

Case Study

Enable Triage- Based Intake for Hospital- Initiated Clinical Requests



Triage-Based Intake for Hospital-Initiated Requests

This use case reflects how a large, multi-specialty medical group supports hospitals that need timely responses from physicians and clinical staff. Hospitals routinely reach out regarding admissions, discharge questions, prescription requests, and other time-sensitive patient-related matters.

Requests often arrive throughout the day and must be handled by the appropriate clinician based on availability, role, and urgency.

The Challenge

Hospitals needed a reliable way to contact the medical group when urgent requests arose. These requests varied in nature and did not always have a clear owner at the time they were initiated.

Common challenges included:

- The need to capture detailed information accurately
- Determining which clinician or group should respond
- Ensuring requests did not go unanswered
- Avoiding delays when the initial recipient was unavailable
- Requests arriving via phone without a clear escalation path

Direct calling alone was not sufficient, especially when responsibility needed to be determined before routing.

How the Intake and Triage Workflow Operates

Hospitals initiate requests by calling a dedicated phone line and leaving a voicemail with relevant details. These voicemails are automatically converted into messages and routed to the **triage coordinator on call**.

The triage coordinator:

- Reviews the request details (incoming voicemail + transcription)
- Understands internal roles, schedules, and responsibilities
- Determines who should handle the request
- Forwards the message as **high priority** to the appropriate clinician or on-call group

If the request requires reassignment, it can be forwarded again by the on-call staff to another relevant clinician, ensuring it reaches the most appropriate responder.

Escalation and Ownership

If the initial recipient does not respond:

- The request escalates according to predefined rules
- Responsibility moves until someone acknowledges and takes ownership
- Visibility is maintained throughout the process

This ensures that requests are not simply delivered but actively owned and resolved.



OnPage Alert



Call Responsibility Shifts
Until Ownership is Taken



Request Resolution

Visibility and Accountability

Throughout this process, staff involved in intake and triage have visibility into the message/call audit trail, allowing them to see whether a request has been acknowledged and acted upon. This visibility reinforces accountability and ensures that every request is tracked, creating a clear record for compliance, post-incident review, and ongoing process improvement.

Outcomes

Using this approach, the organization can:

- Ensure hospital requests reach the right clinician
- Maintain accuracy when capturing and forwarding information
- Reduce delays caused by missed calls
- Establish clear ownership for time-sensitive issues
- Support hospitals without relying on manual call handling

The workflow balances speed with accuracy by introducing [internal triage](#) before routing.

Where This Case Applies

This use case is common in organizations that:

- Support [hospitals](#) or external care settings
- Receive requests that require interpretation before routing
- Use rotating on-call schedules
- Need confirmation that requests are actively handled
- Cannot rely on direct calling alone for urgent communication

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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