



# Instant Communication with Two-way Radio Call Boxes

“Our aim was to provide our patients, visitors and staff with an expanded security coverage using the latest technology available. With the help of Victoria Communication Services we were able to reach this goal.”

— John B. Jones, Director of Security, Citizens Medical Center, Victoria, TX

## Company Overview

Citizens Medical Center is an award-winning 344-bed acute care hospital dedicated to providing Victoria and South Texas with the technology and medical sophistication of a big city and the personal care of a small town.

Citizens Medical Center service area includes Victoria and surrounding counties, with a referral population of 140,000. As a not-for-profit, community-owned hospital Citizens Medical Center’s focus is on the well-being of the community.

## The Challenge: Communicate with and Secure Remote Locations

With over 1,300 employees and patients and visitors visiting the 12 acre campus daily, Citizens Medical Center needed a reliable way to communicate with and secure the most remote locations 24 hours a day. “We needed a system that was assessable, easy to use, and did not require additional personnel,” added Jones.

## The Solution: Motorola Two-Way Radio Call Boxes

Citizens Medical Center turned to a trusted partner the hospital had worked with before: Victoria Communication Services (VCS). Listening to the hospitals needs, VCS, through a relationship with Motorola, proposed the Motorola Two-Way Radio Call Boxes.

## Citizens Medical Center

**Location**  
Victoria, Texas

**Industry**  
Healthcare

**Motorola Solution**  
A1410 Two-Way Radio Call Box

## Benefits

- Communicate Without Wires or Monthly Operating Fees
- Voice Instruction Message for User
- Automatically Announces Call Box ID and Location
- Courtesy Light
- Easy Push-to-talk Operation
- Silent Tamper Alert Broadcast to Security
- Low Battery Alert
- 40-day Standby Battery Capacity
- One 12 Volt, 12 Amp/Hour Rechargeable Battery



**Victoria  
Communication  
Services**



“A positive response from the community attests to the value of the added security from the Call Boxes, and Citizens Medical Centers’s dedication in providing the best care possible to our patients, families and staff.”

— John B. Jones, Director of Security, Citizens Medical Center, Victoria, TX

#### **Result: Added Safety and Communication at Citizens Medical Center’s Remote Locations**

VCS installed Motorola Call Boxes throughout the employee and visitor parking areas. The Call Boxes serve as added safety in the case of an emergency. Built-in voice chips give audible instructions to users requiring assistance, and each unit has an automatic Call Box ID and location identifier so responding personnel can provide immediate aid. “The Call Boxes are user friendly, with a push of a button there is communication from a remote area to the hospital,” says Jones.

The Call Boxes are cost-effective to operate and maintain. Calls for assistance are transmitted wirelessly to both the hospital’s security department and the PBX operator simultaneously using in-place personnel. The Call Boxes operate on a 12 Volt battery, charged and recharged from a solar panel located on top of the Call Box.



#### **Swift Deployment**

The entire deployment took less than two months:

- January 29, 2008 - Citizens Medical Center makes the decision to deploy Call Boxes
- March 15, 2008 - the solution is approved and installation begins
- March 31, 2008 - Call Boxes are deployed, bringing added safety, security, and convenience to Citizens Medical Center.

#### **About Victoria Communication Services (VCS)**

Together, VCS and Motorola formed a team that gives Citizens Medical Center dependable support. “VCS is very happy with the relationship between Motorola and our business and is comfortable knowing it allows us to bring top-of-the-line support to our customers at all times,” said Jennifer Hartman, owner of VCS.

Headquartered in Victoria, TX. and founded in 1985, VCS assists customers with a variety of technologies including broadband, two-way radio, cellular/wireless solutions, security systems and networking. For more information on VCS products and services, please visit [www.vicomm.com](http://www.vicomm.com) or call 361-575-7417.



For more information call:



**Victoria  
Communication  
Services**

3202 N. Navarro  
Victoria, TX 77901  
(361) 575-7417  
1-800-876-1886  
Fax: (361) 575-2369  
[www.vicomm.com](http://www.vicomm.com)