

Overcoming information delays in healthcare management with instant staff alerts

Case study

MedAmerica®
BILLING SERVICES, INC.

Company name:
MedAmerica, Inc.

Region:
USA

Industry:
Healthcare

COMPANY BACKGROUND:

MedAmerica has partnered with physicians and hospitals since 1975 and offers a comprehensive menu of proven practice management services and solutions for today's complex healthcare environment. We offer state-of-the-art programs and systems coupled with a forward thinking, innovative management team.

CHALLENGE:

MedAmerica had been using e-mail system to notify the staff of 6 main buildings and another office in Upland California about important problems, issues or changes. The delay in information delivery was critical and did not allow to provide efficient changes in a short time.

SOLUTION:

DeskAlerts was chosen as an instant delivery product that allows to send broadcast messages to all employees easily and in a very short time. It helps in relaying urgent info to all employees.

MedAmerica has over 500 PC's with DeskAlerts installed on and they found DeskAlerts as a simple solution for deployment.

“ DeskAlerts has helped in getting important info to the employees in a very quick manner. ”

Philip Weiss, PC/LAN Technician II

“ A fast, easy solution to send messages to all employees. ”

Philip Weiss

KEY RESULTS:



Faster response to critical situations



Smoother operations within the organization - a more connected and informed workforce.



Better patient and staff experiences

Explore how DeskAlerts can work for you

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DESKALERTS
INTERNAL COMMUNICATIONS SOLUTION