

Gain visibility into visitor location for enhanced operations, infection control and security.

Support and assistance from loved ones can positively impact the patient experience and recovery process. Many hospitals and healthcare facilities openly welcome visitors but have guidelines in place to protect patients and staff. These typically include check in processes, background and illness screenings, and length of stay restrictions (to ensure recovery times for patients), among others.

CenTrak's visitor management solution utilizes the industry's most accurate and reliable Real-Time Location System (RTLS). With CenTrak's Enterprise Location Services, visitor locations can be viewed, recorded, and later analyzed for workflow improvements. Additional solutions leveraging the same infrastructure and lightweight visitor badge include contact tracing, access control/wander management, digital wayfinding, and more. Combining this solution with existing location services investments, such as patient, staff and asset locating, reduces IT burden while increasing ROI.

(all steps) ▾
Current ▾
(all patients) ▾
(all locations) ▾
Filter
Reset

Visitor	Current Location	Time at Current Area	Last Temperature	Total LOS
Jones, Dwight	Corridor by EA05	7s	🕒 37m 50s	🕒 39m 10s
Brown, Samantha	9	27s	🕒 1m 19s	🕒 1m 27s
2 Found				Show Page Options

Infection Control

Infections brought in by visitors could be detrimental to a patient's health and in the case of a highly contagious illness, wreak havoc on an already over-burdened healthcare facility. As a result of pandemics such as COVID-19, some facilities are mandated by local governments to conduct visitor temperature checks at regular intervals while also limiting visitor access throughout the facility.

With facility-wide visibility, visitors can be easily located and real-time reminders can be sent to staff, informing them of missed temperature readings with color indicators and/or email alerts. Should a visitor move around the facility, their location is automatically updated, allowing staff to quickly find the individual for their next reading and, if necessary, intervene to redirect them back to their approved location. If a patient or a visitor tests positive, movement history and interaction reports can be easily viewed by staff and the affected individuals can be notified.

Workflow Analysis

Recording visitor location and movement history throughout a facility enables enhanced operational intelligence and improved communications. Visitor trends and heat mapping reports may be used to determine busy times and allows facilities to properly adjust staffing needs. It may also be used to identify patients who have not had any visitors and could potentially benefit from emotional support provided by clinical staff or volunteers.

The integration of mobile applications for digital wayfinding and push notifications support the visitor's experience. Guiding visitors directly to the patient room reduces directional inquiries to otherwise busy staff members and reduces possible disruption to other patients on the floor. The mobile app is also able to improve hospital operations by sending timely notifications with gentle reminders about visiting hours or length of stay guidelines as visitors approach these limits.

Enhanced Security

Protecting patients from unauthorized visitors is critical to patient outcomes. With an easy integration to access control systems, CenTrak can automatically detect and alert staff if a visitor is beginning to wander into a restricted area. In the case of an emergency or evacuation, facilities can make a quick determination of who is present in the building and where they are located.

Key Functionality & Benefits

- Simple, low touch deployment options available
- Scalable infrastructure to support future enterprise-wide solutions
- Digital system that records and stores data for historical analysts
- Movement history/interaction reports to support contact tracing initiatives
- More efficiently manage required visitor health screenings
- Easily integrates with access control systems and mobile wayfinding applications
- Improve communications and easily track adherence to visitor guidelines
- Quickly view real-time reports of all visitors within the facility at any given moment

Transforming Healthcare



Asset Management

Allow healthcare facilities to easily determine the exact location of tagged assets



Nurse Call Automation

Provide enhanced communication capabilities for staff and faster response times for patients



Infection Control

Track interactions between patients, staff and equipment to contain infectious outbreaks



Wander Management

Empower patients and residents with a feeling of control and freedom while ensuring their safety and security



Clinical Workflow

Enable improvements in efficiency, quality, capacity and revenues



Hand Hygiene Compliance

Help healthcare facilities better manage infection risk and report compliance



Infant Protection

Ensure newborns are protected and always properly matched with the correct mother



Staff Duress

Deploy immediate responses by instantly locating the staff member under duress



Wayfinding

Provide patients and visitors with clear and simple turn-by-turn directions directly to a users' Bluetooth-enabled device



Environmental Monitoring

Meet compliance standards and prevent product loss