



## CASE STUDY

# Loyola Medicine, Chicago, IL.

**Seeking a better solution for its critical messaging needs, Loyola Medicine turned to American Messaging for efficiency, better pricing and amazing customer service.**

### BACKGROUND

Based in Chicago's western suburbs, Loyola Medicine is a regional, academic health system that includes Loyola University Medical Center, a nationally ranked academic medical center with 547 licensed beds in Maywood; Gottlieb Memorial Hospital, a 254-bed community hospital in Melrose Park; MacNeal Hospital, a 374-bed community hospital in Berwyn; Loyola Medical Group, a team of primary care and specialty care physicians at over 15 Chicago-area locations; and a large ambulatory network of clinics throughout Cook, Will and DuPage counties offering primary and specialty care. It is also a member of Trinity Health, one of nation's largest Catholic health systems.

Loyola trains the next generation of caregivers through teaching programs for more than 520 residents and 2,400 students, allied health professionals, paramedics and chaplains each year.

### SITUATION

Loyola was having issues with the antiquated, in-house critical messaging servers its long-time supplier had installed years earlier, making message forwarding more cumbersome and inefficient for its staff of doctors, nurses, and administrators. Preferring not to move from existing "5-digit PIN" in-house critical messaging to 10-digit messaging devices and seeking to seamlessly integrate the forwarding of critical messaging numbers, Cheryl Cordova, Application Technical Analyst at Loyola sought a new solution.

## OPPORTUNITY

Having enjoyed her relationship with American Messaging, which provided critical messaging service to Gottlieb Memorial Hospital for over 10 years, Cheryl Cordova saw the critical message forwarding issues at Loyola as the perfect opportunity to bring American Messaging, and specifically AMSConnect, to Loyola. With the AMSConnect app, not only would the need for “5-digit PIN” critical messaging be avoided, but since the apps and messaging devices are connected via Critical Messaging Integration for redundancy and convenience, doctors and nurses who preferred not to carry more than one device could now send and receive their encrypted messages and secure critical messages directly on their smartphones.

## OUTCOME/ RESULTS

Once the decision was made to move to American Messaging, the transition couldn't have happened more quickly or efficiently. In less than four months, beginning in February 2018, Loyola was outfitted with more than 3,000 American Messaging Secure Elite Encrypted Devices, with doctors, nurses and other hospital personnel getting on board by downloading and using the AMSConnect app on their smartphones.

But it's not just the advanced technology that made the transition to American Messaging such a no-brainer for Loyola. As Cheryl notes, “Working with my American Messaging team is like having an on-call, in-house IT department at my disposal. Rather than having to deal with long waiting times trying to reach a customer service desk, I know I can call my American Messaging representative, Beth Rosenworth, and receive a call back within minutes.” Cheryl also appreciates how easy it is for the Loyola staff to self-provision critical messaging devices, using just basic ID information to onboard new users through the American Messaging self-service Account Manager portal. Last, but not least, Cordova is thrilled with the pricing, which is a fraction of the prior supplier. She adds, “I can't say enough great things about American Messaging. Honestly, I consider them family.”

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*Cheryl Cordova,  
Application Technology Analyst,  
Loyola Medicine*

