



## SeQent - Health Care Case Study

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### ***SeQent Supports St. Jude Children's Research Hospital's Need for Real-Time Messaging***

#### **Situation**

St. Jude Children's Research Hospital in Memphis, Tennessee needed a solution to manage their manual and automated messaging needs. Manual messages were needed to do the following:

1. Alert doctors and nurses to report to specific patient rooms or operating areas
2. Call housekeeping and maintenance staff to areas that need cleaning or repair
3. Call IT support staff to areas that require IT support
4. Send status reports to doctors, nurses, and other staff

#### **Solution**

SeQent donated *FirstPAGE* Server, *FirstPAGE* Web Client and *FirstPAGE* Gateway to SMTP to St. Jude in 2001 to address their real-time messaging needs. St. Jude installed an in-house paging transmitter for transmitting manual or automated messages to staff that are in or around the hospital campus. Most of the staff use these in-house text pagers but some also have messages routed to their cell phones or PDAs. St. Jude manages these in-house and external messaging devices using *FirstPAGE*. The *FirstPAGE* Web Client allows the staff to send text messages from any networked computer to the hospital pagers. Automated messages are generated by converting automated emails from machines or devices into text messages through the *FirstPAGE* Gateway to SMTP.

#### **Results**

St. Jude views SeQent's paging system as a "very important component of their day to day operations at St. Jude's". St. Jude was able to accomplish all of their manual and automated paging needs. The *FirstPAGE* system has proven to be an asset to the institution due to its reliability and time saving features. St. Jude currently processes 10,000 messages per day and manages 2,000 pagers.

***"The FirstPAGE product from SeQent has been very reliable and provides the exact solution we need for our paging and notification needs."***

- Will Schmied, Senior Systems Administrator, St. Jude Children's Research Hospital

