

# Case Study

## Medway NHS Foundation Trust



**TXI gave Medical Records full integration with the main hospital telephone system from a new remote site.**

### Medway NHS Foundation Trust – Medical Records

Medway Maritime Hospital is the largest and busiest hospital in Kent – treating around 4000,000 patients each year mainly in Medway and Swale, but increasingly other parts of North and West Kent. Everyday they see around 1,400 outpatients, about 200 patients use the emergency department and approximately 150 patients need to be admitted for hospital care and treatment.

### The Requirement

The Medical Records Department were moving approximately 7 miles away from the main hospital to a business park but still needed to be able to dial all extensions within the hospital. This was truly a matter of life and death! And had to be delivered within tight time scales.

The main switchboard and current service provider could not deliver this functionality but TXI could.

### The Solution

**Main Hospital** – The facility was provided for the 3000 hospital extensions to be added to the hosted platform and was integrated with the new remote site. The existing hospital system was configured to route all calls from the Main hospital extensions; via Vega400 gateway and a new dedicated Broadband link; to the hosted Medical records Site.

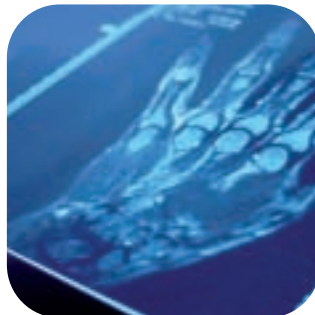
**Medical records site** – A hosted VoIP system using Polycom handsets was provided for the Medical records Site. All calls were routed via a dedicated broadband service to the Hosted platform and distributed accordingly. The calls to the Main hospital are routed from the hosted platform to the Vega400 gateway, then via the hospitals phone systems to the end users extension.

### Cutomers Comments

“Our Health Records have recently been relocated to premises off site. TXI were able to provide a system that would allow the department to keep their original extensions so that they can be connected to our Switchboard. We were immensely impressed by the speed with which TXI were able to deliver the service, especially considering the fact that we gave very short notice of the move. We were also impressed at the cost effectiveness of the service due to the low cost of the calls.”

*“We were immensely impressed by the speed with which TXI were able to deliver the service...”*  
**Sylvia Lennox**  
 Telecoms Manager

*Connecting you at a touch*



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