

# Case Study:

## How OnPage Collaborates with DoFP to Enhance Patient Care



# Divisions of Family Practice + OnPage

Division of Family Practice (DoFP) leverages OnPage's enterprise level communication and collaboration platform alongside dedicated phone lines to solve for fragmented communication and inefficiencies in clinical workflows.



Accelerated Patient  
Care



Miscommunication  
Averted



Save \$\$\$

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Healthcare organizations must embrace technology, especially when it presents opportunities to directly impact patient care and patient satisfaction levels. An obvious first step is to leverage mobile phone technology to optimize clinical communication workflows and automate processes that would otherwise entail manual intervention. By just doing that, you'll notice how much you're able to eliminate human errors.

When it comes to doctors on call, there's no room for human error that can lead to serious medical mishaps and casualties. A system like OnPage, when working as intended, can solve major healthcare communication challenges.

**Sharon Todd**  
DoFP Program Manager

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DoFP British Columbia (BC) is a non-profit organization that works collaboratively with community and healthcare partners to enhance patient care and improve professional satisfaction for physicians.

## Challenge

Prior to OnPage, DoFP used a third-party answering service to gain details from a long-term care facility and relay the information to after-hours providers via simple, ineffective SMS text messages. This process introduced inefficiencies, including:

- Human error in relaying accurate information to the after-hours care provider
- Wasted time in connecting the answering service with the after-hours care teams
- Costly answering service bill at the end of each month
- Missed critical alerts
- Labor-intensive, manual management of paper schedules.

## Solution

DoFP turned to OnPage for augmenting its clinical communication workflows. With our rich expertise and strategic guidance at every phase of implementation, DoFP seamlessly adopted OnPage's clinical communication system, including its dedicated lines to bring more efficiency to its current operations.

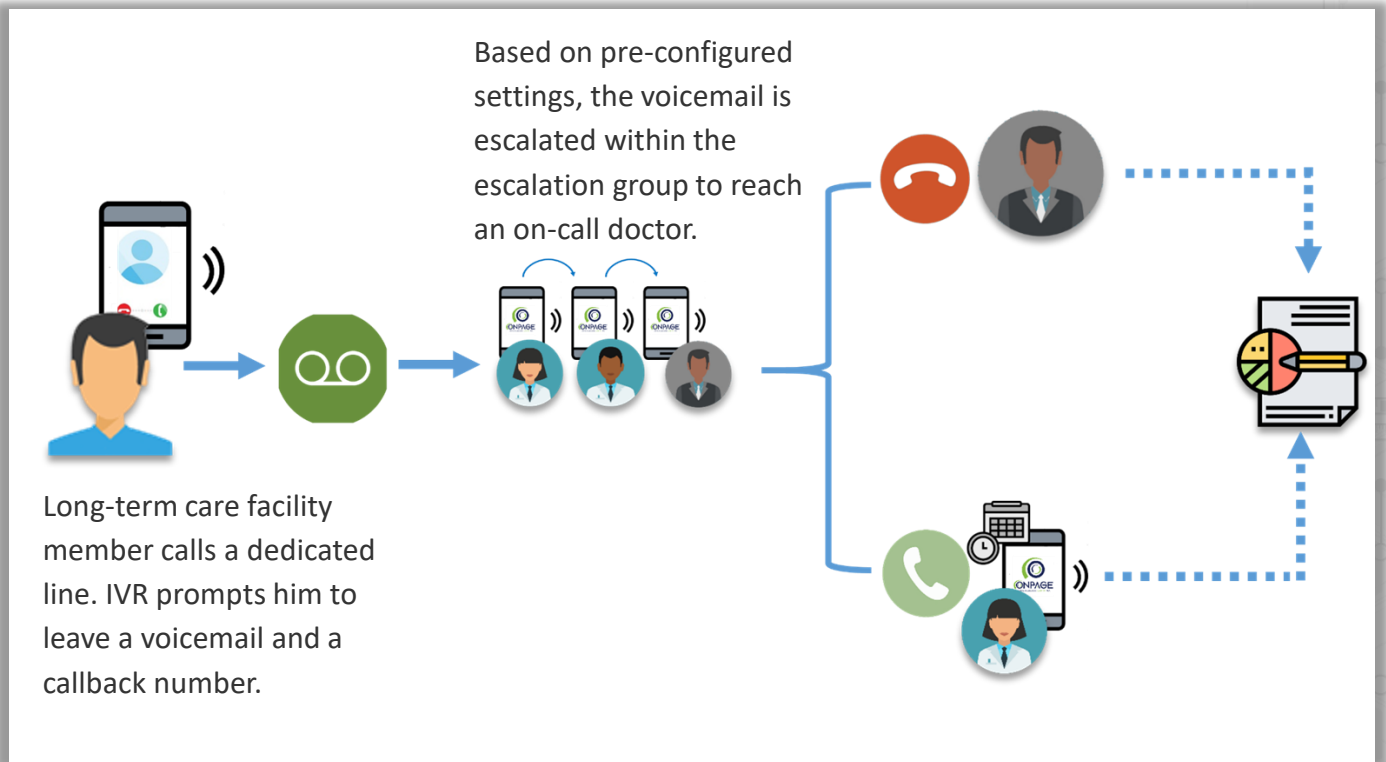
OnPage's adoption led to:

