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Customer: Regional Teaching
Hospital of Tours

Industry: Healthcare

Location: Tours, France

Number of employees: 9,000

Project: French emergency service
system call center reconfiguration

Ergotron products: HX Desk Monitor
Arm with Triple Monitor Bow Kit



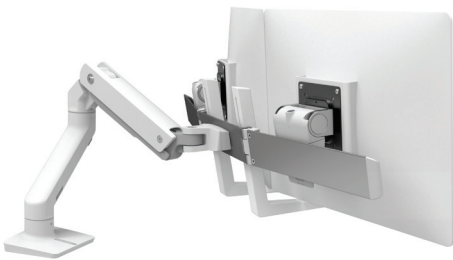
Ergonomic workstations improve French emergency system call center

TOURS, FRANCE

At the emergency call center, medical regulatory assistants (ARM) aim to handle incoming calls as efficiently as possible by dispatching an ambulance or assigning the case to Service d'Aide Médicale Urgente (SAMU) coordinating doctors.

Teams cover 12-hour shifts to ensure continuous service using small monitors to view and log incident information. The long and stressful shifts using fixed screens began causing discomfort, including eye strain and neck pain.

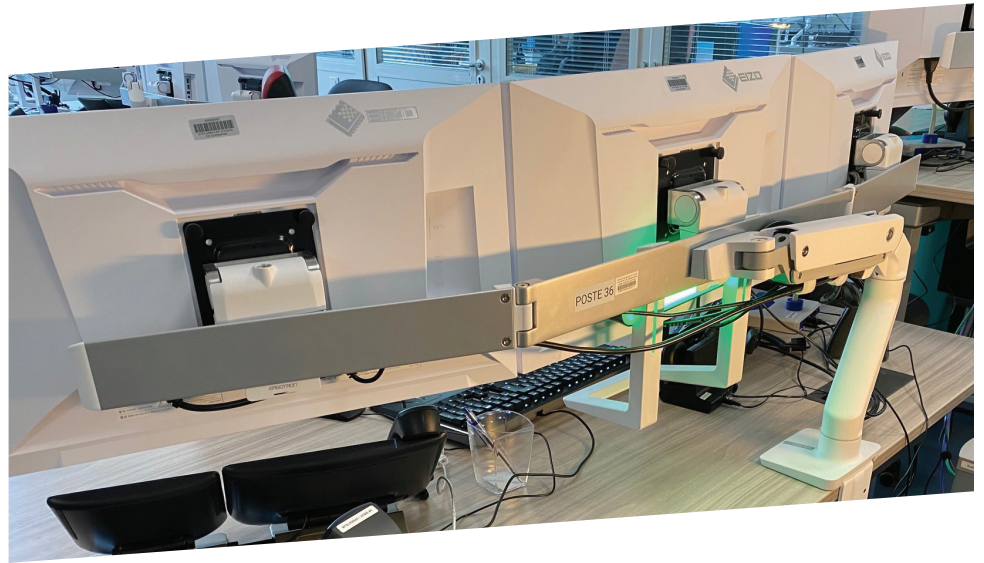
When it was time to incorporate a new call processing software, they decided to rethink the ergonomics of their computer workstations. They wanted to switch from five side-by-side, fixed screens to three flexible, horizontal screens to limit awkward head movements and improve operator comfort and well-being.





“Ergotron has a range of products covering all the IT needs for a hospital environment. They use quality materials that are easy to clean and enhance the office aesthetic.”

— Didier Provot,
Head of the IT department

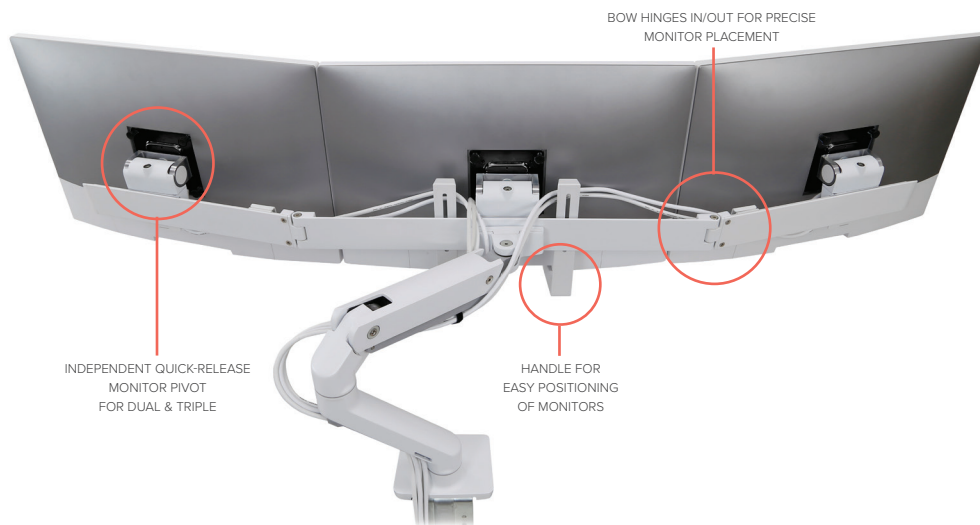


The hospital had an existing relationship with Ergotron and currently used StyleView® Medical Carts, specifically for bedside prescriptions. Satisfied with the quality and ergonomics of the products and services, they set up a pilot to test a new monitor arm configuration in the call center.

The HX Desk Monitor Arm quickly proved to be the ideal solution. With professional-grade quality, the HX

Desk Monitor Arm offered a large height adjustment range to fit the ergonomic needs of each user. Thanks to its articulated crossbar, the operator can quickly shift a screen to make eye contact with a doctor.

This testing phase solidified the importance of ergonomics to the SAMU staff who routinely handle high-stress situations. Once validated by the hospital ergonomist, they ordered and installed 19 workstations.



HX DESK MONITOR ARM WITH HX TRIPLE MONITOR BOW KIT

Download additional resources at ergotron.com.

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