

# AGED CARE SOLUTIONS



30 Years.  
1000 Installations.

[miracle-electronics.com](http://miracle-electronics.com)



# YOUR SOLUTION

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Miracle Electronics design, manufacture and install off-the-shelf and customized Nurse Call and Emergency Call Solutions for aged care facilities throughout New Zealand and Australia.

With 30 years of product development, in-house R&D and manufacturing capability, Miracle is very well positioned to customize a cost-effective solution to help you manage cost and stand out from the crowd for higher occupancy.

Given the ever-increasing importance of workflow, we use a solutions-based approach to help automate processes and integrate your critical communications with other technologies you are using to find efficiencies, optimise resources, manage risk and save cost.

And with the additional need for mobility, we have a range of options for tablets and mobile phones so staff have access to critical communications no matter where they are or what they are doing.

Your Miracle solution also has the flexibility to accommodate alterations, extensions, upgrades and enhancements in order to 'future-proof' your communities as your needs change.

With more than 1000 installations, Miracle solutions are used by rest homes, public hospitals and multi-site retirement village operators nationwide.

# WHY MIRACLE?

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Miracle is a full solution provider. This means we consult with you every step of the way to find the best possible solution to fit your organisation and the way you work.

Every aged care facility has its individual needs, and we work with you to determine yours. We then scope, design, manufacture, install and commission your new system to make sure you get the right solution, on budget, on time.

We work closely with the architects, consultants and contractors engaged on your project to ensure a smooth implementation process.

Once installed, we provide ongoing support and maintenance so that your solution continues to meet your needs, and evolve as you evolve.

Why miracle?...

- › All solutions are designed, developed and manufactured in New Zealand
- › We have been an industry leader for 30 years
- › Innovative and forward-thinking, we have an in-house development team to ensure we remain at the cutting edge of critical communications technology
- › We provide peace of mind through local technical support and locally held parts
- › Remote access allow technicians to dial in to provide fault resolution and assistance from any location 24/7 - reducing your cost while providing a faster response
- › Flexible and adaptable, our systems can be changed or enhanced as your needs change
- › You will always receive professional and effective service, support, and communication





# OUR SYSTEMS

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Miracle employs sophisticated technologies to provide reliable, easy to use Nurse Call, critical communications and messaging systems which can be tailored to the needs of any healthcare organization.

Secure, self-checking wired and wireless solutions are easily extendable and provide flexible configuration possibilities to accommodate growth and change.

Miracle's technology integrates with more than 60 other Nurse Call systems, allowing you to upgrade your site in stages, manage your budget and receive the benefits of a modern Nurse Call system while, at all times, retaining a seamless Nurse Call system site-wide.

Our integration capability allows Nurse Call, Security, Communications, Electronic Care Management, E-Medication Management, Building Management Systems, Clinical Alarms, Real-time Location Systems and Messaging Alert devices to work together to enhance workflow, achieve efficiencies, optimise resources and manage risk.



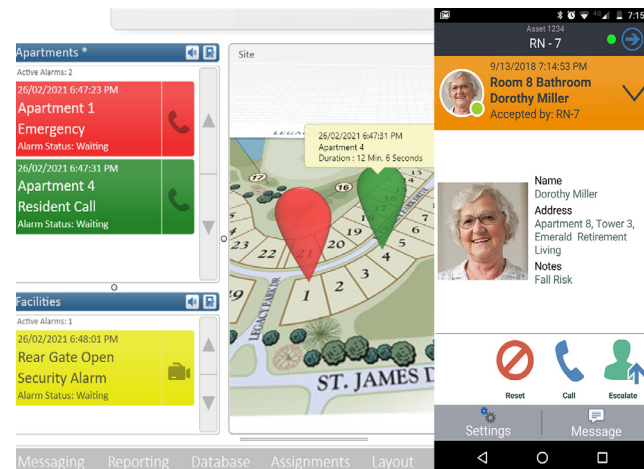
## CARECALL SYSTEM

### A sophisticated, flexible and cost-effective emergency call system.

CareCall 3 is an Emergency Call System that can be tailored to meet the needs of any community.

The versatile, expandable infrastructure permits future changes and additions to the system. The Angel 'head-end' allows interconnection with other services on site such as the Fire, Security, DECT phones, Pagers Systems etc.

Angel also provides full logging and reporting functions, and remote access to the system by Miracle engineers. CallCare 3 also complies with AS 3811:1998 'Hard wired patient alarm systems'.



### CareCall Key Functionality:

#### Call Points

Large colour-coded back-lit buttons with LED reassurance.

Easily cleaned anti-microbial with no seams or depressions to reduce spread of infection. Multiple call types include: Staff Assist, Emergency, and Nurse Presence.

