



The SIGNET Advantage
Basic Healthcare
and Nurse Call Plan

(Contains specifically the below)

Annual Healthcare Communication Test & Inspection / Preventative Maintenance

Scope – SIGNET will test and inspect the entire Healthcare Communication system at each location outlined in the Statement of Work.

Testing Frequency – SIGNET will perform testing on the system on an annual basis. This includes a complete inventory of all system components complete with unique identifiers affixed or near each device.

Preventative Maintenance – Inspections will be scheduled detailing the tasks to be performed, the skill levels required, and any special tools and instrumentation required to properly maintain the systems. Upon completion of the inspection, a summary of the tasks completed will be provided to the client.

Testing will include but is not limited to:

- Activate each initiating device (pillow speakers, pull cords, code blue buttons etc.) when patient rooms and bathrooms are available.
- Establish two-way communications if applicable and verify intelligibility.
- Verify dome light activation and room annunciation at designated master stations/consoles.
- Verify proper operation of all pillow speaker/controls to include television control and light control.
- Verify proper operation of all duty and staff station devices.
- Notification of integrated wireless devices such as wireless telephones, pagers, badges
- Verify RTLS badge integration where applicable.
- In sites with remote access, periodically connect to verify system devices are all online.
- Testing/checking of the batteries within the systems.

For controllers:

- Verify proper operation of all system controllers.
- Test batteries and verify they can support circuits they are intended to back-up.
- Verify power supply operation and proper voltage output.

Hardware Support – SIGNET will perform scheduled maintenance services on the equipment covered under this agreement.

Components and parts on the system that are found to be defective, have failed operationally, or which exhibit signs of near-term failure will be identified during each preventative maintenance inspection or test. If the component is covered under a current factory warranty, the said part or component will be replaced at no charge to client. If the component is not covered under a current factory warranty, a quote for a replacement part will be provided. For any equipment requiring repair or replacement, a billable labor estimate (to be performed during normal business hours) will be prepared and submitted for approval. Work authorization shall be issued in writing to SIGNET by an authorized representative of the client before proceeding with the work.

Inspection Reports – SIGNET will provide Inspection reports within five business days of completing the test. The reports will be in accordance with and acceptable to The Joint Commission. Reports will show a pass fail for each device, as well as clearly depict any deficiencies found on the inspection. Additionally, SIGNET will provide the manufacturer's recommended corrective action to remedy any deficiency noted. Inspections will be scheduled with the owner no less than two weeks prior to the date of the inspection.

Annual Software Upgrade Visit

SIGNET will provide a system software upgrade for the applicable Nurse Call integrated Systems on an annual basis. The upgrade will consist of upgrading all system operators to the latest system version (if applicable). Upgrade is dependent upon the Clients existing infrastructure's ability to support the updated systems specification requirements.

