



Monash Women’s cares for the health of women and girls through all life stages who live in the south eastern suburbs of Melbourne, a catchment area that is diverse, vibrant and ever-growing.



Images via <https://monashhealth.org/>

The Project

Due to recent hospital renovations and the continuous expansion of surrounding buildings, the Monash Maternity clinic has now become fully engulfed in its surroundings, which has made mobile phone calls out of the facility impossible.

The recent shutdown of 3G services has resulted in the inability of the 4G network to penetrate the facility. This exacerbates coverage issues within the maternity clinic, which is situated in a small building surrounded by the main hospital.

Considering the vital importance of communication between staff and patients, this situation presents a pressing concern that required immediate attention.

The Challenges

Two significant challenges arose during the installation of the Nextivity G41's Repeaters in the Monash Maternity clinic.

Firstly, the clinic's location in a low-lying area posed difficulties in maintaining consistent phone signal, The building surrounding the maternity clinic did not allow for a great amount of macro cells to pick from.

Secondly, there was a paramount importance placed on discretion during the installation process. With patients in the clinic being pregnant, minimising on-site activity and reducing risks were essential considerations. This necessitated careful planning and execution to ensure that the installation procedures were as unobtrusive and safe as possible, prioritising the well-being of both patients and staff.

The Solution

We allocated additional survey time on the roof of the building, allowing for a more data-driven approach to cellular selection. Our technicians utilised spectrum analysers to fine-tune the installation donor antenna, ensuring optimal performance of the mobile repeaters. This approach facilitated improved signal coverage within the building.

Additionally, to ensure the safety and comfort of the clinics patients during the installation process, we adopted an "early bird" approach. We commenced our work earlier in the day and carefully planned our activities around the movements of the maternity wards nurses and doctors.

This flexibility allowed us to accommodate the vital role of our customers as they continued to provide their essential services. By prioritising discretion and safety, we aimed to minimise disruptions to clinic operations while safeguarding the well-being of both patients and staff.

Success

We are pleased to announce the successful completion of the installation, resulting in significantly improved phone signal within the Monash Maternity clinic.

Through careful planning and execution, our team has ensured seamless connectivity, greatly enhancing the ability of both staff and patients to make phone calls.

This achievement has been met with widespread satisfaction, as staff and patients alike express their delight at the increased convenience and reliability of communication. We are proud to have overcome the challenges and contributed to the overall efficiency and effectiveness of clinic operations.

