



intercall
Innovative care Systems



One Call Systems



TORUS



C-TEC



NHS PRIMARY CARE HOSPITAL

Nurse Call and Attack System – Technical Specification

1. Overview

This system covers the following areas:

- Outpatients (OTP)
- X-ray
- Minor Injuries Unit (MIU)
- Physiotherapy
- Hewat Centre
- Dental / Podiatry / Sexual Health

2. Display Configuration

Location	Type	Displayed Calls	Notes
OTP Reception & OTP Corridor (near Rooms 10–15)	Touch Display	All calls from OTP & X-ray, plus Reception Desk panic alarms	Easily reconfigurable
MIU (Assessment Area, Unused Reception, Corridor outside Triage, Main MIU Reception)	Touch Display	All calls from MIU & X-ray, plus Reception Desk panic alarms	
Dental / Podiatry / Sexual Health (Main Reception, Corridor by Podiatry, Corridor within Dental)	Touch Display	Calls from within the department only	
Hewat Centre (x2 displays)	Standard Display	Calls and panic alarms within Hewat Centre only	



3. Call Types & Activation

Call Type	Activation Method	Indicators	Sound
Standard Call	- Wall call button- Bathroom pull cord- Patient handset (where applicable)	Local light steady ON; Follow Me lights steady ON	Low-level tone
Emergency Call	Pull “Emergency Pull” switch on emergency points	Local light fast flash; Follow Me lights fast	Higher-pitched tone
Attack Call	- Reception panic buttons (OTP, MIU, X-ray, Dental/Sexual Health)- Staff trigger pin pull (Hewat)	Lights flash fastest; Display/sounder loud and pulsed	High-volume, pulsed alarm

4. Call Reset Procedures

Call Type	Reset Method
Standard Call	Reset at point of origin (wall call/reset point, pull cord, or patient handset)
Emergency Call	Push “Emergency Pull” back into resting position
Attack Call – Reception Panic Button	Reset at nominated touch display with card Exception: Dental/Sexual Health reception can reset locally due to higher chance of false calls
Attack Call – Hewat Centre	Reset at Hewat displays with key reset

5. Operational Notes

- Attack calls follow the wearer** – If the pin is pulled on a staff trigger, the “Follow Me” lights guide responders to the wearer’s location as they move between rooms.
- False Activations – random calls** – Usually caused by:
 - Broken trigger (loose/wobbly pull pin)
 - Pin pulled out without wearer’s awareness

