



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?





Fast, direct communication.

**W**ith 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.

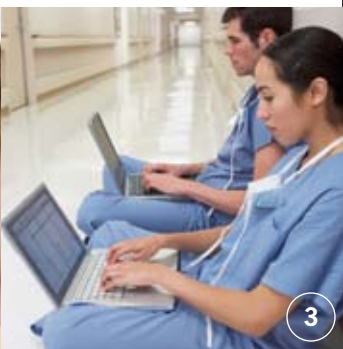
**1** CALLS ARE ROUTED TO THE RIGHT PERSON AT THE RIGHT TIME.

**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.



A large, bold, white number '2' is centered on a blue background. The background features a faint, semi-transparent image of a hand holding a pen, suggesting a learning or writing environment.

# 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.

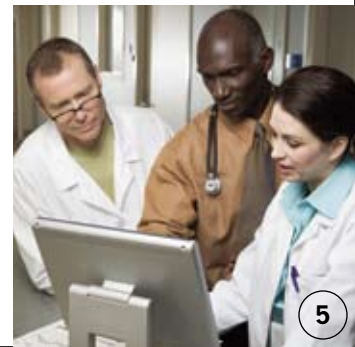
**1** ONE TOUCH OF A CALL BUTTON CAN MAKE MULTIPLE CALLS.

**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.

**W**ith 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.

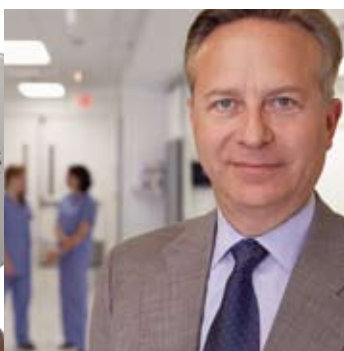
**1** RESPONDER 5 MANAGES HUNDREDS OF WORKFLOW CALL PROCESSES.

**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.

**R**esponder 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 distributor channel 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.

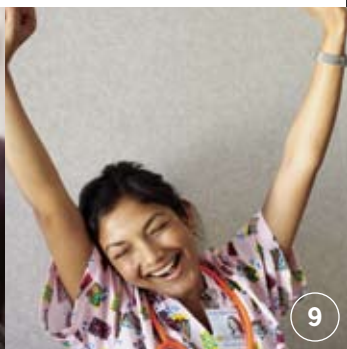
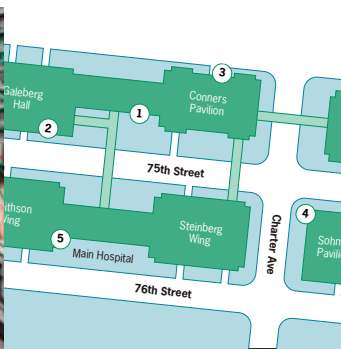
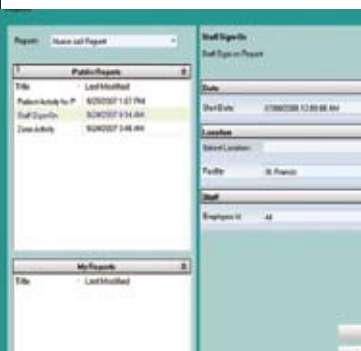
**1** REPORTS CAN BE CUSTOMIZED BY NURSE AND SHIFT.

