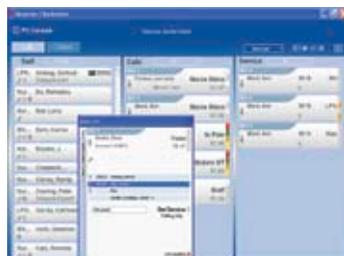
Responder 5 offers a simple mechanism for employees to sign on and off duty by swiping a bar coded ID. By telling the system a staff member is on duty, they are now ready to receive calls, text messages or other communications. Once on duty the caregiver will only receive calls or alerts that were intended for them. This solution allows automatic and direct communication between patients and caregivers as well as from staff to staff.

Staff Assignment



Responder 5 simplifies your workflow. Staff assignments can be scheduled up to one week in advance, allowing for continuity of care for your longer term patients from day to day and caregiver to caregiver. The system's layout gives management a visual indicator of the workload for each staff member as patients are assigned to staff; so the nurse manager can continuously assess and level load for each caregiver.

PC Console



Responder 5 shows activity in a user-friendly application without sacrificing the reliability of a closed network. Information from many sources is integrated into staff directories, calls lists, and services giving staff the whole picture. Integration with patient information systems, staff/patient tracking systems, wireless devices, and nurse call hardware makes the staff's job easier and more efficient by seamlessly incorporating meaningful information from disparate systems. An intuitive screen design makes Responder 5 easy-to-use and easy-to-learn, facilitating higher user compliance.

Reports Manager



The Reports Manager module generates reports — exception reports, detail reports, and statistical summary information — wrapped in a user-friendly interface. Responder 5's fully historical MS SQL database makes data easily available at any time and yet secure enough for your most stringent IT security policy.

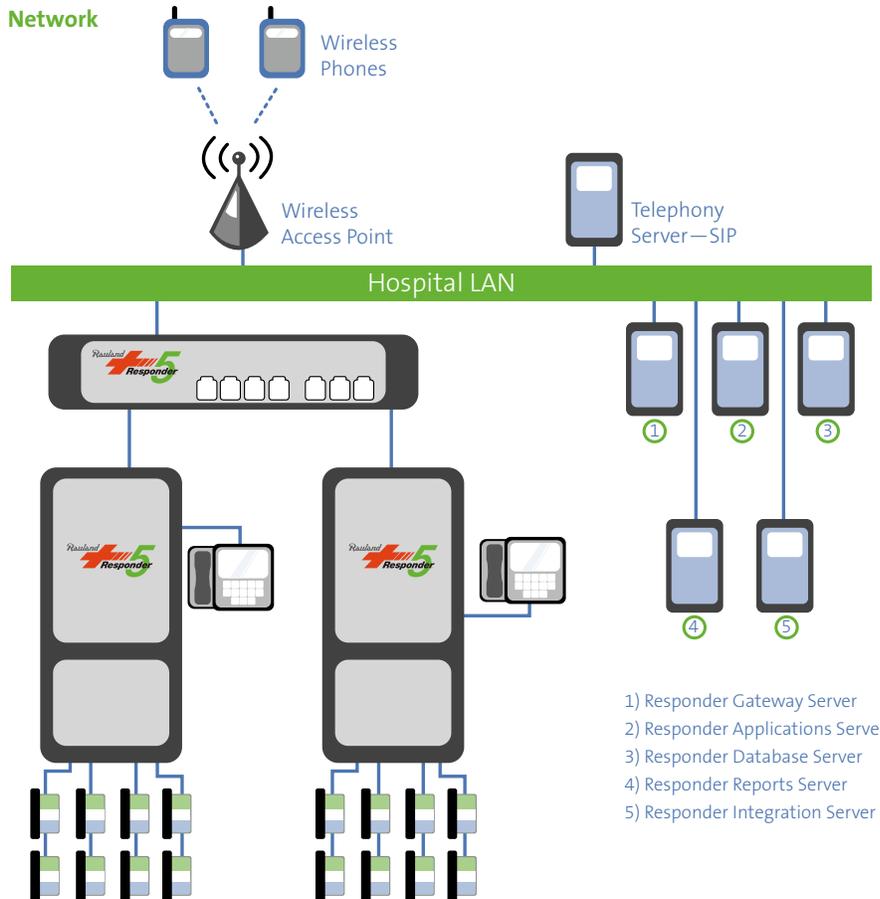
Simple implementation with low demand on IT staff

Responder 5 is a VoIP network running the SIP standard protocol which makes interfacing to wireless phones and other technologies easy. In fact, the integration capabilities of Responder Systems are far more sophisticated and robust than those in other nurse call systems. Our solution delivers faster connection times and greater traffic handling capacity.

The solution's information applications make use of standard IT architecture; they operate (and are managed) independent of the nurse call infrastructure. The integration of Responder 5 with the hospital's information system and other systems (such as wireless phones, and "Real Time Locating Systems") is accomplished via a single point of connection using standard protocols. These features result in greater overall reliability and simpler, more cost-effective maintenance and support.

Responder 5 utilizes standard CAT 5E/6 cabling. Because it has an Ethernet backbone, the system can also run long distances on fiber.

With low demand on IT staff, why work with anyone else?



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