

Case Study:

How OnPage Provides Pro Bono Support in Veteran PTSD Study



OnPage supports veteran suicidality study

Sarah Carter is a 5th year PhD in the clinical psychology program at George Mason. Her focus of study is on PTSD, stress, military couples, and social support. Sarah's goal was to better understand suicidality in soldiers by asking them to fill out a short Qualtrix survey. If the responses on the survey correlate with a high propensity of suicidality, then Sarah or one of her team members needed to be paged immediately. However, Sarah was unable to find an affordable solution that fulfilled these needs.



**Robust on-call scheduling
and escalation policies**



**Pro Bono support for
sensitive study**



**Immediate delivery of
urgent messages**

Challenges

Sarah's goal was to better understand suicidality in soldiers by asking them to fill out a short Qualtrix survey on their computer every night for 2 weeks. If the responses on the survey correlate with a high propensity for suicidality, then Sarah or one of the three members of her team needed to be immediately paged.

However, Sarah was unable to find an affordable solution that enabled immediate paging as well as escalation to one of her colleagues for instances where she was not available.

Given the importance of Sarah's subject matter and the critical need for better mental health services in the Army, OnPage gave her and her colleagues **pro bono** licenses to the OnPage application.

Solution

With OnPage, Sarah's team is now able to swiftly treat patients in detrimental situations.

Their new workflow with OnPage

- When a patient fills out the Qualtrix survey the answers are delivered to Sarah via email, triggering an OnPage alert.
- The alert is then sent right to Sarah's mobile device as a loud, distinguishable push notification.
- If Sarah is in the process of treating another patient and doesn't acknowledge the alert, it will be automatically routed to the next person on Sarah's team, ensuring that patients are always treated in a timely manner.
- Once Sarah or her team reads and acknowledges the alert, they will identify whether the patient is considering suicide, and if so, they will immediately contact the soldier and provide them with the mental health care they need and deserve.

Results



Automatically forwarded urgent emails to the OnPage application in under 20 seconds for swift response.



Gained access to a reliable way to communicate patient situations without forcing Sarah to be on-call 24/7.



Ensured that patients were always immediately treated, even when the primary responder was unavailable, through escalation policies.



The team was provided with pro bono OnPage licenses, enabling them to focus on the study without worrying about the cost of alternative, costly solutions, like pagers.

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

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.