



RUGGEAR RG360 CASE STUDY

Enhancing Efficiency and
Communication in Various Departments
of an NHS Hospital



CHALLENGES AT A GLANCE

Limited Communication Range

Traditional two-way radios had limited range, resulting in communication gaps and delayed responses, particularly in areas with poor reception.

Expensive Infrastructure Costs

To achieve site wide communication the traditional radio system required multiple repeaters and antennas, increasing costs and labour.

Ability To Connect With Other Hospitals

The hospital wanted to further enhance the radio system further down the line and bring in other hospitals in the area. Again requiring more infrastructure at other sites and time spent linking systems together.

BENEFITS

Nationwide Push-to-Talk Coverage

The RugGear RG360 radios provides nationwide coverage, enabling seamless communication between departments and hospitals. The instant group communication and quick information exchange, reduces response times and improves collaboration among staff.

Reduces Infrastructure Costs

Connect Plus operates over existing cellular networks or Wi-Fi, leveraging the hospital's infrastructure without the need for additional equipment. This eliminates the cost of purchasing, installing, and maintaining dedicated infrastructure, resulting in significant cost savings.

Scalability and Flexibility

Connect Plus can easily scale to accommodate a growing hospital or changes in communication requirements. Adding new users or making changes to the existing system typically requires minimal effort and cost and takes minutes to apply over the air.

SUMMARY

This case study explores the successful implementation of Connect Plus, PoC solution, within a National Health Service hospital. The solution has been implemented across multiple departments, including security, domestic, and emergency teams. Connect Plus revolutionizes communication and improves operational efficiency by providing a unified platform for seamless communication. This case study highlights the benefits and outcomes achieved by the hospital through the adoption of Connect Plus.

INTRODUCTION

In a fast-paced healthcare environment, effective communication and coordination among different departments are crucial for ensuring patient safety and efficient operations. Recognizing this need, the NHS hospital sought a solution to enhance communication and streamline workflows in the multiple departments. Connect Plus, running on RugGear RG360 handhelds was identified as a promising solution to address these challenges.

SOLUTION

Connect Plus is an innovative communication platform designed to optimize interdepartmental communication within a hospital setting. It leverages the rugged and reliable RugGear RG360 devices to provide secure and efficient communication capabilities.

IMPLEMENTATION

The implementation of Connect Plus involved several phases, including planning, deployment, training, and evaluation. The hospital's IT team collaborated closely with the solution provider to allow the radios to also work on a secure Wi-Fi network to enhance the system. The solution was customized to meet the specific requirements of each department, ensuring optimal functionality and user experience.

CONCLUSION

The implementation of the RugGear RG360, revolutionized communication and vastly reduced expected costs of a traditional two way radio system. By providing a unified platform for secure communication, emergency alerts, and the ability to add further features, Connect Plus significantly enhanced operational efficiency, improved collaboration, and strengthened emergency response capabilities. The successful implementation of Connect Plus underscores its potential as a comprehensive communication solution for hospitals and similar healthcare settings, paving the way for enhanced patient care and improved outcomes.