

### Mitel IP Solution Soothes Angst of Parents with Sick Children

#### CUSTOMER NEEDS

- A phone and voice messaging system for staff, volunteers and guests keeping vigil over sick children in hospital
- A system that is easy to manage and use
- Programmable speed dialing for emergencies
- Paging to guest rooms and common areas
- A system that can be easily expanded in future

#### SOLUTION COMPONENTS

- Mitel SX-200 IP Communications Platform (ICP)
- Mitel IP phones

#### RESULTS

- Accessibility – Immediate access to phones and voice mail relieves the stress of parents with sick children
- Responsiveness – Guests can now always be reached by medical staff, their children and other family members
- Usability – Staff and volunteers find it much easier to perform tasks such as transferring calls and clearing voice mail boxes
- Risk Management – Safety is enhanced by a reliable and flexible phone system



Parents of sick children staying at the Ronald McDonald House in London, Ontario can now sleep more easily, knowing that hospital staff can always reach them through a Mitel® phone and messaging system.

“I’m so happy because it gives the families some peace of mind,” says Margaret Anderson, executive director of the not-for-profit facility that provides a home away from home for out-of-town parents whose children are being treated at a nearby hospital.

Prior to January 2005, when the Mitel IP solutions were installed, the Ronald McDonald House relied on a small office phone system, together with pay phones in common areas. There were no phones in guest rooms and messages left for guests after regular business hours would sit overnight in a general voice mail box. Parents would be provided with pagers so that hospital staff could contact them, but some guests lived in fear of sleeping through the pager and missing a crucial message. Now, with a phone at their bedside and a personal voice mail box, the parents can get the message immediately and the time they save could make a crucial difference.

Ronald McDonald House had several requirements when it went shopping for a new phone system. The first was to put a phone in each of the 18 guest rooms and provide voice mail for all of the guests. It had to be easy to program the phones to restrict long-distance calling and provide pre-programmed speed

# Customer Experience

## ➔ Ronald McDonald House

### ABOUT RONALD MCDONALD HOUSE

**Type:** A short-term residential facility where families of seriously ill children can reside while their children receive medical treatment

**Location:** London, Ontario, Canada

**Serving:** Families who have children in London Health Sciences Centre – North Site and South Site – where the Children’s Hospital of Western Ontario is located, and St. Joseph’s Health Centre

**Employees:** Three full-time, five to six part-time staff and 50 to 60 volunteers

**Website:** www.rmhlondon.ca

*“I’m so happy because it gives the families some peace of mind.”*

– Margaret Anderson, executive director, Ronald McDonald House London, Ontario

dialing for contacting staff in emergency situations. With guests moving in and out frequently, the voice messaging system had to be flexible and easy to manage. Another key requirement was the ability to use the phone system to page people in common areas of the building, so that nobody would miss an important call while cooking a meal or resting in a lounge.

Above all, the system had to be very easy to manage. The house has just three full-time staff and relies heavily on its 50 to 60 volunteers, who range in age from 18 to 80, with each spending only a few hours a month at the facility. Since the house has a policy of having a live person answer the phones whenever possible, it was essential that the system be simple enough for a volunteer to be able to redirect calls, clear voice mail boxes and perform other tasks with little training or experience.

Ronald McDonald House selected a Mitel IP communications solution comprised of the SX-200 IP Communications Platform (ICP) and IP phones.

Anderson says the phone and messaging systems now meet the needs of the Ronald McDonald House guests and administration alike. Staff and volunteers can redirect calls, page guests and manage the voice mail system efficiently without having to perform or remember complicated routines. Safety is enhanced by pre-programmed emergency buttons on every guest phone and these calls can easily be directed to whichever staff person is on duty overnight. Parents feel less stressed about taking some time away from their sick children’s bedsides, knowing that they are only a phone call away. Families with laptops also have the added bonus of being able to connect to the Internet from their guest rooms.

All this makes a huge difference to parents, Anderson adds. She says guests, who stayed at the house before the phone system was installed and have since returned, “have been raving about it.”

Also of critical importance to Anderson is the fact that the phone system can easily be expanded to meet future needs. “It’s a state-of-the-art solution that will allow us to grow,” she says.

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