



Alert Enterprise

Visitor Management Solution for Healthcare.

HL7 and Epic Certified
Integration for Enhanced
Patient and Visitor Security



Elevate Healthcare Security with Certified Visitor Management Integration.

In a dynamic healthcare setting, ensuring the security of patients, managing visitor access, and maintaining compliance are essential. The Alert Enterprise Visitor Management system, certified for HL7 integration, delivers a seamless, smart approach to handling patient admissions, transfers, discharges, and visitor management. Designed to integrate with your healthcare systems, our solution boosts safety, compliance, and efficiency across your facilities.

Key Benefits



Simplified Visitor Coordination for Patient Admissions.

When a patient is admitted, our platform automatically creates a patient profile, updating status and visit details in real-time. Essential information, including room, department, and confidentiality requirements, is available on a dashboard for quick access. If the patient has designated visitors, like family or emergency contacts, the system instantly creates visit records, sending email notifications with arrival instructions, hospital maps, entry and exit policies, and a QR code for quick access. This automated process allows front desk administrators to manage visitor access, print badges, and provide permissions, creating a smooth visitor experience.



Comprehensive Inpatient and Outpatient Support.

Our certified integration with Epic's HL7 feeds manages both inpatient and outpatient visits, coordinating visitor notifications and pre-arrival instructions. Outpatients receive timely emails with arrival details, health and safety guidelines, and a secure QR code for fast entry, ensuring efficient handling of patient flows on-site.

Why Choose Alert Enterprise Visitor Management for Healthcare?

Alert Enterprise offers a secure, compliant, and certified HL7 solution that simplifies visitor management while meeting healthcare standards. Automated compliance updates, dynamic visitor permissions, and intuitive dashboards support healthcare organizations by enhancing operational efficiency and security.

- Certified Epic Connector
- Over 200 Connectors for Physical, IT, and OT Systems
- Comprehensive Visitor Management for All Patient Types

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DATA SHEET

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Key Benefits.



Real-time Visitor Updates for Patient Transfers.

When patients are transferred within the hospital, the platform automatically updates their location and relevant visitor information. Visitors' access permissions update instantly, aligning with the patient's new location and removing the need to revisit the reception area for ID badge adjustments. This ensures continuous authorized access control and efficient hospital security.



Enhanced Security with Denied Party Screening.

Our solution enforces security protocols by screening visitors against internal watchlists, the National Sex Offender Registry, and criminal records databases. For facilities with heightened needs, like children's hospitals, we enable thorough denied party checks and track patient-level visitor restrictions to prevent unauthorized access and enhance safety for patients and staff.



Efficient Patient Discharge and Visitor Check-out.

Our platform simplifies visitor check-out by aligning with hospital visiting hours, automatically terminating visitor access when necessary. For authorized caregivers, Guardian ensures continued access, supporting 24/7 caregiving. Options for self-checkout – such as visitor badge drop-off or kiosk interaction – further streamline discharge, and all visitor records update instantly for audit and hospital safety compliance.



Compliance with Health and Safety Visitor Limits.

With flexible occupancy management, administrators can set visitor limits per building, unit, and floor to maintain compliance with health and safety guidelines. Staff members have visibility into real-time occupancy at the hospital, unit, and floor levels, enabling efficient healthcare visitor management based on hospital policies.



Emergency Mustering for Patient & Visitor Safety.

In emergency situations, Guardian's Emergency Mustering solution offers real-time tracking, communication, and reporting. This functionality enables healthcare facilities to account for patients, hospital staff, and visitors even when standard security systems aren't accessible. Mobile apps enhance coordination, allowing emergency responders to track and communicate efficiently during critical situations.

[LEARN MORE ABOUT EMERGENCY MUSTERING](#)



Seamless Patient Registration for a Smooth Visitor Experience.

When patients complete visitor registration, their details are securely linked with their visitors' profiles, enabling real-time monitoring and compliance with privacy requirements. Sensitive information is managed securely, with configurable settings for high-privacy cases, ensuring staff remain aware and responsive to sensitive patient situations.



Key Benefits.



Streamlined Pre-Admission Management.

The platform supports pre-admission workflows, allowing profiles and visitor data records to be created in advance for scheduled appointments. This makes the check-in process seamless and improves patient and visitor flow. For outpatient services, our unique identifiers track multiple appointments, ensuring smooth management of recurring visits.



Dynamic Security for Emergency Transfers.

Guardian visitor management software responds to emergency transfers, updating visitor access automatically to align with the patient's new location. By synchronizing real-time changes across physical security systems, Guardian reinforces safety and eliminates the need for visitors to revisit the reception area for access updates, ensuring streamlined and secure access.



Effortless Updates for Patient Information Changes.

Changes in patient information, such as contact details or emergency contacts, update instantly across visitor profiles, maintaining accurate access management. Any new or removed contacts automates to reflect in the access control system to uphold compliance and security.

Flexible and Frictionless Entry Options.

- **Pre-registration via Epic Integration** – Notifies patients and visitors with arrival instructions, entry policies, and QR codes for fast, secure entry.
- **Intuitive Receptionist Dashboard** – Enables quick check-in and badge printing with touchless QR code scanning.
- **Secure Self-service Kiosks** – Supports pre-registered visitors for efficient, private self-check-in with automated badge printing.
- **Mobile Kiosk Option** – Offers a 100% touchless experience by allowing visitors to complete check-in via mobile, starting from the parking lot or lobby.



Notifications.

Alert Enterprise VIM automates communications by sending SMS, email, or automated phone calls for visitor and employee check-ins/outs. Upon visitor check-in, their host is instantly notified with the visitor's details through email, SMS, or phone call. Additionally, it can send emergency notifications to specific individuals or to all visitors.



Guest Wi-Fi.

Automatically issue Wi-Fi credentials to:

- Visitors
- Intercompany travelers
- Hybrid employees visiting a workspace





Alert Enterprise

Physical Access Control Integration.

Guardian software is pre-integrated with leading Physical Access Control Systems (PACS), extending the same level of protection for visitors and contractors as internal staff, enforcing request approval before granting access through the enterprise-class workflow engine.



[SEE THE FULL LIST OF OUR INTEGRATIONS](#)

Empower Your Healthcare Facility with Advanced Visitor Management.

With Alert Enterprise, healthcare providers can modernize visitor management, enhancing safety, operational efficiency, and the patient and visitor experience. Contact us today to see how our solution can improve your facility's security and processes.



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