

# TigerConnect Physician Scheduling

On-call physician scheduling and care team collaboration in one, easy solution





## TigerConnect Physician Scheduling

Automated, integrated scheduling for better collaboration among care teams

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Managing physician schedules can feel like an inescapable chore for any department manager. Creating schedules that keep everyone happy is a high-wire act in itself, not to mention the chain reaction when someone calls in sick. These inefficiencies waste time, disrupt workflows, and drag down staff morale, negatively affecting the care experience for patients.

The rich feature set and sophisticated algorithms of TigerConnect Physician Scheduling ensure fairness in shift assignments and guard against burnout by calculating sufficient time between shifts. Pair that with TigerConnect's Roles capability, and you've got a powerful way to streamline care delivery.

If your teams are still struggling with spreadsheets, whiteboards and paper schedules, use this handy guide to see how easy on-call physician scheduling can be.

# A powerful way to automate on-call and work assignments



## One solution for scheduling & communication

Combine scheduling and care team communication on a single platform for greater collaboration and workflow efficiency.



## Easier management, lower costs for IT

Reduce costs and backend administration for IT teams by consolidating functionality under single solution and shared architecture. Save even more through shared architecture and pre-built EHR integrations.



## Standardize across teams and facilities

Drive greater efficiency and scalability by rolling out a single solution across all facilities. Leverage one set of support materials and training for faster adoption.

## Sync roles and scheduling automatically

Ensure 24/7, hassle-free shift coverage



Scheduling updates made in Physician Scheduling are instantly reflected in role assignments.



## The Single Solution Approach



### One Platform

One solution  
for scheduling and  
team communication



### One Vendor

Combined solution  
means one less vendor  
for IT to manage



### One App

Simplify usability  
with one easy app for  
mobile or desktop

## Physician Scheduling delivers:

- ➔ **Increased provider satisfaction**  
Modernize your physician on-call scheduling process by replacing spreadsheets and whiteboards with automation.
- ➔ **Reduced workload for managers**  
Free up countless hours of toil caused by updating the daily call roster. Easy, cloud-native technology simplifies schedule management.
- ➔ **Automated, easy-to-modify calendars**  
Carry over custom rules and role assignments month to month, and build fair, repeatable, easy-to-manage schedules.
- ➔ **Standardized solution across all teams**  
Reduce the headaches for IT by having all departments on a single scheduling system.
- ➔ **Improved care delivery**  
Close the gaps in shift coverage by ensuring proper staffing levels and higher care quality for patients.



# How Health Systems Benefit

## Custom and Merged Calendar Views

- View customized daily/weekly/monthly calendars by individual or by specialty department such as ED, Surgery, and Obstetrics
- See aggregated, dynamic views of on-call physician schedules for all departments

## Mobile and Web Form for Staff Changes and Requests

- Simplify after-hours schedule changes using an accessible online form
- Comply with Emergency Medical Treatment and Labor Act (EMTALA) for patients with emergency medical conditions

## Instantly Viewable Schedule Changes

- Quickly spot schedule changes in an easy-to-read table format
- Upon expiration, ensure timed schedule changes that automatically roll back to show the original provider

## Custom Provider Protocols

- Configure unique private protocols according to preset rules
- Include protocols with standing orders or private phone numbers
- Ensure private protocols are viewable only while the provider is on service

## EHR Integrations – Epic, athenahealth, and More

- Instantly notify providers on how time-off requests will impact reschedules
- Automatically block out providers' schedules and freeze appointment slots
- Notify providers of cancelled appointments for rescheduling

## Automated TigerConnect Notifications

- Automate role assignments and notify providers by text when a schedule changes
- Reach out to colleagues via secure text, video, or voice to clarify schedules, shift swaps, and more



## Inside the Hospital

One scheduling solution for all teams and departments lets staff reach the right on-duty or on-call provider by secure text, video, or voice call.



## At Ambulatory and Post-Acute Facilities

Reach the right on-duty providers and specialists by role across facilities at any time without knowing names or phone numbers.



