How OnPage Eliminates Outdated Pager Technology for St. Francis Hospital

ONPAGE

OnPage replaces outdated pagers for St. Francis Hospital

Dave Cote, Manager of Telecom & Network Engineering for Saint Francis Hospital and Medical Center was looking for an inexpensive, secure, and reliable replacement for their 2000+ pagers. The hospital staff had numerous requests ranging from cost reduction to enhanced features, So, clearly, Cote was under pressure to move away from traditional pagers. But he was left with the dilemma of finding a secure mobile messaging system that would be capable of replacing a traditional pager's functionality, while eliminating the monthly fees and need to carry an extra device.

Achieve 100% Reliability

Eliminate High Monthly Fees

Enhance Team Accountability

Challenges

St. Francis Hospital had a costly system of 2000 traditional pagers that it had purchased from several different vendors. Hospital staff had identified numerous issues with the current system. For example, management was asking Cote to eliminate the monthly service fee that each pager entailed.

Physicians were asking Cote to find a way to relieve them of having to carry an extra device along with their smartphones. And the IT and network engineering departments wanted to move away from the outdated image and limited capabilities that come with pagers.

So, Cote went searching for an alternative that would earn the buy-in of all of the departments and ensure reliability and security.
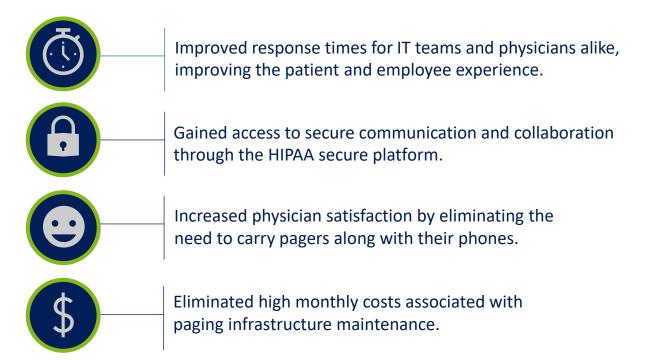
Solution

With OnPage, Dave Cote satisfied the needs of all of his hospital staff and enhanced their communication workflows.

IT Department – Gained access to advanced features including high-priority alerting, on-call management, and incident reporting, enabling them to accelerate response to critical issues. Plus, by replacing their outdated pagers with OnPage, St. Francis underwent a digital transformation, positioning themselves among other modern facilities.

Healthcare Team – With OnPage, physicians can seamlessly collaborate with their team, assured that all of the patient data exchanged is protected through encrypted, HIPAA compliant chat features. And, they were successfully relieved of having to carry an extra device.

Management – Significantly reduced costs associated with maintaining paging infrastructure, while offering a secure communication and collaboration platform for all departments.

Results

Improved response times for IT teams and physicians alike, improving the patient and employee experience.

Gained access to secure communication and collaboration through the HIPAA secure platform.

Increased physician satisfaction by eliminating the need to carry pagers along with their phones.

Eliminated high monthly costs associated with paging infrastructure maintenance.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.