

LeBlanc & Dunphy

With a growing clinical practice, LeBlanc & Dunphy needed a system clinicians could use to alert others to an emergency situation without alerting the client. TeamAlert provided the solution.

Intro

Located on 125 private acres, LeBlanc & Dunphy takes a multidisciplinary approach to treating mental health and trauma-related issues. The clinic offers a wide range of services, including Equine-Assisted Psychotherapy. This means that clinicians are often out in the fields with clients and not necessarily near the office or a computer. The clinic was also growing rapidly and safety across the large property was becoming an increasing concern.

Given these facts, LeBlanc & Dunphy needed a way in which their clinicians could alert others if and when an emergency situation arose. They also wanted to ensure that it was as discrete a solution as possible; in some scenarios, letting a client know that you are triggering an alert can actually escalate the situation, further endangering everyone involved.

LeBlanc & Dunphy began looking for a company that could deliver an alert solution that answered to these very specific needs. They settled on TeamAlert, attracted by the solution's ease of use and unobtrusive alerts.

The Solution

TeamAlert implemented the TeamAlert software across personal devices, laptops, and desktops at the clinic. The implementation on mobile devices was particularly important, given that many clinicians were often in session at almost any spot across the 125-acre ranch. The software provided them with a subtle and instant way to trigger an alert via a personal device and works compatibly with iOS and Android phones.

The Results

According to LeBlanc & Dunphy founder, Jim Dunphy, the TeamAlert implementation was seamless process, and the solution has continued to be pain-free for his team. "It's easy for us to maintain and modify internally."

He was also pleased with the discretion of the alerts. Hardware alert buttons, while highly practical in some clinical settings, were not only logistically impossible at LeBlanc & Dunphy, but also could potentially escalate a situation by signaling to a client that a clinician has decided to issue an alert.

TeamAlert's discretion was key. "There's no button that would alert somebody or make the situation worse," Dunphy elaborated. "It's totally private to the person who is using it."

The Results

Since the implementation, the LeBlanc & Dunphy staff has felt much calmer and more confident working in sessions across the ranch. With a discrete alert system right in their pocket, clinicians are able to feel better about working independently away from other staff members.

The TeamAlert solution has been in place for a few years now at LeBlanc & Dunphy and the team is "more than pleased with it," according to Dunphy. They have been able to easily modify it based on where clinicians and clients are traveling around the property. A special request came in from a care provider for a certain type of alert and the LeBlanc & Dunphy team was able to modify the TeamAlert system quickly and easily in answer to that request.

"You never want to use it, but it's great to have it," asserts Dunphy. "[TeamAlert] can be designed to satisfy any emergencies that may arise."

To learn more about TeamAlert, visit teamalert.com today.