

**CASE
STUDY**

Phelps Memorial
Hospital Center



THE POWER TO CONNECT

Kiosk Solutions

Digital Signage

Mobile Apps

Remote Management

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The Client

Phelps Hospital, located in Sleepy Hollow, New York, is a dedicated center striving to improve the health care for their community. They provide an environment of excellence where they focus on medical, social and rehabilitation services. Phelps is part of the North Shore-LIJ Health System, which is one of the nation's largest health systems. The hospital is continuing to grow with its care and technology and has wide areas of services including, preventative, diagnostic and treatment services. They provide a comprehensive care in a modern environment and advanced medical techniques but still believe in the traditional care for their patients.

The Challenge

As the hospital continued to grow, they noticed it was getting harder for visitors and patients to find their way around the center. They created a new map of the facility to have at the main entrance and throughout the hospital to help people find their way. This helped initially, but with a larger emergency department and additional office buildings and added parking lots, they wanted to find a better solution.

The Solution

Phelps contacted Livewire inquiring about our eConcierge® suite of solutions. After learning more they were convinced our software application was perfect for getting information to their visitors and patients. The interactive kiosks include a wayfinding application and interactive map that allows visitors to find their way around the hospital a lot easier and faster than a traditional map would. Visitors and patients can also search for directories to find where doctors and departments are located. They have a kiosk placed at each of their three main entrances. Phelps also installed six digital signs around the hospital to provide updated information and events to their visitors. Overall, the Livewire solution has proven to serve the needs of Phelps Memorial Hospital Center.

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Software Solutions that give you the **POWER TO CONNECT.**

