

## **It's like sending a message in a bottle: a qualitative study of the consequences of one-way communication technologies in hospitals.**

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Use of one-way communication technologies, such as [pagers](#), in hospitals have led to [workarounds](#) to improve communication. Through observation, shadowing, interviews, and focus groups with nurses and physicians, this study describes antecedents, types, and effects of [workarounds](#) and their potential impact on patient safety.