

Case Study

Integrated Access Control & Intercom Communication for a Multi-Site Psychiatric Healthcare Organization

A leading European provider of psychiatric healthcare continued its expansion with new locations, including an advanced clinic, while continuing to operate multiple offices nationwide. They needed a secure, scalable access and communication system to support clinical and administrative operations across all sites.



The Challenge

- Critical areas such as pharmaceutical storage and drug cabinets required additional protection against unauthorized access.
- Access permissions needed to correspond with different staff shifts, emergency roles, and operational demands.
- Security risks included badge sharing, entering behind others without using a badge, and unlogged re-entry into facilities.
- With staff spread across multiple sites and working in separate rooms, quick and reliable communication was difficult, causing delays in staff coordination and visitor entry, especially at night or during emergencies.
- Managing access points and alarms across different locations required centralized oversight.

The Solution

To address these challenges, our IPROTECT Access Control system was implemented for both the clinical environment and office network.

➤ Dynamic Access Control	At critical hours, security levels adjust based on staff schedules, for example limiting access at night to essential personnel and allowing broader access during the day. Users must fully exit the secured area before re-entry is allowed, ensuring accurate tracking of who is inside the area and preventing repeated badge use.
➤ Improved Communication	Staff can see and talk to each other in critical areas, including between cells, guard stations, and various types of rooms using an intercom system. The same system also supports communication with visitors at entrances and controls special access doors.
➤ Seamless Physical Key Management	Authorized users can retrieve keys from a secure key cabinet with their access cards, with full usage tracking and automatic alerts for overdue returns. This ensures accountability and enhanced security, which is crucial for protecting sensitive areas such as medication storage.
➤ User-Focused and Centralized Management	Staff use one access card for multiple functions, including access control, key lockers, pharmaceutical rooms, and trolleys, simplifying daily operations. A centralized security station provides live building layouts and instant alarm pop-ups, enabling security teams to monitor and manage doors, sites, and alarms, for example when a door is left open too long. The system also supports real-time alerts, allowing messages and notifications to be instantly sent to staff devices such as pagers and phones, enabling rapid communication during critical situations.
➤ Controlled Single-Door Access	Only one door opens at a time to prevent unauthorized entry and maintain separation between public areas and restricted zones, including spaces with sensitive equipment.
➤ Operational Efficiency Through Locks	To balance cost and security, a mix of wired and wireless door locks was used based on the needs of each area. - Wired Locks Used on high-security or frequently accessed doors, such as those in pharmacies, IT rooms, and critical medical areas, where real-time access and constant monitoring are essential. - Wireless (Online) Locks Used for doors that require regular control but are in areas where cabling is not possible. These locks receive real-time updates wirelessly while maintaining oversight.





"Implementing the system has allowed us to manage access and communication across multiple sites with precision, even in high-security environments such as pharmaceutical storage. Our staff feel safer, processes run smoothly, and the flexibility of the system allows us to respond quickly to changing needs."

Healthcare Facility Manager (Client)

"This project required a system that could adapt to clinical realities, staff workflows, and emergency situations. By combining dynamic access control, communication, and centralized management, the solution supports both safety and operational efficiency across every site."

Ed Jongbloed
TKH Security Regional Account Manager



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