



ASCO Power
Technologies™

Case Study:

Celebrating 60 years with Riverside Medical Center

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CASE SUMMARY

- Since 1916, Riverside Regional Medical Center has provided critical medical care while expanding both its facilities and services to meet growing needs in the community it serves.
- For several decades, ASCO Power Technologies has provided industry-leading backup power equipment and services that have made ASCO a trusted partner in the Riverside story.
- Named one of the most wired healthcare facilities in 2019, ASCO critical power equipment supplies the emergency power needed to provide world-class medical service for years to come.



THE SITUATION

When a hospital is a Level II Trauma Center treating 50,000+ patients annually, there's no room for downtime. And when a modern 450-bed hospital began as a 50-bed facility in 1916, successive facility expansions and infrastructure upgrades are crucial to maintaining patient safety, offering the latest medical advances, and complying with the evolving industry codes.

In 2005, Riverside Regional Medical Center in Newport News, Virginia, USA, needed to upgrade obsolete paralleling gear used for critical backup power. In 2012, this hospital needed to expand its facilities yet again, this time by adding a new 250,000 square foot addition. To provide emergency power capacity and reliability for the most advanced medical solutions, three new generators were needed for the new wing.

THE SOLUTION

ASCO Power Technologies has long been part of Riverside's story. Since the 1960's, ASCO has supported the facility with critical power equipment solutions, including paralleling switchgear, transfer switches, and controls. ASCO initially provided five automatic transfer switches to facilitate connection to backup power. Through the ensuing years, ASCO provided technical support and equipment service every step of the way. ASCO became a trusted partner by supplying comprehensive installation, upgrade, inspection, maintenance, and repair services.

In 2005, Riverside needed to upgrade its critical power controls, so ASCO upgraded controls in paralleling switchgear that had continuously provided reliable



"ASCO Services upgraded our critical power without disrupting our critical care," says Mark Youngblood, Riverside's Electrical Management Supervisor.

service for more than 40 years. In 2007, ASCO replaced obsolete controls on the hospital's expanding number of ASCO transfer switches, which had reliably served the facility since the 1980's. In 2013, Riverside added the 250,000 square foot, three story, 72-room annex. ASCO supported the expansion by providing an additional generator paralleling system to accommodate the three additional diesel gensets needed for the new annex. To this end, ASCO designed, manufactured and delivered:

- An ASCO 4000 SERIES low-voltage power control system with paralleling switchgear, including distribution sections equipped with the latest Schneider Electric circuit breakers
- Numerous low-voltage ASCO automatic transfer switches, including bypass-isolation models
- The latest ASCO PowerQuest® control and monitoring equipment, including remote operator interface units and remote annunciators
- Installation and commissioning services for all ASCO equipment and systems, which occurred without disrupting power to existing operations.

Since the 2013 expansion, ASCO again assisted Riverside by upgrading control and monitoring equipment with the latest Ethernet-enabled communications. These features provide detailed equipment status and power monitoring information that can be accessed from key locations across the hospital's IT network. As a result, facility technicians and managers can see and respond to power events and conditions in real time to better manage operations, streamline compliance testing and recordkeeping, and increase patient satisfaction. "No more walking through a quarter mile of hallways to check on a power device!" says Mark Youngblood, Riverside's Electrical Management Supervisor.

THE OUTCOME

ASCO Power Technologies' products and services have provided reliable backup power to Riverside Regional Medical Center. ASCO has helped Riverside address its future challenges with foresight that comes from a century of critical power experience. "ASCO has really helped Riverside accommodate the future," says Youngblood. From automatically dropping load banks and connecting generators to live load if utility outages occur during testing, to providing connectivity to easily connect supplemental generators prior to storms, ASCO has enabled Riverside to proactively manage a range of power challenges. Says Youngblood, "The middle of a hurricane is no time to engineer a disaster recovery solution."

"The maintenance is top notch and the technical support is amazing ... service techs access support directly from the people that designed the hardware and software. ASCO service techs have kept us up and running the entire time. They know what they are doing and they know their product. They do what's right for the hospital, not just for the job."

How has it all worked out? From five initial transfer switches in the 1960's, Riverside has expanded to two paralleling systems, 35 transfer switches, and a range of sophisticated monitoring and control solutions. "It all just works," says Youngblood. And he's not kidding. In 2019, Riverside was noted as one of the most wired hospitals in its region by College of Healthcare Information Management Executives.

Today, Riverside Regional Medical Center is the leading healthcare provider to the Newport News metropolitan area. Its facilities play a vital role in ensuring the well-being of the surrounding community. Its robust critical power infrastructure has positioned Riverside to provide world-class care to Newport News for decades to come. And ASCO is proud of its role in Riverside's story.



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