

## **WakeMed to Bolster Communications for 1,000 Physicians With Amcom Software's Smartphone Communications Solution**

The Associated Press

MINNEAPOLIS--(BUSINESS WIRE)--Jun 28, 2012-- Amcom Software, Inc.

today announced that WakeMed Health & Hospitals in Raleigh, N.C., will roll out Amcom Mobile Connect(R) encrypted smartphone communications for 1,000 users. The healthcare system has already centralized its contact center communications using Amcom's operator consoles, web-based on-call scheduling, emergency notification, and speech recognition solutions. The addition of smartphone communications will expand the reach of this foundation with traceable, highly secure mobile messaging for busy clinicians who need immediate contact regardless of their physical locations.

"As we grow we need to make sure we have the right technology in place, particularly to support the way our physicians communicate with each other and the nursing staff," said Lisa Forte, Manager, Systems Call Center, WakeMed Health & Hospitals. "Amcom Mobile Connect's security features, traceable messages, and ease of communication with different types of devices will assist our doctors and promote safe information sharing for our patients." WakeMed also plans to further the reach of its Amcom emergency notification application for use in heart attack patient response.

This will enable the operator group to contact the 20-30 members of the cardiology cath lab team more easily, even during the night. The system can send simultaneous messages to all members of the group and track each person's response and availability, escalating to the next-available staff member as needed. This helps ensure a coordinated effort that ultimately speeds treatment. The other contact center solutions work together to provide the 30-agent operator group with the tools needed to handle 90,000 monthly calls, many departmental on-call schedules, and after-hours answering services.

"Hospitals are seeing fast-paced changes in how staff members need to communicate," said Kate Bolseth, Chief Operating Officer, Amcom Software. "We are confident that using the Amcom smartphone communications system across all physicians will be an excellent way to manage code calls, consult requests and the sharing of important patient updates while keeping this information locked down and in compliance with HIPAA." WakeMed Health & Hospitals is a private, not-for-profit health care organization based in Raleigh, N.C. The 870-bed system comprises a network of health care facilities throughout Wake and Johnston Counties. Centers of excellence include cardiac and vascular care, women's and children's services, physical rehab, emergency and trauma, orthopedics, neurosciences, home care and numerous wellness and community outreach

## WakeMed to Bolster Communications for 1,000 Physicians With Amcom Sof

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

---

programs.

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.

Amcom Mobile Connect is a trademark of Amcom Software, Inc.

CONTACT: Amcom Software, Inc.

Jill Asby, 952-230-5363 [jasby@amcomsoft.com](mailto:jasby@amcomsoft.com) KEYWORD: UNITED STATES NORTH AMERICA MINNESOTA NORTH CAROLINA INDUSTRY KEYWORD: TECHNOLOGY DATA MANAGEMENT NETWORKS SOFTWARE TELECOMMUNICATIONS PRACTICE MANAGEMENT HEALTH HOSPITALS MOBILE/WIRELESS VOIP NURSING GENERAL HEALTH SOURCE: Amcom Software, Inc.

Copyright Business Wire 2012 PUB: 06/28/2012 09:00 AM/DISC: 06/28/2012 09:00 AM <http://www.businesswire.com/news/home/20120628005059/>

**Source URL (retrieved on 01/27/2015 - 11:10am):**

<http://www.mdtmag.com/news/2012/06/wakemed-bolster-communications-1000-physicians-amcom-softwares-smartphone-communications-solution>