

SOLUTIONS


Healthcare and social care settings

Solutions for hospitals,
neighbourhood clinics, and
residential care providers



eFusion

MAX_XESS



Hospitals, medical, and care settings are under pressure to streamline their workforce management systems, safety, security, and care delivery, even as their operations become increasingly complex.

Above all, security and safety need to be ensured without subjecting medical staff to daily inconvenience or disrupting clinical workflows. As much as possible, systemic obstacles need to be removed and staff need to feel that they are being supported, that their lives are being made easier every time they arrive at a location or access a network.

Challenges laid bare

The challenges are considerable. The 2020/21 pandemic revealed how vulnerable regional and national healthcare systems are to demand overload, and highlighted the importance of operational flexibility and efficiency. It's not uncommon for healthcare workers to have to negotiate access to multiple systems, and to provide authentication many times during a single shift. For mobile staff and contractors moving between locations, finding a parking space, and getting into the facilities where they are working can be a hassle, particularly in the case of large hospitals.

Healthcare security teams also face significant challenges, both in terms of risk management and customer service. They have to deal with multiple entry and exit points, and protect sites with complex layouts that include treatment areas, public spaces, drug storage, and staff-only facilities, often connecting to different levels, internally and externally. Bottlenecks and inefficient people flow can result in increased infection risks and open the possibility of litigation and reputational damage. And complexity builds over time, resulting in systems and structures that are difficult to escape from without cost and disruption – until now.

THE NEED FOR GREATER FLEXIBILITY IN HEALTHCARE SETTINGS IS CLEARER THAN EVER



Streamlining operations without disruption

Maxxess technology can be deployed rapidly, without prohibitive costs, making it easy to deny access to unwelcome visitors; to better control inpatient flow with service cycles; to enable mass- and targeted-communications, with specific staff, groups, or to all users; and to better visualise security events or locate individuals in distress.

ALL THIS CAN BE DONE FROM A SINGLE MANAGEMENT PLATFORM.

From access control to building management systems, from fire to intercom, from visitor management solutions to essential back-office systems and popular databases, Maxxess eFusion makes it all seamless.

Maxxess eFusion provides an umbrella management platform and removes the need for operators to continually switch between systems. This allows fewer people to manage larger and more diverse sites, driving service efficiency, eliminating complexity, and closing gaps in security and safety.

Every site is different but Maxxess's proven approach to integrating multiple systems is easy to adapt, even for the most complex locations. For healthcare providers, consultants, M&E contractors, and management companies we combine flexibility and ease of use with total certainty.



Ensuring safety and easing stress with the latest video tech

Today it's essential to ensure the wellbeing of staff, to attract and retain the best people and reduce pressure on resources. Surveys consistently show that the threat of verbal and physical assaults against healthcare workers is continuing to rise, and hospital managers are all too aware of the effect that violence, or the threat of it, can have on staff morale and time off work. All this adds further to the pressure on patient care. And investigations into violent incidents between staff and patients can lead to disputes that take weeks.

For healthcare providers, upgrading to more capable surveillance technology provides an answer to these problems. It allows them to benefit from advances in video metadata processing to easily search, find, and review incidents and export evidential footage in minutes rather than hours and days. This increases the productivity of security teams and helps solve costly operational problems, reducing reliance on agency staff, reducing costs too and easing the anxiety many staff feel while investigations are conducted.

Delivering further benefits, most quality network cameras now offer two-way audio and wide-area coverage, significantly

increasing their deterrent value and effectiveness. To make it easy to take advantage of these functions, eFusion gives you a broad choice of surveillance vendors via the most popular VMS management systems as well as NVRs, allowing you to mix and match camera brands as required. Audio-enabled camera tech lets control room staff issue verbal warnings remotely if situations escalate, allowing rapid intervention even before security officers attend the scene. Alternatively, healthcare providers can integrate PA and network audio systems.

The same technology can be used to enhance the patient and visitor experience too. Hospitals can be stressful environments for both patients and their relatives, so when audio systems are not being used for emergency functions - such as issuing warnings or supporting evacuations and mustering - they can be repurposed, playing music or calming messages that enhance the overall healthcare ambience.



