intercall

innovative care systems

Intercall supplies industry-leading technology to health care facilities, helping them offer security, comfort and assistance to their residents and patients. Our team are committed to creating solutions that help keep both staff and patients safe and secure.

All Intercall products undertake rigorous testing to ensure they meet the standards of modern care environments. Our commitment to innovation through continuous research, development and improvement, has made Intercall the best- selling nurse call system in the UK.

Considered Innovation

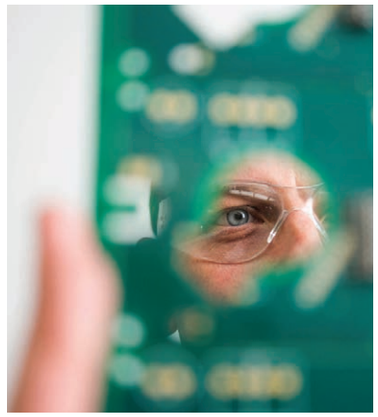
We understand that being a carer is a vocation, undertaken by committed individuals who regularly go beyond the call of duty. We're proud to be part of this sector.

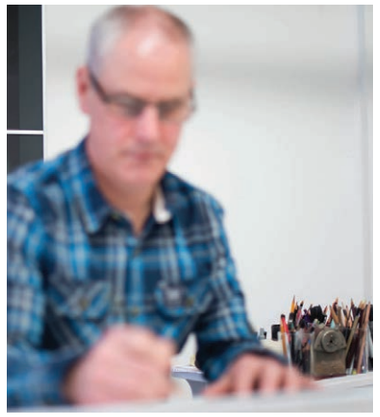
This is why as technical experts we don't just innovate for innovations sake – we innovate to support all the carers and patients in a care environment. We call this considered innovation.

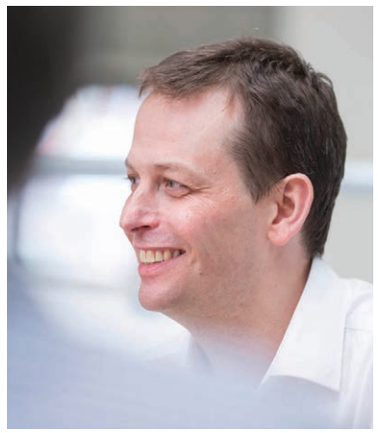
Our Story

Engineering Innovation & Design

Our products are designed by healthcare professionals for healthcare professionals. Every Intercall system is the result of specialist knowledge and experience gained through over 25 years of research and development.







Introducing

The Touch Series

The Touch Series is a UK manufactured and designed system, using hospital grade materials that house Intercall technical excellence. Stylish and simple to install, the Touch Series is supported by a sophisticated data-logging system giving access to care and performance information. With industry standard connectivity via TCP/IP and optional Radio Frequency Identification technology (RFID), the Touch Series is a modern nurse call system offering easy communication and management of patient care.

Product Range

Touch Display
Call Point Basic
Call Point Standard
Call Point Plus
Access Point
Wearable Call Point
Pear Lead
Over Door Light
Bathroom Pull Cord
Corridor Display
Data Logging
Intercall Cloud

Touch Series

Touch Display

The heart of the Intercall Touch Series.

The Touch Display is the central hub of the Touch Series Nurse Call system. Ideally installed on a desk or wall mounted, the Touch Display is the primary call system staff interaction point. It helps nursing staff with monitoring while notifying them of calls and alerts on the system, allowing them to decide the most appropriate response.

Key Features

Audio-Visual

The visual call summary lists calls in order of priority and receipt. The user can easily configure a selection of sound alerts.

Locate Staff

Radio Frequency Identification technology (RFID) is used to identify staff and control user access. It also tracks staff location and actions.

Connectivity

With a PoE (Power over Ethernet) TCP/IP connection, staff have the ability to contact users across the system. Staff performance indicators can be created via the on-board data logging feature.

Flexible Display

The Touch Display has a user configurable colour palette, allowing the display to compliment your brand colour palette or décor.