#### Pendants

From pendants that provide access to Nurse Call anywhere in the room to ones which provide coverage site-wide with location capability, we have a range of solutions to suit any application.

#### Infotainment Handsets

Stylish units which incorporate the functions of a resident call button, light controller and TV remote.



## Bed-Exit Techonolgy

Movement sensors integrate with Nurse Call to help prevent falls.

## Reporting

CareCall provides effective management with an audit trail of calls and activity via easy-to-use, preset or customised reporting functionality.

## Notification Options

An extensive range of notification options include: pager, DECT and smartphones, tablets and overhead displays via messaging, voice and email.

## Messaging

As well as a range of patient alarms, an extensive range of pre-set or customised messaging and reminder options can be sent to pagers, DECT phones, smartphones, tablets and overhead display by text, voice and email.

## Workflow

At the push of a button you can order a transfer, room clean or other service to help streamline operations.

## Rostering

Allocate specific calls to specific staff, at specific times, for increased flexibility.

## Escalation

Calls not answered within preset parameters can be auto-escalated by text, voice or email.

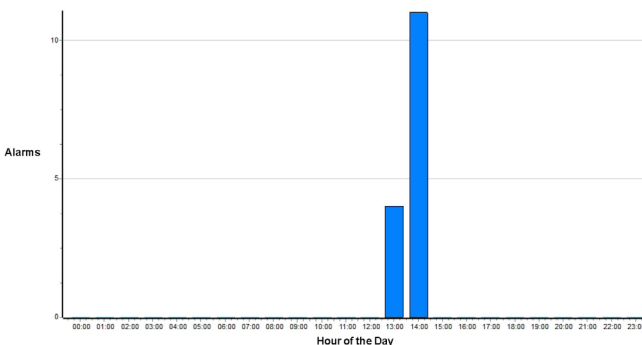
## Call Forwarding

Ability to forward calls to staff or supervisors in other operational areas.

### Call Point Report - 24 Hour Alarm Activity

Date Range: 15/10/2018 to 15/10/2018 11:59:59 PM  
Alarm Priorities: All Priority Levels

Activations Between: 12:00:00 AM to 11:59:59 PM Alarm Duration: All Total Alarms: 15



### CITY RESTHOME

10:21AM

|            |         |              |
|------------|---------|--------------|
| ROOM CLEAN | ROOM 40 | ROOM CLEAN   |
| BED CHANGE | ROOM 40 | BED CHANGE   |
| BED READY  | ROOM 40 | BED READY    |
|            |         | STAFF ASSIST |
|            |         | EMERGENCY    |
|            |         | OTHERS       |
|            |         |              |

## Swing Zone

Forward calls from zone to zone in busy periods.

## Automatic Fault Detection

Continuous automated fault detection to ensure your Nurse Call system is reliable and dependable.

## Reminder Feature at Call Point

Preset and customisable, this feature is handy for rounding or when a resident requires you to return.

## Voice Intercom and VoIP

Allows voice communication between call points, Nurse Station and/or phone systems.

## IP

Our suite of products includes IP Nurse Call systems, which allow you to have a unified communications environment with telecommunications, security and entertainment data running across a single platform for easier systems management, improved productivity and better cost-savings opportunities.

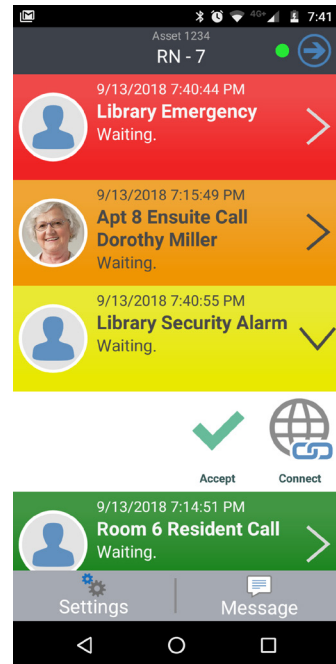
## CARECALL WIRELESS

**An economic solution ideal for retrofitting into existing sites or for sites spread over large areas.**

CareCall Wireless is a highly reliable wireless Emergency Call System that can be retrofitted into existing sites where cable access is difficult or impossible.

It is also well suited to applications spread over extremely large areas. With the aid of repeater units, large areas can be economically covered without the use of underground cabling.

CareCall Wireless interfaces seamlessly with CareCall 3 systems.



## WANDERSHIELD

### Solves the problem of wandering individuals.

WanderShield is an unobtrusive monitoring system that alerts staff when an individual wearing a WanderShield wrist-watch or tag leaves a protected area.

WanderShield tags and devices track residents and alert non-compliant activity through your Nurse Call system.

It can also be used to monitor exit doorways or corridors inside a building, and can be used to monitor gates and the perimeter of the property.

