

## **Life Coast Community Health Center Gets an Ideal Solution for Staff Feeling Vulnerable with TeamAlert**

*Since opening their doors in 2019, Life Coast Community Health Center has welcomed patients seeking treatment and medical services, including those seeking care for Behavioral Health issues. In light of the nature of their work, Life Coast needed a way to help staff summon emergency services if and when a patient experienced a crisis. TeamAlert provided the answer.*

### **The Problem**

Life Coast Community Health Center operates two clinics about 80 miles southwest of the Greater New Orleans area. While one clinic focuses on Women's Health, a second clinic focuses on providing mental health services to children, adolescents and adults. This clinic focuses on providing "patient centered" healthcare services that include Behavioral Health treatment.

Preparing for emergency scenarios is necessary in any healthcare environment, but particularly so in mental health care, where patients can experience both health emergencies and mental health crises. Behavioral Health patients, in particular, could experience crises, leaving staff feeling vulnerable when providing care. Implementing an alert system would not only protect providers and staff, but also help the clinic do right by their clients, ensuring their safety and health, too.

After reviewing a range of alert system providers, Life Coast decided to turn to TeamAlert, viewing this solution as an "exact fit" for their clinic's needs.

### **The Solution**

After consulting with TeamAlert, Life Coast installed hardware alert buttons at desk and wall locations around the Life Coast offices at both locations. These simple but performant hardware components would provide clinicians and staff with a way to trigger emergency response services in an instant if and when a patient were in crisis.

### **The Results**

The team at Life Coast were struck right away by the reliability and quality service provided by TeamAlert. "I am pleased with the overall ease of use and response," says Clinic Manager, Diane Webre. They were particularly pleased with how easy it was to use the panic alert buttons installed at various locations in their office. These hardware components provided a reliable and fast way to trigger a response in case of an emergency, increasing staff confidence and security.

### **Moving Forward**

In the future, Life Coast says they are likely to consider implementing TeamAlert's software solutions, as well. These supplements to the panic alert buttons will provide the clinic with a way to monitor events and trigger alerts via mobile devices, desktops and more.

Whether or not they move forward with a software implementation, Life Coast is very pleased with their existing TeamAlert solution. Webre says she would recommend

TeamAlert to any business looking for a responsive and reliable alert system, citing the safety that the staff feels knowing they have this solution available.

To learn more about TeamAlert, visit [teamalert.com](http://teamalert.com) today.