Technical Specification

H 156mm x **W** 202mm x **D** 41mm **Weight:** 560g **Network:** IEEE802.3af
Installation: Surface Mount enclosure to UK/EU fixing

Full-colour touch screen display with simple, clear iconography to help staff prioritise calls.

VoIP allows staff and patients to speak to each other.

Single or multiple displays can be installed, depending on the individual needs of the care facility.

Ergonomic design using soft forms, balances technology with human engagement.

Touch Series

Call Point Basic

The Call Point Basic is our entry-level call point and ideal for use in most care environments.

Its sleek, wall mounted design is simple to use. It is the perfect call assistance device for staff, patients or residents, whether positioned alongside the bed or in more general areas.

Key Features

Multiple Call Levels

Multiple programmable levels can be used to indicate the type of call and the care required.

Emergency Innovation

The Call Point Basic has a Code Blue option, in addition to the innovative double push emergency function.

Flexible Connectivity

Installed on the simple Intercall Bus network, it can act as a central hub allowing it to be tethered to remote devices.

Reassurance

A built-in call reassurance LED gives an immediate visual indication that help is on the way. A sound alert informs staff of an active call elsewhere on the system.

Technical Specification

H 106mm x **W** 96mm x **D** 24mm **Weight:** 120g **Network:** Intercall Bus
Installation: Surface Mount enclosure to UK/EU fixing

Touch Series

Call Point Standard

The Call Point Standard has the functionality of the Call Point Basic and much more.

Like the Call Point Basic, the Call Point Standard is ideal is for use in most care environments. It's the perfect call assistance device for staff, patients or residents. Unlike the Call Point Basic, the Call Point Standard uses RFID technology (Radio Frequency Identification) to identify and track staff and it can be paired with our Wearable Call Point.

Key Features

Multiple Call Levels

Multiple programmable levels can be used to indicate the type of call and the care required.

Emergency Innovation

The Call Point Standard has a Code Blue option, in addition to the innovative double push emergency function.

