

Guadalupe Regional Medical Center

NetSupport Notify Case Study

With Sharon Illhardt - Director of Communications and Security



Could you please tell us a little bit about your organization?

Whether you are a patient, visitor, physician or community member, you can expect quality, compassionate and cost-effective care in a safe and comfortable environment. With over 700 passionate employees and 100+ skilled physicians, Seguin and surrounding communities receive top-notch care through a full range of services, using the latest and most innovative technology. GRMC has been recognized as a 2024 Outstanding Patient Experience Award™ recipient by Healthgrades, the leading resource consumers use to find a hospital or doctor. This achievement, along with GRMC's other accomplishments reflects GRMC's commitment to providing an exceptional health care experience for patients and their loved ones. GRMC has received the 2024 Women's Choice Awards as one of America's Best Hospitals for Orthopedics, for Obstetrics, for Minimally Invasive Surgery, and as one of the '100 Best Hospitals for Patient Experience'.

How many devices and what platforms do you have the software installed on?

NetSupport Notify is on over 700 laptop and desktop computers.

Can you tell us about some of the challenges you faced, and why you chose NetSupport Notify?

We chose NetSupport as a means to message our staff with emergency and safety information. Previously, we did not have a system that could immediately transmit pop up messages to our staff computers silently.

Can you tell us how the software is currently being used?

We currently use the software to message staff with alerts about utilities and IT system issues. We will use the feature to message emergency alert information when necessary.

Do you have a favorite feature?

We specifically use the alert message feature. It is helpful that alerts can be color coded so that emergency messages are quickly distinguishable from other types of messages.

What are some of the key benefits you've enjoyed by using NetSupport Notify?

Ease of communication to staff throughout the facility ensures accuracy of information to staff. Messages can be sent immediately as needed.

How would you sum up the software in one sentence?

This software can be lifesaving. We anticipate if we had to notify staff of a security alert, we could reduce possible injury to staff and patients by messaging staff computers quickly with emergency information.

Would you recommend NetSupport Notify to others?

Yes, I would recommend NetSupport to others.

How have you found working with NetSupport?

Very easy working with NetSupport. We have had very few issues requiring technical support assistance.

What would you say to someone considering our solutions?

Definitely check out a demo and trial it if possible. It is a great tool to add to a business's emergency preparedness system.

How would you sum up NetSupport in one word?

Lifesaving.

