El Rio Community Health Center Increases Operational Efficiency with Secure Messaging

**Organization Information**
- 17 Locations
- 24/7/365 Consultation Services
- 7,000 Annual Patients

**Major Communication Concerns:**
- Message Accountability
- Consistent Delivery
- Communication Metrics
- HIPAA Compliant Communication

**About the Organization**
El Rio Community Health Center provides primary care to over 79,000 people at 17 locations in the Tucson community of Arizona. El Rio, in striving to be a national model of excellence in healthcare, offers 24/7/365 consultation services for its patients. No matter the time of day, El Rio seeks to improve the health of its community through comprehensive and affordable quality care.

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**Communication Challenges**
Providing patients around the clock care poses unique communication challenges for El Rio. Previously, El Rio would directly forward patient calls and voicemails to providers. This process was difficult to manage, as El Rio had no way to ensure delivery of the messages or track the provider’s responses. El Rio wanted to improve their methods of communication and ensure:

**Efficient Call Support**
El Rio needed to track and monitor call volume and follow-up to ensure physicians timely receipt and response to patient calls.

**Immediate Patient Follow-Up**
Staff members needed a way to easily and quickly communicate and decrease the risk of dropped calls or no follow-up to ensure the patients were receiving the care they needed.

**Instant Message Accountability**
El Rio forwarded more than 100 messages a week, yet 5% of them never reached the providers. El Rio had no way to determine when messages were delivered or why errors occurred.

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"We needed a solution that would improve accountability of message routing and ensure patients were getting the care they needed."
— Robert T., CIO
Call to Action

To improve their current workflow and optimize patient care, El Rio sought a messaging solution that could provide:

- **Message Accountability**
  The solution needed to account for when every message was sent, delivered and read.

- **Consistent Delivery**
  They needed a reliable solution to ensure fast responses to patient concerns.

- **Communication Metrics**
  Administration and IT required the ability to monitor messaging metrics so they could hold their staff accountable.

- **HIPAA Compliance**
  Because they wanted to integrate these requirements in mind and found TigerText to be the best fit for their communication needs.

El Rio began looking at vendors with these requirements in mind and found TigerText to be the best fit for their communication needs.

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Results

Implementing TigerText allowed El Rio operators to easily message providers and confirm they got the message without involving a phone call. With the new secure messaging solution, El Rio created a concise and manageable workflow to ensure that all patient conversions were properly followed up on and messages were consistently delivered.

- **Faster Response Times**
  95% of concerns are answered in 60 seconds or less.

- **Enhanced Patient Care & Safety**
  Patient concerns are evaluated and resolved more efficiently to provide better patient care.

- **Improved Accountability**
  With the ability to track all messages, staff efficiency increased by 22%.

Conclusion

El Rio wished to find a solution that would improve their communication flow without distracting from their main goal — providing excellent patient care. The use of TigerText has allowed El Rio to create a workflow that ensured proper patient follow-up and risk management. With TigerText, El Rio has created more meaningful and reliable relationships with their patients.

About TigerText

As healthcare’s largest provider of clinical communication solutions, TigerText helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerText continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions. 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.