Flexible Connectivity

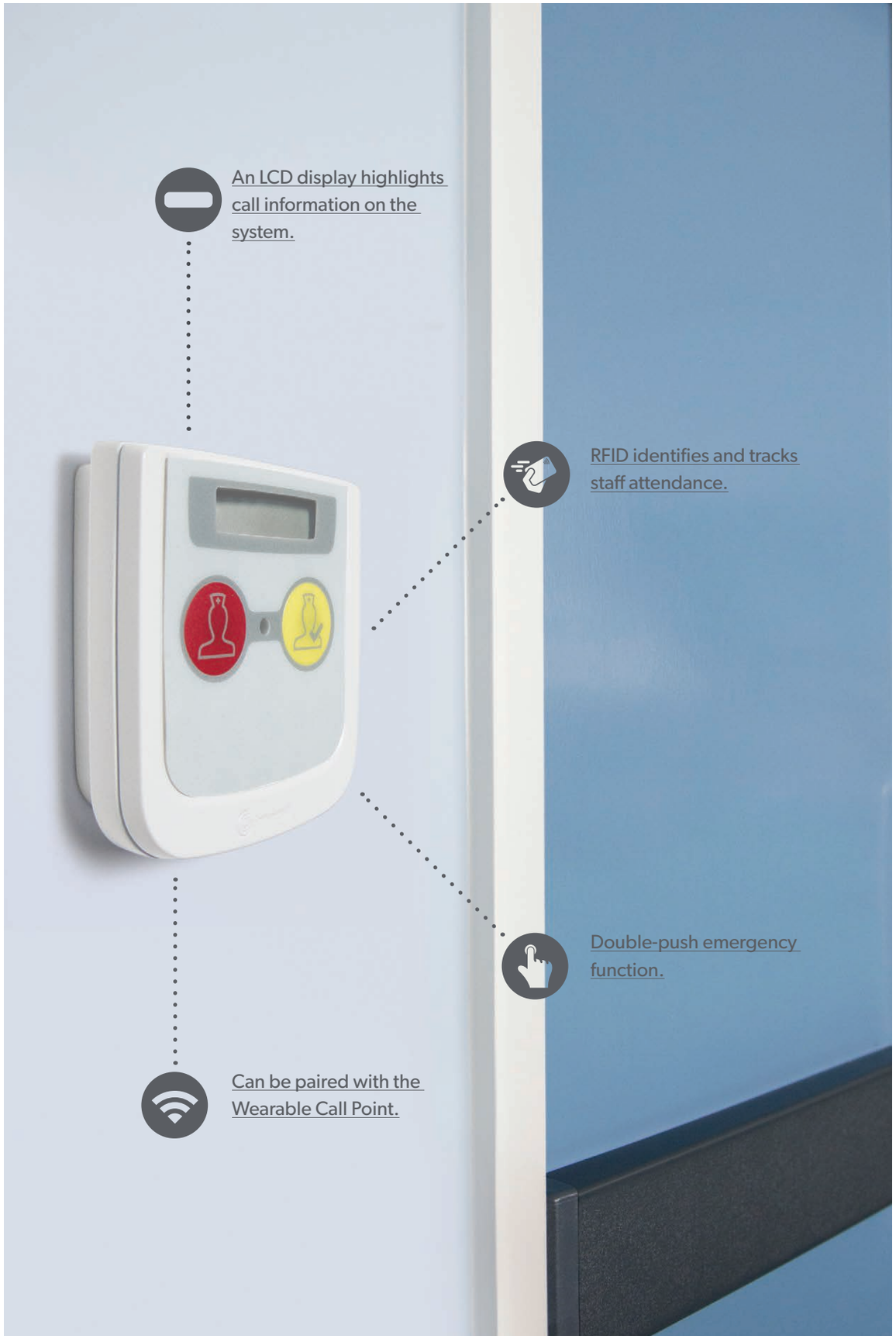
Installed on the simple Intercall Bus network, it can act as a central hub, allowing it to be tethered to remote devices such as pull-cords and wearable call points.

Reassurance

A built-in call reassurance LED gives an immediate visual indication that help is on the way. A sound alert informs staff of an active call elsewhere on the system.

Technical Specification

H 106mm x **W** 96mm x **D** 24mm **Weight:** 125g **Network:** Intercall Bus
Installation: Surface Mount enclosure to UK/EU fixing



Touch Series

Call Point Plus

The Call Point Plus has all the functionality of our Call Point Standard, with the addition of a full duplex VoIP speech device.

Ideal for use in most care environments and simple to use, the Call Point Plus is our most advanced call assistance device. It allows staff, patients and residents to speak with each other through its VoIP intercom system, offering the instant reassurance of human interaction.

Key Features

Multiple Call Levels

Multiple programmable levels can be used to indicate the type of call and to indicate the care required. The 'Nurse Follower' function allows the carer to communicate their attendance.

Enhanced Security

Radio Frequency Identification technology (RFID) identifies and tracks staff attendance, helping keep staff and patients secure. The LCD display highlights active calls elsewhere on the system.

Flexible Connectivity

The Call Point Plus is installed on a dedicated TCP/IP network. It's individually programmable via an embedded server and can act as a central hub, allowing it to be tethered to Intercall remote devices.

Reassurance

A built-in call reassurance LED gives an immediate visual indication that help is on the way. A sound alert informs staff of active calls elsewhere on the system.

Technical Specification

H 169mm x **W** 98mm x **D** 30mm **Weight:** 160g **Network:** IEEE802.3af
Installation: Surface Mount enclosure to UK/EU fixing

Touch Series

Access Point

The Access Point is a simple, cost effective, wireless ID security system.

Using Radio Frequency Identification technology (RFID), the Access Control Point allows hospitals and care facilities to control access to sensitive and restricted areas.

Key Features

Programmable Cards

ID cards can be programmed using individual staff identity information and printed with your facility's logo.

Restricted Access

With multiple programmable access levels, entry to sensitive areas can be managed, staff movement monitored and recorded on our data log system - allowing full accountability.

