



PATIENT SECURITY CASE STUDY



CLIENT: Michigan Medicine

PROBLEM: Ensure patient safety for infant/youth patients in a large Obstetrics and Pediatrics Department.

SOLUTION: Hugs Infant Security System

BACK STORY: In 2009 IMS worked with Michigan Medicine, University of Michigan C.S. Mott Children's Hospital in Ann Arbor, MI to install a Hugs patient security system in the Obstetrics and Pediatrics Departments. The installed system operates on 8 floors. In 2011, the system expanded into the Emergency Department where we leveraged the existing infrastructure and the Passport Application. To date, we have over 230 protected doorways on 13 floors. This is the largest Hugs Lonworks installation worldwide. Extensive experience helped IMS become industry experts on designing, installing and supporting patient security systems.

ABOUT INNOVATIVE-MEDICAL SYSTEMS:

Since 1999 IMS has installed and are currently supporting over 400 patient security systems in hospitals across the Mid-West. It's an axiom in the medical industry that if you are going to have a procedure done, especially a complex one, have it done by a physician, team, or a hospital that specializes in the procedure. The more someone does something, the better they are at doing it. The same is true with Innovative Medical Systems. Our experience working on complex expansive projects has allowed us the insight to help you scale the project for the long run and truly understand what the cost of ownership is.

Our customer, supplier and staff relationships are measured in decades and have been the foundation for our success. We are considered a high tech innovative company with "old school" principles and values. When you call us, a real person answers the phone. Yes, a real person! We also believe a hand shake still means something in business.

Beside the "old school" foundation, we would not be successful if it were not for the knowledgeable sales, support and technical specialists that ensure everything works as promised. Just ask one of hundreds of satisfied customers. Over the years, we may have lost a sale or two, but we have never lost an installed infant security customer, over 400 of them. Our customer service is unparalleled in the industry. Our attention to detail and knowledgeable staff are the backbone of the company. We do what we say, and we do it with honesty and integrity.

As an experienced integrator of complex hospital hardware and software systems requiring a multi-departmental "buy in" and after sale support. From our comprehensive CAD drawings, detailed designs, to the consultative approach, we ask questions, and challenge traditional thinking. We listen to your needs and custom design and integrate the solution to fit those needs. We don't fit a square peg in a round hole just to earn your business. We want to be the right fit from the start, for the long run.