

# Push-to-talk (PTT) Case Study: Windsor Regional Hospital

Bell Push-to-talk helps non-clinical teams at Windsor Regional Hospital provide outstanding patient care.



As one of the largest hospitals in Ontario, Windsor Regional Hospital (WRH) provides advanced healthcare services to the 400,000 residents of the City of Windsor and Essex County areas.

With two main locations that encompass more than 480 beds and 4,000 employees, WRH has been consistently recognized for its quality of care. WRH received the National Quality Institute Gold Award for both Workplace Wellness and Quality and, in 2012, was recognized with Exemplary Status by Accreditation Canada.

## The Need

The non-clinical teams at WRH are essential for delivering an outstanding patient care experience. Employees in Housekeeping, Maintenance, Materials Management, Patient Registration, Security and Transportation have time-sensitive roles that are vital to keeping the hospital efficient, safe, clean and ensuring that facilities are maintained and in proper working condition.

These non-clinical teams need to communicate instantly across all departments in order to do their jobs effectively. For example: The front desk can let medical technicians know when a patient has arrived for their appointment. Security can be immediately alerted if an intruder is on the premises. Nurses can instantly contact housekeeping when new sheets and sanitary services are required. And drivers transferring a patient from one hospital wing to another can contact the reception desk with the patient's ETA and other vital information.

## The Solution

WRH chose Canada's best Push-to-talk (PTT) solution to provide fast, secure and reliable instant communications. The solution from Bell was selected because it ensures that the over 130 PTT users at WRH can broadcast time-critical information at the push of a button. It also allowed teams to add and remove users, create groups, and broadcast time-sensitive information to up to 499 people through a feature-rich contact management tool.

The Bell PTT solution also offers carrier-grade security built right into the Bell network. This guarantees that the PTT solution at WRH is secure, reliable, and offers the coverage necessary to ensure the right messages get delivered to the right people, instantly. Since the solution runs on Canada's largest LTE network,<sup>1</sup> it enables the teams to connect virtually anywhere across the country.

With Bell PTT, the non-clinical teams at WRH have the instant communications they need to ensure they are in the right place at the right time – so they can quickly address operational issues and ensure patients' needs are met in a timely manner. It's an effective communications tool that they can depend on now – and well into the future.

To learn more about how Bell's Push-to-talk solution can help make communications across your team better, [speak to a business specialist](#).



<sup>(1)</sup> Based on total square km of coverage on the shared LTE network available from Bell vs. Rogers' LTE network. See [bell.ca/LTE](http://bell.ca/LTE) for details.