Security & Reassurance

The Access Control Point controls the door locking mechanism and raises an alarm on the call system should there be unauthorised access.

Flexible Connectivity

The Access Control Point is installed on the simple Intercall Bus network and are individually programmable via the Intercall device programming software.

Technical Specification

H 106mm x **W** 96mm x **D** 24mm **Weight:** 110g **Network:** Intercall Bus
Installation: Surface Mount enclosure to UK/EU fixing

Touch Series

Wearable Call Point

The Wearable Call Point is a stylish portable call device that's ideal for both care home residents and assisted living inhabitants.

Its lightweight, comfortable design allows users to get on with day-to-day living safe in the knowledge that help is close at hand. Based on a wristwatch design, the skin friendly silicon wristband is perfect for raising an alarm when assistance is required, wherever the user may be.

Key Features

User Friendly and Hygienic

Designed specifically for the frailer user, its simple operating interface is straightforward and easy to use. Being water resistant and IP44 rated, it's ideal for cleaning and outdoor use, and has a long life battery, keeping maintenance to a minimum.

Reassuring

The user is free to enjoy life, safe in the knowledge that help is never far away 24/7. It features a built-in call reassurance LED, which gives the patient or resident an immediate indication that help is on the way.

Technical Specification

H 49mm x **W** 49mm x **D** 16mm (face only) **Weight:** 40g
Operational Frequency: 863-870 MHz **Battery:** 3v Li
Ingress Protection Marking: IP44

Touch Series

Pear Lead

The Pear Lead is a simple, individual call device for use in care facilities by less mobile patients.

Key Features

Simplicity

The Pear Lead's simple individual call button is connected to a Call Point, allowing staff to see the precise location of the call.

Reassuring

The Pear Lead features a built-in call reassurance LED, which gives the patient an immediate visual indication that help is on the way.

Hygienic

Being water resistant IP44 rated and manufactured from hospital grade material, it's ideal for cleaning and hygiene

Twin Light Control

An alternative lead is available with twin light control to allow patients to control their own bedside lighting.

Technical Specification

H 49mm x **W** 49mm x **D** 16mm (face only) **Weight:** 25g
Ingress Protection Marking: IP44 **Connection:** RJ10

Touch Series

Over Door Light

The Over Door Light provides an instant visual aid to nursing staff for alerts and calls from patient rooms.

Located outside patient rooms and along corridors, the Over Door Light provides a clear visual status of an alert as well as improving awareness of the alert.

Key Features

Programmable

Programmable options include light call patterns and use of multi-colour high intensity LEDs to indicate call status and priority.

Priority

The Over Door Light is used to mimic the call event that is happening in a room. The lights can be paired to multiple call points to indicate the highest active call, e.g. an emergency call.

Technical Specification

H 106mm x **W** 97mm x **D** 44mm (face only) **Weight:** 120g **Network:** Intercall Bus
Ingress Protection Marking: IP44 **Connection:** RJ10
Installation: Surface Mount enclosure to UK/EU fixing

Touch Series

Bathroom Pull Cord

The Bathroom Pull Cord is ideal for hospitals, care homes and assisted living residences.

The Pull Cord is paired to a central call point, providing the call address and reset function. There are several levels of call, from a standard 'toilet call' through to 'emergency'. All devices are fully programmable to meet individual care requirements.

