

Cardiac Specialists + TigerConnect

Cardiac Specialists needed a solution to efficiently track and manage call scheduling and provider requests. Implementing TigerConnect Physician Scheduling enabled doctors and staff to easily access schedules from anywhere and view the status of their requests.



5 offices & 3
hospitals



Enhanced
process control



Simplified call
management



"TigerConnect Physician Scheduling has allowed us to put the responsibility back on the doctors to manage their requests and follow the correct channels. It has really improved overall communication in our practice."

— Dr. Robert Fishman, MD
Interventional Cardiologist
Cardiac Specialists



Cardiac Specialists has provided consultative cardiology services to patients in Fairfield County for more than 30 years. The center's superb team of specialists and physicians has grown to become one of the most trusted and sought after cardiovascular centers. Cardiac Specialists put patient well-being first through excellence and proficiency in every area of heart and vascular health.

Challenges

Dr. Robert Fishman of Cardiac Specialists manages call scheduling, vacation, and day-off requests for his physician partners. Due to their highly specialized needs for call scheduling, Cardiac Specialists has a policy requiring a physician to oversee requests and call scheduling. Dr. Fishman quickly realized that while call scheduling seemed like it should be relatively simple, the process they were using made it cumbersome and frustrating for all involved.

Cardiac Specialists lacked a process and protocol for managing provider requests. Dr. Fishman and the practice manager received requests verbally in passing, via notes on their desks, or over email. They would do their best to track all requests before finalizing the schedule, hoping they captured all requests.

Solution

Dr. Fishman's primary need was to have a central location for all provider requests, ensuring proper management when requests are made and when they are approved or denied. After testing out several solutions, Cardiac Specialists found that TigerConnect Physician Scheduling best fit their needs. Implementing Physician Scheduling enabled doctors and staff to easily access the schedules from anywhere and view the status of their requests.

"When we implemented TigerConnect Physician Scheduling, the physicians weren't used to having a process for requests; but once they got used to it, even the naysayers were admitting how much easier and faster it is," said Dr. Fishman.



Results

Cardiac Specialists has now grown to five offices, currently serving three major hospitals. Dr. Fishman says that they used to have conversations and complaints around call scheduling almost weekly. Now, they rarely have to talk about the schedule.

"Complaints about call scheduling have dropped dramatically since using TigerConnect Physician Scheduling," said Fishman. "They can log in and view information instead of calling with questions."

Dr. Fishman appreciates that Physician Scheduling has provided a process and solution around provider requests, taking pressure off the practice administrator.

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About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

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To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, contact us.

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