

# Case Study:

## How OnPage Supports Lee County EMS' Emergency Messaging



## Lee County EMS chooses OnPage for priority messaging

Lee County EMS is a Florida certified ground and rotor-wing Advanced Life Support provider. With a mission of providing the highest quality out-of-hospital emergency medical care and transportation, their highly trained professionals use the best technology to meet the needs of those who require assistance. OnPage will help them achieve this critical mission day in and day out by ensuring reliable and auditable communications under all circumstances.

“We have established a new unit to support our staff and wanted the latest technology to ensure access to the unit at all times. Traditional pagers were not an option for us because the coverage is too spotty and carrying an additional communication device in this day and age is just not acceptable.” – Deputy Chief Warren Panem

### Challenges

Lee County EMS aims to support their emergency responders with the latest and greatest communication technology to enhance their ability to act quickly during dire situations.

The team had previously used traditional pager technology, which they deemed ineffective for their team.

When utilizing pager technology, EMS responders found that they were unreliable and insecure, preventing them from successfully fulfilling their duty.

So, they needed to find a communication solution that reliably delivered critical messages and ensured the swift mobilization of emergency teams.

## Solution

With OnPage, Lee County EMS secured their communications and ensure swift response to critical situations.

### Their new workflow with OnPage

- During a patient emergency, Lee County EMS must immediately dispatch their responders to the incident.
- When Lee County's dispatching team gets a call, they use the OnPage web management console to deliver a critical message to the right unit.
- The dispatcher generates a message detailing the situation and sends it to the responders as a high-priority OnPage alert.
- OnPage alerts are loud, distinguishable and even bypass the silent switch, so responders never miss an alert and always take immediate action during time-sensitive issues. Plus, if they don't acknowledge the alert the first time, it will continuously alert the recipient for up to 8 hours until read.

## Results



Persistent alerts that notify the recipient for up to 8 hours until read, ensuring responders always acknowledge urgent messages.



Improved reliability by eliminating the need to maintain outdated, unreliable paging infrastructure.



Gained access to dispatcher-to-responder messaging for enhanced collaboration during dire situations.



Ensured the privacy of patient information through HIPAA secure messaging capabilities.

## 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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