



Four Clinical Communication Workflows

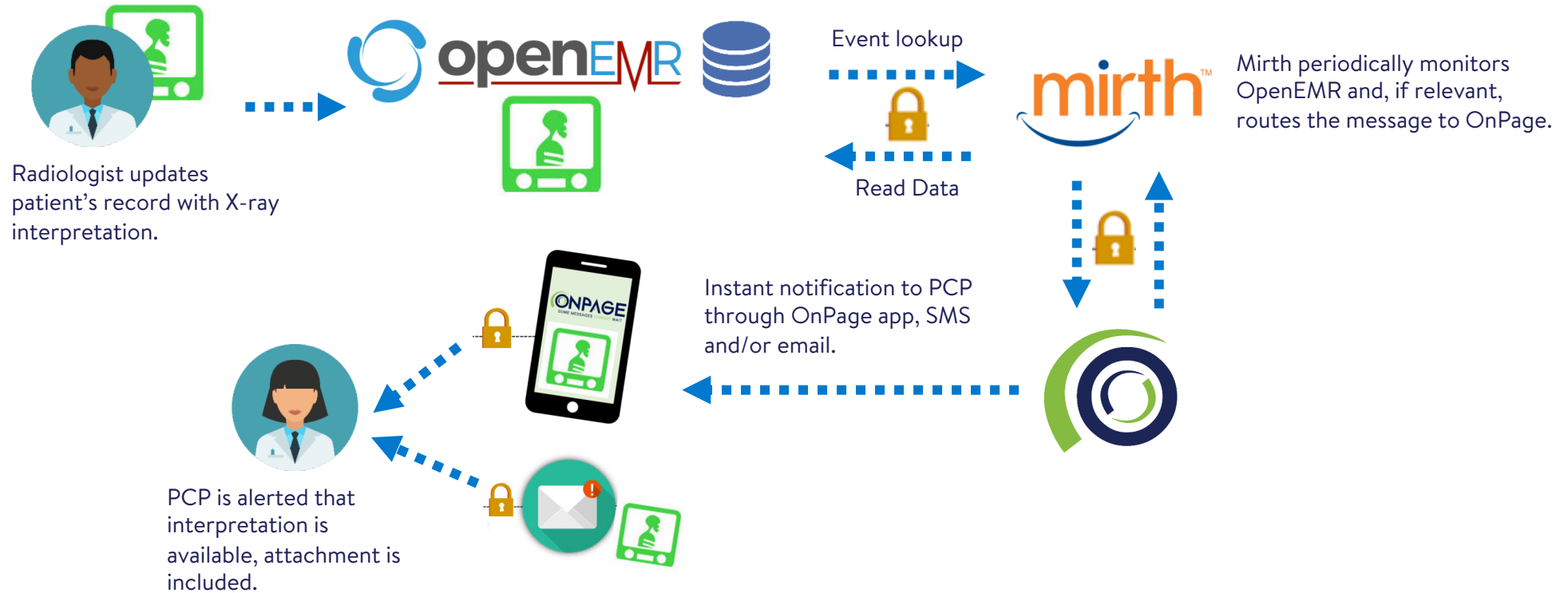
About This eBook

Forward-looking healthcare organizations are replacing antiquated pager systems with clinical communications platforms to improve patient response times and coordination between physicians, nurses and other care providers.

A clinical communications platform includes integrations with scheduling systems and EHR/EMR solutions. Automation and intelligent alerting streamline physician communications, reduce human errors and deliver real-time audit trails.

In this eBook, discover four clinical workflows, showcasing how healthcare organizations streamline clinical communications with the OnPage platform to operate more efficiently.

