

Case Study:

How OnPage Enhances 911 Communications for Emergency Responders



OnPage ensures secure messaging for emergency teams

New York EMS service, Brighton Ambulance, chose OnPage for emergency messaging and special operations communications. By providing secure, HIPAA-compliant critical alerts, with predefined escalation protocols, audit trails, and delivered and read receipts, emergency responders can be deployed quicker, more reliably, and more efficiently.

“We know the OnPage system has the ability to save lives, and I’d like to see other people in my industry benefit from it too.”
– Brad Sentfleben, EMS Captain

Challenges

The EMS team previously implemented a paging system that they found to be ineffective, forcing the team to communicate via SMS.

They knew they had to find a solution, especially in their industry. EMS professionals are often exchanging sensitive patient information, requiring them to follow HIPAA guidelines. And by relying on SMS they were limited in what information they could send due to its unsecure and unreliable features.

That’s why they switched to OnPage.

Solution

With OnPage, Brighton Ambulance secured their communication and improved their efficiency.

Their new workflow with OnPage

- In the case of an emergency the 911 dispatcher sends an alert to Brighton Ambulance via email.
- The email then triggers an OnPage alert that is routed to the on-duty emergency responder's mobile device.
- OnPage alerts are delivered as loud, distinguishable push notifications that always mobilize the team to time-sensitive patient emergencies.
- Additionally, the team takes advantage of the digital on-call scheduler, allowing them to easily make exceptions to recurring schedules when employees take PTO or sick days.

Results



Gained visibility into message audit trails making messages traceable and ensuring accountability.



Secured their communications through HIPAA-compliant chat collaboration that enables the delivery of contextual messages for enhanced decision-making.



Access to schedule exceptions that simplify on-call management allowing teams to rest assured there are no coverage gaps during employee vacations or sick days.



Cost-effective solution that consolidated the team's critical messaging, dispatching, and on-call management.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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