

A Call Display System that combines plasma displays and NMstage® protects patient privacy and keeps waiting rooms quiet at a general hospital

Installation Details

Patient call numbers are visually displayed on a plasma screen (with animation), and announced by voice instead of calling out the patients' personal names.

Nagoya Daini Red Cross Hospital opened in 1914 as a large-scale general hospital with 25 outpatient departments together with an emergency medical care center and a core regional disaster medical center. It treats some 2,000 outpatients each day. In autumn 2008, the hospital installed a Call Display System to call outpatients to their appointments in a way that also protects their privacy. The system combines NMstage and plasma displays.

Clear, easy-to-see plasma displays and a scalable system were the decisive factors.

Previously, at the Nagoya Daini Red Cross Hospital, personal names were announced over a PA system to call outpatients into the examination rooms. However, the hospital recognized some problems with this method, such as privacy issues due to the use of personal names, hard-to-hear announcements, and a noisy hospital environment due to announcements made by each examination room.

To solve these problems, the hospital decided to look into the installation of a Call Display System. To meet its needs, we proposed a system configured with NMstage and plasma displays.



The display panel shows call numbers clearly. Since the panel displays the waiting list, it minimizes patient stress and allows everyone to check whether they have been called or not when, for example, they return from the lavatory. (The screen images in the photo are simulated.)

The hospital liked the system's easy operation and the display performance of the plasma panels, as described below, and decided to install the proposed system.

- The Call Display System can be installed without any large modifications to the hospital's existing backbone system.
- Excellent scalability allows display panels and operation terminals to be added at a later date.
- The plasma display provides easy-to-see images even for patients located at the corners of the waiting room, who have to view the display at an angle.
- The combination of clear, high-contrast, large-screen plasma displays and a voice announcement system provides clear appointment information even to elderly patients.



The scheduler switches the screen display between call numbers and general hospital information. An Advanced Dual Picture Mode also enables titles to be displayed. (The screen image in the photo is simulated.)

Plasma Display System Report

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Presenting Three System Types

NMstage® distributes content and controls the displays.

The Call Display System installed in the Nagoya Daini Red Cross Hospital is configured with NMstage and plasma displays. NMstage distributes content over a network and controls the overall operation remotely and automatically, displaying call numbers and general hospital information simultaneously.

•Expanding the system from the emergency outpatient department to all outpatient departments.

The Call Display System was first installed in the emergency outpatient department. Each medical chart folder is fitted with an IC tag that contains call number data. When a doctor holds the medical chart folder over a sensor installed in the examination room, the display panel shows the call number, which is used to call the next patient to the room. Call numbers can also be displayed at the cashier's counter with the same procedure. Because the system addresses patients using call numbers, it eliminates the need to call out personal names over the PA system, thus protecting patient privacy. The hospital later installed a similar system for its general examination departments. At those departments, each patient receives a call number by operating a check-in machine installed in the reception area. Thanks

to NMstage's excellent scalability, the system kept operations going smoothly even when about 30 additional display panels were installed.



A display panel installed in the hospital restaurant shows the patient waiting status.

•Display panels are installed in various hospital locations.



The door to the pediatric examination room has a cute animal illustration printed onto it, and the display panel shows the same illustration when calling a patient.



Since the plasma display shows images clearly even when viewed at an angle, it can provide information to many patients even if it is installed near a passage in the back of the waiting area.



The Advanced Dual Picture Mode of the plasma display simultaneously shows hospital announcements and a background video from a DVD disc.



Two display panels set up in portrait orientation at the entrance announce seminars that are being held in the hospital and show general hospital information.

After Installation

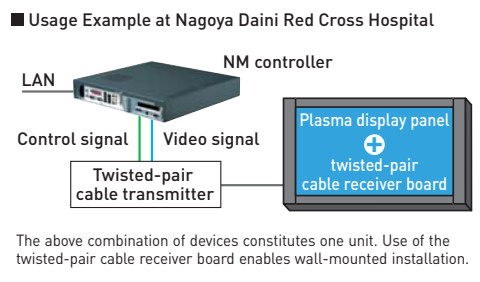
Both patients and staff are pleased with the Call Display System.

A Call Display System with four display panels was originally installed in the emergency medical center. Now the system has been installed for all of the examination departments in the hospital. In addition to protecting patient privacy, many patients comment that they can now wait for their appointments in a quieter and more relaxing environment without having to worry about the PA system announcing their names. Nurses and other staff members also praise the system's advantages, as it eliminates the time and effort required to call patients and lets them concentrate on their job of providing patients with medical care.

In order to further enhance its medical services, the Nagoya Daini Red Cross Hospital now plans to examine ways to provide an interactive information service by adding touch-panels that will let patients get the information they want, in addition to the current one-way information that is being provided.

■ From a single display to 3,000 displays, the NMstage digital signage solution meets various needs.

- Distributes and displays various content over a network.
- Operates from one to 3,000 display panels.
- Offers excellent scalability to allow the addition of display panels and components after installation.
- Supports various data formats. Original content produced with PowerPoint can also be displayed.



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