Customer Experience
Hospice of the Chesapeake

Providing Inpatient Care in a Home-Like Setting

Hospice of the Chesapeake has emerged as a regional leader in hospice and palliative care, serving over 5,000 patients in Anne Arundel and Prince George's counties since 1979. Chesapeake's new 14-bed Inpatient Care Center on the Pasadena, MD campus serves as an alternative to hospitalization for patients who need acute care, but prefer a home-like setting. With people moving in and out of the Center at all hours, Chesapeake recognized the need for physical security measures to better safeguard patients, personnel and assets. DataLink was called in for solutions.

Controlling Access

DataLink implemented an Intrusion Alarm System throughout the Center, which guards against unauthorized entry. Whenever an internal or external door is opened with a key card, the event is logged in at a central management computer – noting the location, date and time, and user. This includes building doors, patient quarters, and medical supply rooms. Should the need arise, the log can be consulted to aid in further investigation.

The key card system eliminates the need for traditional locks and keys. There is no need to change the lock when an electronic key is lost or when there is a change of personnel, since the key's record in the database can be immediately removed or replaced with a new one. Unsuccessful intrusion attempts – possibly from the use of a lost or stolen card – are flagged.

Monitoring Activity

To keep a close eye on the premises, DataLink set up a Video Intercom System at the exterior entrances and a multi-camera Closed Circuit Television (CCTV) system for continuous video surveillance. Video cameras watch the building's main and wing doors, parking lot and grounds. Video from each camera is fed to a central management location where they can be viewed in real-time on a computer screen and stored on a Digital Video Recorder (DVR) in case they are needed in the future to review any suspicious activity. Cameras are in plain view to deter theft, vandalism and other potentially harmful activity.

Peace of Mind Security

DataLink's single-source solutions provide the Hospice with new levels of control over its busy campus. The secure environment helps volunteers and staff focus on delivering excellent patient care, and bolsters the confidence of patients and visitors. As the Hospice continues to grow to serve our local community, DataLink technology and support will be there too.

HIGHLIGHTS

CUSTOMER
Non-profit, Volunteer Organization
Palliative | Hospice | Inpatient Care
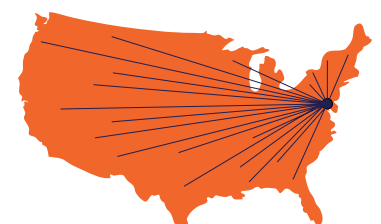Pasadena Campus | Multiple Offices

SOLUTIONS
CCTV Cameras & DVR
Key Cards & Door Alarms
Video Intercom for Exterior Entrances
Central Management System
Cable Installation

KEY BENEFITS
Patient & Staff Safety
Asset Protection
Vandal Deterrence
Expandable to Meet Emerging Need
Single Source Solutions
24-hour Local Support

COMPLETE COVERAGE
DataLink is based in Millersville, MD and supports your local, regional, and national locations.

We Make "IT" Easy