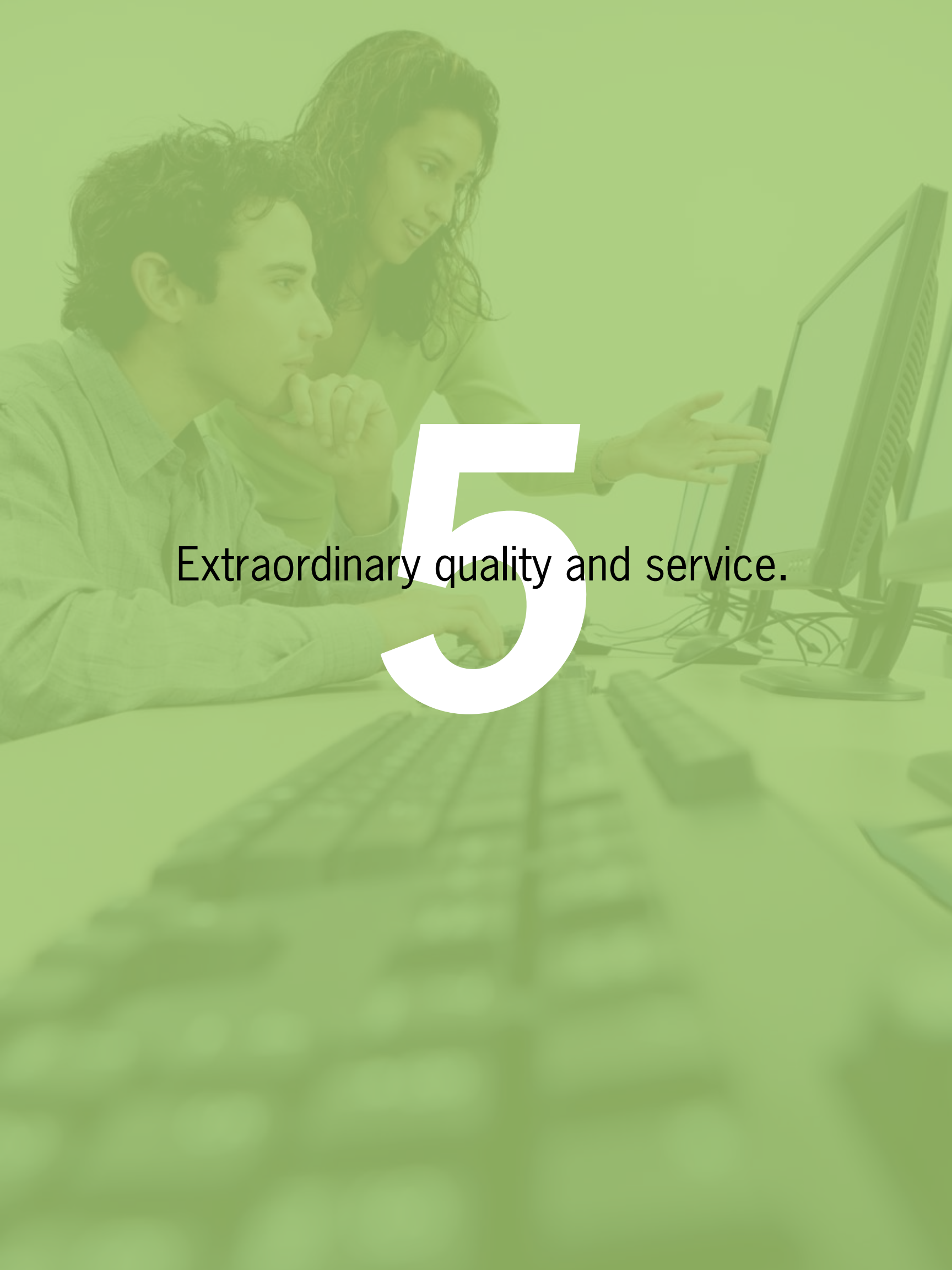
**2** THE SYSTEM IS EASILY SUPPORTED BY YOUR HOSPITAL'S OWN IT STAFF.

**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.





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 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 distributor's stock the most common service parts and can typically get your system back in service within hours of your call.

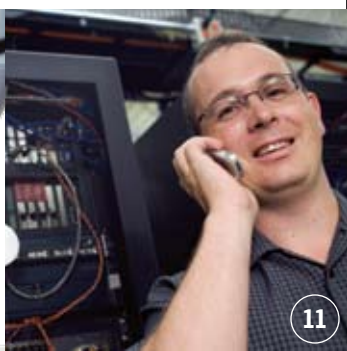
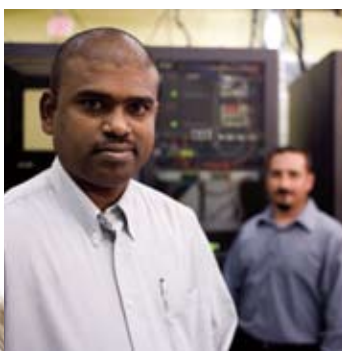
**1** RAULAND DISTRIBUTORS DELIVER THE HIGHEST LEVELS OF SERVICE AND SUPPORT.

**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, automate 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 bath station**

Responder 5 includes bathroom stations with audio capability so that the patient can communicate with mobile staff from inside the bathroom.



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