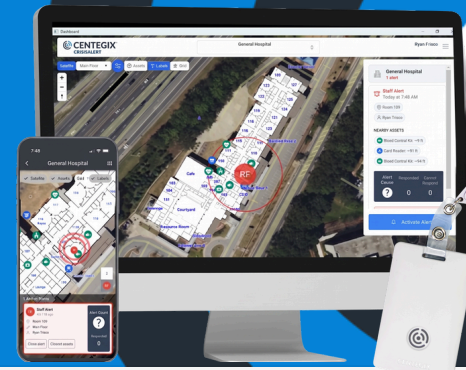


# CENTEGIX® Impact Story

## Enabling Positive Outcomes in Unpredictable Situations



### The Challenge

Situated in rural Ohio, Avita Health System was experiencing an increase in violent and aggressive incidents against its staff. Like many healthcare organizations, Avita needed to improve how staff could call for help in unpredictable and potentially dangerous situations.

Their existing system required access to a computer, which was not always feasible—especially when staff were alone or moving around campus. They also recognized a need to strengthen coordination with local law enforcement for more serious or campus-wide threats.

### The Solution

Avita implemented CENTEGIX Safety Platform®, providing staff with wearable duress badges that enable immediate, discreet alerts from anywhere on campus.

They also configured the system to support 911 integration, helping streamline communication with law enforcement if a situation escalates beyond internal response.

### The Results

Shortly after implementation, the system proved its value. A nurse noticed a suspicious individual following her through the facility. As she moved locations, the individual remained close, making it difficult for her to use a phone to call for help.

Instead, she used her duress badge to silently trigger an alert. Security responded quickly, intercepted the individual, and remained with them until they left the property.

While the situation was resolved early, the team noted that if the situation had escalated, they could have immediately and discreetly triggered a law enforcement response.

For Avita, this scenario reinforced the importance of giving staff a way to get help the moment it's needed — without drawing attention or escalating the situation.



**AVITA**  
HEALTH SYSTEM



**3 EDs**

Across 3 Hospitals



**450**

Employees



**2026**

Became a  
CENTEGIX customer

*"That nurse wasn't able to get on a phone and explain the situation, so they used their duress badge and help came immediately and deterred the situation."*

**Michael Armantrout**  
Security Manager



*"We looked at many solutions before selecting CENTEGIX. Often, technology doesn't work as advertised, but that wasn't the case with CENTEGIX."*

**Chris Adler**  
Director of Emergency  
Management, Safety & Security

