



Icom Australia and Tetracom: Providing Reliable Communications in Mission Critical Emergency Situations

A two-way radio communications system is critical for emergency use and when the Royal Adelaide Hospital was experiencing 'blank spots' in their communication system, the hospital decided their existing radio equipment was not functioning adequately. The Royal Adelaide Hospital worked with Tetracom to introduce Icom's IDAS™ system to build and update the hospitals communication system.



Company: Royal Adelaide Hospital

Website: www.rah.sa.gov.au

Country: Australia

Industry: Health Care

Business Situation: The RAH experienced 'blank spots' in the analogue system they used, leading to several health and safety issues.

Solution: The hospital worked with Tetracom to implement Icom's IDAS™ system which bridges the gap between analogue and digital.

Features & Benefits:

- Improved Coverage
- Higher Security
- Operation in both Analogue and Digital modes
- Excellent Value

BUSINESS REQUIREMENTS

The Royal Adelaide Hospital (RAH) is South Australia's largest accredited teaching hospital whereby radio communications are critical to the safety and management of all the RAH staff and patients. The invaluable tool of two-way radio communications in emergency situations provides the RAH with confidence that employees can be reached at times of emergency. This is why when the RAH was experiencing 'blank spots' over their large and complex building they decided that an upgrade was imperative.

The RAH's Emergency Response Team (ERT) was at the forefront of driving the radio communication upgrade as it was vital that the ERT could rely on radio communication in emergency situations. The ERT was commonly experiencing 'blank spots' in which there was no radio coverage within sufficient premises, leading to several health and safety issues. The RAH realised their existing analogue system lacked the reliability and security a hospital requires and demands.

The RAH turned to Tetracom, a South-Australian based radio communications dealer of Icom Australia to find the most suitable solution. During Tetracom's assessment of the analogue system, the RAH had an incident whereby the Security Department's radio communication system was accessed by an unauthorised user. This prompted, in addition to the ERT, for the Engineering and Building Department at the RAH to upgrade to a lone worker solution for their on-site security staff to fulfil their Occupational Health and Safety (OH&S) requirements. As the RAH realised the inadequacy of their existing system,



APPLYING THE RIGHT SOLUTION

The RAH and Tetracom decided to implement Icom's IDAS™ system for its radio communication solution to enhance security and improve voice quality. The RAH needed a new radio communications system that could support their existing analogue system and create a reliable communications system. Tetracom identified several options for the RAH, including Icom's IDAS™, which bridges the gap between analogue and digital enabling the RAH to receive both analogue and digital mode signals on a single channel. After reviewing the options the RAH decided to test Icom's IDAS™ on site.

The testing began for the ERT and to great success the RAH decided to install and integrate Icom's IDAS™ to both the ERT and the Engineering and Building Department. During the first weeks of usage, the system was heavily tested when the following "real" life incidents occurred; a fire, gas leak, and the discovery of old ordnance. These serious incidents required the building to be evacuated to ensure public safety. In each of these incidents, Icom's IDAS™ system always operated with reliability and effectiveness, with further use determining virtually no 'blank spots' in a large and complex conglomeration of the RAH, which included much of the underground passage ways.

Since Icom's IDAS™ system worked effectively for the ERT, Tetracom provided a simple solution by integrating additional Icom IDAS™ equipment to the ERT system that would be made available for relevant on-site staff. Each on-site staff takes along the Icom IDAS™ portable radio configured and programmed for manual distress, lone worker as well as man down function.

An Icom IDAS™ capable radio was set in the Security Control Centre, manned 24 hours a day, to receive the distress calls from on-site staff. This new

system ensured that any distress calls made from the ERT is dealt with immediately. Tetracom in their assessment implemented Icom's IDAS™ so that radios can operate in both digital and analogue modes ensuring the Engineering and Building Department can communicate with other departments who use the analogue system in case of emergency.

WHAT THE CLIENT GAINED

By implementing Icom's IDAS™ the RAH has improved their radio communications whereby virtually no 'blank spots' exist, contributing to a safer environment at the RAH.

Features & Benefits include:

- **Improved Coverage:** Icom's IDAS™ has improved audio quality and has enabled sufficient cover over the premises seamlessly. The RAH has decreased the risk of safety-critical communication failing and increased the coverage of the new Icom IDAS™ system.
- **Higher Security** – Icom's IDAS™ digital transmission offers the highest level security with 15-bit digital voice scrambler which avoids communication being overheard by unauthorised users.
- **Operation in both Analogue and Digital Modes** – Icom's IDAS™ allows the Engineering and Building Department to communicate in both digital and analogue modes. This allowed the RAH to slowly implement Icom's IDAS™ to selected departments and gradually change over the other departments who still use analogue communication system.
- **Excellent Value** – For RAH, adopting Icom's IDAS™ made the most of its current analogue communication system while adopting new technologies to improve processes and gradually upgrade the entire communication system.

Icom IDAS™ is a "way to provide both security and improve voice quality".

Peter Cosgrove, Sales Representative
Tetracom



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