## How Medical Groups Benefit

### Faster, Easier, Fairer, Automated Shift Assignments

- Ensure fairness and reduce burnout with algorithm-assigned shifts
- Handle vacation and day-off requests automatically
- Schedule 12 months of assignments in under 30 seconds

### Flexibility for Shift Swaps, Days Off, and Vacation Time Requests

- Request days off, vacation time, schedule preferences, and shift swaps right from a smartphone or desktop
- Approve or decline requests, view archived requests, and instantly communicate with the requesting physician

### At-a-Glance Shift Tallies by Smartphone or Desktop

- See shifts assigned to an individual across a set period of time
- Save time with pre-configured reports

### Apply Custom Scheduling Rules

- Configure rules for individual physicians to automate schedule creation
- Work with TigerConnect to rapidly iterate and optimize custom rules

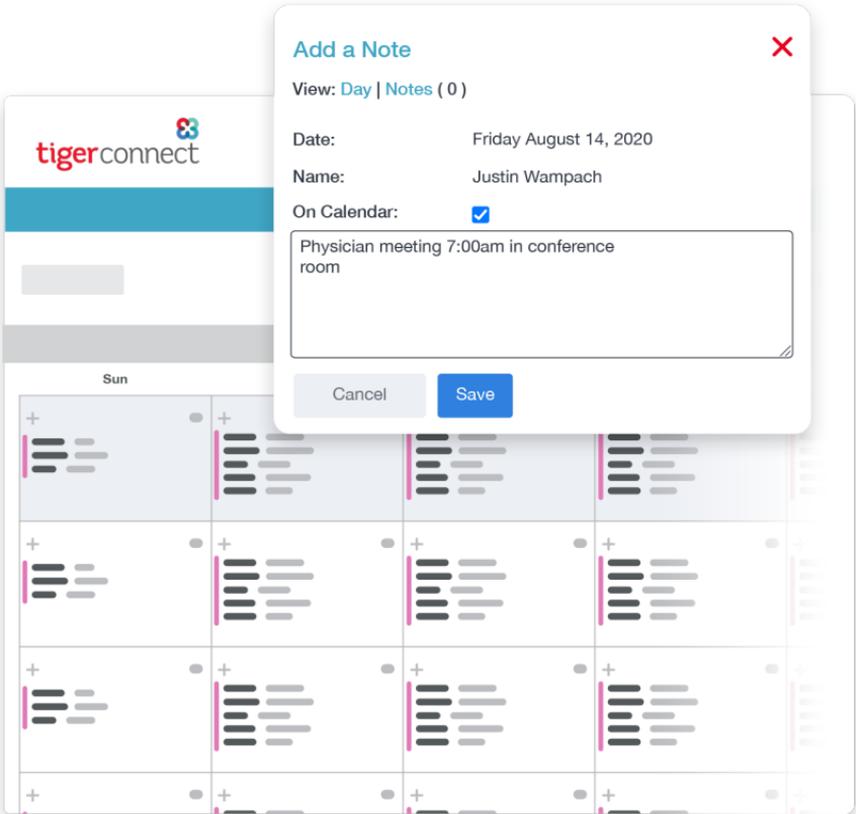
### Automated TigerConnect Notifications

- Set up automatic notifications in TigerConnect when changes are made to the schedule – role assignments are automatically updated
- Enable staff to quickly communicate via secure text, video, or voice to clarify schedule details, shift swaps, and more



## Physician Shift and On-Call Schedules

Manage on-call schedules, including time-off requests, all in one place with instant access from a desktop or smartphone.



## Clickable Calendars for Making Quick Changes

See who's working which shifts and make updates on the fly. Automated programming leverages the prior period's schedule to save time and account for vacation requests.

## Hassle-Free Scheduling

- **One calendar for scheduling and collaboration**  
Integrated, shared calendar ensures assigned shifts remain perfectly synchronized with role assignments in TigerConnect.
- **Reduced toil with automation**  
Automated tools help department managers be more productive by handling the mundane task of making a fair, burnout-proof schedule each month.
- **Customizable options**  
Configurable fields, drop-down lists, and other options give departments the flexibility to design scheduling that maps to their preferences and workflows.

