

Case Study:

How OnPage Helps Alberta Health Services Maintain Occupational Health



OnPage ensures employee health for Alberta Health Services

Alberta Health Services (AHS) is Canada's first and largest provincewide, fully-integrated health system. AHS is responsible for delivering health services to over four million people living in Alberta and surrounding territories. In maintaining the health of the province's large population, AHS also worries about protecting the health of its 100,000+ employees who at times face potential illness themselves when confronted with blood body fluid exposures (BBFE). Ensuring this level of occupational health is the job of AHS' Workplace Health and Safety group.



**Standardized workflows
across locations**



**Reduced cost
by 75%**



**Improve risk
management**

Challenges

AHS provides services across Alberta's five zones 24/7/365. Prior to AHS' adoption of OnPage however, each of the province's five zones had different policies for managing how AHS employees should report BBFE in their zone.

With the lack of standardization came many challenges for AHS:

- **Inconsistent Response Quality** – Some employees got called back immediately and some waited until the following day.
- **Significant Costs** – AHS incurred significant expenses from call centers to report BBFE.
- **Emergency Room Visits** – When AHS employees presented at the emergency room, they were entitled for worker's comp which often meant unnecessary expenses for the healthcare system when employees were unaffected.
- **Workflow Challenges** – Nurses had significant challenges in trying to get in touch with impacted employees.

Eventually, the need for standardization led AHS to choose OnPage. AHS realized they needed to ensure that when employees called in they could reliably and quickly reach AHS occupational health nurses (Callers' quality of service should not be impacted by their geography).

Solution

With OnPage, AHS eliminated call centers and provided standardization across their locations.

Their new workflow with OnPage

- When an employee suspected they have been exposed they would call an OnPage dedicated number.
- The line would play a recorded message and provide instructions on how to leave a call back number and voicemail for the occupational health nurse in their zone.
- The nurse is then able to do a risk assessment and determine appropriate next steps.
- The employee would then almost immediately receive a call back from an occupational health nurse telling them to go to the lab for testing.

Results



Standardized the provision of services, ensuring more efficient workflows across provinces.



Gained access to reporting functionality, offering visibility into call volumes and peak call times.



Routed employee voicemail to the right on-call nurse based on on-call schedules.



Spent 75% less than they did with their legacy processes.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.