

COMMUNICATION PATHS FOR PHYSICIANS

3 WAYS TO STREAMLINE CARE
DELIVERY WITH A CLINICAL
COMMUNICATIONS
PLATFORM





TABLE OF CONTENTS

- 2 Introduction
- 3 Faster Order Clarifications & Consults
- 5 Real-time Lab Results
- 6 Discharge Process & Transitions of Care
- 7 Communication Paths
- 8 Conclusion

INTRODUCTION

TigerConnect provides healthcare organizations with a proven, cost-effective way to solve the communication workflow challenges that routinely occur between physicians, nurses, support staff, and the multitude of systems that they rely on to deliver quality care to patients. These workflow challenges can result in longer patient stays, costly medical errors, under utilized capital, redundancies in labor, as well as dissatisfaction amongst staff and patients.

TigerConnect addresses these challenges head on.

Since defining the secure messaging market in healthcare, TigerConnect has evolved into a fully integrated, clinical communications platform. With its comprehensive solution and clinical expertise, the company provides an innovative yet easy-to-use product experience, best practices implementation solutions, success services, and integration with your hospital IT systems.

TigerConnect is cloud-based and suitable for a 10-user private practice or a 10,000-user healthcare system, delivering a high return on investment for any size healthcare organization.

By providing centralized access to hospital systems such as the EHR, nurse call, and scheduling software, patient information and system-generated alerts can be delivered directly to your smartphone or workstation, making them accessible and actionable by care teams so they can communicate directly in real-time, improving collaboration and accelerating care delivery.

TigerConnect is the market leader for implementation and adoption of clinical communications solutions for the healthcare industry. The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

BETTER COMMUNICATION = BETTER CARE

PHYSICIAN SERIES

Many of the biggest logistical challenges faced by physicians today come down to basic communication failures. While there's no shortage of culprits – missed phone calls, outdated paging systems, prohibitive messaging policies – one thing is clear: workflows break down when communication stops flowing. In this eBook, we'll look at three ways a clinical communication platform can solve this challenge.

The physician experience today embodies two realities. At one end of the spectrum, hospitals provide physicians with state-of-the-art equipment and procedures to heal patients and save lives. At the other end, archaic systems and outdated communication protocols drag down productivity and compromise patient outcomes.

Of course, it doesn't help that hospital physicians are constantly in-demand. From the moment their shifts begin, the demands for their time and attention are constant. Juggling patient exams, surgeries, orders, and consults can be exhausting, particularly when the tools for coordinating these efforts are outdated, limiting, and bound by regulation and oversight.

In this guide, we'll take a journey through three common workflow communication paths and explore the ways doctors can use a clinical communications platform to save time, reduce costs, and improve patient outcomes in the following areas:

- Consults & Order Clarifications
- Lab Results
- Transitions of Care & Discharge Planning





CONSULTS & ORDER CLARIFICATIONS

INSTANT SMARTPHONE ALERTS FOR ORDER CLARIFICATION

A patient’s condition can change rapidly, requiring a physician to order new tests or procedures. Playing phone tag can use up precious time. With TigerConnect, physicians can be alerted-
ed patient changes and log new orders into the EHR, auto-
matically alerting the Nurse and Unit Secretary who can re-
spond accordingly. Physicians can receive:

- Lab results
- X-rays, MRIs, and CT scans
- Changes in vital signs or condition, including sepsis

USING TigerConnect:

			
Patient’s condition changes – physician is notified via TigerConnect	Physician logs new orders into the EHR	Automated TigerConnect alert is sent to Nurse & Unit Secretary	Care team reviews new orders and takes action

ABOUT TigerConnect CLINICAL COMMUNICATIONS

As healthcare’s largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and healthcare executives communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes.





FASTER, MORE COMPLETE CONSULT REQUESTS

These days, no one enjoys stopping to pick up voice messages. And yet, this is often the primary way that consult requests are communicated. Unlike phone calls and voice messages, texting is fast, accurate, and non-interruptive.