TECHNOLOGY IS NOW BEING USED MORE EFFECTIVELY TO ENHANCE THE PATIENT AND VISITOR EXPERIENCE



eVisitor

Getting the best from your people – and giving the best to them

Maxxess eVisitor, an advanced visitor management solution, now makes it easy for authorised staff to get into the hospital or clinic where they are working that day, and to securely access the networks and other facilities they need.

Maxxess eFusion and eVisitor also grants rapid and easy access to every nurse and clinician according to their role and authorisation level. Taking the hassle out of access control – so that every authorised person can get to where they need to be, quickly and with the minimum inconvenience – also helps relieve unnecessary administrative burdens.

New, touchless access options – self-service kiosks or wall-mounted tablets – provide a hygienic, easy way for staff and contractors to pass seamlessly through security, using QR codes and authentication via their phones.

With automated mobile-enabled rostering, Maxxess eVisitor also makes it easy to redirect roving staff and care teams to wherever they are on duty, week by week, day by day or even hour by hour. And making life even easier, staff can now be assigned parking spaces, granted access, and automatically logged onto the systems every time they arrive for work.

And remember, eVisitor needn't be limited to your staff – outpatients and other approved visitors can benefit from the same efficient services. It can be extended and adapted, with limitless options: for example, streamlining your visitor management by allocating parking spaces with pre-determined time limits to ensure availability, or providing directions to wards and treatment rooms, while alerting care staff that patients have arrived for their appointments.

Adding new tools is easy, ensuring future adaptability

As new healthcare challenges emerge and priorities change, Maxxess eFusion makes it easy to pivot and adapt, with easy upgrade routes and the widest choice of security, safety, and business-critical and site-specific technologies and IoT devices. Our ecosystem of tech partners is constantly expanding too, so that as your needs evolve you can be assured that Maxxess will allow continuing easy integration, off-the-shelf.

For example, you can upgrade to the latest ultra-high-definition cameras to enable comprehensive surveillance of vulnerable areas, much more affordably than fixed lens or old style PTZ cameras. Maxxess makes it easy to integrate an array of the most popular video management systems (VMS) and NVRs to benefit from the latest camera models the market has to offer. Or you might want to add remotely controlled storage lockers with asset-tracking technology that supports flexible uses – such as secure storage of restricted medicines with access for authorised staff, or allowing contractors to share equipment, materials, and assets. And easy integration with video means you can have a guaranteed visual audit trail, with event recordings that can be quickly searched and retrieved whenever needed.

Personal protection solutions that were once seen as expensive – such as lone worker devices – have also become far more affordable to roll out. Maxxess eFusion lets you easily add these systems too. Options range from lower-end wearable panic devices to more powerful yet affordable app-based solutions that can be operated from either wearable devices or smartphones, allowing staff to call for immediate emergency assistance or request routine help. Geo-zoning and indoor positioning capability can allow staff calling for help to be located quickly and accurately by security responders, with precise positioning even down to floor and ward level.

Essential benefits and advantages for mixed-use developments



ACCESS CONTROL

Enterprise-level and multi-site access control without the price tag



FAST DEPLOYMENT

Rapid installation and easy set-up, with future scalability and upgrades assured



STREAMLINED SOLUTION

Single platform solution gives streamlined control of multiple functions.



MIX-AND-MATCH TECH

Incorporate mix-and-match tech, including new and legacy infrastructure



EFFICIENT MANAGEMENT

Operational efficiency for managing people, property and assets



INTEGRATE ALL FUNCTIONS

Seamless integration of all functions, including front- and back-of-house



SINGLE PLATFORM ADVANTAGE

Complete situational awareness and control from a single operator platform



POWERFUL REPORTING TOOLS

Audit-trails and granular reporting for accountability and compliance



COST SAVING

Low operating and maintenance costs and long-term value

To find out how Maxxess eFusion can simplify and integrate your security, fire and building management call or email us via the contact points below.

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