



BLACK BOX[®]

NETWORK SERVICES

Industry: Health Care

Patientline

Project: Network installation to support the delivery of bedside technology services in U.K. hospitals

Major Challenge: Keep installation time to a minimum

The background

Founded in 1994, Patientline helps hospitals give patients easy access to their medical records as well as TV, phone, Internet, and e-mail services—all at the bedside.

Today, Patientline works in partnership with the National Health Service (NHS) Trusts in the U.K. to deliver a range of solutions designed to reduce the workload for hospital staff and thereby improve patient care. Recognized as the market leader in providing communication and entertainment services to the NHS, Patientline has provided more than 8 million patients with access to these services in 100+ hospitals across the U.K.

But the delivery of such services isn't a simple task. It requires the installation of a high-quality communications network from the bedside monitors to the control room—and more.

The challenges

The hospital environment poses unique challenges when installing such a network. For the work itself, Patientline sought a partner to:

- Shorten the installation time so that services could be provided to patients faster and that Patientline could achieve a faster return on its investment.
- Reduce the space and energy consumption of control room equipment.
- Meet hospital infection-control requirements, including staff protection and the cleaning of the bedside units.
- Meet the ever-changing regulations for asbestos management and electrical testing in public spaces.
- Provide structural-support solutions for newly developed bedside monitors.

"The hospital environment is a difficult one, demanding due consideration of many factors; for us, the true measure of a successful partner is one that can manage these issues on our behalf and also deliver the productivity results we demand. Black Box has achieved this."

Mark Anderson, Installation & Support Director, Patientline



Video content, patient records, e-mail, and phone services are all easily accessible using Patientline's bedside technology. Black Box has played a key role in bringing this technology to patients in U.K. hospitals.

The solution

Patientline chose to work with Black Box because of our ability to deliver consistently high-quality support across the entire U.K.

Black Box evaluated the needs of each location and submitted network design proposals that addressed the main challenges. These proposals promised:

- Lower cost of materials and 20% faster completion times than our competitors.
- A 40% reduction in control-room energy consumption and costs.
- Improved control of access to equipment racks, which would improve resilience and uptime.

Black Box delivered in all areas. We established site-installation teams with the relevant electrical installation and testing skills to coordinate the installations, and also appointed highly experienced project managers with proven abilities to oversee each phase of the deployment.

For instance, to keep the entire project on track, Black Box's NHS Liaison Manager took responsibility for coordinating activity directly with NHS management. This included the designing and building of the control room—a critical component to delivering technology to patient rooms.

As a result, Black Box was able to reduce the number of visits to each bedside for the installation and testing of data and electrical cabling. This resulted in a faster completion time for the project, giving Patientline a much sooner return on its overall investment.