



ONPAGE EMPOWERS HOME HEALTHCARE



BUSINESS SITUATION

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 alerts coming in from patients and care team members. 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.

SOLUTION

OnPage Gold Package

PRODUCT

OnPage – Clinical Communications Platform

BENEFITS

- Seamless communications workflow
- Reduced response time – 30 mins to 30 seconds
- Maximized work hours through flexible scheduling



Role-based communications
Right user. Right time.



Patient context with alerts



Communication across the continuum.
One directory. One care team.

WHAT IS HOME HEALTHCARE?

Home healthcare helps people remain safely at home and live as independently as possible during recovery from a surgery, injury or illness - managing a serious or chronic disease or dealing with multiple diagnoses.

Home healthcare agencies offer tools and resources to help patients control diseases, achieve health goals, and live life to its fullest. Based on the doctor's orders and clinical needs, the agency team comes to the home to provide health care services such as skilled nursing, home health aides, and physical therapy and other therapies.

During home-based visits, home healthcare team members work diligently with the patients and doctors to develop a plan for them to manage medications and educate them about their condition. The teams also help the patients understand the expected course of the illness and recovery process, and how to watch for warning signs. They will work with the doctor to treat potential problems before they turn into something life-threatening issues.

DISCUSSION

CHALLENGES OF STREAMLINING COMMUNICATIONS FOR THE LARGEST HOME HEALTHCARE AGENCY.

OnPage was tasked with coming up with a solution to streamline communications between patients living in their care homes and their care teams. Also, OnPage needed to offer their clients scheduling flexibility so that care teams working weekly shifts never missed alerts coming in from patients living in the care homes. Lastly, OnPage needed to connect doctors with each patient's care team with the quickest delivery of messages possible.

ONPAGE CLINICAL COMMUNICATIONS IN ACTION

OnPage's clinical communications platform allowed for care team members to receive contextual alerts and messages regarding the patient's rehabilitation plan and doctor's instructions. With state-of-the-art alert until read technology, no critical alert was missed.

With such a robust communications platform, care team members were able to create and manage their own schedules. Having the ability to change the digital schedules weekly allows care teams to be flexible. The digital scheduler automate alerts to the right person and ensures no messages are missed.

OnPage's dedicated phone line allowed for doctors to securely connect and convey information with each patient's care team. If one care team member does not get the message, it will automatically escalate to the next preselected member and send alerts to them until the alert is reconciled through OnPage's Escalation Policy.

SUCCESSFUL OUTCOMES IN CLINICAL COMMUNICATIONS

With OnPage's clinical communications platform in place, the home healthcare agency experienced streamlined communications workflow and overall improved patient's outcomes due to a reduction in response times; from 30 minutes to 30 seconds! They were able to maximize their work hours with customizable digital scheduling and provide a better patient experience with accessibility to their care teams and doctors.

ABOUT ONPAGE

As the preferred vendor of clinical communications in home healthcare, OnPage provides physicians, nurses and home healthcare administration an effective and secure incident management & communication tool that reduces costs, capitalizes productivity and improves patient outcomes. With over 15 million messages processed daily and a record 99.95% uptime, OnPage continues to deliver the latest in effective clinical communication technology that seamlessly integrates with customers' existing systems.

The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI. For more information, follow OnPage on Twitter (@On_Page) and visit www.onpage.com to learn how clients like Alberta Health Services, Tenet Health and Children's Hospital Las Angeles are using OnPage to solve healthcare's biggest communication challenges.

TO LEARN MORE, VISIT OUR WEBSITE OR CALL: ONPAGE.COM/CONTACT-US 781-916-0040



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