CASE STUDY

Residency Program Critical Communication

Respected Medical School Chooses OnPage for Residency Program Communication and HIPAA Compliance

Business Situation

A major medical school program in the South required rock-solid signal coverage and data security for the hospital's critical messaging needs. The hospital is a major training hub as well as medical center in the state so having top notch communications was very important. However, with the hospital's legacy pagers, residents experienced limited signal coverage, limited paging coverage and no audit trail. IT director Jaime Cifuentes and his team searched through alternative systems but found few options.

Solution

OnPage quickly resolved the hospital's issues with poor paging coverage, HIPAA compliance and messaging accountability.

Product

OnPage's cloud-based incident management platform and priority messaging system.

Benefits

The IT Team Experienced:

- Resident accountability via the Audit Trail.
- Solid coverage without gaps, no matter where the residents were located.
- Easy to deploy software-as-a-service with virtually no learning curve.
- On-Call scheduler with escalation and failover.

The Situation

Jaime Cifuentes, the IT Director and Information Security Officer for the medical school is in charge of ensuring HIPAA compliance, IT security and overall messaging efficacy. The major problem though that Cifuentes faced was that messages the personnel sent via pagers didn't get through. Departments at the hospital had no way to either confirm a page's arrival nor track the sending of messages. According to Jaime, the most frequent remark he heard was:

"I don't know what you are talking about, I never got paged."

Similar excuses were heard over and over again. The IT staff and the medical department heads needed to know what or who was failing and why.

Jaime Cifuentes and his team test the system:

Jaime and his team spent a lot of time searching for solutions. They looked for a management solution that was HIPAA compliant and secure. The team was unwilling to forgo availability and accountability. They looked at non-digital paging systems that the local police department used. However those pagers just paged and did not have any additional features.

Furthermore, the service providers in the area had very little coverage and it was getting worse every day. When running a residency program, reliable and complete geographical coverage are paramount. Residents lived all over the state. Yet pagers were not received beyond the four or five block area around the hospital. In anywhere outside of that area, coverage was spotty.

Eventually, Jaime noticed that one of the physicians at the University was using the OnPage system. Jaimie and his team thought to download the OnPage FREE TRIAL and the team really liked what they saw. No other system had the collection of tools OnPage provided. None of them were as secure as OnPage which provided HIPAA compliance. This was a mandatory feature for the hospital. And, after completing OnPage's pilot program Cifuentes and his team never looked back.

"We could see the market was changing towards using smart devices and decided to seek out something more valuable with the latest technology. It was at that time we discovered OnPage. OnPage was highly cost-effective while providing rock-solid, data channel signal coverage no matter where the users were located. It was also feature rich as compared to the old "Plain Jane" pagers. OnPage was a no brainer for us."

Jaime Cifuentes
IT Director

ONPAGE
SOME MESSAGES CANNOT WAIT

OnPage becomes an important part of the hospital's Residency Program.

Since the adoption of OnPage, Cifuentes has noted that communications work much more efficiently and reliably. When something unexpected happens, and the hospital needs to get ahold of someone right away, OnPage is at the ready. Furthermore, the department heads and the IT teams no longer have the nagging feelings and doubt that surrounds an unreliable pager such as HIPAA compliance and message persistence. With OnPage, the audit trail of every message is tracked. There is no more confusion over missed pages. OnPage indicates whether the page was read or not.

Summary

Jaime Cifuentes Concludes:

"I hate to say it, but I take OnPage for granted. I no longer stay awake at night wondering if the messages are going through. It just works!"