

Haaglanden Medisch Centrum

Upgrading healthcare security with one platform



Name

Haaglanden Medisch Centrum

Industries

Healthcare

Location

The Hague, Netherlands

Products

Genetec Security Center



Haaglanden Medical Center unifies healthcare security within Security Center to better safeguard patients and staff

Haaglanden Medisch Centrum, also known as Haagland Medical Center (HMC), is one of 27 top clinical hospitals in the Netherlands. Every day, patients in this metropolitan region of The Hague rely on a wide range of specialized healthcare provided by HMC. The medical center is especially known for acute healthcare and interventions and highly complex medical care. HMC manages five sites in the region of The Hague: three hospitals, a health center, and a main warehouse.

Moving away from disjointed security technologies

The safety of patients and staff is a top priority for HMC. The Security Department and the Emergency Response Department consist of 37 team members who are committed to ensuring safety 24/7. While the team is physically present in the hospitals, they also remotely oversee the physical security of the health center and the warehouse.

From a central control room, operators oversee security and emergency response operations, monitoring all activities and events displayed on a massive video wall.

For a long time, HMC operators were using separate video surveillance and access control technologies. In 2017, HMC upgraded to [Genetec™ Security Center](#), strengthening their physical security and unifying their security and control room operations in one solution.

Since then, the team has been monitoring video, access control, intrusion detection, duress alarm, and intercom systems within Genetec Security Center. They're also able to manage staff parking from the unified platform.

Strengthening Emergency Department safety

Jerry Kuijpers, the manager of the Security and Emergency Response Department at HMC explains how Security Center has helped the team better protect patients and staff.

“To secure our sites, we’re using over 200 video surveillance cameras. With the Genetec Security Center platform, all video tools are unified with access control, intrusion detection, communications, and more,” said Jerry Kuijpers. “That’s important for the surveillance of all our premises, but most of all for our emergency department since we have one of the busiest emergency departments in the Netherlands. Genetec Security Center helps us to monitor all areas of the emergency department including our waiting rooms. Our control room is also supported by our colleagues on site.”

Restricting access to high-security areas in hospitals

Parts of HMC hospitals are only accessible by staff with restricted access control privileges. Using Synergis™, the access

control system of Security Center, ensures a seamless cardholder experience for hospital staff.

HMC has also been able to strengthen security in higher-risk areas, such as laboratories and server rooms by setting up dual authentication. For instance, permitted staff must use their card as well as enter a PIN code or use fingerprint identification to enter specific areas. The HMC team can also collect operational insights from these areas and easily pull reports to ensure regulatory compliance.

Speeding up response with unified healthcare security

In hospital emergency departments, receptionists can push emergency buttons to alert security staff to critical safety issues. Once a button is pressed, control room operators receive duress notifications alongside live video from the nearest cameras, allowing them to immediately monitor emergency situations.

“Genetec Security Center has massively improved our response time, which is our greatest advantage,” explained Kuijpers. “Since all our physical security solutions are unified within a single platform, we’re getting great insights and can respond quickly. In addition, we’re now able to easily retrieve the history of incidents and automate crucial emergency protocols. For example, in the event of a fire alarm, our team will be prompted to unlock doors to facilitate immediate evacuation.”

While unification has been beneficial for expediting emergency response, the platform’s ease of use helps the team remain confident in handling all security tasks.

“Security Center is also very user-friendly. Even when we upgrade to newer versions of the software, we get great new features, but the look and feel and ease of operation stay the same. As a result, there’s no additional training required, which saves us a lot of time”, said Kuijpers



Finding new ways to enhance patient safety re security

The next step for HMC is to give the nursing departments limited access to the Security Center platform. This will allow nursing teams to use video surveillance to oversee patient safety, providing additional support in the care process.

“This is already effective in the emergency room and an increasing number of nursing departments. We intend to roll out those benefits to all our nursing departments while ensuring complete patient privacy using privacy measures available within the platform. We’re also planning to use the forensic search feature within Genetec Security Center. This tool will allow us to quickly search for incidents using specific keywords or characteristics, helping our team become even more efficient in protecting our patients and staff at HMC.”

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