Key Features

Reassurance Indicator

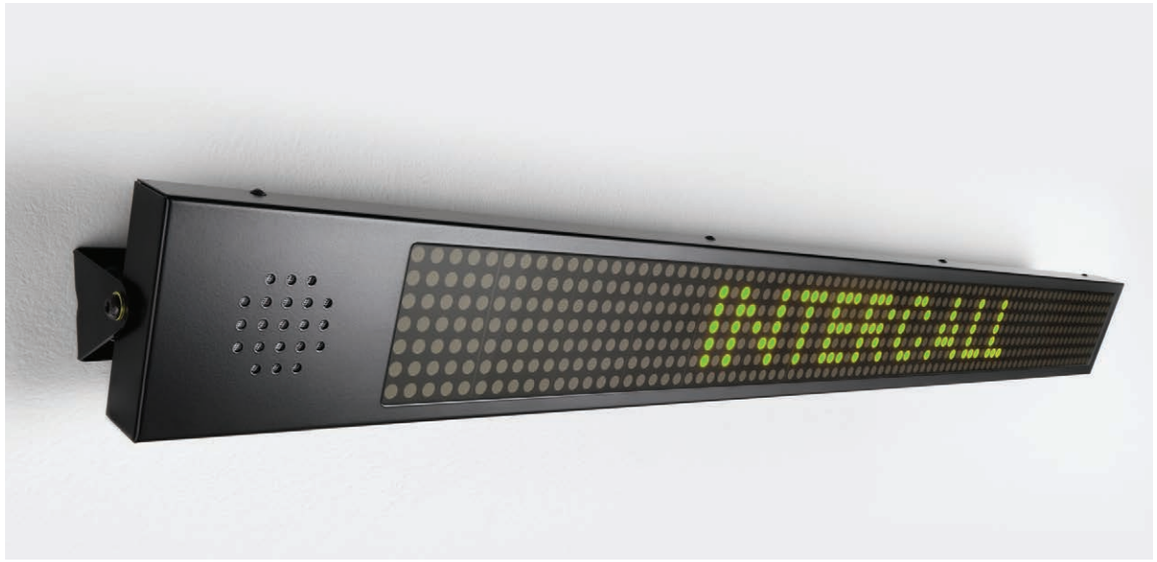
The Pull Cord features a built-in call reassurance LED, which gives the patient an immediate visual indication that help is on the way.

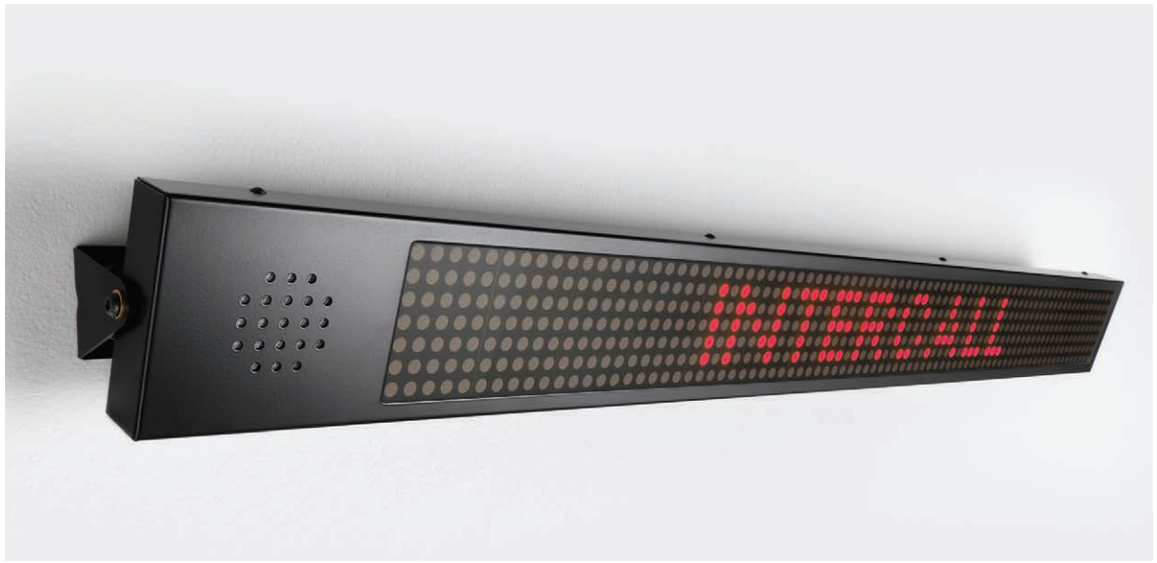
Adjustable Cord Length

Often located in a toilet or bathroom, the pull cord has two adjustable loops for setting the pull cord height at different levels – typically at toilet seat height and floor level.

