About Austco Healthcare

Austco Healthcare is a global manufacturer of sophisticated healthcare communications solutions for all care environments. Austco builds the most advanced nurse call and clinical communications technology in the world.

Established in Australia in 1986, Austco has grown to over 5000 installations in more than 60 countries.

Global presence, local service
Austco's global headquarters, product manufacturing and R&D, are located in Texas, USA. Austco also maintains offices in the UK, Australia, Canada, New Zealand, Singapore, and Latin America.

In addition to our worldwide staff, Austco maintains an extensive network of partners supporting thousands of installations around the world. We also offer global support teams in both the eastern and western hemispheres.

Designed for nurses, by nurses
Austco involves healthcare staff of all levels in the design process, ensuring the products meet the requirements of nurses, patients and healthcare administrators. Austco products are engineered for superior reliability, durability and esthetics.

Austco's investment in R&D results in industry-leading, innovative products, and lower cost of ownership due to longevity and ease of support.

Voice Assist Integration

Tacera offers an integration with voice assist devices. Using an inexpensive speaker/ microphone, patients and residents are able to say "help" and Tacera will initiate a call.

You may program other key words to trigger individual alarms and alerts within the system.

Movement and Fall Detection

Tacera offers integration with an RF-based motion tracker and fall detection solution. Small devices are installed on the walls or ceilings and provide peace of mind that residents and patients are moving about comfortably and do not need assistance.

The devices trigger nurse call events if a fall is detected, and indicate presence in each of 4 zones which can be used for system automation. For example, if someone gets out of bed, turn on the room lights.

Devices do not use video or cameras of any kind for privacy consideration.

Tacera Nurse Call

Tacera is Austco Healthcare's flagship IP Nurse Call platform comprising enterprise reporting, built-in RTLS, mobile apps, clinical workflow, and an integrations engine.

Contact us to learn more about our products and services and arrange a demo
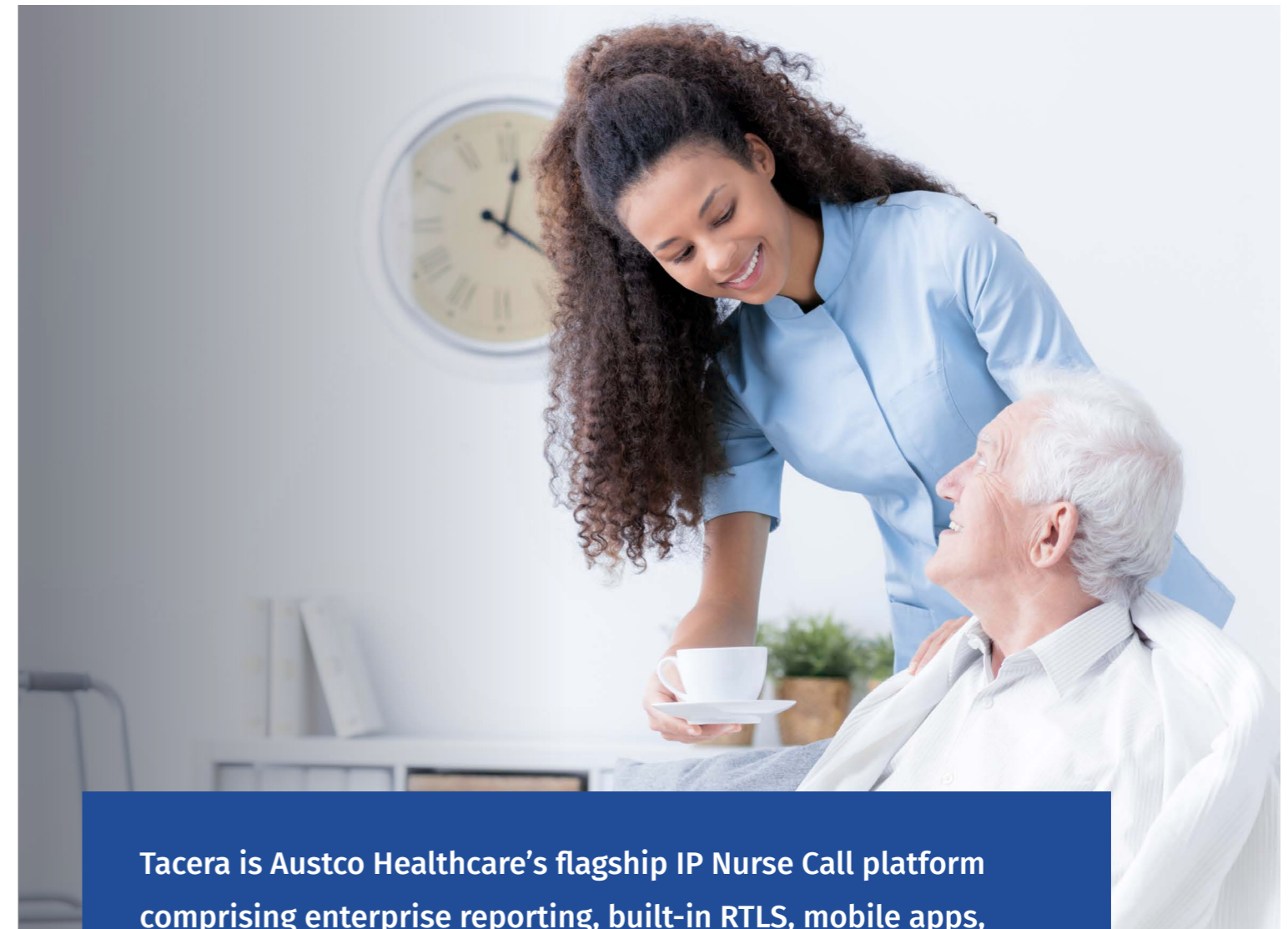
Austco UK and Europe
6 West Court, Buntsford Park Rd
Bromsgrove
B60 3DX
T: +44 (0)1527 877778
F: +44 (0)1527 836872

