

Photo: RF Technologies



## Nurse-call systems

### Snapshot

**Average price per resident per room:** Varies from about \$500 to about \$2,200

**Typical delivery time:** 1 to 2 weeks

**Typical delivery charges:**

Vendors have varying policies — be sure to ask.

**Average life span of product:**  
10 years

**Installation:** In-house staff might be able to handle some; certified helpers are often needed.

**Average maintenance costs per year:** Ask for individual vendor feedback on the biggest costs: software upgrades and maintenance costs.

### Buyers Notes

- One vendor urges making sure these systems are integrated with others — such as fire alarms, security, notifications of eopements, and more.
- While shopping, ask who makes a certain product. Some vendors maintain “backwards” compatibility of products they’re selling, while others won’t, or can’t.
- Ask whether any equipment you’re considering will ever become obsolete. It’s helpful if a company can explain how its older equipment will remain viable within newer systems or material.
- It’s critical to find out how much service (post-purchase) is typically required. Ask, too, if a service plan must be bought.

*“Try to identify what your system is lacking. If a call bell is not pressed, is the person capable? What can we do to address that? More passive monitoring might be the answer. You have to really understand what you’re looking for. Know the causes. That will feed into decision making.”*

**— Brian King, NHA, OTR/L, Director of Health & Wellness, Deerfield, an Episcopal Retirement Community, Asheville, NC**

*(Figures cited are averages of all respondents’ answers. Actual pricing will vary due to volume, bundling and other factors of a purchase.)*

**Sources:** All-Call Industries, Momentum Healthcare, Protect Alert, STANLEY, TekTone, Wireless NurseCall Systems Inc.,

**For a list of vendors go to the:  
SAFETY & SECURITY section,  
pages 170-172**