With TigerConnect, the process for requesting consults is made easier by a host of features that help physicians identify and contact on-call specialists, including:

- Instant lookup of the on-call schedule
- Identification of appropriate contact for particular role at any given time
- Attached files support for photos, images, PDFs, and more
- Secure sharing of patient data with physicians outside the hospital system

USING TigerConnect:

			
Emergency physician looks up the on-call cardiologist	Emergency physician texts case details to the on-call specialist	Specialist reads case details, confirms the request	Specialist sees patient in a timely manner

LAB RESULTS

AUTOMATED LAB RESULTS & IMAGES

A physician's time is precious and a common culprit for delayed patient care is lab results and images that are ready but sit in the EHR for hours before the physician is alerted. With TigerConnect, alerts can be sent directly to the physician's smartphone the moment results are ready, giving them:

- Complete lab results for faster diagnoses
- Detailed views of X-rays, MRIs, and CT scans
- Forwarding capability to easily share results with others

USING TigerConnect:

Abnormal results entered into the medical record trigger emergent message to physician	Information returned to the EHR – Automated Alert sent to Hospitalist and Nurse	Hospitalist enters new orders in EHR	Automated alert sent to Nurse that new orders have been entered in the EHR

IN CASE OF EMERGENCY...

When test results reveal a serious and urgent health issue, medical staff must take immediate action. Linking TigerConnect to the EHR ensures results don't sit around in a physician's inbox. Instead, messages are automatically sent and reviewed the moment updates are added to the medical record, potentially saving lives and bypassing serious or possibly fatal outcomes for the patient.





TRANSITION OF CARE & DISCHARGE PLANNING

SMOOTHER PATIENT HANDOFFS

When a patient is admitted to the hospital, his or her care can span several departments and medical disciplines. To minimize hospital stays, care transitions must be tightly coordinated. Short delays between transfers can stack up and push patients past that critical 72-hour Medicare reimbursement window for many procedures. TigerConnect helps case managers track patients at every point of transition to ensure smooth handoffs and shorter visits.





TEAM COMMUNICATION FOR DISCHARGES

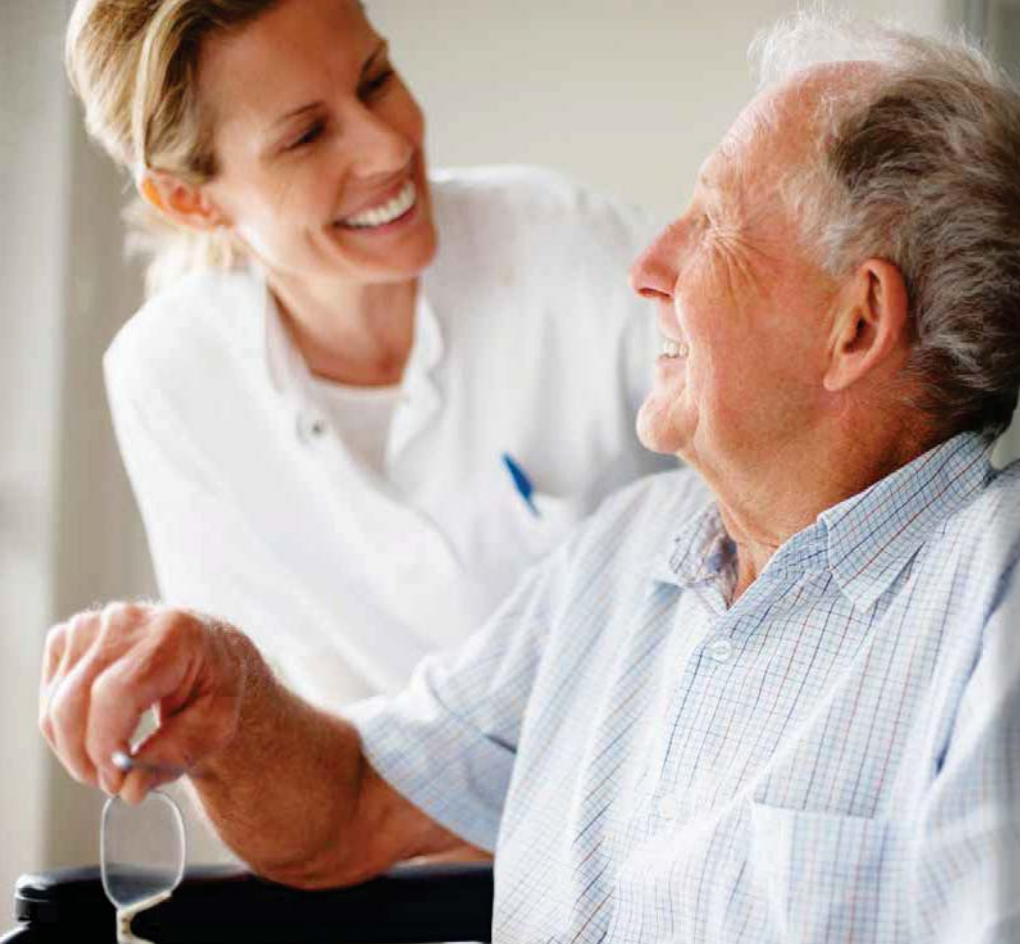
After a hospital stay, it's in everyone's best interest to send the patient home as soon as is safely possible. Too often, though, the patient is cleared to go home, but discharge orders go unnoticed in the EHR for hours, resulting in long, unnecessary waits for eager patients who may be exhausted and ready to leave.

