KLOUD-Attendant

Telematics based response monitoring system

KLOUD iP

The Solution

When a patient/room-service requests attention of a nurse/waiter by pressing service call button, KLOUD-Attendant start clicking. Once nurse/waiter attends to service request, status is updated on system and data is recorded for reporting purpose. KLOUD-Attendant tracks response times in real-time to improve quality of service.

Based on retrofit or new installation KLOUD-Attendant provides required hardware. In case of a new installation KLOUD-Attendant provides turnkey solution while in case of an existing system KLOUD-Attendant provides required interface between exiting indication system and KLOUDIP platform.

Preprogrammed or custom reports are generated to get current or historical data to monitor and manage response times by attendants during the day, week or any given interval.

Planning and setup

Hardware interfaces are installed to interface service call buttons to KLOUD-Attendant platform. Rooms, wards or beds are labeled on KLOUD-Attendant as per physical distribution for easy reference.

KLOUD-Attendant application is further customizable to get alerts to managers when not attended within a specific time or to evaluate staff performance etc.

Data Transfer

Data is uploaded to the server instantly via GPRS using GSM cellular network. Therefore all information are available for retrieval/reporting instantly and there is no possibility to tamper with.

Recording Incidents and Observations

When a service is requested by a client time between service request and the time attended is monitored by KLOUD-Attendant. Alerts can be triggered to various personnel as per customer requirements.

Reporting

KLOUD-Attendant application is integrated with KLOUDIP-SKY to process the information uploaded and to produce a variety of reports. These typically include summary reports or detailed reports filtered by a specific location or set of locations, by attendant or by date range. Reports show whether all requests were attended within the specified duration. Reports, alerts to designated parties for pre-set conditions, accurate and real-time information will ensure an optimized quality of service.

KLOUDIP

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