



Challenge:

The BHU has an “A” and “B” side, and an integrated security solution would ensure staff were covered when moving between units.

Solution:

Heartland Health chose the Help Alert® Wireless Staff Duress Solution, a Real-Time Locationing System (RTLS), to provide widespread, cost-effective coverage.

Results:

Since Help Alert was installed, Rittel said that there have been incidents in their BHU where their security team was needed. And thanks to Help Alert, they arrived quickly.

Heartland Health administration needed a security system for their Behavioral Health Unit (BHU) so security teams could quickly respond to staff if a threatening or potentially violent situation occurred. The system needed to be flexible, so it could grow with them as their hospital did.

Trust in “top notch” technology

- **Fast installation:** minimal downtime or workflow disruption
- **Easily expandable to overflow units and outpatient rehab clinic across the street**
- **No wiring needed, unlike under-desk panic buttons**

Leveraging Existing Wi-Fi

Help Alert enabled Heartland to use their existing Wi-Fi infrastructure instead of paying to install a completely separate system throughout the hospital.

- **Target coverage:** reference tags added outside all rooms in BHU
- **Extra costs avoided:** reference tags only installed where needed
- **Existing network made it easy to expand to outbuildings with minimal start-up costs**

“With RFT being able to use our existing system, their cost to us was dramatically decreased,” said Adam Rittel, Property Manager for Heartland Health. “We have the infrastructure. They can leverage that. It’s a huge advantage and certainly a cost savings for us.”



Fast Installation

Prior to system implementation, an RF Technologies team performed a site assessment to analyze site layout and determine how many devices were needed. This helped get the system up and running in a matter of days without disrupting workflow.

“No one in the building [was] affected by [the install]. One day it’s just up and running,” Rittel said. “I don’t have to worry if something was missed.”

Reference tags are surface-mounted, unlike lengthy, disruptive installs where

respond fast, reducing risk

“We’ve had real incidents, and the feedback from security is that they absolutely love the Help Alert solution,” Rittel said.

Getting from A to B

Help Alert also solved the initial challenge of enabling caregivers to move from the ‘A’ side to the ‘B’ side of the BHU. Now, caregivers have the full protection of the system with them at all times.

Continued Improvement

Since the initial install, Heartland Health has enjoyed the user-friendly and detailed Help Alert software. RF Technologies provided their security team with upgraded software that Rittel said exponentially improved what their team could do.

“They are dedicated to push to make their system better. We give them ideas, and they come back with solutions,” Rittel said. “That’s something we don’t always get from our software vendors.”

“The RFT team has been ‘the’ best company that we’ve had in here. No hassles. No problems.



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— Adam Rittel, Property Manager,
Heartland Health

products must go inside walls or above ceilings.

The Result

- Immediate alerts are sent to a central computer station and mobile devices
- Apps help security personnel access information from their Apple® iPhone® or iPod touch®
- Visual location of pendant, down to the room-level, helps security team

Minimal Maintenance

Help Alert software runs on a secured, virtual server. Through a VPN connection to the server, the RF Technologies team is able to perform many updates without making a trip to Heartland.

Rittel explained that he doesn’t have to worry about his system’s performance, noting that it’s simple to keep everything up and running.

The “Best” Solution

Rittel has worked with many vendors and systems over the years, and considers RF Technologies to be the best company to come to Heartland Health, thanks to the hassle-free Help Alert system.

“They want to excel at everything they do,” Rittel said. “I can honestly say that they are the best vendor we’ve had to work with at our hospital.”

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.

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