Case Study:

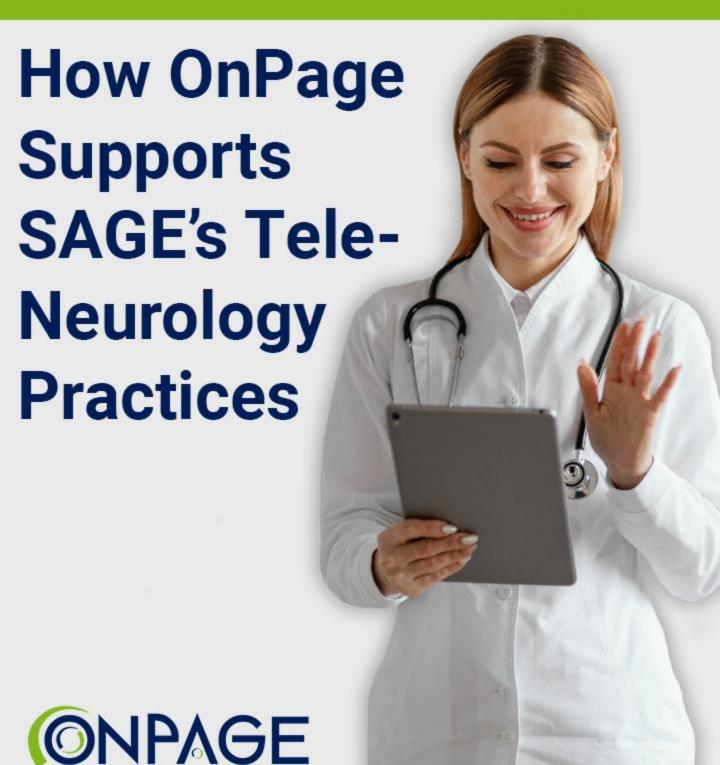# How OnPage Supports SAGE's Tele-Neurology Practices

ONPAGE
SOME MESSAGES CANNOT WAIT

OnPage enhances access to high-quality care for rural communities.

SAGE is a privately held California-based company that provides rural clinics with neurological services through telemedicine. SAGE currently employs 15 physicians and works with 30 hospitals in the West. They provide coverage to clinics in their network 24/7/365.

They were seeking an intelligent method to route critical messages to tele-neurologists during urgent patient emergencies.

Swift Message Delivery for Immediate Response

Increased Patient Access to Their Providers

Robust Escalation and Failover Capabilities

Challenges

Neurological care requires swift response to ensure the wellness and safety of critical patients. However, in rural communities, geographical barriers can result in slow response and SAGE's previous workflows didn't help. Neurologists had difficulty with outdated paging infrastructure, leading to lost pages and delayed response.

In the past, rural facilities would contact the hospital, which would then page the on-call neurologist. If the first neurologist didn't respond the hospitalist would have to manually go through the list and call their neurologists until someone answered. Oftentimes, it would take up to 20 minutes just for a neurologist to get back to the rural team. This is unacceptable considering how dire neurological issues can be, so they turned to OnPage.

Solution

With OnPage, SAGE saw a 93% decrease in response times from neurologists!

Their new workflow with OnPage

- When a rural clinic requires a neurology consultation they call an OnPage dedicated line and leave a voicemail and callback number detailing the patient's condition.

- Based on the neurology team's on-call schedule, the voicemail is transcribed and sent as a high-priority OnPage alert right to the correct neurologist on their smartphone.

- If the first neurologist is unavailable the call escalates to the next doctor on-call to ensure that the patient is tended to swiftly.

- Once a neurologist acknowledges the message they can immediately contact the clinic and begin their consultation with the patient.

- Lastly, OnPage generates an audit trail to promote accountability and foster a culture of continuous improvement.

Results

93% decrease in response time. OnPage reduced neurologist response from **20 minutes to 1 minute** through OnPage's escalation policies and on-call scheduler.

700% increase in growth. Before OnPage, SAGE was only able to serve 5 hospitals. Now with complete alert automation at their fingertips, they serve **40 hospitals**!

$100,000 in annual savings. SAGE saves $100,000 annually thanks to OnPage's intelligent alerting solution.

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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