

CASE STUDY | HOSPITALS & HEALTH CARE FACILITIES

IRCCS GALEAZZI HOSPITAL - SANT'AMBROGIO

Effective management of communications in a complex environment

THE CUSTOMER

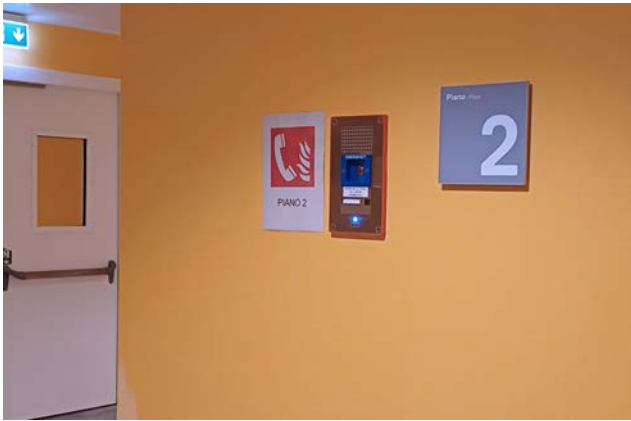
<https://www.grupposandonato.it/chi-siamo>

San Donato Group

Founded in 1957, the San Donato Group with its 63 facilities, today constitutes Italy's leading private hospital group. It is considered a symbol of healthcare excellence in both clinical activity and scientific research.

Also part of the San Donato Group is the new Galeazzi - Sant'Ambrogio Hospital. Its flagship units, the Orthopaedics and Traumatology wards, have earned the hospital recognition as an IRCCS (Istituto di Ricovero e Cura a Carattere Scientifico, i.e., Scientific Institute for Hospitalisation and Treatment).

The hospital's other high-quality care units include a Cardiothoracic Centre and Interventional Cardiology, which stand out for their excellence in minimally invasive cardiac surgery, as well as the Structural Cardiology unit that specialises in aortic valve replacement surgery (Transcatheter Aortic Valve Implantation, TAVI). The hospital is also a centre of excellence for neurosurgery, a leader in Italy and Europe in the treatment of malignant and benign brain tumours.



THE CHALLENGE

The new IRCCS Hospital Galeazzi - Sant'Ambrogio was looking for a communication system that would ensure maximum efficiency in managing internal communications. The complexity of the facility, which comprises many specialist departments and is frequented by a significant daily number of patients, medical/nursing staff, as well as non-medical employees. This posed a considerable challenge in terms of internal communication management. The customer specifically required:

- Quality, reliability and immediacy of communication
- Ease of use
- A modern, future-proof system that offered the necessary versatility to adapt to future needs;
- Compliance with specific reference standards (quiet spaces as per EN6280-3-2)
- Integration with third-party systems.

THE SOLUTION

As for the quality and 'problem solving' capabilities of Commend systems, the San Donato Group had already had the opportunity to test them at IRCCS Policlinico San Donato, where various counter communication systems had been installed to manage the complex communication requirements at various reception desks. After testing the quality and reliability of Commend's solutions to their satisfaction, the customer decided in favour of Commend's modern Intercom Server Software (VirtuoSIS) and IP technology for interconnecting the hospital's entire Intercom landscape:

- 143 quiet spaces with Y-WS201SOSVI terminals conforming to EN62820-3-2
- 166 departmental accesses and technical rooms with Series WS800I terminals

- 67 medical rooms with antiseptic Series WS800F terminals
- 16 WS211VI emergency call posts for their emergency parking area
- 47 desktop operator terminals EE980 and EE972
- 40 Series GEC880 Door Intercom Systems
- 29 Intercom clients running on PCs
- Interface implementation with BMS (via OPC)
- 12 SIP trunks interfacing the Intercom system with a third-party VoIP server.

THE RESULT

The Commend installation enables a modern, fast, user-friendly and functionally reliable security and communication platform that can effectively handle all day-to-day communications as well as emergency situations. After only a few years of use, the customer has already expanded the system with new functions and devices not included in the initial design, taking further advantage of the efficiency and effectiveness of the system.

What is more, the customer also enjoys additional benefits such as:

- ✓ Functional security through intercom server redundancy via the virtualisation platform
- ✓ Easy system scalability
- ✓ Adaptability to specific operational needs
- ✓ Optional cross-facility networking with other San Donato Group facilities
- ✓ Excellent long-term Return on Investment.

San Donato Group is a first-rate customer, from every point of view. They relied on the experience and reliability of Commend Italia and its products to leverage the high quality, reliability and durability to their advantage. In terms of prestige, this installation ranks particularly high on Commend's list of project references, both in the Italian and international context. From the customer's perspective, it embodies a high level of excellence in terms of technical competence and professionalism, which reciprocates with their absolute trust in the value and world of the Commend brand.

TRUSTED. COMMUNICATION. ALWAYS.

For any information on communication and security solutions in hospitals and healthcare facilities, please visit our website and feel free to contact us directly.

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