



IT Director Jaime Cifuentes CASE STUDY



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Critical Healthcare Communication

One of the East Coast's Most Respected Medical Schools Chooses OnPage for Critical Residency Program Communication and HIPAA Compliance.

Business Situation

A major east coast medical school program was in a critical messaging environment that required rock-solid signal coverage and data security. Any missed alerts without accountability was not an option. The IT director and his team were experiencing unreliable paging area coverage, pages not going through and no audit trail option. A search among competing systems resulted in zero HIPAA compliance and fewer options.

Solution

OnPage quickly solved poor paging coverage, HIPAA compliance and messaging accountability.

Product

OnPage Cloud-Based Incident Management System and Priority Messaging.

Benefits

The IT Team Experienced:

- Resident accountability via the Audit Trail.
- Solid coverage without gaps, no matter where the residents were located.
- Easy to deploy and virtually no learning curve.
- On-Call scheduler with escalation and failover.

SITUATION

The following is an interview describing the significant challenges faced by Jaime Cifuentes and his team in a critical Healthcare / Medical School environment. Also included in the case study are his OnPage experiences and a history of how the system was deployed.

Jaime Cifuentes and his Team Tested the System:

Jaime Said: *"One of our physicians at the University was already using OnPage. We downloaded the **FREE TRIAL** and really liked what we saw. Honestly, I could not find another system that had the collection of tools your solution provided. None of them were as secure as OnPage. Very few vendors publish how information is secured which was not acceptable. The HIPAA compliance feature was one of our mandatory requirements. After doing an OnPage pilot program we never looked back."*

Jaime Cifuentes is the IT Director and Information Security Officer for a major U.S. medical school residency program and its support group. His 20 plus years of industry experience brings to the table a wide range of security certifications and advanced IT skills.

We asked him to talk about the variety of challenges he faces on a daily base, his experiences with the OnPage system and the positive impact it has had over the 3+ years it has been deployed.

There were several factors that drove Jaime and his department to find a real-time incident management solution. Security is always paramount, however, in the beginning, his most pressing concerns were **availability and accountability**.

The service provider in the area had very little coverage and it was getting worse every day. When running a residency program, reliable and complete geographical coverage is paramount. Residents were living all over the state and beyond, however the pages were being received in a very limited four or five block area around the hospital. Anywhere outside of that area, coverage was spotty at best and trending worse regularly.

The IT team had to find a suitable solution that needed to be **secure and compliant**. They looked at non-digital paging systems that the local police department used, however the pagers just paged and did not have any additional features.

*“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 as compared to the old “Plain Jane” pagers. **OnPage was a no brainer for us.**”*

Jaime Cifuentes – IT Director

OnPage is an Important Component of the Residency Program.

It makes the program works efficiently and communicate reliably.

When something unexpected happens, and they need to get a hold of someone right away, OnPage is at the ready. The page that goes out in the middle of the night when someone is giving birth is a good example of a critical alert that has to work reliably and securely. HIPAA compliance has to be a given in all healthcare scenarios. The department heads and the IT teams no longer have the nagging feelings and doubt that surrounds an unreliable pager.

The directors of several departments at the University thoroughly appreciated the accountability that the OnPage audit trail provides.

Since it's a residency program, they need to get in touch with Doctors, residents and students on a frequent basis. Prior to deploying the OnPage system, one of the problems they frequently ran into was that invariably the pages never got through. Did the pages go through or not? These departments had no way to confirm and track the messages.

Jaime said that they heard this remark much too often: *"I don't know what you are talking about, I never got paged."* Similar excuses were heard over and over again. The IT staff and the department heads needed to know what or who was failing and why.

SOLUTION

Not only is OnPage HIPAA Compliant, the Paging Problems have Disappeared.

The audit trail is tracking every communication and has eliminated any confusion over missed pages. Everyone can see that a nurse has appropriately sent the page, the content of what was sent, and the time that the device received it. OnPage also indicates whether the page was read or not.

"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 break down 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."

Jaime Cifuentes – IT Director

SUMMARY

Jaime Cifuentes Concludes: *"I hate to say it, but I take OnPage for granted. I no longer stay awake at night wondering if the messages are going through. It just works!"*

- **Superior Technology that's Easy to Deploy.**
- **Secure HIPAA Texting**
- **Solid / Reliable Coverage**
- **Audit Trail Guarantees Accountability**
- **Simple On-Call Scheduling & Escalation**
- **Cost-Effective / Real-Time Messaging**