

## Nurse-call systems



Photo: Stanley Healthcare Solutions

### Snapshot

**Average price per resident room:**  
Varies from about \$400 to \$1,650

#### Pricing Trends

2012-2013: +2% to +3%

2013-2014: Flat to +3%

2014-2015: +3%

**Typical delivery time:** 1 to 2 weeks

**Typical delivery charges:** Wide variation; inquire so there are no surprises

**Average life span of product:** 8 to 14 years

**Installation:** Systems vary in complexity so certified installers are often needed; costs will vary accordingly

**Average maintenance cost per year:** Parts durability and replacement costs are just one part of this cost center: Inquire about software upgrades and maintenance, which can hit hard.

*(Figures cited are averages of all respondents' answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)*

*Sources: CISCOR, Cornell, Crest Healthcare Supply, Extendicare, Home Technology Systems, Philips CarePoint, Response Care, RF Technologies, SafetyCare Technologies, Stanley Healthcare Solutions, TekTone*

#### FROM THE FRONT LINES:

"It's important to look for flexibility in programming when shopping for a nurse-call system. For example, zone notification or specific room notification are vital features in order to reduce the noise and minimize disruption experienced by the patients. If budget is not an issue, it's ideal for each staff member to have his or her own pager." Hope Miller, Vice President, Care Services, Isabella, NY

### Buyer Notes

- Realize there are many different levels of consideration for different levels of care. There is no such thing as a one-size-fits-all in these systems.
- Administrators should know what they need before shopping. Does every resident really need a pendant? Will windows and doors need coverage?
- There are different possibilities for staff communication methods. Take stock of what staff wants, and what will work best, in a particular locale: pagers, 2-way radios, Scout phones, email and regular phone calling are just some of the options.

**For a list of vendors go to the:**  
**SAFETY & SECURITY section, pages 184-186**