Dave Webb
General Manager
Dave.Webb@austco.com

Edward Campbell
Commercial Development Europe
Edward.Campbell@austco.com

Tacera Nurse Call Platform

Core IP System

Tacera is Austco's most advanced IP Nurse Call System and platform. The core of the system includes:

- **Handheld devices for patients and residents.** Pendants, buttons, and advanced pillow speakers with full duplex digital audio, all in a variety of configurations. Pendants are tacky and won't slide off sheets, buttons are easy to press even for those with limited dexterity.
- **Patient stations and callpoints.** Our patient stations provide true IP to the bedside for easy cabling and maintenance. Configurations available for single- and multiple-bed rooms.
- **Call points.** There are a variety of call points available. With and without pendant inputs, solid silicone buttons or with plastic inserts. All are configurable depending on where they are installed and each call point's intended use.
- **Lights and annunciators**. Customers have many options, from the simplest single-colour light, to an advanced LCD annunciator capable of displaying messages from integrated systems.
- **Master nurse stations and information boards.** Manage alarms and administer the system settings from intuitive, touch screen interfaces. Additional information available on web-based interfaces for convenient deployment.
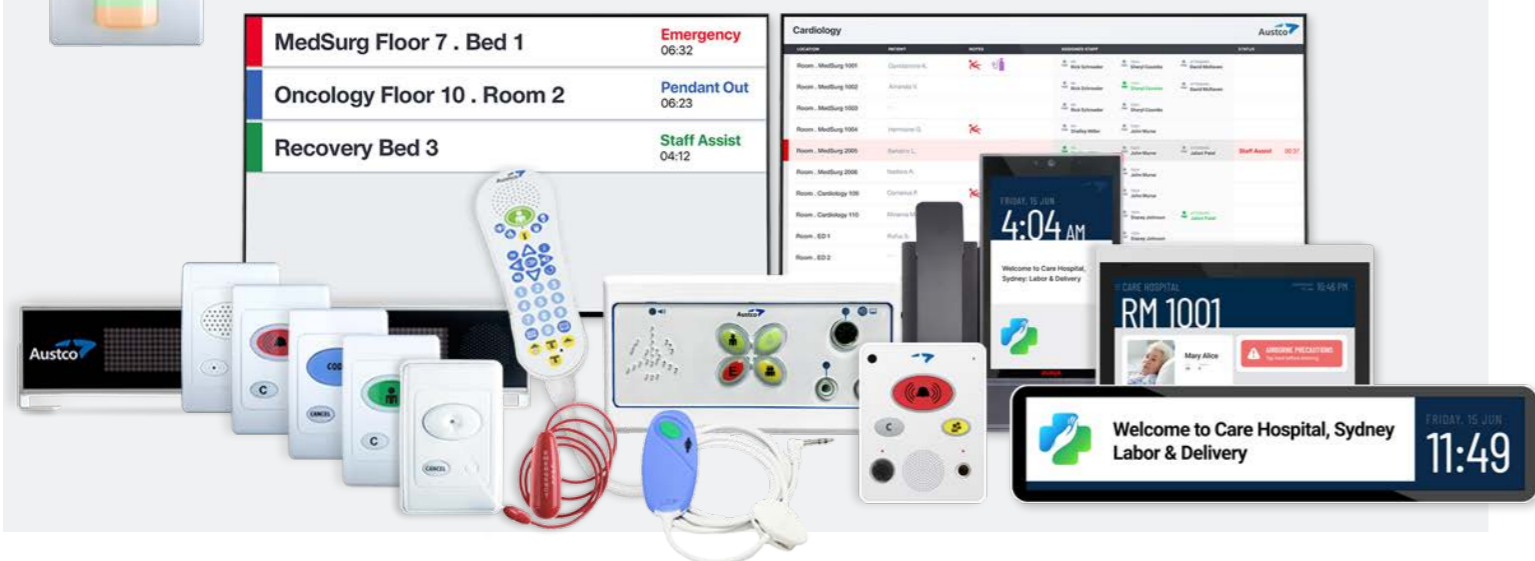
Integrations

