

# Nurse-call systems



Photo: Stanley Healthcare Solutions

## Snapshot

**Average price per resident room:**  
 Varies from about \$450 to \$1,000

### Pricing Trends

2008-2009: +3% to +5%

2009-2010: Flat to +3%

2010-2011: Flat to +3%

**Typical delivery time:** One to two weeks

**Typical delivery charges:** Varies, often included in sales price — ask.

**Average life span of product:** 10 to 15 years

**Installation:** Most need a certified installer, though complexity of system will dictate

**Average maintenance cost per year:** High-touch items need the most replacements; software updates can be costly. Inquire as to frequency for both

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

*Sources: 3M Resident Monitoring, Crest Healthcare Supply, RF Technologies, Stanley Healthcare Solutions, Status Solutions, Vigil Health Solutions*

### FROM THE FRONT LINES:

“Look for reliability, dependability and [post-purchase] support when needed. Ease of implementation and data feedback are two other attributes I always look for. I’ve found in my research there are several systems that are strong in one aspect but not across the system. You want to make sure you have the total package.”

Jerry Billman, Executive Director, The Chapel Grove Inn, Heath, OH

## Buyer Notes

- Be sure to tell any potential vendor partner your coverage wishes for any system. Do not assume they know, or leave anything in doubt.
- Technology in some models can zero in on a caller's precise room location, not just a zone to respond to.
- Be aware there are very many vendors in this sector, and their service and offerings can vary widely. Inquire diligently.
- When evaluating for use, assess your staff's abilities realistically. This will dictate how often and heavily you have alerts sent to staff members.

**For a list of vendors go to the:  
 SAFETY & SECURITY section, pages 167-172**