

Case Study:

How OnPage Replaced Pagers for Respected Medical Program



OnPage enhances respected medical school's HIPAA compliance

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 and no audit trail.



**HIPAA-Compliant
Messaging Capabilities**



**Enhanced Accountability
via Audit Trails**



**Robust On-Call
Scheduling**

Challenges

Jaime Cifuentes, 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 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 or 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. So, they sought out a solution that would hold teams accountable and reliably deliver urgent messages every time.

Solution

With OnPage, the residency program gained access to a collection of unique tools that fulfilled all of their communication requirements.

Their new workflow with OnPage

- When a patient emergency arises at the hospital, the hospitalist will deliver a high-priority OnPage alert to the on-call resident group.
- Based on the on-call schedule, the alert is routed to the resident scheduled to be on-call at that time.
- In the case where the primary resident is already working with a patient and cannot answer the message, it is escalated to the next resident in the group.
- As soon as the OnPage message reaches an available resident, they are immediately mobilized to the scene, enabling them to deliver timely patient care.
- Lastly, OnPage generates an audit trail providing visibility into delivered, read, and replied time stamps.

Results



Enhanced accountability through team visibility of detailed audit trails.



Intuitive user interface and easy-to-deploy system with little to no learning curve for residents.



Access to robust on-call scheduling with escalation and failover capabilities.



HIPAA-compliant messaging that ensured the protection of sensitive patient data.

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

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.