

Connecticut Children's Medical Center



Hartford, Connecticut, USA

HID Global's EasyLobby® Secure Visitor Management Software Provides an Effective Visitor Registration Process for Healthcare Organization, Connecticut Children's Medical Center

Challenges

Connecticut Children's Medical Center began a search in 2004 for a system to improve upon their existing visitor management solution that consisted of color-coded plastic badges and paper sign-in sheets.

"Getting the right pass for the right person was an extremely cumbersome process," said Phillip LeClair, CHPA, security manager with Connecticut Children's Medical Center.

In addition, the medical center's search for a better solution was accelerated by a security incident in early 2005, after which the state asked the hospital to enhance the way they processed and tracked visitors.

Solutions

The medical center initially became interested in HID Global's EasyLobby® Secure Visitor Management (SVM™) software due to its robust feature set, and closely aligned with their organizational goals to manage visitors securely, flexibly and simply.

During the EasyLobby SVM™ software free web demo, Connecticut Children's Medical Center was immediately impressed with the power and flexibility the platform provided. Of particular interest was the ability to configure EasyLobby SVM with all of the peripherals the medical center wanted, including business cards, drivers' licenses, barcode scanners and digital cameras.

"Today, EasyLobby is used to the fullest at Connecticut Children's Medical Center," said LeClair. "We use EasyLobby to check-in every visitor who enters our facility, at every entrance. All locations in the hospital are listed in the Category field and the inpatient being visited is prominently displayed. Visitor badges are printed with a barcode for easy check-out. Even employees who have lost or forgotten their IDs are processed via EasyLobby."

Connecticut Children's Medical Center also uses EasyLobby to produce multi-day visitor passes allowing guests to be checked in and out with a quick and easy barcode scan, either at a badging station or with EasyLobby's mobile scanners. Service levels are enhanced by using EasyLobby's self-check-in kiosk that provides a touch screen and driver's license scanner for visitors, and the e-Advance web-based system that allows employees to pre-register visitors using their intranet.

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Phillip LeClair
CHPA, Security Manager
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Products/Technology

- EasyLobby SVM™



Other EasyLobby features used by Connecticut Children's Medical Center include the Watch List function to flag unwanted visitors, the Panic Button, email alerts and both custom and required fields.

In addition, the medical center recently added networked DYMO label printers on their inpatient unit floors allowing corrected or updated passes to be printed from the lobby stations and delivered to visitors already at the inpatient unit.

Results

Connecticut Children's Medical Center uses the percentage of visitors checked out as an ROI indicator and since has achieved a 90 percent check-out rate. The medical center has also benefitted from being able to use EasyLobby database records for internal investigations to assist law enforcement and prevent incidents.

"What we particularly like about the EasyLobby software is its flexibility and expandability," said LeClair. "We started with 1 workstation and quickly expanded to 8 workstations to encompass the entire facility. EasyLobby has been great to work with and is actually one of the security tools that sold me on taking the job as Security Manager at Connecticut Children's Medical Center - it really does help us live up to our mission to protect our future."

The Connecticut Children's Medical Center had recently received a security audit from a leading security consultant, who not only gave the facility a top review, but also suggested that Connecticut Children's Medical Center may be among the most secure Children's Hospitals in the United States.

As Connecticut Children's Medical Center expands to multiple buildings and facilities, the organization plans to implement EasyLobby in its expansion and new developments.

"Right now we're a fairly small operation, but we badge 2,200 visitors a day as well as 50-100 vendors," said LeClair. "Over time, the medical center is planning to expand the use of EasyLobby's mobile solutions, and to provision and utilize EasyLobby across satellite and remote facilities.