

# Case Study:

## How OnPage Empowers Home Healthcare with Responsive Communication



## OnPage reduces response from 30 minutes to 30 seconds

The largest home healthcare and hospice company in Northern America needed a solution to streamline their clinical communications workflow between patients living in their homes and/or the hospice facility, and their care teams. They were also looking for scheduling flexibility so that care teams working weekly shifts never missed urgent messages. Lastly, doctors needed to be connected with each patient's care team with the quickest delivery of messages possible. Immediate communication is vital in home healthcare.



**Role-Based  
Messaging Capabilities**



**Contextual  
HIPAA Compliant Alerts**



**Communication Across  
the Continuum**

## Challenges

The company faced challenges responding quickly to patient requests due to outdated communication methods. In an industry where swift communication and mobilization can be the difference between life and death, this was unacceptable.

Additionally, the care team found themselves missing alerts because of scheduling errors and the inability to escalate critical messages when the primary responder was unavailable.

So, the team sought out a solution that not only mobilized the right workers but delivered messages as efficiently as possible.

## Solution

With OnPage, doctors and patients are connected immediately for improved care quality.

### Their new workflow with OnPage

- Patients experiencing medical issues post-discharge call a dedicated number and leave a voicemail detailing their symptoms.
- The on-call nurse then receives their voicemail, transcribed as a high-priority OnPage alert right on their smartphone based on the on-call schedule.
- In the case where the nurse requires more context, they can directly reach the on-call resident via role-based messaging and send a critical message asking for assistance.
- The on-call nurse and resident can securely exchange information through OnPage's HIPAA-Compliant chat features enhancing clarity and improving care.
- Lastly, the nurse calls back the patient and provides them with care plans tailored to their needs.

## Results



Cut down response times from 30 minutes to 30 seconds.



Securely exchange critical PHI via OnPage's HIPAA compliant chat collaboration features.



Route messages to the right on-call care provider based on on-call schedules.



Streamline patient-to-provider communications, enhancing care access.

## 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

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