

Beaufort & Skipton Health Service delivers community care and protection with digital visitor management system.

Client profile

Beaufort & Skipton Health Service
bshs.org.au/about/about-us.html

Beaufort & Skipton Health Service is a small rural health service that provides urgent care, primary care, aged care, and in-patient acute services to 5,000 people across two health service campuses in the townships of Beaufort, located in the Pyrenees Shire and Skipton, within the Corangamite Shire, in regional Victoria.

Business challenge

The COVID-19 pandemic forced all hospitals, health care, and aged care facilities, like the Beaufort & Skipton Health Service, to more closely screen people onsite to provide an added layer of protection to vulnerable community members. The Beaufort & Skipton Health Service team needed a solution that would help it manage the vaccination status of all visitors and contractors as well as to implement a better emergency management system.



Overview

Beaufort & Skipton Health Service was operating with hand-held temperature check systems and manual, paper-based logbooks at its campuses in Beaufort and Skipton in regional Victoria. Against the backdrop of the pandemic, this created challenges for staff, visitor, and contractor management when it came to aligning with government mandates and managing the vaccination status of people onsite.

The health service wanted to transition to a digitised system that would streamline its sign-in process. It also wanted to ensure that every visitor and contractor understood relevant safety protocols, such as what to do and where to go in an evacuation, and that contractors understood whom to report to for any issues. Beaufort & Skipton Health Service decided to implement a digital visitor and contractor management solution, Pitney Bowes LobbyTrac™ as well as PB TempCheck, a temperature scanning device, listed on the Australian Register of Therapeutic Goods (ARTG).*

“Moving to a digital system from Pitney Bowes enables the Beaufort & Skipton Health Service to see at a glance who is onsite at any given time. This is an essential step in helping us provide a better level of care and protection to vulnerable community members in the Beaufort and Skipton regions.”

–Beaufort & Skipton Health Service.

Using a digital visitor management system provides the Beaufort & Skipton Health Service with the following key benefits:

Contactless check-in

The system can be configured to facilitate contactless check-in through access cards and QR codes. A staff list can be pre-installed on the system, which is connected to associated QR codes for each staff member. This has streamlined the check-in process for Beaufort & Skipton Health Service staff from a three-step process to a simpler one-step process.

Streamlined experience

Through its contactless check-in process, the system prints out visitor labels upon sign-in, which improves visibility for staff across campuses and reduces the administrative burden on reception staff.

Connectivity

The system uses Wi-Fi for ease of connectivity without needing to be configured on the network, so it's easy and quick to start up.

Reporting

The system is set up to collect data on and manage visitor, staff, and contractor flu and COVID-19 vaccination status. With comprehensive reporting capabilities, it can also alert relevant staff of possible positive cases, which enables the team to provide a greater level of protection to the community.

Enhanced data collection

LobbyTrac can be configured to collect data from information fields and questions as needed for different audiences, including visitors and contractors. This lets the Beaufort & Skipton Health Service collect more detail around contractors conducting work onsite as well as ensure all relevant contractors complete occupational health and safety (OH&S) inductions on arrival.

"The Pitney Bowes system is easy to use and easily configured, making it the ideal solution for the Beaufort & Skipton Health Service. It can be set up as needed in multiple locations, ensuring there is a secure sign-in solution available at every entrance without needing to dedicate staff time and resourcing. This lets the Beaufort & Skipton Health Service provide an added layer of protection to its local community members now and in the future."

–Beaufort & Skipton Health Service.

For more information,
call 13 23 63 or visit us
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*PB TempCheck is an infrared temperature scanning device, listed on the Australian Register of Therapeutic Goods (ARTG), under reference number 345754 by Stericlick Pty Ltd -Thermometer, infrared, skin. The device is a battery powered infrared thermometer intended for screening people in public places. The thermometer is intended for intermittent measurement and monitoring of human body temperature from the forehead. The device is indicated for people of all ages and suitable for public places. The device is subject to compliance with conditions under Part 4-5, Division 2 of the Therapeutic Goods Act 1989 and Part 5, Division 5.2 of the Therapeutic Goods (Medical Devices) Regulations 2002. ALWAYS READ THE INSTRUCTIONS FOR USE. FOLLOW THE INSTRUCTIONS FOR USE.

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