For the hospital, delays around discharges can be costly in terms of unused bed days and lost Medicare reimbursements. TigerConnect keeps care teams in the loop with automated alerts when discharge orders are placed so discharge planners, unit secretaries, nurses, and others can move the patient through the process quickly, resulting in:

- Shorter hospital stays for patients
- Higher reimbursements and incentives from payers
- Reduction in bed days

USING TigerConnect:

			
Physician logs request for patient discharge into the EHR	Nurse and Unit Secretary are automatically notified – log discharge order into EHR	Discharge Planner coordinates medical reconciliation, Nurse instructs patient	Nurse texts patient's family to arrange transportation



WORKFLOWS & COMMUNICATION PATHS

7 HEALTHCARE COMMUNICATION PATH CATEGORIES

Because illnesses and injuries are overwhelmingly diverse, hospital organizations must be prepared for anything. To assist care organizations, TigerConnect has mapped the communication workflows for over 200 common healthcare use cases across 7 categories. For each workflow, there's a corresponding, step-by-step communication path that illustrates how a clinical communications platform can accelerate existing processes.

DISCHARGE & TRANSITION OF CARE

Save time, increase Medicare incentive bonuses, and minimize penalties through better care team coordination and more efficient admissions, discharges, and transfers.

CONSULTS & ORDER CLARIFICATIONS

Place and track orders in real-time with direct, automated alerts to physicians and nurses. Request physician consults via text and send messages securely to specialists, even those outside the system.

RESULTS

Receive lab results and radiology images the moment they're entered into the EHR, leading to faster diagnoses and fewer redundant tests.

ADMINISTRATIVE SERVICES

Leave outmoded technologies behind by routing pager alerts, faxes, and answering service calls directly to the TigerConnect app.

