# Gwinnett Medical Center Works With Amcom Software to Improve Nurse Communications and Emergency Notification

The Associated Press

MINNEAPOLIS--(BUSINESS WIRE)--Aug 2, 2012--Amcom Software today announced that Gwinnett Medical Center, an award-winning healthcare provider, has chosen Amcom solutions to help improve nurse communications and emergency notification capabilities for the increasingly mobile staff at their facilities in Lawrenceville, Ga. The growing organization's strategies will strengthen its mobile communications capabilities by bringing together several technologies in an integrated framework. Gwinnett Medical has selected Amcom Software's e.Notify emergency notification solution for time-critical communications based on the strong record of success with their existing Amcom solutions for clinical alerting, on-call scheduling, and contact center optimization. Amcom's comprehensive critical communications solution suite is already improving the way staff members work as well as patient safety throughout the organization.

"One of our key goals is to reduce average heart attack patient treatment time for patients," said Gwinnett Medical Center Telecommunication Analyst, Lu Black. "We want to better manage Code STEMI alerts for these patients in our new Strickland Heart Center, and we believe that Amcom's emergency notification solution will help us achieve that goal." The e.Notify solution will also be used to rally staff for trauma cases and send alerts to the cardiovascular operating room teams, enabling the hospital to quickly call them together as needed. "We're excited about the benefits possible with e.Notify," Black said. "We'll be able to reach all the right people simultaneously. Because the solution will be completely integrated with our Amcom on-call schedule we can call only those on duty, reach them on any number of preferred devices, track their responses, send instructions and even escalate the call if needed." The nursing staff at Gwinnett Medical also relies on the Amcom Messenger clinical alerting system, which is integrated with their nurse call system. The nurses receive alerts on their wireless phones, including automated notifications of scheduled patient care, such as the need to turn patients to prevent bed sores. The plan that Gwinnett Medical is implementing will enhance communication to and among nurses with the latest technology so they can work smarter and eliminate wasted effort.

With the facility's use of the Amcom Web-based on-call scheduling system, communication efficiency has also taken a giant step forward. The hospital reduced the amount of overhead paging required each month from 14,000 pages to only about 100 because they know which staff members are on-call, where they are, and how they prefer to be alerted. The hospital can now provide a quieter healing environment for patients, staff, and visitors. Time savings are also part of the success story here, as the team's use of software and cellular devices has shaved between four and five minutes off the time needed to have a page sent and

received.

“This is another great success story for our customers,” said Kate Bolseth, Chief Operating Officer, Amcom Software. “It is really gratifying to have a long-time customer continue to build their communications capabilities as the group at Gwinnett Medical Center has done. It’s terrific to know that Gwinnett Medical’s patients, their families and the hospital staff will all benefit from the improved communications we can help them achieve.” About Gwinnett Medical Center Awarded by HealthGrades™ as one of America’s 100 Best Hospitals, Gwinnett Medical Center (GMC) is a not-for-profit healthcare network with acute-care hospitals in Lawrenceville and Duluth, Georgia. Offering cardiovascular, orthopedic and neuroscience specialty care, as well as a full continuum of wellness services, GMC’s 4,200 associates and 800 affiliated physicians serve more than 400,000 patients annually. To learn more about how GMC is transforming healthcare for their patients, visit gwinnettmedicalcenter.org or follow them at: facebook.com/gwinnettmedical, twitter.com/gwinnettmedical or youtube.com/gwinnettmedical.

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, go to amcomsoftware.com or find us on Twitter @AmcomSoftware.

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