

# Combining efficiency and well-being in the health sector

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Regarding the safety and security of your hospital, at dormakaba we know you want to lead confidently. In order to do that, you need your hospital to be safe, secure, and sustainable for the lifecycle of the building. The problem is there are too many options when it comes to navigating the complexities of modern hospitals and the liabilities and risks associated with crime, access breaches, and societal issues, which makes you feel overwhelmed and stuck. We believe it shouldn't be so hard to meet the fundamental need of safety.

We understand how frustrating it is when the people who matter cannot safely and seamlessly access the places that matter, which is why we have called upon 160 years of service to focus our business around partnering with companies just like yours to mitigate risk in their hospitals. Healthcare facilities need to satisfy a host of complex security requirements as well as maintain an environment that is comfortable and conducive to healing. Optimizing operational processes saves lives and resources. dormakaba offers innovative, high-quality solutions and tailored local resources for installing, modernizing, and servicing automatic and manual doors and door hardware. dormakaba service supports hospital staff in their daily routine and contributes to patient safety, operational processes and cost efficiency.

In a hospital, everything matters. Patient care and safety is the priority. You want your doors to function efficiently, hygienically, and sustainably in a fiscally responsible way.



# Hospitals do not have downtime

Automated doors are intricate pieces of equipment subject to punishing wear and tear. A regular maintenance program ensures that wearing components are replaced or a malfunction is addressed before it becomes a problem. dormakaba's service branch network covers all brands of revolving, automatic, and manual doors, including architectural hardware and access solutions, to offer you a complete solution.

Understanding the urgency of your needs and building a response team to accommodate them is our passionate commitment to you, our customer. And with this foundation, we want to remain at your side as a skilled partner you can trust with your building.

## Proactive maintenance

At dormakaba, we believe that proactive planning for the maintenance of your door systems is the best way to support customers with their budget and security needs, ensuring the safety of the hospital's patients and staff. Well-maintained products can provide safe and efficient use for years and are vital to the smooth operation of any hospital. Consider the risks of inefficiently operating doors – reduced security, increased downtime, productivity loss, patient and staff complaints, acoustic reduction, and soaring air conditioning and heating costs. Scheduled maintenance not only identifies malfunctions but also avoids extensive, costly repairs in the future and allows you to choose when downtime for the door occurs.

Our service technicians are AAADM (American Association of Automatic Door Manufacturers) certified, providing the highest level of expertise in automatic doors. Our AAADM technicians are committed to continued training on new technologies as well as code requirements to ensure your openings always work seamlessly and safely.







# People flow safety and security

Automatic doors make sense in a healthcare setting. They are the perfect combination of accessibility, safety, and security. dormakaba entrance solutions provide access and security for the constant stream of employees, patients, and visitors, keeping hospital areas secure and protecting patient privacy. We provide solutions designed to meet your unique building specifications, ADA compliance to accommodate people of all abilities and needs and all code requirements for each opening. Your patients, staff and visitors count on you to make their experience one of comfort and healing. Our

products allow you to create an environment that is conducive to this. Hospitals have unique needs for their openings. Whether because they require an opening large enough for hospital beds during patient transport, specialized openings for intensive care units or swinging doors operated via push or wave plate for specific hospital wards. Automatic doors make it faster and more convenient for staff to move quickly through the building or reach patients more effectively.



# Partnership built on trust

Northwell Health (New York) was looking for a hospital service partner to handle their automatic door service. They needed to find a vendor with quick response times, effective communication, excellent customer service, factory-trained technicians, and the ability to provide quality products to ensure the safety and security of their employees, patients, and visitors.

Over the last four years, dormakaba has built a trusted partnership with Northwell Health, servicing 12 locations and over 700 doors. We also service multiple off-site areas and urgent cares, ensuring their main entrances, ADA doors, and door hardware remain in perfect working order.

We work with each individual location to provide the product and service that best meets their needs to find long-term solutions to their problems, routine maintenance for less downtime and proactive rather than reactive service to improve patient safety. In addition to working with Northwell staff, we partner with their chosen integrator, coordinating openings and security for the smoothest operation for all doors.

North Shore Hospital is under a platinum service contract with dormakaba covering 115 automatic door openings. Our technicians provide 24/7/365 service as well as planned maintenance at this location. Working with the hospital's engineering staff, dormakaba created a plan that met North Shore's exacting needs for each of their openings while offering options for modernizations and upgrades where it made the most sense.

"I have been working with dormakaba for about four to five years, directly and indirectly. The overall experience has been phenomenal between new installs, service/diagnosing issues, and repairs. Whenever we call, for whatever our needs might be, they are responsive and professional. We most recently had an issue with our main OR entrance doors, and they were here within the hour to repair them. As for a new install, they also recently installed a complicated door within the ED triage area that went very well" – Scott Baumgarten, the Assistant Director of Engineering and Energy Plant Operations, Northwell Health. Our partnership with Northwell Health, as with all of our customers, is built on trust. Trust that we will provide the solutions and services they need to keep their buildings running efficiently, effectively, and safely day in and day out. At dormakaba, our purpose reflects our contribution to society: we are where our communities come together - from locations across town to across the world, for every place that matters.

Visit [dk.world/Service2023](https://dk.world/Service2023) to contact us and learn how dormakaba can help your building provide seamless flow, keeping people moving safely and freely.

