



MarinHealth Medical Center

THE CHALLENGE

This state-of-the-art hospital needed a comprehensive system to meet their various communication needs.

THE SOLUTION

A flexible IP video intercom system was installed, which immediately solved a number of major pain points for the hospital, especially in regards to improving visitor and patient experience.



“We ended up choosing Aiphone’s IX Series, as we felt it was the best option to meet our needs.”

Nick Tournis
IT Operations Consultant,
MarinHealth Medical Center



IX Series

The Situation

Located in Marin County in Northern California, MarinHealth Medical Center is a 327-bed, independent medical facility serving the North Bay community. **Since its opening in 1952, MarinHealth Medical Center has seen many changes, including a steady increase in its surrounding population, and new mandates requiring hospitals to implement various regulations and seismic safety precautions by 2030.** This ultimately led to the construction of a state-of-the-art hospital for the North Bay region, and in the fall of 2020, MarinHealth announced the official opening of Oak Pavilion.

Oak Pavilion is a 260,000 square foot, four-story cutting-edge facility focused on patient-centric care with sustainable building design and enhanced safety and security. **The pavilion promotes best practices through private and single patient rooms, complete with separate hallways and elevators for staff and visitors.** The new design reduces traffic in public areas, protects patient privacy, and minimizes potential virus transmissions.

New Communication Challenges

As MarinHealth Medical Center embarked on its \$535 million expansion, an important aspect of the project involved designing strategic paths of communication between staff and visitors for the overall improvement of workflow and building security.

The improved facility now supports an emergency department that tripled in size. Additional expansions included an intensive care unit, three operating rooms, a maternity care unit with private rooms, and an expanded neonatal intensive care unit. Each of these areas required a system that would allow doctors, nurses, and other staff to travel freely between patient areas and waiting areas, while also providing visitors with a simple and secure way to communicate with the staff located in each department.

Towers were needed outside the hospital to provide additional levels of security and ways for requesting medical assistance.



“It’s future-focused, networked, and features an IP-based system, all of which are ideal for a state-of-the-art medical facility.”

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In addition to these areas, there was also a need for rescue assistance towers outside the hospital. These towers were needed to provide additional levels of security and ways for requesting medical assistance.

There was also a need for customized call stations in more than 30 anterooms. Anterooms are areas that act as containment barriers, separating patient rooms from visitor walkways. They were designed to minimize contamination and increase patient privacy.

As nurses would be required to request access to anterooms before requesting access to patient rooms, single button call stations could not be used in these areas. Instead, at these locations, the hospital needed flush mount intercoms with multiple call buttons.

When it came to choosing an intercom system for Oak Pavilion, MarinHealth Medical Center required a comprehensive system that could meet the communication needs associated with all these various locations. Additionally, they needed the intercoms to integrate with their access control system, their Cisco SIP phone system, as well as provide video for enhanced security and visitor identification. As such, the system needed to be multifaceted and scalable, not only in the quantity of devices that could be networked together, but also in the paths and destinations of communication.

A Comprehensive and Custom Solution

Nick Tournis, IT operations consultant at MarinHealth Medical Center, worked with Aiphone to identify the best solution for meeting the hospital’s needs. The intercom series that was chosen, encompassed all the different communication needs mentioned above, as well as provide flexibility for future expansion.

“We ended up choosing Aiphone’s IX Series, as we felt it was the best option to meet our needs,” said Tournis. “It’s future-focused, networked and features an IP-based system, all of which are ideal for a state-of-the-art medical facility.”

Other Advantages of the IX Series:

- Integrates with access control systems
- Compatible with SIP phone systems
- Uses existing network infrastructure
- A variety of station styles are available
- Scalable for future growth and expansion

Aiphone's IX Series door stations are generally equipped with one button. To meet the needs of Oak Pavilion however, a unique station was created for the anterooms by adding three extra buttons to each door station. Two of the buttons were designed for calling the patient room and nurse station. The remaining two buttons were designed to be customized by the staff to communicate with priority areas, such as the reception desk, nurse station, or any other relevant room in the facility.

Aiphone intercom stations were installed in medical and surgical rooms, waiting rooms, intensive care units (ICU), and newborn intensive care units (NICU). Many of the call stations in these areas are equipped with card



To meet the needs of Oak Pavilion, Aiphone's unique **4-Call IP Video Door Station (IX-DVF-4)** was specially customized for their anterooms.



For convenience and security, the **Card Access IP Video Door Station (IX-DVF-P)**, allows staff with badges to access authorized-only locations.

readers that are wired back to the hospital's access control system, allowing authorized staff with badges to access these locations. The intercom stations in these areas also provide video, which allows for additional monitoring in cases of suspicious activity.

According to Tournis, the Aiphone system solves a number of major pain points for the hospital, especially in regards to improving visitor and patient experience. When a visitor or patient arrives at an entrance and pushes an intercom button, a call is made to a primary station, or front desk/lobby area. In cases where the primary station is not answered, Oak Pavilion is also utilizing a roll over feature in the Aiphone system. This allows the primary call to

be transferred to a designated secondary master station, where authorized personnel at that location can determine how the call should be addressed.

In summary, by installing the Aiphone IX Series, Oak Pavilion was able to solve their many communications needs with one intercom system. The intercom system was able to address their perimeter access communication needs, provide the standard communication needed in ICUs and NICUs, and it addressed the potential need to make emergency duress calls both inside and outside the facility. The additional ability for multiple rollovers, the customized design for communication within anterooms, and the ability to integrate with their



Primary calls could be transferred to another **IP Video Master Station (IX-MV7-HB)**, where authorized personnel at that location can determine how the call should be addressed.



Compact IP Audio Door Stations (IX-SS-2G) were installed in medical and surgical rooms, waiting rooms, intensive care units (ICUs), and newborn intensive care units (NICUs).

SIP phone system and Software House access control system, all led to Aiphone being chosen as the best and most robust solution for the hospital.

Future Plans

Aiphone is proud to have partnered with Johnson Controls as the integrator at the Oak Pavilion facility. The hospital staff and management have been pleased with the system and its comprehensive capabilities in both communication and integration. They hope to add additional intercom stations, and take advantage of further system integration, in the future.

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