Austco has built an integrations API for advanced communication with other systems. Using common protocols and data formats like XML, REST, JSON, and websockets, the API makes 3rd-party development quick and easy.

Austco is agnostic as far as other systems are concerned. We don't make beds or phones or patient monitoring equipment. We make the communications platform and we want to integrate with any other vendor or system that our customers use.

Our API enables systems integration with no middleware required.

Reporting

Our reporting product is an enterprise application that can report on any and all configured locations. It's a web-based application; there's no software to install. There are multiple templated report types and users can schedule automatic email delivery.

Our reports provide the information to measure staff efficiency, discover hidden bottlenecks in your processes, and spot developing problems before they become emergencies.

Report on individual rooms, entire buildings, or a whole nationwide healthcare system.

Built-in RTLS

Austco offers real-time location built into the nurse call platform. RTLS callpoints interact wirelessly with badges and RFID cards to generate automatic presence events.

We can automate call cancellation, over-door light behavior, unlock and launch touchscreen applications, activate relays, send messages over the API, and more. RTLS provides the data to measure staff response times and time spent in-room; the system keeps track of all room visits for reporting.

Our badges' buttons are configurable, and typically generate mobile duress calls for patients and residents, and staff assistance or security alerts.
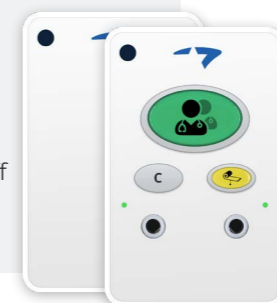
Mobile Communications

Austco offers a native mobile app for staff that lets caregivers take their alerts and notifications with them.

Users receive calls from their assigned locations and can take several actions with each, like accept, reject, and escalate. If the point of origin is equipped with audio, staff can also call back and speak directly to the patient or resident.

Staff can activate virtual callpoints that initiate workflows, alarms, and calls. The mobile app is effectively a remote control for the nurse call system, lighting lights, playing tones, activating all configured behaviours.
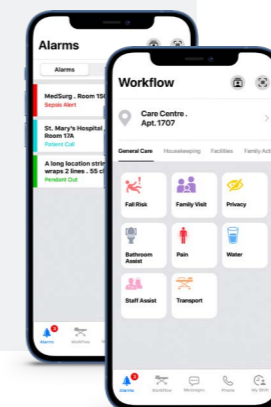
Clinical Workflow

Workflow allows caregivers to communicate directly with ancillary departments like transport, housekeeping, dining, pharmacy, etc. This frees up the care team from having to locate people or coordinate activities.

Tacera's clinical workflow layouts are entirely customisable. The button text and labels, icons and colors, are all configurable per the customer's specifications.

We also offer options to display room and patient information, alerts and precautions, and anything else which will help care staff as they perform their job.

About Our Products

Austco is fully committed to providing quality products to all our customers. Austco's flexibility to integrate into various technologies enables a healthcare facility to drive efficiencies, achieving an exemplary healthcare solution.

- Our anti-microbial surfaces may reduce the spread of infections.
- The pull cords are moisture resistant with a silicon boot on the back that prevents water damage in the case of internal pipe breaks.
- The mylar pull cords are easy to clean and feature a break-away design that prevents a choking hazard to the patient/resident or internal damage to the device. The cord can be easily reattached, resulting in fewer maintenance visits.
- Our bedside call cords are dip-sterilizable, making them easy to clean.
- The call points are modular. If you wish to change the function or move them, all that has to be done is to install a different insert and update the programming. This enables huge cost savings when reconfiguring a floor, unit or ward.
- Polycarbonate / plastic blend faceplates and surrounds are extremely durable, reducing or eliminating the necessity to repair or replace the devices.
- Tacera is UL 1069 Certified and US FDA Registered.
- An industry-best device reliability (99.993% reliability rate) and durability, greatly reduces maintenance costs over the lifespan of the system.
- We source only the highest quality components and materials from trusted and reputable suppliers, ensuring that your customers get the highest quality products available on the market.