



Security and Communication
Case Study – Commend AG Switzerland



Canton Hospital in Baden

Comprehensive Communication Solution for a Swiss Hospital



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Project details

Customer

Canton Hospital in Baden (Canton Aargau, Switzerland)

Type of Project

Comprehensive communication solution for hospital premises

Basic Data

Door & shutter communication

Intercom stations for medical environments and clean rooms

Communication and emergency call system in the car parks

100% IP-based technology

Technical equipment for hospital communication

2 × EE972 AS IP Master and Central Control Station with gooseneck microphones

3 × EE900 AS IP Master and Central Control Stations

6 × WS800 FI durable Wallmount Station for indoor and outdoor environments

6 × ET962 A Intercom modules

4x WS800 FIMD Medical and clean-room station with anti-bacterial membrane covered surface

2x AF20 I Amplifier 20W

1x Software Intercom Server VirtuoSIS

1x STUDIO Module ComREPORT

The Challenge

After many years of service, the existing Intercom system at the canton hospital in Baden had to be replaced. To meet current security standards, it was decided to install a modern, network-based Intercom system, which had to meet all requirements in terms of security, functionality and design. Overall, the system had to provide the following functions:

- Door & shutter communication
- Communication at pay points as well as entry and exit gates in the car parks
- Communication lines for eight operating theatres, the recovery rooms, the PM room, and the cytostatics room
- Communication lines for various rooms and lounges
- Group calls

Easy expandability of the system was also a deciding factor in favour of the Commend solution.





The solution

The comprehensive communication solution for the canton hospital in Baden consists of the following elements:

The doors and shutter gates were equipped with durable SIP Wallmount Stations. In addition to their extra-high volume capacity, the Intercom stations provide a number of other features as well: Pre-recorded audio messages for various purposes, e. g., as an acoustic notification in case of a line failure, or to provide reassurance messages when a call is made. Configurable background noise suppression ensures ultimate speech quality in challenging situations. Furthermore, six ET 962A modules were installed at the doors.

Eight of the hospital's operating theatres have been equipped with Series WS800 Medical & Clean Room Intercom Stations with germ-killing membrane surface. Communication in the lounges and recovery rooms is now handled via Series EE900 central control stations.

As the existing cabling and the old system had to be replaced at the same time, the installation of the new Intercom system was easy and went ahead without interruptions.

Installing the Intercom stations involved permanent changes in some instances (e.g., in the recovery rooms). This required a a lot of of flexibility, which Commend's 100% IP-based technology is designed to provide. Thanks to the VirtuoSIS Software Intercom Server, the Intercom stations can easily be re-patched as needed.

The installation of the hospital communication system as outlined above was carried out by GESITREL. The communication equipment for the barrier gates and cash desk connections in the car park were delivered and installed by Abaleo.

Short Profile of the Hospital

Located in the eastern part of the Swiss canton of Aargau and serving a catchment area of about 300,000, the canton hospital in Baden opened on September 1st, 1978. Kantonsspital Baden AG offers first-rate medical care on the highest level in a friendly environment. Around 2,000 staff in seven medical/nursing wards and three administrative departments ensure the well-being of patients around the clock.

Special Benefits from the customer's perspective:

- Easy expandability of the system
- Reliability and ease of use
- Comprehensive system self-monitoring and remote management functions

Extra high volume capacity

Intelligent Volume Control (IVC)

Many variants for every Application (camera, keypad, etc.)

OpenDuplex® for natural, hands-free communication

16 kHz eHD Voice speech quality





Individual communication solution for healthcare environments

The Communication Platform for Assistance, Safety and Organisation



“ *The new Commend Intercom System meets the needs of our patients, staff and visitors. The hospital’s internal administrative and ward communication as well as parking communication were all integrated into an overall system. This now serves as a central platform for all communication processes. The system’s easy expandability was another feature that convinced us that Commend was the right choice.* ”

Martin Buchs

Head of Electrics/Telematics, Technical Services

Real life still makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at thousands of locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects. They are available as downloadable PDF files in German, English and local languages.

Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? That’s the world of Commend! Secure, reliable communication is our passion.

As global market leader with more than 40 years’ experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards.

Other project references

University Hospital Zurich, Switzerland

Elisabeth-TweeSteden Hospital, Netherlands

Klagenfurt Clinical Center, Austria

University Clinic Zagreb, Croatia

A strong network, worldwide.

COMMEND is represented around the world by local Commend partners to provide enhanced security and communication with tailored Intercom solutions.

Your local contact will be happy to answer your questions about individual solutions.

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