



## White Paper | Connecting Healthcare

### Enhancing Remote Facility Management in Large Healthcare Systems with MCA's Integrated Voice, Data, and Security Solutions

At MCA, we understand the unique challenges that large healthcare systems face in managing their smaller, geographically dispersed satellite locations such as urgent care centers, primary care facilities, administrative offices, and pharmacies.

These facilities often lack dedicated on-site security and IT staff, making effective remote monitoring and management solutions essential.

Our specialized suite of voice, data, and security systems is meticulously tailored to meet these needs, integrating advanced IP-based monitoring systems, intelligent video surveillance with embedded AI analytics, and comprehensive access control systems to enhance operational efficiency and uphold the highest standards of care.

Our cloud-based solutions allow centralized management across multiple locations, reducing the need for on-site technical staff and providing cost-effective, secure, and connected environments. Our service teams offer proactive maintenance and rapid issue resolution, allowing healthcare providers to focus on patient care rather than technical challenges.

By choosing MCA, healthcare systems benefit from a comprehensive security network that ensures the safety, security, and efficiency of their operations, creating a safer environment for patients, staff, and visitors across all facilities.



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# Enhanced Security and Surveillance Across Healthcare Facilities

## Cloud-Based Video Surveillance and Access Control Systems

Cloud-based systems eliminate the need for on-site servers, appliances, and other expensive pieces of hardware infrastructure simplifying management and enabling remote monitoring of multiple facilities from a single platform.



## Advanced Surveillance Cameras

IP cameras with embedded AI analytics hardware and firmware provide high-resolution video surveillance, enabling clear and detailed monitoring of healthcare facilities. They offer real-time video streaming and recording, facilitating a quick response to security incidents. These cameras are essential for maintaining a secure environment ensuring the safety of both patients and staff.

## Visitor Management and Access Controls

From patients and caretakers to staff, third-party vendors, and maintenance companies, visitor management solutions log and track everyone who enters your facility, ensuring unwanted visitors are flagged and not admitted. IP-based access control systems integrate seamlessly with video surveillance and visitor management applications, providing comprehensive multi-factor credential-based security. These systems can flag sightings of blacklisted individuals, detect attempted usage of revoked credentials, and log video and access data within comprehensive incident reporting systems, enhancing security and operational efficiency across your healthcare network.



## Streamlined Incident Management

Cloud-based incident management systems integrate with video and access control solutions and associate footage and logs with security documentation. These systems can also be linked with Critical Connect, automatically alerting local authorities based on specific incident parameters, such as violence or drawn weapons. This integration ensures swift and effective responses to security incidents, enhancing safety and compliance.



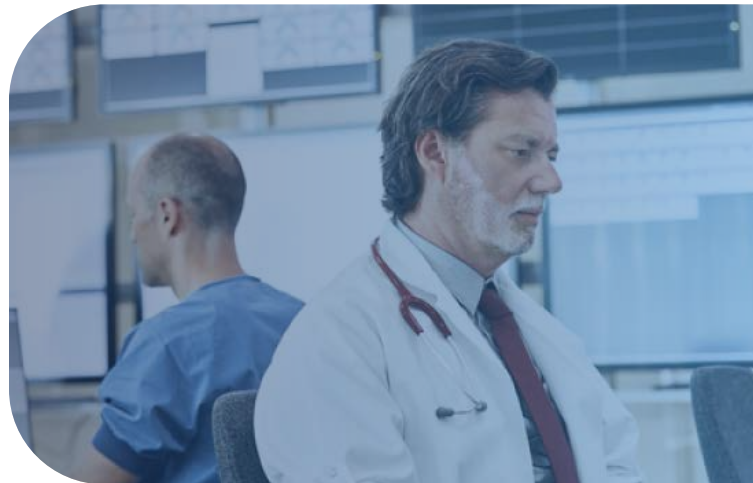
## Embedded Analytics Within Security Devices

Security devices with embedded analytics use advanced algorithms to analyze data in real-time directly at the network edge, automatically identifying potential threats and unusual activities. This edge computing technology reduces bandwidth and storage requirements by transmitting only critical data and optimizing network resources. Embedded analytics improve the accuracy and reliability of security systems, ensuring prompt and appropriate responses to security challenges.



## Centralized Remote Monitoring

With MCA's remote monitoring solutions, healthcare administrators can oversee multiple facilities from a central location. This capability ensures continuous surveillance and rapid response to security breaches, operational issues, or emergencies. By leveraging remote monitoring, healthcare systems can maintain high-security standards and operational efficiency across all sites.



## Tailored Data and Business Continuity Solutions for Primary Care Practices, Urgent Care, and Satellite Offices



### Branch Routers with Cellular Failover

Cellular routers with failover capabilities provide a reliable backup connection, ensuring continuous network availability. By automatically switching to a 5G cellular network during primary internet outages, these routers help maintain 99.999% uptime. This seamless transition minimizes downtime, supports critical healthcare operations, and ensures consistent access to vital systems and data.



### Out-of-Band Management (OOBM)

With cellular routers equipped with Out-of-Band Management (OOBM), IT administrators can access and control network infrastructure remotely, even if the primary network connection is down or experiencing issues. This ensures continuous oversight and the ability to perform diagnostics, updates, and repairs without interrupting regular network operations building network resilience.

## Seamlessly Connecting Satellite and Primary Location Communications

### Wave PTX LMR-LTE Interoperability

Motorola Solutions' Wave PTX service offers LMR Interoperability, bridging the gap between MOTOTRBO Push-to-Talk radio users and Wave PTX users without hefty infrastructure costs. This seamless connectivity ensures administrators in smaller healthcare offices, such as primary and urgent care, can stay reliably connected to the main facility. Allowing non-radio users to join conversations enhances communication and coordination, supporting effective management and high-quality patient care across all locations.



## Managing Your Security Systems With Same-Day Response

SecurePlan™ offers proactive monitoring and management services, ensuring healthcare facilities of all sizes have access to continuous security and operational efficiency. This program is designed to relieve primary care, urgent care, and smaller medical satellite offices affiliated with hospital systems from the burden of managing and maintaining their remote security devices.

With SecurePlan™, MCA handles the upkeep and ongoing maintenance of security infrastructure, rapidly identifying and resolving potential issues in real time. Our advanced monitoring systems detect outages quickly, ensuring same-day response to prevent operational downtime and minimize disruptions.

SecurePlan™ is more than just a maintenance plan. It's a comprehensive program that protects healthcare facilities against major incidents and financial losses. Maintaining a robust and effective security infrastructure safeguards sensitive patient data and ensures compliance with healthcare regulations. It enhances healthcare facilities' overall safety and efficiency, providing peace of mind.

Knowing that MCA is managing your security infrastructure with expertise and dedication allows you to concentrate on delivering exceptional patient care.



# SecurePlan™

## OUR SOLUTIONS



Surveillance



Access Control



Detection



Alarms



Speakers



Integrations



Management

# MCA



## About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States delivers a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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The MCA logo is rendered in a white, sans-serif font. The letter 'C' is stylized with a blue circular graphic element inside it, consisting of a solid blue ring and a central blue dot. The background of the entire page is a dark blue gradient with abstract white and light blue geometric patterns, including a network of nodes and lines in the upper right and a grid-like pattern in the lower right.