



CROSSLINK COMMUNICATIONS

The Royal Buckinghamshire Hospital – Aylesbury

Initial Situation

The International Spinal Injuries & Rehabilitation Centre and the Physiotherapy & Sports Injury Clinic are both housed at The Royal Buckinghamshire Hospital, Aylesbury where significant expansion was planned.

The existing telephone system had analogue lines and was full so it could not offer any additional extensions. Also, new features and services were being considered in order to streamline services and increase efficiency.

Almost all incoming calls had to go through reception which caused a bottle-neck, occasionally incoming lines could be engaged during peak periods.

There was no voicemail so reception staff had to take and pass-on messages to staff and patients.

There was no effective call logging in place which meant that patients were not charged for calls, many of which were to international destinations.

Patients often had visitors from overseas and used on-site guest accommodation and other services such as meals, laundry, etc. A fully integrated system for billing by room + services (for patients and guests) was needed.

The Royal Buckinghamshire Hospital needed a specialist telecom provider who could provide an 'end-to-end,' project-managed solution for lines, call routing, telephone system installation + maintenance with one point of contact.

Solution

Most of the analogue lines were upgraded to ISDN30e with Direct Dial Numbers for all extensions and patients' rooms.

The ISDN30e and analogue line rentals and calls are billed together via one of our 'business partners' for ease of management and reduction of monthly costs. (Least cost routing services).

We removed the existing telephone system and replaced it with a modern Samsung 'Office Serve500L' digital system which will be expanded when the new extension is built. This can also be modified for VoIP (Broadband telephony) if required in the future.

New digital display handsets were supplied for the reception and staff and the existing analogue handsets in the patients' rooms were retained.

Voicemail was supplied to all extensions and patients' rooms.

Hotel and Hospitality Software with Call Logging and Billing were installed in order to bill each room according to the services used during each patients' stay and treatment.

Full project management was provided from initial planning right through to the ISDN30e and system installation, rounding-off with full training from one of our specialist trainers.

Complete system support, software cover and personal account management is provided for all areas of the products and services supplied to The Royal Buckinghamshire Hospital.

