



## The Clinique d'Occitanie entrusts MOBOTIX with patient and staff security and safety

Dignity, respect and responsibility are the cornerstones of the healthcare sector. Whether in a hospital, clinic, nursing home or retirement home, the well-being and safety of patients and relatives are the top priority. On the other hand, the working conditions for doctors, nurses and caregivers must be as good as possible. The deployment of a MOBOTIX solution at the Clinique d'Occitanie demonstrates how video technology contributes to the smooth and efficient management of the organization.

### Video technology digitizes global security at the Clinique d'Occitanie

The Clinique d'Occitanie has nearly 120 doctors and surgeons and 450 support staff. Located in the Toulouse region of France, it welcomes 210,000 patients and 30,000 emergency room visits per year. It is part of Elsan, a leading private hospital group with 25,000 employees and 120 establishments. Along with quality and safety of care, security is one of the priorities of the clinic and its staff. Through its «Innolab», the Clinique d'Occitanie has an active innovation policy to provide new and relevant tools and services to patients, and healthcare professionals and institutions.

David Bell arrived in 2010 as CIO and head of security at the Clinique d'Occitanie. He was asked to modernize the security and safety of the establishment, which had been managed solely by security guards. The clinic has suffered property damage, unsocial behavior and several violent incidents. This former Cegelec employee, already a champion of video surveillance solutions, decided to make the Clinique d'Occitanie a showcase for automated video security. The project was carried out in conjunction with the Technical Department, MOBOTIX and its distributor ACTN. Started at the Clinique d'Occitanie, this large and innovative project also included a similar deployment at the Clinique Ambroise Paré, where David Bell is also the CIO.

Bruno VALENTIN, Video Surveillance Product Manager at ACTN, says: «As video surveillance specialists, we are the only distributors in France with a MOBOTIX support and training center.

#### Key data

##### Sector

Healthcare

##### Customer



##### Partners

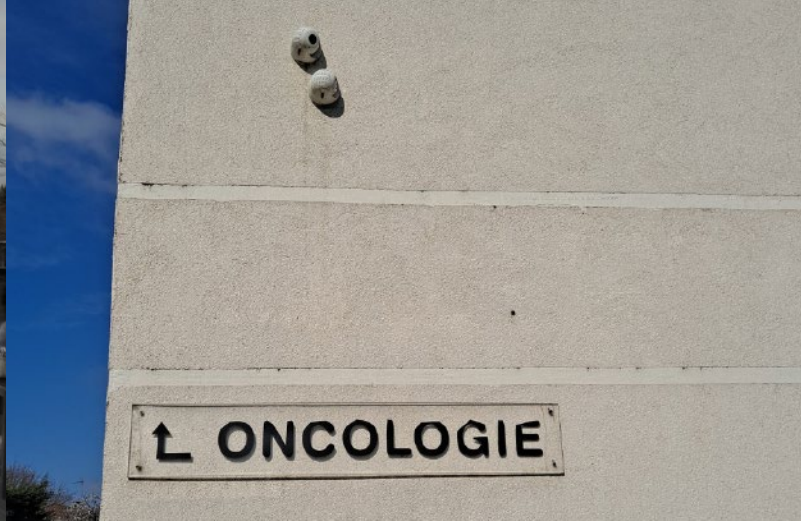
ACTN

##### Period

2018

##### Products

T26, c26, S16, PTMount



This strategy allows us to support our customers with advice, installation of solutions, configuration and training in video surveillance solutions. Not only does MOBOTIX offer very robust solutions, but it was also the first to launch hemispheric and megapixel cameras on the market, which makes it possible to present a high-resolution image on demand. This is a discreet solution that has been eagerly awaited by the Clinique de l'Occitanie, which we have been supporting for many years.”

## Ensure caregiver, patient and property safety

In 2013, following a call for tenders, the MOBOTIX solution was deployed. Initially, 17 cameras were installed in outside areas to improve security access, particularly to emergency rooms. «As soon as the cameras were installed, all the thefts, damage and unsocial behavior we had before came to a halt! That’s why we very quickly decided to deploy cameras inside our premises as well, in order to protect our hospital staff, patients and visitors,» says David Bell.

