

## Hospix Care

### The Solution for Assisted Living and Retirement Homes

Hospix Care brings your residents the internet to their rooms - easy and cost effective. It is designed to meet the requirements of institutions for assisted living and retirement homes. Hospix, a proven product in hospital-ity, is now an up-to-date solution for institutions for as-isted living and retirement homes, that meets the growing requirements of operators and residents.

### Requirement Profile

More and more homes offer additional care services besides the well-known 24 hour care:

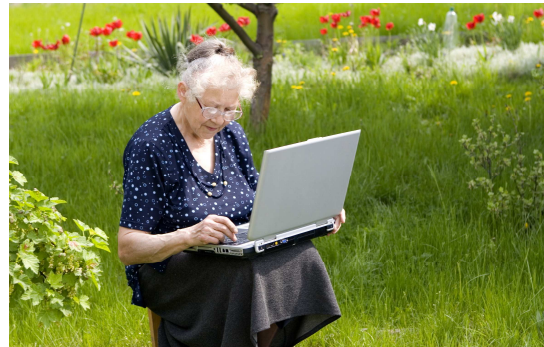
- So called short time care offers stationary care for people in need (e.g. after an accident) for a limited period of time (28 days).
- In order to anticipate a caring relative coming down with psychological problems due to stress, there is the so called respite care (28 days per calendar year).
- Furthermore, many institutions and homes offer the possibility to live there on a trial basis for a few days.

This results in a situation similar to the one you find in a hotel: The resident checks in and leaves after one to four weeks. That calls for a solution which provides more than calculating telephone costs: **Hospix Care**.

### Features

Hospix basic features include many benefits, for example: guaranteed economic expansion of services with tailored solutions, a discrete installation without disturbing the everyday routines of the residents and a short amortisation time. Therefore Hospix Care is an individual communications solution for institutions for assisted living and retirement homes.

- **Check-in/ Check-out Function**  
Simple and prompt with class-of-service changeover, access to KIS via file import on demand.  
Due to the existing multiple class-of-service-changeover, every room, every resident and every care level can be individualised. In other words, it can be defined at the front desk what room, respectively what telephone is allocated to which class-of-service (e.g. external phone calls only, internal phone calls only, incoming phone calls only or full class-of-service)



Furthermore a caller authentication is possible: In case a resident pushes the alarm button in an emergency, the staff is directed to the according room.

- **Prepaid and Cash Log**  
A cash log with journal, deposit and payment slip as well as handover protocol can be installed for each cash point.
- **Surcharges**  
At check-in it can be determined for which services the resident has to pay surcharges for a certain time-unit (day, week, month). The surcharges are booked accordingly and discounted from the prepaid amount.
- **Voice Prompted Balance Inquiry (SIP-Service)\***  
The resident is informed about the accrued costs.  
With Hospix IGS the costs for internet use are part of these accrued costs.  
In case of cost limits or prepaid use the spendable amount of money is stated. As soon as the cost limit is reached, the extension is blocked automatically and voice prompted information is provided for the resident.
- **Voice-Mailboxes (SIP-Service)\***  
In case incoming calls are not patched through to the resident in order to ensure nighttime peace, callers are able to leave messages on the voice mail boxes. This way, every resident has his or her own personal voice mail box.
- **Flex PIN\***  
Since most hospitals have shared rooms, telephone and internet access is allocated to the bed. In order to avoid unauthorized use e.g. while the resident is treated in another ward, a flexible PIN is assigned at check-in. The resident dials the PIN before dialling the number and telephone and if so internet access is activated automatically.

### ■ Management-Reports

For an efficient controlling, different management reports are available.

- Analysis of communication data for e.g.:
  - Management, administration
  - Ward, facility
  - Residents, employees
- Availability, e.g. time of ringing at the front desk
- Private calls of employees
- Payload of trunk lines
- Fees/ revenue of each call
- Layout freely configurable

### ■ Client/ Server Operation

The analysis of call data at different work stations with Hospix Care can be realised with the client/ server function. Controlling and class-of-service-changeover can be managed centrally.

## Language Selection of the User Interface

For a comfortable user interface, Hospix Care supports multiple languages. The default language will be set during installation and can be changed by the user. Currently, the following languages are available:

- German
- English

Additional languages can be implemented in cooperation with MSI.

The help files will be shown in the same language.

## Optional Enhancements

The basic system of Hospix Care offers optional system components:

### Hospix Call Accounting (CA)

This licence offers functionalities for periodic accounting of defined users (e.g. staff or permanent residents) where check-in and check-out is not applicable.

Automated reports and invoices (e.g. monthly) can be defined for these users.

The flexible combination of room and call accounting licenses in one Hospix Care System guarantees a customized solution.

## Hospix InternetGatewayServices (IGS)

This solution is available in two packages: Either as InternetGatewayServer (IGS) with pre-installed software and licenses with the number of users for those who will have managed internet access or as InternetGatewayServices as pure software solution running as a virtual machine.

