

Mercy Health Partners

THE SITUATION

Mercy Health Partners is an organization of affiliated hospitals based in the Toledo, Ohio region. They have been a USA Mobility customer since August of 1994 and they have come to rely on us for a wide variety of products.

Up until a few years ago, MHP was using its own digital paging system. But they were frustrated by frequent and lengthy periods of downtime. They simply couldn't get the system up and running with any consistent reliability. On top of that, any non-numeric messaging required using the telephone. And pages could be delayed up to 30 minutes because all messaging and emails were being funneled through their "groupwide" system.

THE SOLUTION

In October of 2005, Mercy Health Partners renewed its contract with USA Mobility and, with that, started a migration to our alpha pager system. Immediately, they benefited from the redundancy of the USA Mobility satellite networks. Potentially dangerous downtime disappeared. Message transmission was virtually instantaneous. And they discovered new and productive uses for their alpha page system, such as customized messaging forms that notify administrative staff when a patient's records need to be updated.

Mercy Health Partners has also come to appreciate USA Mobility's fast response to service issues.

"We are in the process of converting to a 'manager all-call' paging system to be used in disaster situations. When we encountered a dual alarm problem for some in our critical care department, the USA Mobility team found a solution that quickly resolved the problem," says Georgia Bieber, part of Engineering/Safety/Communication at Mercy Health Partners.

The MyAccount area on the USA Mobility web site comes in for its share of praise for its flexibility and convenience. "I just love it! I can manage everything from updating user profiles to requesting new service," says Georgia. "And the electronic invoice download feature lets me get the invoices to our Accounting Department faster for prompt processing and payment."

As USA Mobility stays on top advances in wireless, the benefits for Mercy Health Partners continue. We recently installed a coaster pager system on their wide-area network that notifies family or friends that a patient is out of recovery and ready to receive visitors. Previously, such a service ran only on private systems.

In addition, a Wireless Messaging Engine group has been set up to hold pager addresses, email addresses, other text addresses for a group of recipients. This will allow messaging across multiple platforms — pagers, cell phones, email address — increasing the speed with which critical information gets to the proper staff.