

Customer Success



“ Information flow is critical to health care. I think BlackBerry smartphones help us save lives because it makes sharing information much easier and improves the quality of our care. Not many other things do that. ”

- Dr. Chris O'Connor, Director of Medical Informatics

Organization: The Trillium Health Centre just outside of Toronto, Ontario, Canada, is a regional centre for many specialties and a provincial centre for Cardiac Services.

Industry: Healthcare/Life Sciences

Region: North America

Company Size: Large Enterprise

Type of Solution: Industry Specific

Solution: BlackBerry® Enterprise Solution

Challenge

- One of the busiest Emergency departments in Canada and the largest free-standing day surgery facility in North America
- Needed a more efficient way for the clinical team to communicate
- Wanted to be rid of pagers, loud speaker pages and legwork

Solution

- The hospital installed the BlackBerry® Enterprise Solution
- Gave 40 of its clinicians access to mobile email on BlackBerry® smartphones

Results

- Faster delivery of medical care
- Less intrusive method of communication
- Reliable records reduced chances of error
- Improved team communications and increased morale

“ The potential for the BlackBerry smartphone is really enterprise-wide. All healthcare workers in hospital settings are busy and mobile and would benefit enormously from being connected by wireless email. ”

- Dr. Chris O'Connor
Director of Medical Informatics

