

[FUNCTIONALITY SHEET]

Function: Colour coded mesaging



COLOUR CODED MESSAGING – FOR QUICK IDENTIFICATION

The sophisticated message handling, available in all Ascom handsets with interactive messaging functionality, means that messages can be highlighted with colours according to their priority/urgency or to identify a specific department.

Furthermore, colour coding can be used to indicate a message's status. To begin with the alarm is red. When somebody accepts the request, the message changes to yellow and when actions have been completed it changes to green. When sending a request to several people, those who do not accept the assignment will know that somebody has attended the message by looking at the colour. If it has been answered, if it is being dealt with or whether it requires further action.

The colour coded messaging is created to make messages distinct and less confusing, 10 colours can be adapted to suit every client's daily operations. Messages can be categorized indicating type of alarm or emphasising priority.

Healthcare situations

In hospitals different colours can be used to indicate messages from patients, porters or technicians. Messages from different departments can also be designated with a specific colour. A nurse needs to be able to clearly identify status of all incoming tasks/messages.

Examples of the use of colours to categorise and highlight messages according to importance or source of type are personal alarms, patient calls, cardiac arrest, code blue etc.

Industry situations

Automatic alarms from production disturbances can be sent out to a group of engineers in a predefined colour. When one of the engineers accepts the assignment the message changes colour which can be seen in the handsets of everyone in the group and they will know that no action is required by them.

Different colours can for example be given to alarms connected to Kanban, Andon, machine stoppage or personal alarms.