TRANSFORMING MEDICAL EMERGENCY RESPONSE AT WESTMOUNT SQUARE SURGICAL CENTER

CASE STUDY



"We are very happy with the Crises Control app. We were looking for a 'Code Blue' call system for emergencies, and this provided a great, practical solution. Since our facility is already established, using an app-based system saved us the hassle of a complex wired installation."

Julie Grenier
Chief Respiratory Therapist & Patient Security Lead

Westmount Square Surgical Center

SUMMARY

Westmount Square Surgical Center (WSSC) is a premier private clinic specialising in surgical procedures. In a dedicated medical environment, the ability to trigger a "Code Blue" alert instantly is a core requirement for patient security. To support their emergency protocols, WSSC implemented Crises Control to provide a digital alert system that integrates seamlessly with their existing hardware. By leveraging the platform across departmental devices, the Center ensures that emergency communication is instantaneous, reliable, and effective.

CHALLENGE

Westmount Square Surgical Center needed a reliable way to trigger "Code Blue" alerts to notify medical staff during an emergency. While looking for the best solution, they wanted to avoid the disruption of a major project. Because the clinic was an established space, installing a traditional wired system would have been a significant hassle and physically complex. WSSC sought a modern, non-intrusive solution that could provide a robust emergency call system without the complications of new wiring.

SOLUTION

Westmount Square Surgical Center implemented Crises Control as their primary "Code Blue" alert system. This digital approach allowed the Center to utilise their existing fleet of iPads, which were already being used for inter-departmental communication.

The system is configured so that when an emergency is triggered, a notification is sent immediately to iPads across all departments. This allows WSSC to maintain high patient security standards by utilising the technology they already have in place, ensuring the entire team is synchronised and ready to respond the moment an incident occurs.

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CONCLUSION

By adopting Crises Control, Westmount Square Surgical Center found a streamlined and successful way to implement a sophisticated emergency alert system. The Center is very pleased with the transition to an app-based solution, which facilitates quick communication between departments on their existing iPads while avoiding the logistical challenges of a wired installation.

With Crises Control, WSSC has reinforced its commitment to patient security, ensuring their "Code Blue" system is modern, user-friendly, and perfectly tailored to the needs of their facility.

CUSTOMER FAQS

- ***How was the experience of working with the Crises Control team?***
  "It has been amazing. The team really held our hands through the whole process, and they are so friendly. Whenever we have a question, the support is very quick to respond. We are very happy with the relationship"

- **What made you choose an app-based system over a wired one?**
  "It was the most practical choice. Our facility is already built, so we wanted to avoid the hassle and difficulty of trying to put a wired system into an existing space."

- **How does the platform utilise your current technology?**
  "We use iPads to communicate between our different departments. Crises Control allows us to send those emergency alerts directly to those same devices, which makes the whole process very smooth."

- **What is the primary focus for using the app?**
  "As Chief Respiratory Therapist, I handle everything pertaining to patient security. We use the app specifically for 'Code Blue' calls to ensure that if an emergency happens, the response is immediate."



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