



ONPAGE | CASE STUDY

Residency Program Improves Clinical Communications and Boosts Peace of Mind

Residency Program Improves Clinical Communications and Boosts Peace of Mind

A major medical school program was consistently experiencing difficulties getting through to residents via the hospital's legacy paging system. As a result, medical professionals failed to get critical updates and messages. Information flow was inefficient and frustrating.

The paging system had very limited coverage beyond a five-block area from the hospital and had no way of reporting that there was a failure in message delivery. Jaime C., IT director and information security officer for the medical school, was disheartened every time he heard the frequent remark, "I don't know what you are talking about. I never got paged," from the residents.

Clinical Communications Requirements

The hospital needed a thoroughly reliable, secure and HIPAA-compliant way to stay in contact with residents who were located across the state and needed to stay informed 24x7. Solid, dependable geographical coverage was a must.

To keep residents accountable, the system needed to document and report on each message that was dispatched, as well as show confirmation of message delivery and acknowledgment.



Jaime C., IT Director

"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 compared to the old "Plain Jane" pagers. OnPage was a no brainer for us."

Complete Clinical Communications Solution: Reliability, Compliance and Accountability

Jaime and his team chose OnPage to replace the aging, unreliable paging system. Right from the start, they appreciated how easy it was to deploy the system. Since the pages and messages are delivered via a smartphone app, there was virtually no learning curve and adoption among staff was instantaneous. The staff enjoyed dependable coverage throughout the state and beyond - no more missed pages!

The OnPage system delivers fully secure and HIPAA-compliant texting capabilities. The dispatch console is easy to configure and update, and simple to use. It also supports on-call scheduling and rotations.

With its patented Alert-Until-Read feature, once a message is sent, the system continues to alert responders for up to eight hours on the smartphone app until the alert is acknowledged.

All alerting activities are tracked in real time, for a complete, time-stamped audit trail that shows when the message was sent, delivered and acknowledged. This is a key feature for Jaime:

“There is no longer a messaging black hole. Because of the audit trail, we no longer have to take somebody’s word for it. We can actually see what happened, when it happened and at what point there was a breakdown in the process. There is a log where we can see what’s happening day-to-day on an operational basis. The OnPage system’s accountability reporting has made our jobs much easier.”

With the OnPage app, medical professionals can even receive attachments (image, documents, voice files) along with alerts, for more informed, better decision-making, while maintaining HIPAA compliance.

OnPage fulfilled all of Jaime’s requirements, including cost-effectiveness. Hospital staff is now confident that the clinical communications system is helping them better coordinate and deliver the best possible patient care.



Jaime and his IT team are very pleased with their decision to replace the legacy paging system:

“OnPage is amazing! I no longer stay awake at night wondering if the messages are going through. It just works!”

About OnPage

OnPage's award-winning HIPAA-compliant incident alert management and clinical communications system for healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. Through its platform and smartphone app OnPage helps streamline workflows and improve patient outcomes.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than pagers, 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.

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 notifications needs.



For more information:

Visit www.onpage.com

Contact marketing@onpagecorp.com

Call (781) 916-0040.

SCHEDULE A DEMO!