Technical Specification

H 100mm x **W** 100mm **D** 38mm **Weight:** 90g (not including handle or string)
Antibacterial efficacy: ISO 222196:2011 **Installation:** Ceiling Mount surface enclosure.





Touch Series

Corridor Display

The Corridor Display is an advanced information call system that is ideal for hospitals or large care facilities.

The metre wide information panel can be wall or ceiling mounted in corridors to provide a quick, clear call indicator to busy nursing staff.

Key Features

Clear Visual Display

The metre wide, 3-colour dot matrix display is designed to be clearly visible from a distance of at least 10 metres.

Audio Alarm

The Corridor Display comes with programmable sounds for establishing recognisable alarms and call alerts.

Bespoke Display

The Corridor Displays are individually programmable via a web embedded server, allowing the hospital and staff to adapt the alerts to support internal procedures.

Flexible Connectivity

The Call Point Plus is installed on a dedicated TCP/IP network, and is individually programmable via its own embedded server.

Technical Specification

H105mm x **W** 1050mm x **D** 32mm (without brackets)
Network:IEEE802.3af **Installation:** Wall/Ceiling Mounted Brackets supplied for single sided display.

Touch Series

Data Logging

Intercall data log - record, report, reassure.

Intercall has developed a data log system that automatically records all calls, alerts and responses. With the capacity to log over 100 million events, the Intercall data log is an indispensible management tool for modern care providers. It can alert staff to emergencies and urgent call activity, while it enables care managers to evaluate the number of calls, types of calls and response times to help make informed staffing level decisions. It can also be used to demonstrate accountability to patients and their families, giving them reassurance that the care they are provided with is at the highest level.

Basic System

A basic data log facility comes as standard with all Intercall systems, and can be accessed via a standard browser.

Enhanced System: Analysis and Reporting

The enhanced data log system has the ability to produce both standard graphic reports and customised reports. Data can be accessed in two ways:

1. Using Windows-based Call Management software.
2. Remotely via the Intercall Cloud based service.

Graphical charts and reports can be created to give and share intelligence with management teams and staff, allowing them to identify issues and trends within their facility.

Touch Series

Intercall Cloud

Intercall Cloud keeps you in touch with your nursing staff and patients, anytime, anywhere.

