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Mountain States Health Alliance calls on hospital paging systems from HME Wireless; finds winning formula for patient privacy and staff efficiency.
Medical paging ensures compliance with privacy laws while enhancing patient service

Atlanta, GA—June 24, 2011—Mountain States Health Alliance is now using [medical paging](#) from HME Wireless in most of its registration and admittance areas. Based in Johnson City, TN, MSHA operates a total of 13 hospitals in Tennessee and Virginia. The hospital group initially purchased its [hospital paging system](#) to stay compliant with privacy laws, and has since seen additional benefits.

“We’ve noticed a big improvement in both staff efficiency and quality of service to our patients,” said Sheryl Oliver, patient access application coordinator at MSHA. “They like not having their names called out, and also the ability to move around to different areas like the book shop or coffee bar.”

Before the [hospital paging system](#) was in place, MSHA had to rely on a manual sign-in log and calling out patient names when they were ready to be processed. Now, each patient is immediately handed a [hospital pager](#) upon entering, and then receives a silent, specific text message as to where they need to go next. The text messaging capability of [SmartCall](#) pagers keeps communication clear and concise, so that there’s no guesswork or confusion for patients.

In addition to ensuring compliance with privacy laws, the [hospital pagers](#) have also led to efficiency improvements. MSHA hospitals now use a tracking board to see how many patients are waiting, and how long they’ve been waiting—useful information that the staff can use for continual improvement.

“Mountain States has been a clear leader in providing outstanding care for patients for years and we are thrilled that they chose HME on-site paging solutions for most of their communications needs,” said Russ Ford, Vice President of HME Wireless.

“Our staff is already telling others in similar facilities how great the pagers are, and how much they like to work with HME,” said Oliver. “It’s great customer service, and it exemplifies how HME Wireless is looking out for hospitals and medical facilities.”

For more information on [hospital paging systems](#) and complete on-site paging solutions from HME Wireless, call (866) 611-4202 or visit www.hmewireless.com.

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Onsite Paging

About HME Wireless, Inc.

An industry leader, HME Wireless (formerly NTN Wireless) offers a complete line of reliable on-site messaging solutions to improve efficiency and customer service for businesses worldwide. Restaurants, hospitals, church nurseries, and retail businesses are just a few that have been using our systems to increase sales, productivity and customer satisfaction. HME Wireless is a subsidiary of HM Electronics, Inc.

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