

# HELP ALERT!®

Wireless Staff Duress Solution



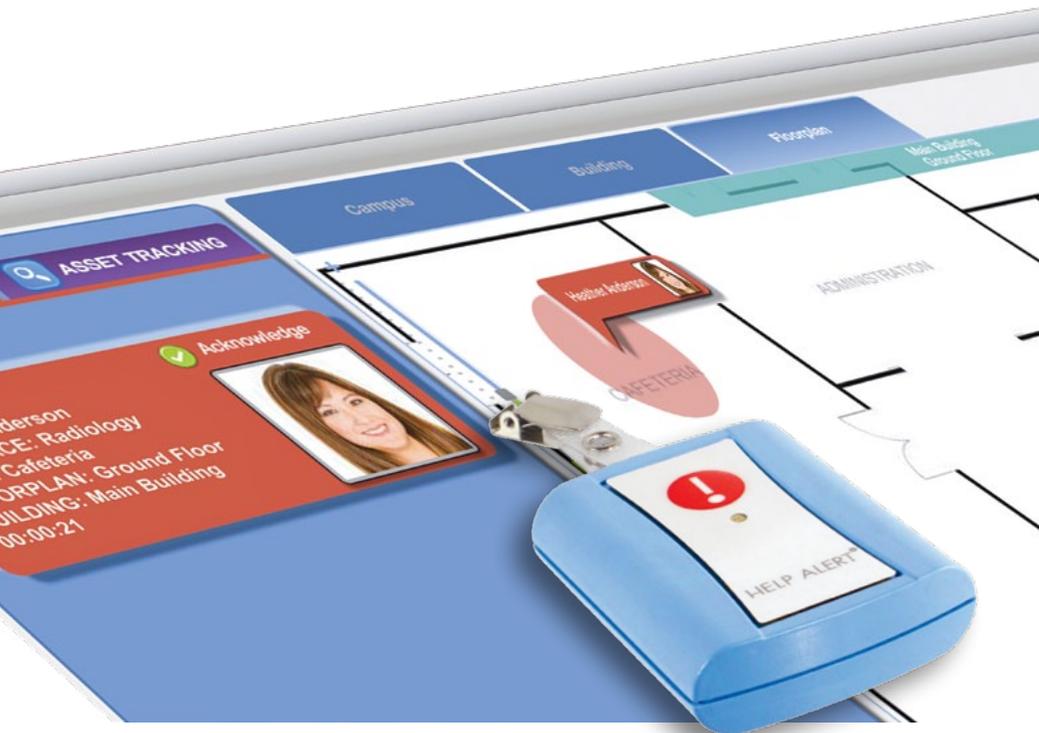
## Mobile Staff Duress for Healthcare



RFTECHNOLOGIES®

# The threat of violence in today's healthcare environment

is higher than any other work setting. With the Help Alert® Wireless Staff Duress solution, you can provide employees with the peace of mind that, if they need it, help is on the way with a touch of a button.



## Help at Your Fingertips

Help Alert uses a real-time locating system (RTLS) to locate healthcare staff in need of assistance. By pressing a button on a small pendant, or panic alarm, Help Alert immediately and discreetly reports the pendant's location to your security team.

- Enables a fast response when it's needed most
- Mobile pendant can be activated anywhere, including areas video systems cannot capture
- Discreet pendant fits in a pocket or can be clipped to a belt
- Efficient, easy-to-use system helps streamline and standardize security staff and costs
- Use software to generate reports

## Strengthen Your Reputation with a Safe Environment

Reducing the risk of a physical threat with Help Alert creates a secure, productive healthcare environment focused on delivering quality care.

- Enhance job satisfaction and help retain employees
- Present an attractive, safe environment to patients: avoid negative publicity from violent incidents
- Leverage other security investments – if a pendant is activated, responders can use mass notification options and video to assess the alert
- Appeal to top-quality personnel that can boost your facility's reputation

## Ensure a Fast Response

Mobile panic alarms enable security teams to locate staff even if they're on the move, unlike fixed panic buttons or repeater-based systems.

Software shows detailed pendant location information on monitors and optional handheld devices so security teams know where to be. And a fast response means they can intervene before a situation escalates to violence.

Free mobile apps help security teams track alerts from an Apple® iPhone®, iPad®, and iPod touch®.

- View alerts in real time: watch the pendant's location update on a floor plan
- Immediately acknowledge alarms while responding to the incident
- Clear an alert on the spot after resolving the situation



**Rapid Response:** When a Help Alert pendant is pushed, location information is collected from the Wi-Fi network and Reference Tags, then passed through a server to all security monitoring computers and available mobile devices – all within seconds.

### Leverage Your Existing Wi-Fi

Unlike infrared detection, which relies on a pendant being visible to a locating tag, Help Alert is powered by the advanced PinPoint® RTLS platform.

The system can be easily installed using any existing Wi-Fi infrastructure, without having to add Wi-Fi access points.

- Quick, convenient and cost-effective installation: no power or data cabling is required
- Uses small, battery-powered reference tags that are attached out of the way on walls or ceilings
- Fully supervised system
- Scalable: easily expand the system if needed

### Use Software Data to Predict Behavior & Prevent Violence

Use software to ensure your Help Alert system is performing to your needs. Software captures and stores alert statistics and history so you can review and analyze how your system is being used.

- Plan and predict where or when an alarm is more likely to occur
- Track the response times of your security teams for continuous improvement
- Spot overall trends to help you budget or reallocate security costs

### Support When You Need It

Help Alert is there when you need it, and we're there when you need us. Direct, factory-trained support is available for all of our products.

- Technical phone support
- Remote monitoring and diagnostics enables us to quickly assess and correct performance issues through a secure VPN
- Installation support includes product manuals and training materials
- Regional onsite support and upgrade assistance

# Healthcare workers are more likely to be attacked than prison guards or police officers.<sup>1</sup>

- 72% of nurses don't feel safe from assault in their workplace.<sup>1</sup>
- 54.8% of ED nurses reported experiencing verbal or physical abuse over a seven-day period.<sup>2</sup>
- Nearly 10% considered leaving the nursing profession entirely due to workplace violence.<sup>2</sup>
- Physical safeguards, such as a panic button, are associated with lower physical violence rates.<sup>3</sup>

1. International Council of Nurses. (n.d.). Violence: a world-wide epidemic. Nursing Matters Fact Sheet. Retrieved January 7, 2008, from [http://www.icn.ch/matters\\_violence.htm](http://www.icn.ch/matters_violence.htm).

2. Emergency Nurses Association, Institute for Emergency Nursing Research. (2011). Emergency Department Violence Surveillance Study. Retrieved January 19, 2012, from <http://www.ena.org/ENR/Documents/ENAEDVSRreportNovember2011.pdf>

3. Emergency Nurses Association. (2010). Rates of Violence against Emergency Department Nurses Are High, Remain Steady, According to New Study, But Remedies Exist. Retrieved January 19, 2012, from <http://www.ena.org/media/PressReleases/Pages/RateofViolence.aspx>.

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**RF Technologies** is a leading provider of safety and security solutions for the healthcare, hospitality, and education markets, leveraging radio frequency identification (RFID) and PinPoint® real-time locating system (RTLS) technologies. The brand family of RF Technologies includes Code Alert®, Help Alert®, Safe Place®, Sensatec® and ExacTrack®.

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