



## **NextiraOne and Alcatel-Lucent deliver the future of medical communications to the Annecy Region Medical Centre**

*Award winning project is largest IP medical deployment of its kind*

**Saint-Denis, 6 November 2008** – NextiraOne, the communications expert, has been awarded the project to deploy and operate the communications infrastructure for the Annecy Region Medical Centre (CHRA). Based on Alcatel-Lucent infrastructure technologies, the project will see CHRA become not only a centre of medical excellence but it will be at the forefront of communications technology.

The project has recently been recognised with an independent innovation award by French publication *01.net*.

In 2006 the Medical Centre issued a tender for its communications infrastructure, which it needed to be powerful and standardised in order to provide support for its innovative plans, mainly in patient service. This architecture also had to meet security restrictions without hampering vital communications in an environment in which the key issue is mobility. Above all this project seeks to create an integrated IT system built around a single patient file.

The new infrastructure will:

- Help staff improve efficiency: secure access to healthcare software applications and to the patient information (diagnostics, X-rays, medication, etc.) from patient terminals installed in each room, with access to the Centre's portal (Intranet) based on a synchronised calendar; use of shared tools (unified messaging) etc.
- Deliver multimedia communication services to patients including Internet access, telephone, television, radio, films, electronic books, video on demand as well as on-line satisfaction surveys.
- Enhance the hospital's image so that patients select based on clinical excellence as well as patient services provided
- Develop additional non-medical revenues above and beyond traditional TV services offered in other hospitals
- Provide for the special requirements of mobile personnel such as medical, nursing, and technical staff by enabling information on alarms, warnings, emergency calls on a mobile terminals fully integrated within the communication infrastructure.

At the end of the tender process CHRA elected to award implementation of the entire project to NextiraOne, utilising Alcatel-Lucent communication technologies. NextiraOne will also be responsible for an ongoing training programme, as well as providing an end-to-end service contract including incident management.

NextiraOne initially designed and implemented a converged voice/data/image network architecture that included DECT mobile phones, a hospital communications solution (telephones, messaging etc) and deployment of a high-speed LAN.

Now, in the second phase, NextiraOne is handling the project to deploy over 600 patient terminals – the largest project of its kind in France today. This will put a dedicated terminal at the patient's bedside providing:

- The requirements of nursing and medical staff - access to the patient files, laboratory (imaging), instructions and care plans
- Entertainment for the patient - TV, Internet, video on demand, patient telephones, games, talking books and more
- Medical services for the patient - information about the hospital, pathology, examinations, preventative medicine
- Survey of quality of patient care at the end of treatment.

Based on Lincor software technologies, the second part of the project is being carried out in partnership with Netlogon, a multi-play integration specialist (integrating the medical file with multi-media content).

### **Project Data**

#### Technical Project Data

- 120 DECT units (for 800 DECT terminals)
- 1,420 IP voice or multimedia terminals: 800 Alcatel-Lucent IP-phones; 620 patient terminals running Lincor's Medivista software (integration in association with Netlogon).
- 300 analogue terminals, mainly for technical services
- Alcatel-Lucent LAN: 2 redundant switches for the network core and 110 switches for distribution and extensions (over 3,500 active ports among 5,000 ports available).
- Telephony: IPBX Alcatel-Lucent (OmniPCX Enterprise)
- Unified messaging, Mobicall alarms management
- 13 remote sites connected over secure links
- Network security: 802.1x, intrusion detection, double DMZ, traffic and content control

#### Medical and Technical Data

- Operating rooms (level 3): 14 rooms planned (11 to be equipped at opening)
- Obstetrics wing (level 3): 5 delivery rooms
- Imaging (level 3): 3 X-ray rooms, 2 dedicated radiology rooms
- For emergencies, 1 MRI (partnerships), 2 scanners,
- 3 ultrasound rooms, 1 mammography room
- Radiotherapy (level 1): 2 treatment areas with a particles accelerator
- Coronary angioplasty (level 3): 1 treatment room

CHRA, with 979 beds, is the largest medical institution in the department of Haute-Savoie. Every year 2,400 hospital staff work with 70,000 patients and handle over 40,000 emergency cases. This new hospital, opened in July 2008 by the Minister of Health, was more than 15 years in planning.

## **Project History**

**1992** Start of CHRA project

**2003** Construction  
54,119m<sup>2</sup> net area on a site of 27 hectares  
3,800 areas, including 506 rooms for 652 beds  
1,200 parking spaces, of which 351 for visitors  
330 km of computer cabling for 5,500 points

**2007** Signature of contract with NextiraOne to deploy Alcatel-Lucent communications infrastructure

**2008** From April, deployment of patient multimedia terminals.