Workflow 1 | OpenEMR Integration with Secure Messaging

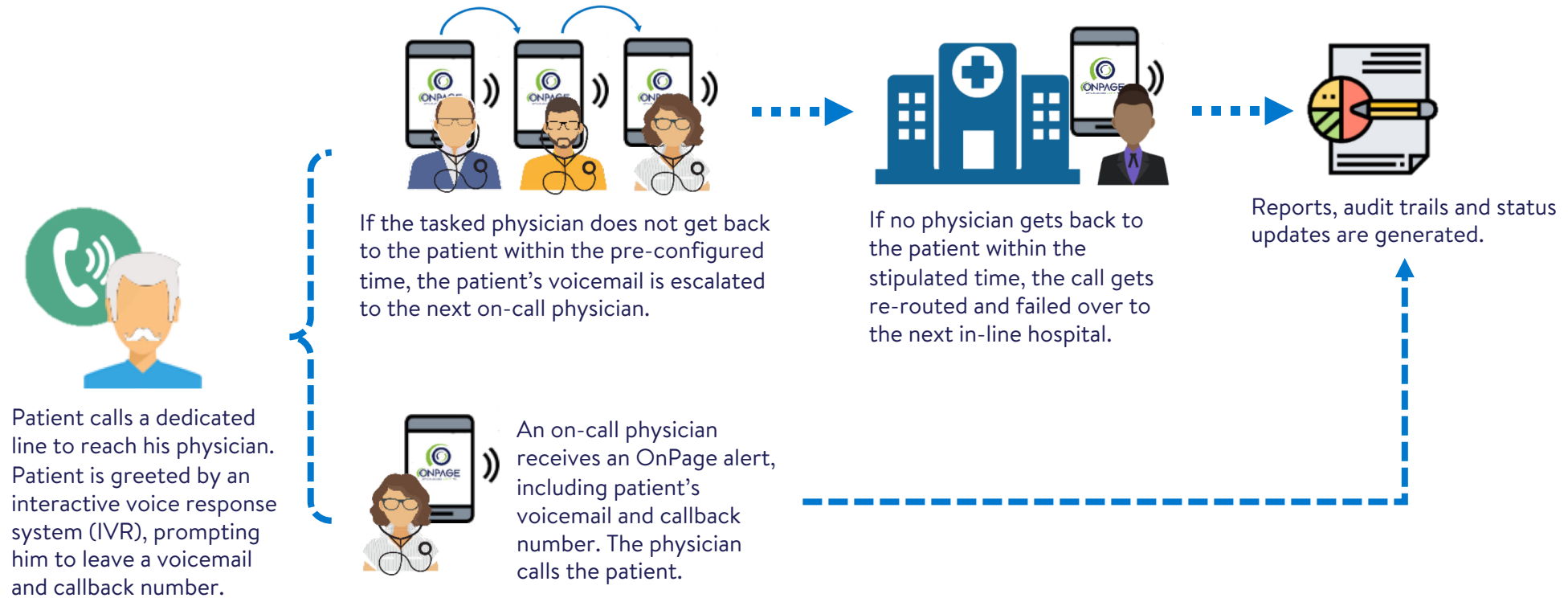


In this example, a radiologist updates a patient's record with an X-ray interpretation. This information is then sent to and received by the OpenEMR database. Through bi-directional communication, Mirth, an interface engine, constantly monitors OpenEMR and notifies OnPage with any patient's health record change or alteration.

After invoking a webservice request and obtaining a response, OnPage triggers an instant notification through its secure, HIPAA-compliant

mobile app, SMS and or/email to the patient's primary care provider (PCP), who is alerted that the specialist's interpretation is available. Additionally, the OnPage alert includes a contextual attachment (i.e., the patient's X-ray images) giving the PCP as much information as possible for better decision-making.

Workflow 2 | Direct Patient-to-Physician Communication: Voicemail

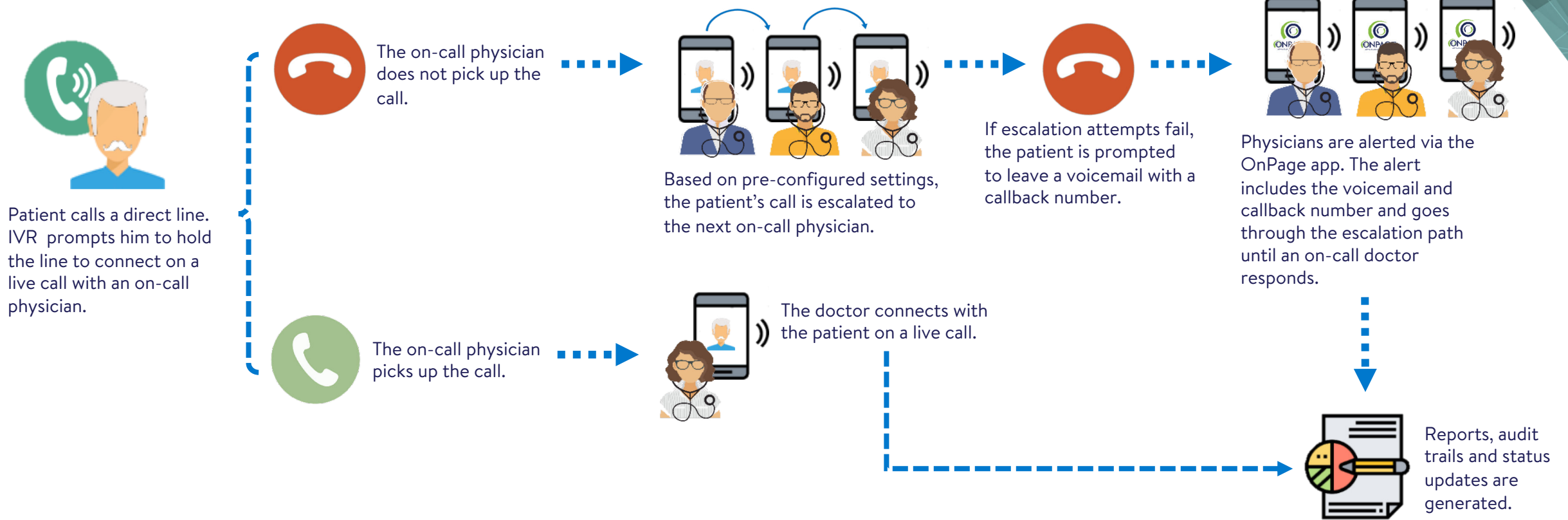


This workflow is initiated by a patient, who is prompted to leave a voicemail and callback number. OnPage alerts the on-call physician via a smartphone app. The on-call physician calls back the patient to provide care.