WanderShield can also integrate with Access Control to lock doors at the approach of a tag wearing person, and monitor activity through CCTV for visual notification.

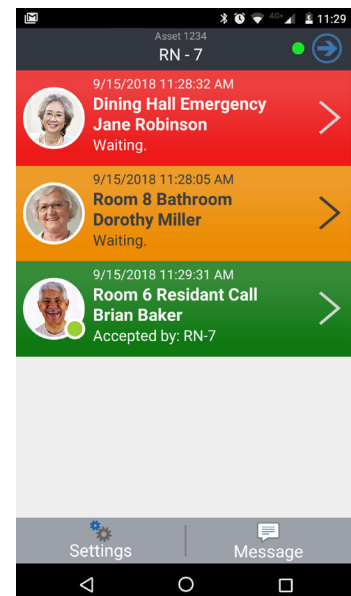


## DURESS ALERT

### An alarm and location system for at-risk personnel.

The Miracle Duress Alert system allows staff to call for assistance from any location within a protected area, and for other staff to immediately and accurately know the location and identity of the person in duress.

Duress Alert uses RFID technology to track staff members. When activated, name and location is transmitted through your Nurse Call system to the notification device/s of your choice.





## ACCESS

### Nurse Call wherever you are.

Wireless pendants provide residents with access to the emergency call system when a fixed call point is not accessible. And, with the right infrastructure, location functionality lets you know where the resident is when they call for help wherever they are on your premises, providing it's within the defined coverage area.

Whether it's extended coverage within the home or beyond to external gates and fences, free staff up and save time and money by using technology to help keep your residents safe and help you manage risk.



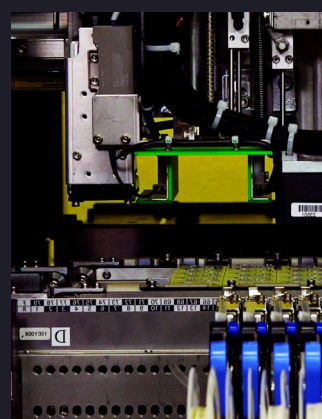
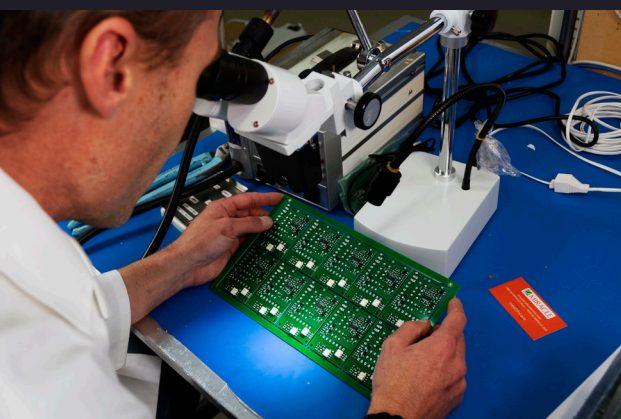
## DEMENTIA

### Respectful, empowering solutions for residents and staff.

Provide a better resident experience, manage risk and optimize resources with easy to use Pattern Controllers which allow you to set behaviour profiles (preset and customised) specific to the needs of each resident. Staff can spend more time providing quality care and residents are free to live without unnecessary interruption.



"AT MIRACLE WE ARE DEDICATED TO  
CONTINUAL PRODUCT IMPROVEMENT AND  
NEW PRODUCT DEVELOPMENT"

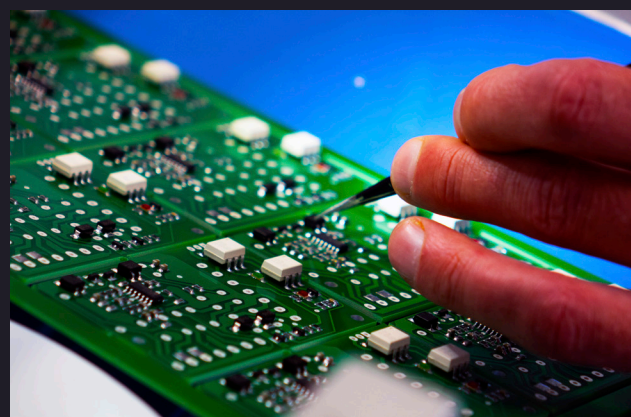
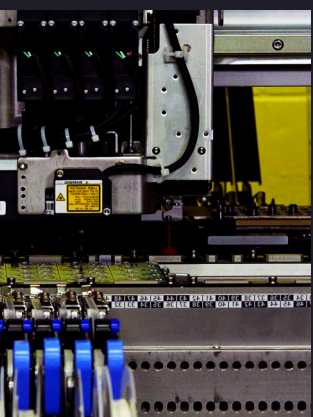


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