

Case Study: Rapid Replacement of Failed Nurse Call System in a Critical Ward



Background

One evening, after regular working hours, we received an urgent call from a well-known multi-specialty hospital. Their existing wired nurse call system had suddenly failed, leaving an entire ward without a functioning communication channel between patients and staff.

The Challenge

With patient care at stake, the hospital needed a swift solution to restore communication in the ward. The requirement was clear: the system had to be installed and fully operational by the next day.

Our Response

Despite the short notice, our team responded immediately. A quick message on our internal Slack support group triggered a coordinated response across departments. Each team member knew exactly what needed to be done—thanks to well-established processes and clear communication.

By noon the next day, the required SOLT Wireless Nurse Call System components were dispatched. Our team worked with speed and precision, and by the end of the day, the entire ward was back online with a fully functioning wireless system.

Easy Installation | Low Maintenance Cost | Increased Flexibility

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Outcome

- Entire ward operational in less than 24 hours
- Zero downtime in patient communication post-installation
- Seamless coordination and execution by the support and logistics team

Key Takeaways

- **Teamwork Makes It Possible:** Cross-functional collaboration played a key role in this successful turnaround.
- **Speed of Deployment:** SOLT Wireless Nurse Call Systems can be installed and made operational in a very short time, especially in emergency scenarios.
- **Minimal Infrastructure Required:** Being wireless, the system required no reworking of existing infrastructure, making it ideal for urgent replacements.

Looking for a reliable and fast-to-deploy nurse call system?

Get in touch with us to see how SOLT can transform your hospital's communication.

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