Case Study

Centralized Triage and Dispatch for High-Volume Radiology Requests

ONPAGE

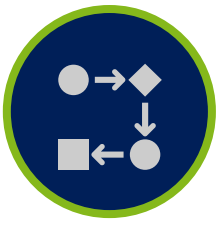
Use Case: Centralized Triage and Dispatch for High-Volume Radiology Requests

This use case reflects how an independent, physician-owned radiology group supports hospitals, clinics, and ambulatory facilities across a broad geographic region. The organization includes a large team of radiologists providing both imaging interpretation and image-guided interventional services.

Requests originate from multiple care settings and must be routed to the appropriate radiologist based on modality, availability, and urgency. With physicians covering numerous facilities and rotating on-call responsibilities, accurate coordination and centralized human oversight are critical to ensuring timely clinical response.

OnPage Corporation, a Boston-based clinical communication and collaboration (CC&C) company, recognizes the importance of reliable, centralized communication in radiology environments where imaging requests must be routed quickly and accurately. By enabling intelligent call routing and real-time visibility into radiologist availability and on-call coverage, OnPage helps ensure urgent imaging and interventional needs are addressed without delay across multiple care settings.

HIPAA-Compliant Messaging Capabilities



Seamless Clinical Workflows

Robust On-Call Scheduling

The Challenge

Hospitals needed a reliable way to submit imaging-related requests that required timely attention from the correct radiologist. Requests varied in urgency, area of specialization and complexity and often arrived without a clear understanding of which radiology specialist was responsible at that moment.

Before introducing a centralized triage function, hospitals contacted radiology teams directly by phone. Over time, this approach led to several issues:

· Missed or delayed calls when radiologists were unavailable

· Uneven distribution of workload across radiologists

· Limited visibility into whether requests were received or addressed

· Increased inefficiencies as radiologists began working remotely

· No centralized oversight to coordinate requests across facilities

As the number of hospitals and remote radiologists grew, direct calling became increasingly unreliable.

How the Intake and Triage Workflow Operates

Hospitals initiate requests through a dispatcher console using predefined message templates. These templates ensure that key details—such as patient identifiers, study information, and callback numbers—are captured accurately and consistently.

Once submitted:

· Requests are routed to a centralized triage and dispatch group

· Operators on duty review incoming requests

· Each request is forwarded to the appropriate on-call radiologist or radiology group based on context and coverage

This centralized coordination role functions as an air-traffic-control–style layer, managing the flow of requests across multiple hospitals and ensuring they reach the correct specialist without delay.

Escalation, Visibility, and Ownership

Throughout the lifecycle of each request, coordinators retain visibility into how messages are handled.

· Dispatchers can see whether a request has been acknowledged

· If a radiologist does not respond, the request escalates according to defined rules

· Requests can be reassigned when another specialist is better suited to respond

This visibility ensures that requests do not stall and that responsibility is clearly established. It also provides a complete audit trail showing how each request moved through the system, supporting operational oversight, compliance needs, and post-incident review.

Outcome

Using centralized intake, triage, and dispatch, the organization is able to:

· Ensure imaging requests reach the correct radiologist

· Reduce missed calls and delays

· Balance workload more evenly across radiologists

· Maintain accountability across multiple facilities

· Support remote and distributed radiology teams effectively

The workflow replaces ad hoc calling with deliberate coordination, improving both reliability and operational control

Where This Use Case Applies

This use case is common in organizations that:

· Support multiple hospitals or clinical sites

· Coordinate specialists across locations or time zones

· Require precise routing of time-sensitive requests

· Depend on centralized oversight to manage request volume

· Need confirmation that requests are acknowledged and addressed

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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