

A SILENT CALL FOR HELP, ON EVERY UNIT.

XGen Connected Response gives psychiatric nurses, behavioral health techs, and intake staff a discreet way to summon help on the unit, in exam rooms, and at reception, without escalating the patient in front of them. It triggers a coordinated response and, when enabled, reaches 911 with your facility's verified location.

Silent, no alarm in the room

Verified location to 911

Wall and wearable

Multi-Press SOS



Discreet duress. Coordinated response.

Staff summon help without a word, and the whole unit responds.

146.5

Injuries by another person per 10,000 full-time workers in psychiatric and substance abuse hospitals

2.0

The same measure across all industries

88%

Of hospital staff who reported a violent event in a survey had never logged it in the incident system

Injury rates: BLS 2019 data as compiled by OSHA, 2023. Underreporting: Arnetz et al., 2015. Feature availability varies by configuration.

WHY IT WORKS

Silent help while the patient is still in the room

● Silent Duress

A press on a wall unit or worn badge starts a concealed call. Nothing is said and nothing sounds in the room.



Hear Before You Enter

The wall unit has a built-in microphone and no speaker, so responders can listen and assess in real time without announcing themselves.



Facility-Wide Response

One press drives speakers, strobes, and signage, and texts every enrolled contact with who pressed and where.



Multi-Press SOS

A deliberate multi-press activation helps prevent false alarms on a busy unit.



Verified Location to 911

When enabled, the alert reaches a RapidSOS safety agent who relays your facility's verified location and context to the 911 telecommunicator.



A Response, Not Just a Noise

Alerts route to up to five destinations and re-poll when one is busy, unanswered, or offline. OSHA's guidance for psychiatric hospitals ends the same way: arrange a reliable response system when the alarm is triggered.



The wearable badge and wall-mounted panic button

A 2 oz badge with built-in ID holder and roughly 90 days per charge, plus flush-mount wall units at intake, exam rooms, and nurses' stations. A discreet multi-press silently triggers a coordinated response and puts the activation on your responder map. Optional 911 routing through RapidSOS relays your facility's verified location. No audible alarm, no escalation.



Detect. Alert. Respond.



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