

St. Michael's Hospital Improves Quality of Staff Interaction and Patient Care with Amcom Software's Smartphone Communications Solution

The Associated Press

MINNEAPOLIS--(BUSINESS WIRE)--May 30, 2012-- Amcom Software, Inc.

today announced St. Michael's Hospital in Toronto has improved critical communications among staff members by implementing Amcom Mobile Connect(TM). The hospital is relying on this smartphone and tablet communications solution to send encrypted critical messages to staff on their iPhone(R) and BlackBerry(R) smartphones as well as iPad(R) tablets. This software connects seamlessly to Amcom Software's operator console and Web-based on-call scheduling solutions, which help St. Michael's manage more than 65,000 monthly calls and coordinate on-call calendars.

A key component of St. Michael's decision to select Amcom Mobile Connect was the ability of physicians to use the solution to acknowledge and respond to a message using a smartphone or tablet. The solution encrypts all messages sent and received and provides a complete audit trail, including date and time stamps as well as message contents. Additionally, St. Michael's has developed a quality control process for staff members to use when sending critical messages via Amcom Mobile Connect. By requiring information such as patient ID, priority, and key health information, the hospital is helping to ensure accurate, secure, and meaningful messages are sent every time. This helps staff make well-informed decisions about patient care.

Amcom Mobile Connect integrates with St. Michael's Cisco(R) phone system and existing Amcom solutions, improving staff communications facility wide. The hospital uses the Amcom operator consoles to field internal and external calls, as well as initiate messages and code calls. The Amcom Web directory is used to manage on-call schedules throughout the organization, providing everyone with up-to-date information. St. Michael's can also use this solution to initiate pages and view the smartphone and tablet communications audit trail.

"In tandem with our tremendous progress in implementing electronic health records, we're continually looking to enhance our ability to communicate to provide ever-stronger patient care," said Frank Garcea, Director of IT Infrastructure, St. Michael's Hospital. "Amcom Mobile Connect and the contact center solutions have helped us reduce the amount of time spent tracking staff members down and allows for more efficient and accurate communications." "With today's increasingly mobile workforce, it's imperative for healthcare organizations to ensure physicians and others receive communications in a timely manner," said Chris Heim, President, Amcom Software. "St. Michael's has done a tremendous job of doing just that with the combination of Amcom Mobile Connect and the internal messaging processes

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Published on Medical Design Technology (<http://www.mdtmag.com>)

they've established." About St. Michael's Hospital St. Michael's Hospital provides compassionate care to all who enter its doors. The hospital also provides outstanding medical education to future health care professionals in more than 23 academic disciplines. Critical care and trauma, heart disease, neurosurgery, diabetes, cancer care, and care of the homeless are among the Hospital's recognized areas of expertise. Through the Keenan Research Centre and the Li Ka Shing International Healthcare Education Center, which make up the Li Ka Shing Knowledge Institute, research and education at St. Michael's Hospital are recognized and make an impact around the world. Founded in 1892, the Hospital is fully affiliated with the University of Toronto. www.stmichaelshospital.com About Amcom Software Amcom Software, a subsidiary of USA Mobility, Inc. (Nasdaq: USMO), connects people to each other and to the data they need. This helps organizations save lives with communications that are faster, more accurate, and more efficient. Thousands of organizations worldwide rely on Amcom solutions for critical smartphone communications, contact center optimization, emergency management, and clinical workflow improvement. The company's products are used by leading organizations in healthcare, hospitality, education, business, and government. By continually developing its industry-leading technologies, Amcom Software has rapidly grown and solidified its market leadership. For more information, call 800.852.8935 or go to <http://www.amcomsoftware.com> or find us on Twitter @AmcomSoftware.

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