PATIENT & FAMILY COMMUNICATION

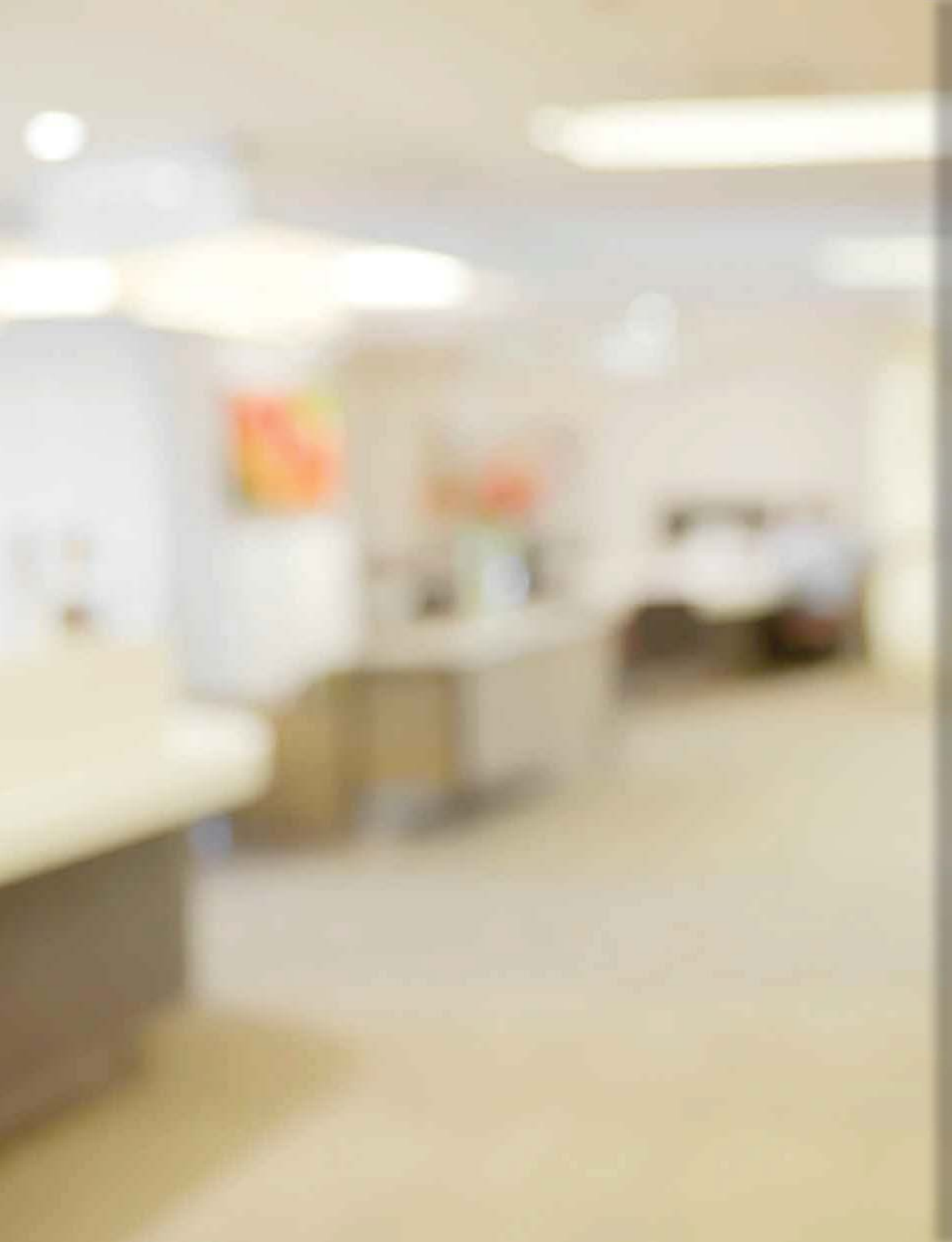
Communicate directly with a patient's family and primary care physician to ensure proper after care plans are followed and follow-up appointments scheduled to maximize incentives.

IT SUPPORT

Maintain full IT control and visibility over end-users, security policies, integrations, and archiving to ensure patient information remains protected.

CASE MANAGEMENT

Manage a patient's care throughout the hospital visit by giving case managers instant communication access to physicians and care providers.



CONCLUSION

SECURE CLINICAL COMMUNICATION FOR BETTER PATIENT CARE

The quality of care delivery comes down to a team's ability to communicate effectively. TigerConnect solves communication challenges and allows physicians to:

- Request clarification on consults and place orders from their smartphone
- Receive lab results in real time
- Efficiently coordinate care transitions and discharges

With communication workflows mapped out for over 200 use cases, TigerConnect optimizes a broad range of hospital processes so physicians can spend more time seeing patients and less time looking up information or playing phone tag.

Ultimately, the path to improved patient care and physician productivity comes down to this: better communication leads to better care.

Want to learn more? Let us show you how TigerConnect's clinical communications platform can benefit your physicians. To schedule a demo, call (310) 421-1820 or email us at info@TigerText.com

COMMUNICATION PATHS FOR PHYSICIANS

3 WAYS TO STREAMLINE CARE
DELIVERY WITH A CLINICAL
COMMUNICATIONS
PLATFORM