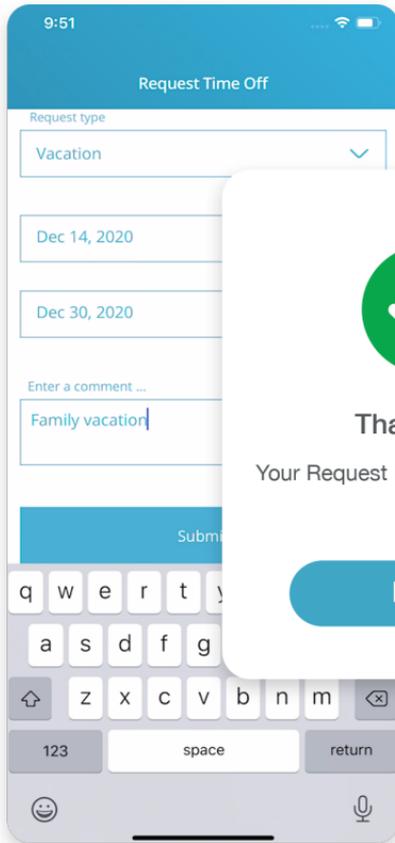
### CUSTOMER HIGHLIGHT

## Community Hospital of the Monterey Peninsula



- ■ It's something that I now don't have to think about. Now everyone can see an up-to-the-minute list of who they can call on, so providers are reaching out more. ■ ■

Read the case study →



## **Request Time Off and Shift Changes** from Anywhere

See who's working which shifts and make updates on the fly. Automated programming leverages the prior period's schedule to save time and account for vacation requests.

## Mobile-Friendly Solution

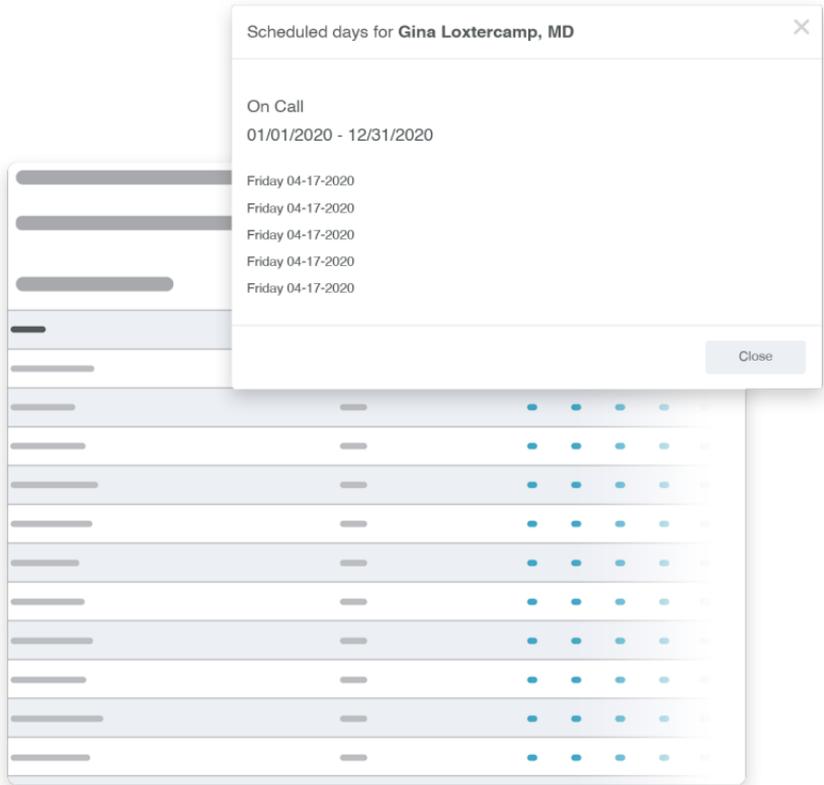
- ➔ **Access the current shift calendar on mobile**  
My Calendar option in TigerConnect identifies shifts up to four weeks out. Built-in messaging makes change requests easy.
- ➔ **See colleagues before and after your shift**  
Streamline patient handoffs and shift swaps by seeing who's assigned. Quickly message them using TigerConnect.
- ➔ **Manually take over a role assignment**  
Colleague running late or tied up with a patient? Swipe to manually assume their role and manage their messages.

