



# MENTAL HEALTH HOSPITAL CHOOSES VENTEV PRODUCTS FOR WIRELESS EMERGENCY SYSTEM

## EXECUTIVE SUMMARY

### COMPANY FOCUS

Mental health state hospital providing recovery services

### BUSINESS CHALLENGE

- Facility is classified as low to moderate security
- Challenging and unfriendly RF environment with concrete walls and steel doors
- Mandatory for wireless equipment to be 100% tamper proof
- Solution must be deployed in a timely manner

### SOLUTIONS

- White Access Point (AP) Cover (V2-11113 W)

### BENEFITS

- Emergency response rates have improved from 5-10 minutes to less than 30 seconds with the deployment of the new wireless system
- Successfully implemented the new system throughout location

## CHALLENGE

A state mental health facility needed to implement a new emergency response wireless system after a death occurred on the premises. The state recognized that the safety and security of the hospital staff, patients and visitors was the top priority and decided to implement a new Wi-Fi emergency system to prevent another serious incident. The hospital turned to NetXperts, their technical advisor, to implement a new wireless network at the main facility on their campus.

NetXperts worked with Ventev in the past and due to the fast response and reliability, decided to work with them again. NetXperts also knew that Ventev could develop innovative wireless products and solutions for challenging environments. This particular project called for the development of a new enclosure to protect access points from being damaged or tampered with inside the patient rooms.

## SOLUTION

Initially, access points were installed in the hallways but the radio frequency (RF) was not entering the patient rooms due to the concrete and steel structure of the hospital. NetXperts needed to install access points inside the patient rooms for the wireless coverage to reach there. The wireless network needed to work in all areas of the facility in order for the panic buttons and pagers from the emergency response system to work properly.

The issue was that the access point had to be protected in several uncommon ways to be installed in the patient rooms.

1. The access point enclosure had to be plastic and not metal.
2. The access point indicator lights needed to be concealed from the patients' view.
3. The enclosure had to be extremely durable and unable to be tampered with by the patients as well as not be a hazard.



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VenteV modified one of its existing product designs by doing several things.

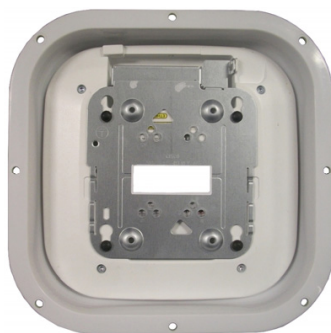
- The enclosure size was slightly increased in dimensions and depth, vent holes were eliminated.
- The shape of the enclosure was also changed so that the corners were more curved and hard to grab.
- Most Important: the composition of the enclosure went from polycarbonate to polypropylene. Although polycarbonate is durable, it does have a more brittle quality. Polypropylene is extremely durable and can withstand repeated and consistent abuse and remain intact.
- The enclosure is designed to be flush mounted to the surface — leaving no room for patients to put their fingers under and remove.

The installation of the access points in the hospital patient rooms was completed quickly and efficiently which allowed for the emergency system to improve the response rate from over five minutes to less than 30 seconds. The project was so successful that NetXperts is in the process of installing more of these enclosures throughout the rest of the hospital campus.

## White AP Cover



Top View



Bottom View with Access Point



Side View