### 1. Transition from **Paper Schedules to Digital Scheduler**

- **Centralized schedules:** Digital schedules maintained on an enterprise-level console
- **Easily Editable:** Authorized staff can edit schedules in a few clicks
- **Easy Vacation-Hold Policies:** Override schedules by creating exceptions to configured, recurring on-call schedules
- **Reliable Scheduling:** If you miss scheduling on-call staff, the entire group gets notified

## 2. Transition from Answering Service to Dedicated Lines + Voicemail

- Care team staff calls a dedicated line. Leaves voicemail and callback number for the on-call doctor
- Automatically route voicemails from the long-term care facility to the on-call doctor after hours
- Care facility can leave a voicemail with a callback number. This information is escalated within the escalation group to reach an on-call doctor
- If no one answers the voicemail, it fails over to the group admin
- Detailed OnPage reports, audit trails and live status updates for accountability



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We had anticipated that the change would be the hardest part since the proposed system would completely phase out our current process that we've had in place for almost 25 years. To our surprise, we've seen a very positive response from our physicians. They've embraced the change and are appreciative of the fact that it has enabled them to enhance rural health in their communities.

**Sharon Todd**  
DoFP Program Manager

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## Results

OnPage's clinical communication solution created a paradigm shift in the way communication workflow would be carried out at DoFP. For instance, OnPage allows DoFP to:



Avert miscommunication between long-term facility members and physicians



Reduce average patient response time and improve process efficiency



Expedite the crisis communication process



Reduce costs to providers



Gain centralized, secure visibility and access to digital schedulers

## Conclusion

As demonstrated and validated in this case, OnPage's alerting solution is trusted by organizations globally to enhance clinical communication and care team collaboration. OnPage empowers healthcare organizations of all sizes to augment their workflows to deliver exceptional patient care.

OnPage helped DoFP to enhance their communication workflows and on-call schedules, allowing them to enable rural physicians to enhance rural health in their communities. This is just one of many reasons why facilities continue to place their trust on OnPage for all their critical messaging, high-priority alerting and live call routing needs.

## About OnPage

OnPage's award-winning HIPAA compliant incident alert management system for healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its clinical communications platform and smartphone app, OnPage gives healthcare providers a secure, reliable, fast way to communicate with colleagues for better patient outcomes.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than pagers, 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 notifications needs.

## Contact Us

For more information, visit [www.onpage.com](http://www.onpage.com) or contact the company at [marketing@onpagecorp.com](mailto:marketing@onpagecorp.com) or at (781) 916-0040.

