

Vital channel in case of emergency

Case study



Company name:
CHU Saint Pierre

Region:
Belgium

Industry:
Healthcare

Number of users:
2,000

COMPANY BACKGROUND:

CHU Saint Pierre is a university hospital in the city of Brussels, Belgium.

CHALLENGE:

Having a large number of staff, the hospital was looking for a way to deliver important information to all or some of them on a daily basis as well as in the event of an emergency. They wanted to have a backup channel that would keep working when other channels are offline.

SOLUTION:

The DeskAlerts system was chosen to back up the primary email / phone notification channels and used during a terrorist attack to organize hospital functioning.

“ *Shortly after the explosion, the hospital was in an alert state and the internal phone network became overloaded. We used DeskAlerts to lower the number of internal calls.*

When the external phone network went down, we used DeskAlerts to tell employees to switch to SMS messaging. After the bomb alerts occurred again, we used DeskAlerts to let employees know about police with sniffer dogs operating in our units.

Without DeskAlerts, this day would have been much harder to manage.

”

Geoffrey Collet, Application Administrative

RESULTS:

DeskAlerts provided a reliable communications channel which proved to be essential during the state of emergency caused by the terror attack the hospital’s usual channels were overloaded and inaccessible. March 26, 2016 was a day of several terror attacks in Belgium, requiring hospitals to operate in a state of emergency.

When phone communications were down, having a secondary messaging channel provided a necessary means for hospital management and employees to handle the situation.

Having DeskAlerts, the hospital administration was able to quickly send vital notifications to targeted staff. As a result, the situation was handled effectively in a situation where phone systems were overloaded or down.

Hospital staff were kept informed in a timely manner as the situation unfolded and patients were not affected.

In routine circumstances, the hospital uses DeskAlerts to inform staff about technical issues and other problems when they need a fast and reliable channel to communicate with the emergency department, the operating theater, the intensive care unit, the pharmacy, or even the catering services.

IMPLEMENTATION:

The system was implemented internally by the hospital IT department.

KEY RESULTS:



Works when other channels are down



Reliable communication channel



Instantly deliver information to staff

Explore how DeskAlerts can work for you

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INTERNAL COMMUNICATIONS SOLUTION