



ESCO Grows with Reid Hospital

Client: Reid Hospital

Location: Richmond, IN

Client Since: 1977

Client Need: Reid Hospital is a not-for-profit 233-bed regional referral medical center serving East Central Indiana and West Central Ohio. Its service area is home to about 280,000 people and includes five Indiana counties and two Ohio counties. Reid has been at its current site since 1905 and the facility has seen many additions and expansions over the past 100 years. They are in the midst of building a new Reid Hospital complex that will lead to significant new benefits for Reid's patients, staff members, physicians and the community. They are expecting the hospital to start offering outpatient services in the Second Quarter of 2007 and be completely open by the end of that year.

ESCO Communications has worked with Reid since 1977 when ESCO installed their nurse call system. Over the years ESCO has installed and maintained new technology including paging, intercom and fire alarm systems. When Reid started planning for their new facility they immediately turned to ESCO to handle the fire alarm, nurse call, paging and intercom systems in all New Reid campus buildings. ESCO has truly grown with Reid Hospital providing the latest in technology and service to help Reid provide the best service to its growing clientele.



ESCO Solution:

After working with Reid for nearly 30 years, ESCO had a good handle on their needs and they recommended systems to handle today's patients but also the growth that Reid Hospital is anticipating. The two most critical components in this current project are the fire alarm system and nurse call system:

- ◆ **Fire Alarm:** EST (Edwards Safety Technology) platform designed for large facilities that integrates fire alarm, security and access control functions. Virtually unlimited networking options. Fast alarm response time. Unparalleled flexibility.
- ◆ **Nurse Call:** GE Telligence™ nurse call platform, released in 2006. Reid will be one of the first in the state of Indiana to have this cutting-edge system. The system features intuitive controls and easy-to-use software applications to coordinate most critical nurse call and communication activities. It includes configurable station buttons, flexible patient receptacles, customizable LED displays, software reporting engines, reduced central equipment and more.

“ESCO provided us with lots of information about nurse call systems, including a demo from the GE plant so we were able to see everything they had to offer in the way of nurse call systems,” notes LuAnne Christofaro, Manager of Reid's Outpatient Care Center. “The combination of quality plus pricing is what made the overall package of interest to our facility. We decided to go with the Telligence™ system because it seems like a very robust system that is user-friendly, takes up a lot less space at the nurses' station and in the electrical closet, and has nice reporting features for QA review.”

Testimonial:

ESCO responds immediately when we have questions or concerns with any of our systems. Their technicians are technically competent and responsive to our needs and easy to work with. In fact, James Thackrey is one of the best technicians I have worked with – he goes above and beyond to satisfy our needs and always with a smile. Terry Cottingham has also been a pleasure to work with, being more than fair with us and working very hard to see to it that we get what we need at a fair price.

I can honestly say I have NOT had this type of treatment from other systems contractors and few other contractors in general. ~Brent Baumer, Engineering Manager, Reid Hospital