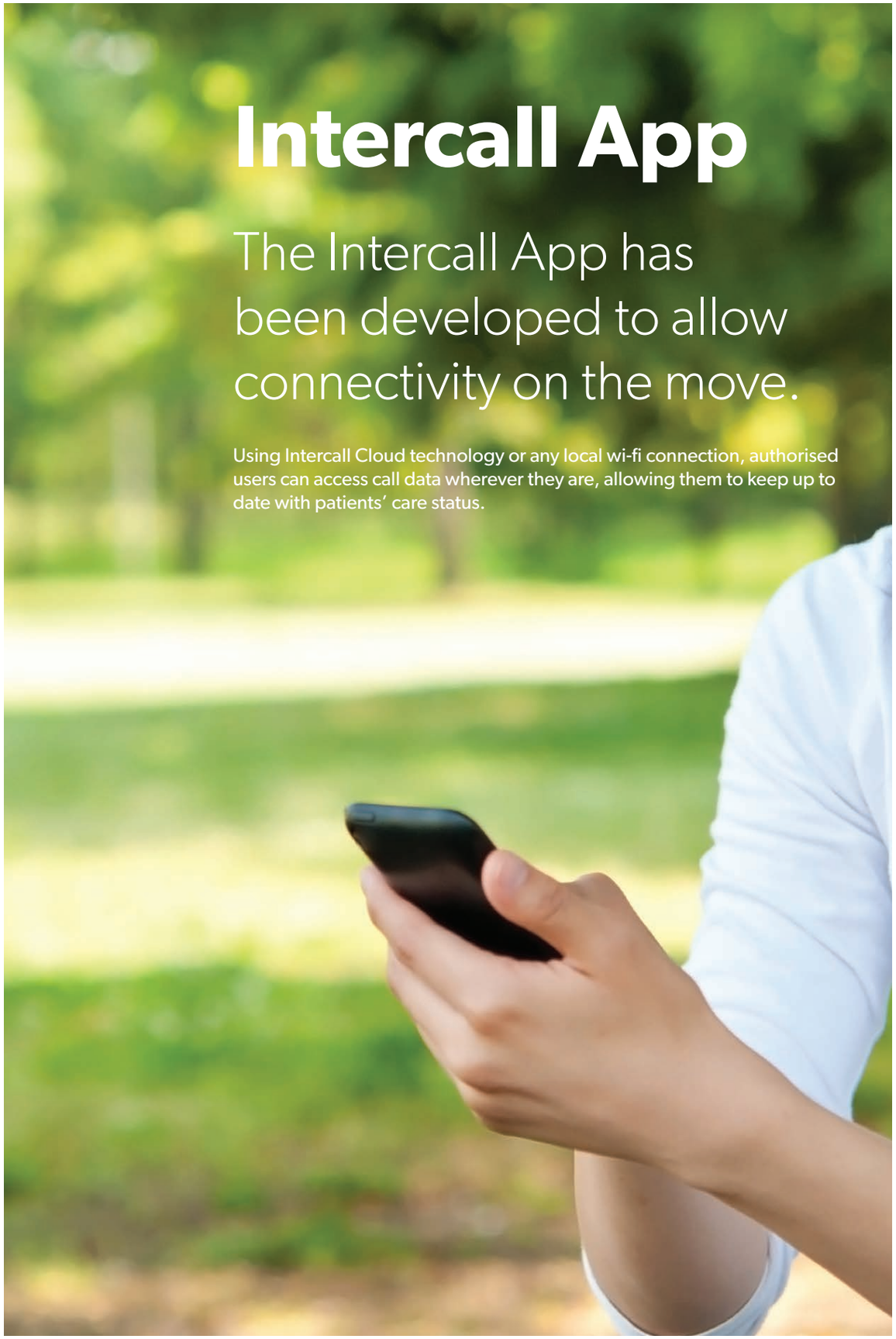
The Intercall Cloud service uses the power of the web to allow secure remote access to Intercall systems. Suitable for both larger hospitals and care providers with multiple sites or smaller single care homes, the Intercall Cloud gathers and collates your data into one single access point.

All nurse call data is captured and stored safely within the Cloud. This allows secure access anywhere in the world via computer, tablet or phone and keeps you in touch with the latest activity and performance of your facility's systems 24 hours a day. By logging into your own secure account you can instantly review real time reports and monitor the performance of individual sites. Reports can be emailed directly from the system to individual recipients. Any issues can be spotted and dealt with immediately from anywhere in the world.

Data security is paramount, which is why all data is encrypted and password protected ensuring a secure connection. What's more, Intercall Cloud's compatibility means it can be retro fitted into existing systems, helping keep costs to a minimum.

Our Networks

Integration is key with the Touch Series. All products have been designed to work with each other and communicate with other technologies.



Intercall App

The Intercall App has been developed to allow connectivity on the move.

Using Intercall Cloud technology or any local wi-fi connection, authorised users can access call data wherever they are, allowing them to keep up to date with patients' care status.

Contact

Interested in any of our products?

Intercall is known for its great people, their dedicated customer service and knowledgeable technical support. If we can help you specify a new Nurse call system, or just give you support and advice on an existing system, please get in touch – we'd love to hear from you.

Important numbers

Our client service and technical support teams are based at our Head Office in England. Below are some numbers you may find useful. There will always be someone available to speak to you during UK business hours, so please give us a call.

UK Sales
0500 212123

International Sales
+44 1403713240

Technical Support (UK)
0870 8704660

Technical Support (International)
+44 1403711175

For any other questions please visit us online:

www.intercall.co.uk

or use our online contact form:

www.intercall.co.uk/contact

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