### CUSTOMER HIGHLIGHT

#### Cardiac Specialists



“ [TigerConnect Physician Scheduling] has really improved overall communication in our practice. Complaints about call have dropped dramatically... They can login and view information instead of calling me with questions, which I really appreciate! ”



## Gain insight into workforce utilization

See how resources are allocated and physician time is being spent by department and across the organization.

## Tally Reports to Validate Fairness

- ➔ **Justify scheduling fairness with historical data**  
Quickly access tallies for past shift assignments to show equitable distribution of shifts by frequency and times of day.
- ➔ **Ensure proper staffing during peak periods**  
Identify patterns and correlate peak patient volumes with staffing levels to ensure optimal coverage at all times.  
Set limits on time-off requests based on patient volumes by day or events such as holidays or spring break.

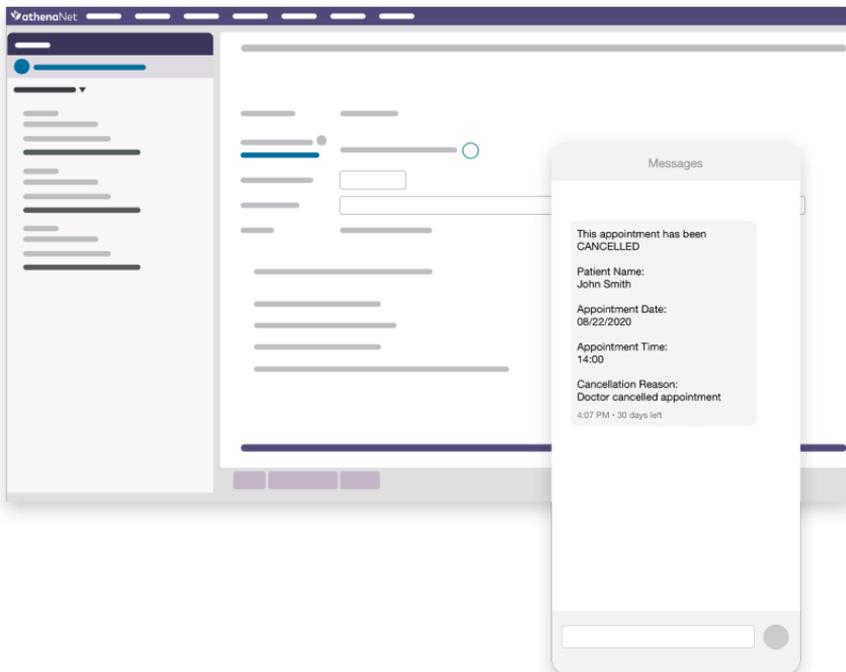
### CUSTOMER HIGHLIGHT

## Huntsville Memorial Hospital



- ■ It's been the easiest and yet the most impactful change we've made. The [TigerConnect] staff is responsive and flexible. They have been true partners and problem solvers. ■ ■

Read the case study →



## **Out-of-box integrations** for Epic and athenahealth

Leverage pre-built integrations with Epic and athenahealth to expand scheduling options and realize higher ROI from your EHR investment.

## EHR-Integrated for Managing the Patient Schedule

- **Synchronize with patient appointments from the EHR**  
Manage the impact of time-off requests more effectively and use secure messaging to coordinate with both patients and providers who are covering.
- **Message patients and providers from same app**  
Instantly access patient lists from the EHR for last-minute provider cancellations or coordinate schedules with other providers all from the same TigerConnect app.

### CUSTOMER HIGHLIGHT

#### Alomere Health



- || One of the biggest benefits for the hospital has been the protocols. Once we enter in a provider's name and contact information, it's in the system for good. That really reduces the chance for errors. Plus, we can inactivate providers who leave, create jobs, and change access rules all by ourselves...We would implement [Physician Scheduling] again in a minute. ||

Read the case study →



## About TigerConnect

As healthcare's most widely adopted communication platform, TigerConnect uniquely combines telehealth, patient texting, and clinical communications in a single, easy-to-use, cloud-based solution. Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year. To learn more about TigerConnect, visit [www.tigerconnect.com](http://www.tigerconnect.com).

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