Today, there are more than 60 cameras across the estate controlled remotely by an agent. This enables the clinic to counter unsocial behavior, limit violent incidents in emergency rooms, manage and control access, monitor emergency situations and help guide patients around the site. The cameras also make it possible to protect extremely sensitive areas such as the clinic’s pharmacy, computer rooms and power generators.

«In addition to the camera network, we have installed MOBOTIX video door entry systems to manage access, giving us a 360° view and making the site 100% secure in a simple and effective way,. Also, MOBOTIX cameras are virtually invisible, which is essential in the healthcare sector where discretion is essential,» adds David Bell.

## Transforming the patient journey with video

Although the initial reason for implementing the solution was security, the clinic quickly realized the additional benefits of image analysis that MOBOTIX delivers.

Using data from the MOBOTIX camera, the hospital has analyzed all patient and visitor traffic and, as a result, has completely revised visual communication and traffic flows around the site with new signage located in the best positions. For example, the reception area and movement of patients have been improved much to the satisfaction of patients, visitors and medical staff.

«With MOBOTIX, the possibilities are so great that the field of application is endless,» says David Bell. MOBOTIX solutions can make operations more efficient and cost effective by improving and regulating processes. For example, video technology can professionally manage parking spaces and, thanks to license plate recognition, ensure that only authorized vehicles have access to defined and restricted areas. Among other things, this keeps ambulance lanes clear. A video system can also assist in parking fee payment and monitoring waiting areas effectively. Queues and long waiting times can be better managed and improved. Internal processes can also be documented: high-resolution camera systems, for example in operating theatres, are ideal for training purposes.

## Solutions designed for CIOs

David Bell says: «We chose MOBOTIX solutions from the start. Not only had I already experienced the quality and robustness of its products when I was at Cegelec, but above all, they are the only ones that allow 100% IT management of the video park. Despite the number of features, they blend very easily into a converged IT system and interconnect with our IT infrastructure.»



David Bell also welcomes the fact that there is no need to set up a specific IT network for the cameras. MOBOTIX solutions are designed to allow the convergence of all tools on the IT system and at the same time fight against cyber threats. «Cybersecurity is essential for us as we move towards the 3.0 clinic where everything will be interconnected: smartphones, cameras, video doorkeepers, access, doorbells, etc.» adds David Bell.

Although the solutions were designed by the IT department, they were implemented at the Clinique d'Occitanie in conjunction with the Technical Department. Indeed, it is hand in hand that the IT Department and the Technical Department have thought up the entire security and safety strategy of the establishments.

Patrick FONTANEL, Technical and Security Manager at Clinique d'Occitanie, says: «For such a project to see the light of day and be sustainable, there must be real collaboration between the various departments and partners. In our case it is a quartet of the IT department, technical services, ACTN and MOBOTIX, not to mention the hospital staff and the unions, who also support the security and safety project. By working together, we were able to quickly remove the obstacles to effective security and realize the benefits of our investment, which everyone is happy with today!»

## And tomorrow: manage all accesses thanks to smart connected cameras

The Clinique d'Occitanie is now a proof of concept for the Elsan Group. With 60 cameras in place for the past six years at the Clinique d'Occitanie, the total Elsan fleet will be reinforced with door entry systems and 30 connected cameras in new parking lots at the Ambroise Paré Clinic. The aim is to cover 100% of indoor and outdoor spaces with MOBOTIX connected cameras and to standardize security for all clinics in the group. In all, nearly 120 cameras will be integrated into the group's IT infrastructure.

«With MOBOTIX you start to imagine everything is possible. We are thinking about applications that allow us to link license plate recognition data with personal ID cards to allow seamless access to the building and other facilities like the canteen and unlocking computer workstations. We know that a comprehensive and converged security policy can sit alongside our full-IP strategy where technical services and IT work together,» concludes David Bell.