Business Situation

Dave Cote, Manager of Telecom & Network Engineering For Saint Francis Hospital and Medical Center was looking for an inexpensive, secure and reliable pager replacement for over 2,000 pagers.

Solution

OnPage provided Saint Francis with HIPAA compliance, delivery confirmation notifications, elimination of monthly fees and consolidation of their physicians multiple devices,

Products

OnPage

Benefits

✓ Saint Francis was able to eliminate their monthly fees.

✓ Saint Francis is now able to relieve their physicians of carrying around an extra device.

One of the Largest Private Medical Centers in the Country Eliminates Outdated, Costly Pager Technology by Embracing Secure Assured Messaging with OnPage

"With OnPage, our hospital and its call center have received highest level of reliability. I have not had one issue with operators sending messages, or physicians and other staff receiving them. OnPage gives us the same features that we depended on with our traditional pagers, but does so much more. OnPage adds functionality to the pager with its delivery confirmation notifications, security with its SSL encryptions, and all at a price that is the same as a traditional pager, minus the expensive monthly fee."

Dave Cote Manager of Telecom & Network Engineering

SITUATION

Dave Cote, Manager of Telecom & Network Engineering for Saint Francis Hospital and Medical Center was fielding an increasing number of complaints about the hospital's current emergency communications system.

The hospital had a costly system of 2,000 traditional pagers that it had purchased from several different vendors. Hospital staff had identified numerous issues with the current system. For example, management was asking Dave to eliminate the monthly service fee that each pager entailed.

Physicians were asking Dave to find a way to relieve them of having to carry an extra device. And the IT and network engineering departments wanted to move away from the outdated image and limited capabilities that traditional pagers entailed.

Clearly, Dave was under pressure to move away from traditional pagers. But he was left with the dilemma of finding a secure mobile messaging system that would be capable of replacing a traditional pager's functionality, while eliminating the monthly fees and the need to carry an extra device.

It would also have to integrate easily with the organization's contemporary IT systems. Lastly, the system needed to earn the buy-in of every employee in the hospital, from physicians, to nurses, to IT staff, and management personnel.

SOLUTION

Dave's first move was to search for smartphone apps that could satisfy his business requirements. His thinking: Almost everyone has a smartphone, and those who don't can be provided with one. However, after evaluating dozens of messaging apps for various platforms, he was unable to find one that provided the levels of security required for HIPAA compliance. A

In addition, most of the apps were geared towards integrating multiple communications systems , which were too complicated and required paying for too many additional features. Moreover, they did not focus on inter-organizational communications, but rather, were aimed at patients contacting a physician or nurse while admitted, a function that is already enabled in patients' bedside phones at Saint Francis.

Lastly, no other apps included delivery confirmation notification, which is critical to operators during an outage or a disaster, when they are relied upon to mobilize emergency personnel.

Dave was insistent that the solution needed to be as simple and reliable as a traditional pager, but work on a smartphone. Eventually, Dave's research led him to OnPage's secure assured messaging system. Dave tested OnPage's secure messaging systems, and its SSL encryption qualified it to be used to ensure HIPAA compliance.

It also provided delivery confirmation messages. Dave tested OnPage on the iPhone, which was quickly becoming one of the devices of choice for the organization's IT department, nurses, physicians, and management. In fact, Saint Francis was already providing iPhones to its executive teams for corporate use.

Dave installed the app on a test phone, used the SSL encryption to test security, and tested the delivery confirmation notification feature. OnPage did well in the initial test period, leading Dave to consider it for serious deployment. He then introduced the product to his IT team and to a select group of call center dispatchers and physicians.

The product was universally approved, and the decision was made to adopt OnPage. At that point, Dave reached out to OnPage, and it sent a team out to the hospital to support the deployment integration and standardization across thousands of iPhones. As part of that, the Onset Technology team integrated OnPage into St. Francis's existing call center solution.

BENEFITS

Since deploying OnPage, Saint Francis managed to keep the same cost of a monthly pager fee, eliminated   the need to carry an additional device for hospital staff, enjoyed a 100 percent reliability rate for the hospital's messages, 100 percent of messages sent received the delivery confirmation notification and eliminated the issue of HIPAA compliance with text.

 In the event that a phone was turned off, OnPage notified the dispatcher, which let personnel know to call a different contact number. By definition, the hospital's messages are HIPAA compliant across all connected systems.

For Dave and his team, OnPage's combination of encryption, message-delivery confirmation, and notification that a device has been switched off was a perfect fit for his organizations and its call center.

FOR MORE INFORMATION

Visit the OnPage website at http://www.OnPage.com or call us at 781-916-0040.