



INSTANT MASS NOTIFICATIONS FOR HEALTHCARE CASE STUDY



"Crises Control has been indispensable in our hospital's emergency management. With the ability to send automated alerts and track every response, we are able to act faster and more effectively."

Head of Emergency Services

SUMMARY

A large hospital group with multiple facilities providing a range of healthcare services, including emergency care, maternity, and surgical procedures. The hospital system prioritises patient safety and staff readiness, especially during medical emergencies and incidents like fires or intruders.

CHALLENGE

The hospital group faced difficulty ensuring timely, clear communication with staff during medical emergencies (e.g., Code Blue, Code Red, etc.) and security incidents. The existing notification system was fragmented, often leading to delays and miscommunication, which negatively impacted response times and patient safety.

SOLUTION

Crises Control provided a comprehensive mass notification system tailored to healthcare emergencies, allowing the hospital to streamline communication during critical situations. The solution included:

- **Real-Time Alerts:** Automated alerts for medical emergencies, including Code Blue and other urgent incidents, enabling immediate action from the relevant medical teams.
- **Medical Emergency Notifications:** Instant notifications in case of medical emergencies, ensuring hospital staff are informed and can take appropriate action without delay.
- **Compliance-Driven Reporting:** The system allowed for detailed audit trails, ensuring compliance with healthcare regulations and enabling accurate documentation of emergency response activities.
- **Predefined Templates:** Templates for different emergency scenarios, ensuring hospital staff follow a clear and structured response plan during crises.



INSTANT MASS NOTIFICATIONS FOR HEALTHCARE CASE STUDY

CUSTOMER FAQs

➤ **What challenges were you facing that led you to seek a solution?**

Our previous system was slow and inefficient, leading to communication breakdowns during high-pressure moments, especially in medical emergencies.

➤ **How did Crises Control help resolve those challenges?**

Crises Control provided a reliable, fast notification system that integrates seamlessly with our hospital operations, ensuring that medical and security staff receive immediate alerts and can act without delay.

➤ **What value does Crises Control bring to your organisation?**

It allows us to respond faster and more effectively to emergencies, improving patient care and safety. The system's audit trail also ensures we meet healthcare compliance standards.

➤ **How satisfied were you with the onboarding and training process?**

The onboarding process was smooth, and the Crises Control team provided excellent training, ensuring our team was fully prepared to use the system in an emergency.

CONCLUSION

With Crises Control, this hospital group has improved emergency response times and ensured compliance with healthcare regulations. The ability to send real-time alerts and have predefined response templates has significantly enhanced the safety and efficiency of hospital staff during critical situations. Crises Control is trusted by leading healthcare organisations to manage high-stakes scenarios such as Code Blue and Code Red, contributing to better patient care and staff coordination.



Crises Control Ltd, a Transputec Ltd company
Transputec House, 19 Heather Park Drive, Wembley, London HA0 1SS
United Kingdom