# Case Study:

## How OnPage Ensures Secure Clinical Communications for Total Connections

ONPAGE

## OnPage ensures Total Connections remains HIPAA compliant

Total Connections is a call center service that prides itself on receiving and dispatching a large number of inbound and outbound messages using any form of communication that the customer prefers, such as phone calls, SMS, instant messaging, email, pagers, etc. Recently, president and founder Bill Campbell was fielding increasing requests from his healthcare, EMT, and law enforcement clients to help reduce the cost of their secure paging systems.

**HIPAA-Compliant Messaging Capabilities**

**Budget Friendly Solution**

**Message delivery confirmations**

## Challenges

Total Connections' clients were looking for an alternative to pagers where messages sent via email, SMS, or instant messaging could be confirmed as having been received and read. Additionally, due to the rising awareness about HIPAA compliance in the industry, clients were requesting a solution with secure and encrypted communications.

The obvious answer would be for Total Connections to recommend its clients move to pagers, however, this was not an option for most of them. The retail price of pagers ranges from $50-$80 each, and that would be multiplied across thousands of users. Moreover, clients that were using pagers were looking to cut costs, secure their communications, and move away from that legacy technology.

So, Total Connections needed to find a solution that would provide the reliability and intensity of pagers without the high monthly costs and lack of HIPAA compliance.
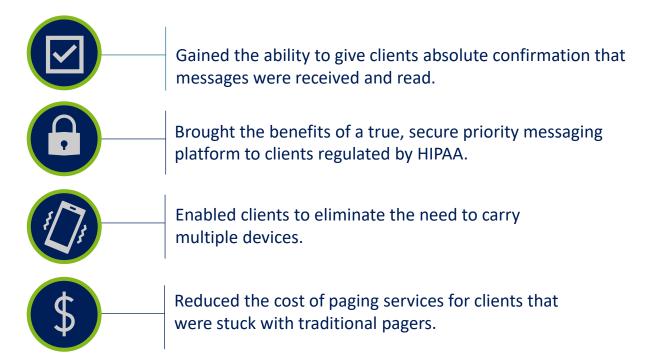
## Solution

After hearing about OnPage, Bill was intrigued by the characterization of the solution as a secure messaging system for smartphones.

Total Connections met with the OnPage team and was impressed with its hands-on approach to the training, configuration, support, and deployment processes. Total Connections installed the OnPage app for testing, and the company verified that OnPage's SSL encryption worked, therefore ensuring that communications were HIPAA compliant as well as fundamentally secure.

They tested OnPage for three weeks and then introduced the OnPage system to its clients. As part of the test, Total Connections configured OnPage so that every sent message would generate a confirmation when it had been received and read by the recipient. This information was presented in the OnPage dashboard, which Total Connections' staff could access.

## Results

Gained the ability to give clients absolute confirmation that messages were received and read.

Brought the benefits of a true, secure priority messaging platform to clients regulated by HIPAA.

Enabled clients to eliminate the need to carry multiple devices.

Reduced the cost of paging services for clients that were stuck with traditional 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.

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SOME MESSAGES CANNOT WAIT