How Divisions of Family Practice Uses OnPage | Case Study

Divisions of Family Practice **+ OnPage**

Divisions of Family Practice (DoFP) leverages OnPage's enterprise-level communication and collaboration platform, alongside dedicated phone lines, to solve communication 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.

Challenges

Prior to OnPage, DoFP used a third-party answering service to gain details from a long-term care facility (LTCF) 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 after-hours care providers
- Wasted time in connecting the answering service with after-hours care
- Costly answering service bills at the end of each month
- Missed critical alerts
- Labor-intensive, manual management of paper schedules

Solution

DoFP turned to OnPage to augment its clinical communication workflows. Through the OnPage team's expertise and strategic guidance at every phase of implementation, DoFP seamlessly adopted OnPage's clinical communication system and dedicated lines to bring more efficiency to its current operations.
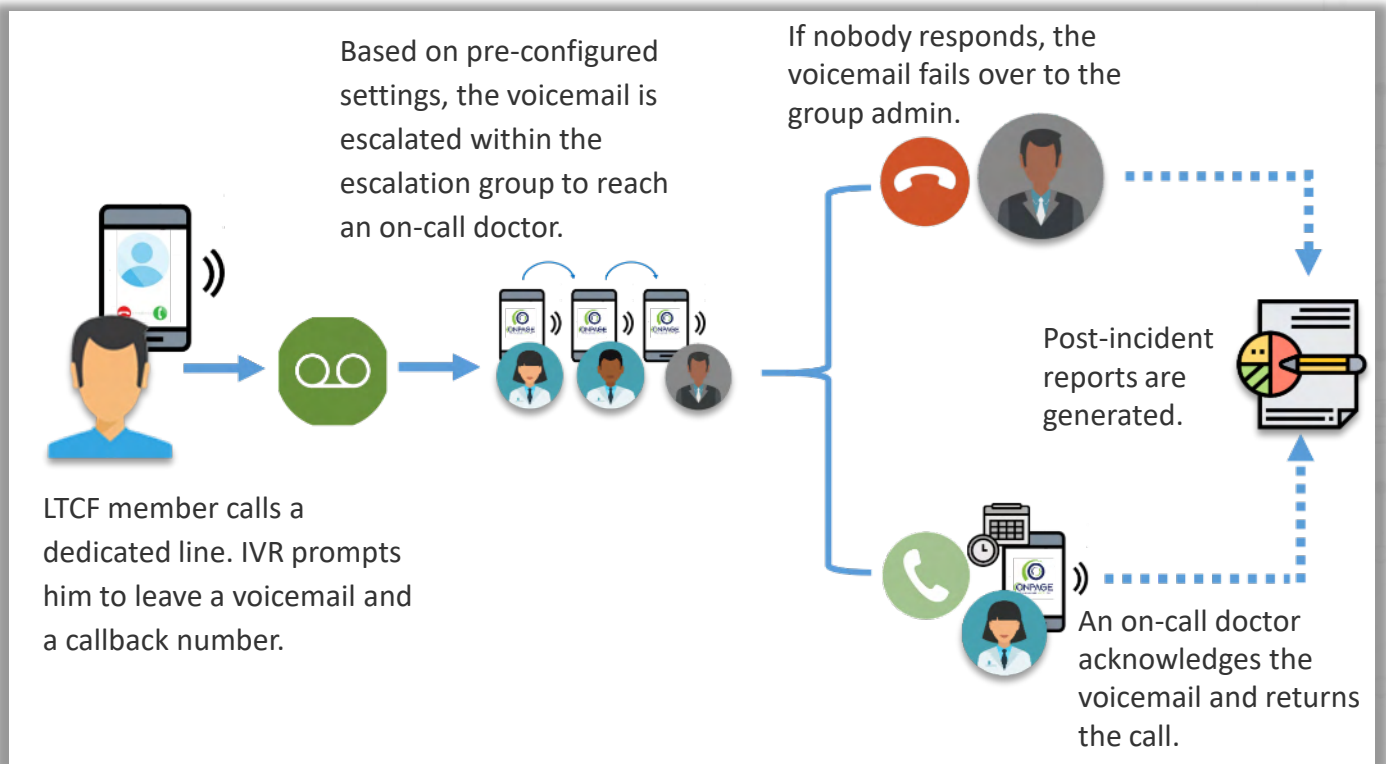
DoFP's adoption of OnPage lead to:

1. Transition from Paper Schedules to a Digital Scheduler

- **Centralized schedules:** Digital schedules maintained on an enterprise-level console

- **Easily editable schedules:** Authorized staff can edit schedules in only a few clicks

- **Easy vacation-hold policies:** Staff can override schedules by creating exceptions to configured, recurring on-call schedules

- **Reliable scheduling:** If DoFP fails to schedule on-call staff, the entire on-call group gets notified

2. Transition From Answering Service to Dedicated Lines + Voicemail

1. LTCF calls an OnPage dedicated line. The LTCF leaves a voicemail and callback number for the on-call clinician

2. OnPage automatically routes voicemails from the LTCF to the after-hours, on-call clinician

3. Voicemails with callback numbers are escalated within the escalation group to reach an on-call clinician

4. If no one answers the voicemail, it will fail over to the DoFP group admin

5. Detailed OnPage reports, audit trails and live status updates are generated

Based on pre-configured settings, the voicemail is escalated within the escalation group to reach an on-call doctor.

If nobody responds, the voicemail fails over to the group admin.

Post-incident reports are generated.

LTCF member calls a dedicated line. IVR prompts him to leave a voicemail and a callback number.

An on-call doctor acknowledges the voicemail and returns the call.

> We anticipated that transitioning to a new system would be challenging since we were phasing out a process that was in place for over 25 years. However, clinicians happened to be less resistant and very keen on adopting OnPage. They've embraced the change and appreciate that OnPage has enabled them to enhance rural health in their communities.
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> **Sharon Todd**
> **DoFP Program Manager**

ONPAGE
SOME MESSAGES CANNOT WAIT

460 Totten Pond Road
Waltham, MA 02451

Results

OnPage's clinical communication and dedicated line solutions rapidly modernized DoFP's communication workflows. OnPage allows DoFP to:

Avert miscommunication between LTCF members and on-call clinicians

Reduce average patient response time and improve process efficiency

Expedite the crisis communication process

Reduce costs for on-call providers

Gain full centralized, secure visibility and access to digital schedules

Conclusion

Thousands of organizations across the globe, such as DoFP BC, rely on OnPage's secure alerting solution to enhance care team communication and collaboration. OnPage empowers healthcare organizations of all sizes to augment their workflows to deliver exceptional, timely patient care.

As demonstrated by this case, OnPage helped DoFP enhance its communication workflows and on-call schedules, allowing rural physicians to enhance rural health in their communities. This use case is only one example of why facilities continue to rely on OnPage for all their critical messaging, high-priority alerting and dedicated line needs.

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 notifications 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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