

Case Study:

How OnPage Supports Behavioral Healthcare Teams



OnPage improves behavioral health communications

Behavioral health focuses on improving the well-being of patients to ensure they make a positive impact on society. The objective is to create a mutually beneficial relationship between the patient's mind, actions, and behaviors.

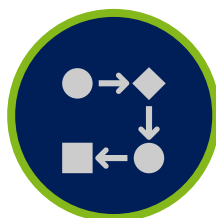
Recent data affirms the importance of mental health therapy and treatment. Immediate, continuous patient care helps lessen the effects of serious conditions and substance abuse. Through mental health services, patients can adopt healthy coping habits to overcome day-to-day stressors.

OnPage Corporation, a Boston-based clinical communication and collaboration (CC&C) company, recognizes the importance of behavioral therapy and is dedicated to streamlining processes in the behavioral health industry.

This case study will demonstrate 3 use cases of the OnPage system within the behavioral health sector.



**HIPAA-Compliant
Messaging Capabilities**



**Seamless Clinical
Workflows**



**Robust On-Call
Scheduling**

Distress Centre of Ottawa and Region

Distress Centre of Ottawa and Region is a 24/7 crisis hotline in Ottawa, Ontario. It consists of 200+ crisis line volunteers and 25 staff members in the area. The organization, “[Provides] suicide prevention, crisis intervention, psychological stabilization, emotional support, information, referral and education services, without judgment, to individuals in need.”

Like many organizations, Distress Centre was affected by the COVID-19 outbreak in March 2020. Distress Centre’s volunteers were displaced, and remote response became essential. This required a shift in how staff would be available to support crisis interventions and new technology access across Distress Centre’s many services.

Challenges

Prior to OnPage, Distress Centre relied on traditional pagers for remote work communications. Unfortunately, pagers were unreliable and complicated response when teams were working remotely. Volunteers needed constant technical support to remediate pager issues during the COVID outbreak.

Distress Centre turned to OnPage’s CC&C system to eliminate unreliable, ineffective pagers and improve remote response time.

“OnPage has been more successful than I could have envisioned when we launched it. Our staff and crisis line volunteers like the ease, simplicity and the accountability it gives. OnPage has made our workflow more seamless and efficient. **Best decision I made.**” – Judy Grunwald, Director of Corporate Services

Solution

With OnPage, patients are immediately connected with care providers during critical situations.

Their new workflow with OnPage

- In critical situations, patients dial Distress Centre’s office phone number. Distress Centre’s internal call center answers the patient’s call and includes his or her issue via the OnPage web dispatcher. After completing the message, the call center representative sends the OnPage alert to the on-call clinician.
- The call center representative can also use secure email to alert the on-call care team. Representatives simply write an email to the clinician group’s OnPage ID associated email. The email automatically triggers an OnPage high-priority, critical mobile alert to the clinician on call.
- After receiving the OnPage alert, the on-call clinician will call back and contact the patient. This ensures that the patient’s needs are addressed and resolved. Immediate care leads to satisfied patients.
- The Distress Staff also makes use of OnPage’s real-time timestamps and post-incident reporting. The organization can view who read an OnPage alert and determine the level of efficiency when responding to patient issues.

The Dragonfly House Children's Advocacy Center

The Dragonfly House Children's Advocacy Center is a non-profit organization located in Mocksville, N.C. The Dragonfly House provides mental health services for children, ages 0 to 17. According to the nonprofit, "[Dragonfly] provide[s] Forensic Interview, Child Abuse Medical Examinations, Victim Advocacy, Mental Health Treatment, Multi-Disciplinary Teamwork, Coordinated Case Review Services, and Community Outreach." The Dragonfly House is committed to children's mental health and improving the well-being of patients.

Challenges

Prior to OnPage, The Dragonfly House did not offer 24/7 mental health servicing for patients. The nonprofit required everyday, after-hours service to meet the qualifications of Cardinal Innovations Healthcare's Medicaid-funded coverage.

The nonprofit adopted OnPage's cost-effective platform to provide 24/7 service. Ivy Cranford, Mental Health Program Assistant states that:

"OnPage has been the perfect solution! The system is better than pagers and less expensive than third-party answering services. Our patients dial an OnPage emergency number to connect with an on-call clinician in real time."

OnPage protects the privacy of patients and ensures they reach a mental health specialist in times of crisis. Immediate patient care lessens the severity of time-sensitive patient situations.

Solution

With OnPage, patients receive around-the-clock access to dedicated behavioral health therapists.

Their new workflow with OnPage

- Dragonfly House patients dial one OnPage-provided number to connect with on-call clinicians. Often, patients immediately connect with an on-call therapist on a live call. If not answered by the clinician, the patient's call is escalated to the next two therapists in line.
- In the unlikely case that no therapist answers the call, the patient is prompted to leave a voicemail with a callback number. OnPage will alert the on-call group and detail the patient's issue via the attachments. Contextual attachments allow clinicians to better understand the situation and make proper patient care decisions.
- After answering the OnPage critical, mobile alert, the on-call clinician will call the patient and address his or her issues on live call.

Large New Jersey-based Mental Health Service

This New Jersey-based mental health service operates in Princeton, N.J. The organization has been serving the Princeton area for over 30 years and provides compassionate, personal care for all patients. Three psychiatrists work closely with patients to develop proper treatment plans. Medications may be included in one's plan based on his or her mental health needs.

Challenges

Prior to OnPage, the mental health organization used an expensive answering service to connect patients with on-call specialists. The answering service was ineffective as it prolonged patient-to-clinician communications. Answering service representatives often misinterpreted patient issues, and the on-call clinician was presented with incorrect information. The organization required an error-proof, critical alerting system to ensure patients received timely care in life and death situations.

Solution

With OnPage, the patient's care team is always just a call away.

Their new workflow with OnPage

- In dire situations, patients dial the service's OnPage-provided phone number.
- Patients are then presented with phone menu options to leave a callback number and/or voicemail to an on-call clinician.
- The selected clinician receives an OnPage high-priority mobile alert with the patient's callback number and voicemail.
- OnPage notifications continue for up to eight hours until the clinician addresses the issue.
- After receiving the information, the on-call clinician will call back the patient to address his or her critical issues. The OnPage system has ensured that emergency situations are quickly addressed and resolved.

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.