Hospix IGS supports all marketable networks with these functions:

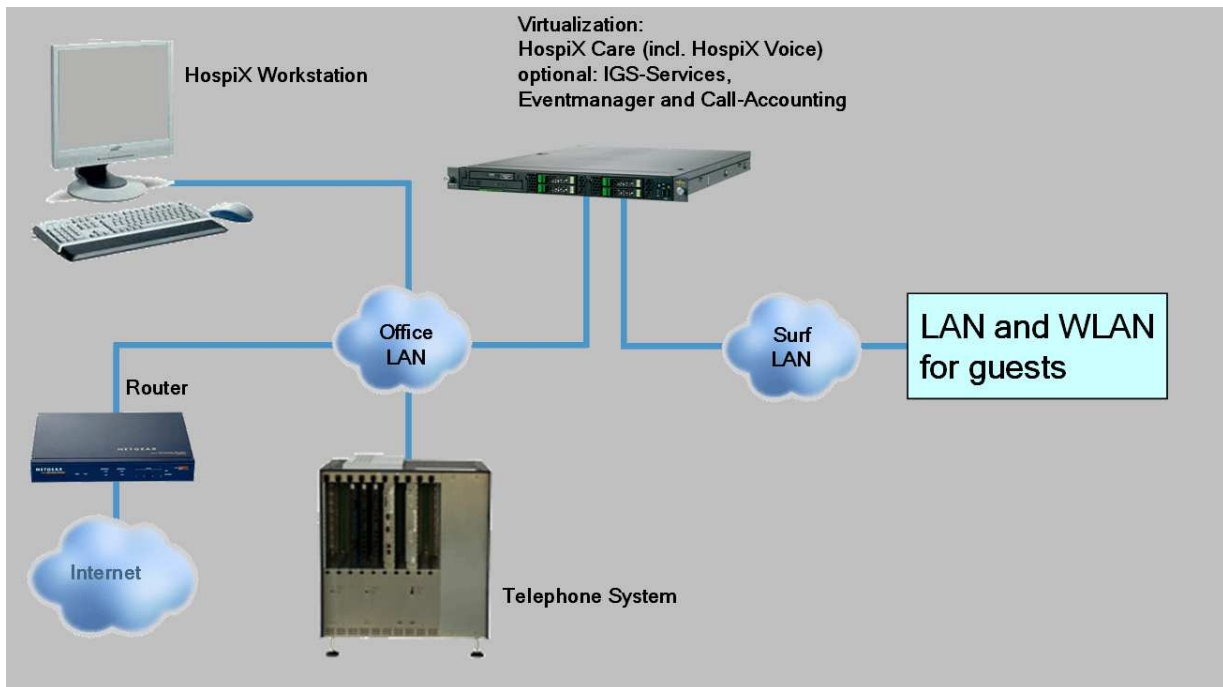
- **Internet Authorisation**  
Activation of the internet access for the resident with PIN
- **PIN Creation**  
Assignment of internet usage to the resident
- **Log-In Screen**  
Log-in screen pops up when starting the internet browser
- **Accounting of Usage**  
After login the data for accounting will be transferred
- **Separation of Networks (Security)**  
Separation of LAN for staff and LAN for residents to protect internal data against illegal access
- **Logging**  
Record of internet usage of the residents to follow legal regulations. The billing relevant internet session is recorded according to the criteria room, start of internet session, duration and amount of data.

## SEPA Data Exchange

This enhancement is required in order to create export files for SEPA payments. This way the data are prepared for a comfortable automatic debit transfer, e.g. for monthly fees for telephone and internet use.

## Enhancement with Networked PBX-Systems (Campus Solution)

In networked environments Hospix Care may be handled from various branches. This offers a central controlling and class-of-service management for all users in the network.



## Technical Preconditions

### Requirements for the Telephone System

Hospix Care provides an optimised feature set for the following systems and requires only a LAN interface at the telephone system:

- Aastra
- Alcatel-Lucent
- Avaya
- Cisco
- Panasonic
- Unify

See also:

[www.msi-telesolutions.com/en/hospixconnect.php](http://www.msi-telesolutions.com/en/hospixconnect.php)

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### Server Requirements for Software Installation of Hospix Care

- Virtual machine with VMware or MS Hyper-V
- or**
- Server  $\geq 2$  GHz //  $\geq 4$  GB
- Network card, one free USB-Port
- Screen resolution 1024 x 768 / 16 Bit

### Operating Systems

- MS Windows 7 Professional (and up)
- MS Windows 8 Pro (and up)
- MS Windows Server 2008
- MS Windows Server 2012

To learn more, visit our website

[www.msi-telesolutions.com](http://www.msi-telesolutions.com).

Or you simply give us a call. We would be happy to advise you.

\* Availability of these features is depending on type of PBX.