If the requested doctor is unavailable within the stipulated time (e.g., does not call back within 10 minutes) OnPage escalates the alert to the next on-call doctor. The escalation continues until a physician gets back to the

patient. If no physician at the first hospital gets back to the patient, an OnPage failover can re-route the voicemail with callback number to the next healthcare facility listed in the conditions within OnPage. During the entire process, OnPage generates an audit trail in real time with each activity in the sequence. Reporting is also provided, for post-communication analysis.

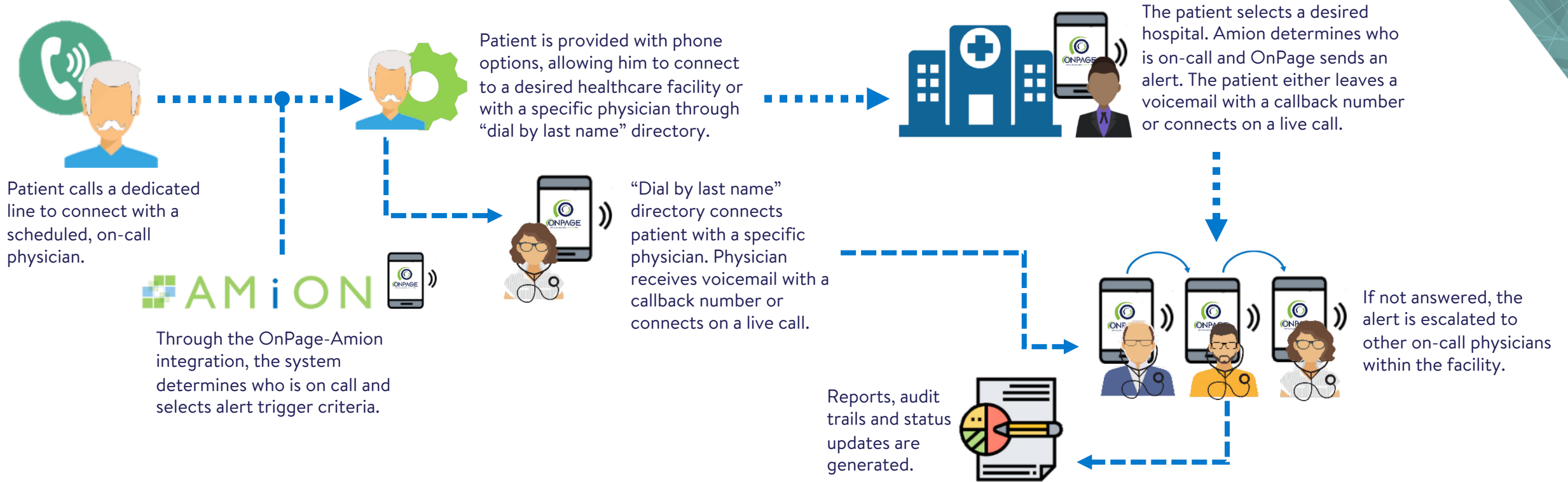
Workflow 3 | Direct Patient-to-Physician Communication: Live Call



When patients need to reach out to a physician on a live call, OnPage automates the process and includes escalation paths. In this sequence, a patient dials a hospital's dedicated line and is prompted to select a phone option to connect with an on-call physician on a live call. If the patient's call is picked up, an on-call physician connects with the patient on a live call and tends to his health-related issues.

If the patient's call is not picked up by an on-call physician, the call is directed within an escalation group, consisting of care team members. If no one in the escalation group answers the call, the patient is then prompted to leave a voicemail with a callback number. Again, the patient's message is escalated within the on-call team until addressed and responded to. The process concludes with the generation of detailed OnPage reports, audit trails and status updates.

Workflow 4 | Amion Integration + Live Calling



This workflow showcases OnPage’s integration with Amion’s popular scheduling system. Here, a patient calls a dedicated line to connect with a physician. In the integration’s back-end, the Amion system determines who is on call and passes this information to the OnPage platform. The patient is provided with phone options, allowing him to connect to a healthcare facility or with a specific physician through a “dial by last name” directory.

If the patient chooses to connect to a facility, he is either prompted to join a live call or leave a voicemail with a callback number (depending on

how the administrator sets up the integration). If the message goes unanswered, it is then escalated within the facility’s on-call team. Escalation factors and intervals are configured within the integration. The generation of OnPage reports concludes the sequence.

Alternatively, a patient can connect with a specific physician through a “dial by last name” directory. The physician connects with the patient and addresses his health-related issues. If unaddressed, the patient’s message is then escalated within an on-call team. Creation of detailed OnPage reports ends the process.



OnPage's award-winning, HIPAA-compliant incident alert management and clinical communications system for healthcare professionals, provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its platform and smartphone app, OnPage helps streamline workflows and improve 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.

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.

To learn more, contact OnPage at sales@onpagecorp.com, call (781) 916-0040 or visit www.onpage.com