Case Study:

How OnPage Streamlines Patient-Physician Communications for Boston-Area Hospital

ONPAGE

OnPage streamlines patient-physician communications

Boston is known worldwide for the high quality of medical care its hospitals deliver to patients from Boston as well as those coming in for treatment abroad. The following case study details the specific alerting and paging needs of the doctors in the internal medicine department at one of these hospitals. This hospital has been in existence for over 100 years and has top-ranked specialties across the board, ranging from cardiology to urology.

HIPAA-Compliant Messaging Capabilities

Budget Friendly Solution

Communication Across the Continuum

Challenges

This hospital's internal medicine team found themselves frequently missing critical pages due to their unreliable paging system. The pagers had limited range and pages were often lost in spotty coverage gaps. On top of that, pagers are not HIPAA-compliant, preventing the after-hours physicians from receiving contextual messages about patient issues.

Their previous workflow was the following. Patients would call an answering service to report medical issues outside of office hours. The answering service would then page the on-call physician outlining the patient's request so that they could respond to the patient and provide them with assistance. Unfortunately, when the pages were lost the patients were often left with no answer, leaving them helpless until the office reopened.
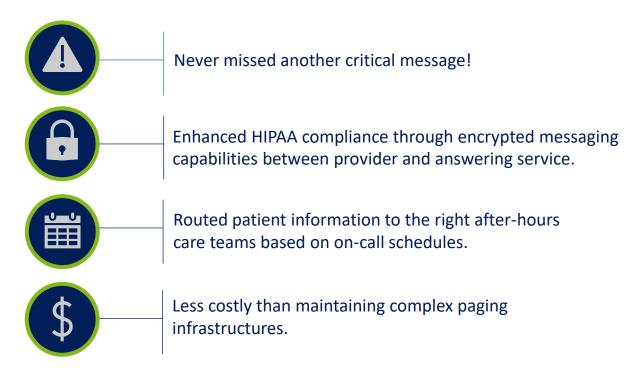
Solution

With OnPage, the medical team gained the ability to reliably receive and respond to time-sensitive patient requests after hours.

Their new workflow with OnPage

- A patient experiencing symptoms outside of office hours will call the answering service and detail their issue.

- The answering service will then note down the patient request and callback number in the form of an OnPage message.

- They will then deliver the high-priority OnPage alert to the on-call physician group, which automatically routes the message to the right person based on the on-call schedule. Plus, in the case where the first on-call physician is unavailable, OnPage will escalate the alert to the next available physician.

- This ensures that the patient is always responded to in a timely manner and receives the care they need, at any time of day.

Results

Never missed another critical message!

Enhanced HIPAA compliance through encrypted messaging capabilities between provider and answering service.

Routed patient information to the right after-hours care teams based on on-call schedules.

Less costly than maintaining complex paging infrastructures.

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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