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## **Methodist South Hospital Goes Live with CommonPath™ Centralized Nurse Call From Critical Alert Systems**

Jacksonville, FL (February 11, 2013) – Methodist South Hospital, part of Methodist Healthcare, has gone live with a new CommonPath™ Centralized Nurse Call system. Located in Memphis, Tenn., Methodist South upgraded their old unit-based nurse call system on four inpatient floors with CommonPath Centralized. They are the third Methodist Healthcare hospital to adopt Critical Alert System’s CommonPath, a software-driven approach to nurse call.

“We have a focus on delivering excellent patient service, and we knew that the right nurse call system would help us respond more personally to patient requests,” said Methodist South Vice President and Chief Nursing Officer Florence Jones. “We took a page from the hotel industry’s concierge model of providing personalized service, and CommonPath’s Centralized system allows us to get the right person to the patient right away to handle a request.”

A dedicated centralized operator answers and triages patient requests and makes assignments to the appropriate caregiver. When a patient activates their bedside nurse call device, they are greeted, by name, by the operator. The CommonPath system gives the centralized operator full visibility on essential patient information and sends patient requests to the appropriate caregiver’s pager.

With CommonPath Centralized nurse call, Methodist South has eliminated all overhead paging which was both disruptive and intrusive for patients and staff. A staff locating system is tied into CommonPath nurse call – allowing requests to be automatically closed and recorded when the assigned caregiver enters a patient room. All of the nurse call functionality is brought together with robust CommonPath reporting that allows Methodist Hospital to track response times and other metrics that can impact HCAHPS and CMS reimbursements.

“Our nursing staff is extremely excited about the features that the new nurse call system offers and how it will help them to improve patient care,” notes Mrs. Jones. “We believe that CommonPath offers lots of potential to add more functionality, and we’re looking forward to working with Critical Alert Systems to find more ways to leverage nurse call to meet our goals.”

### **About Critical Alert Systems**

Critical Alert Systems (CAS) provides healthcare communications technology solutions that help save lives and deliver faster, more efficient patient care to more than 500 hospitals nationwide. The company’s software-driven CommonPath™ is the next generation of nurse call systems – a patient-centered, simple-to-use system that is highly configurable and scalable and offers measureable improvement in patient satisfaction and staff efficiency. Through its paging services, CAS provides fast and reliable critical messaging for emergency medical and disaster response teams in 13 states in New England and the central southeastern U.S. CAS also is an equity partner with Mobile Heartbeat™, smartphone technology that provides clinicians instant access to critical patient information. More information is available at [www.criticalalertsystems.com](http://www.criticalalertsystems.com), [www.nursecall.com](http://www.nursecall.com) and [www.mobileheartbeat.com](http://www.mobileheartbeat.com).