

Eastern Oklahoma ENT + TigerConnect

To manage the various layers of call schedules between multiple locations, Eastern Oklahoma ENT chose TigerConnect Physician Scheduling because of its simplicity, straightforward interface, and cost-effective approach.



Call scheduling
for multiple
hospitals



Quick access
and track
scheduling



Reduce confusion
and complaints



“TigerConnect Physician Scheduling is a better use of my time; it saves me from having to undo and redo work as the schedule gets closer to completion.”

— Dr. David Hal, MD
Eastern Oklahoma ENT





Challenges

Since 1975, Eastern Oklahoma Ear, Nose & Throat (ENT) has grown to be the region's largest ENT clinic. Over the last five decades, they have added eight physicians and more than 50 staff members to their care team.

Eastern Oklahoma ENT specializes in diagnosing and treating pediatric and adult ear, nose, and throat diseases, both medical and surgical.

Challenges

Eastern Oklahoma ENT had also grown to include ER call scheduling for two local hospitals and major trauma at a children's hospital. They were managing call scheduling by paper-and-pen for years, but when it came time for a new doctor to take over the old system, change came quickly.

To complicate matters, some doctors had privileges at both hospitals and some did not. The call scheduling process was cumbersome and hard to manage, resulting in errors and arduous communication.

Solution

Dr. David Hall, MD at Eastern Oklahoma ENT, began to oversee call scheduling and decided to find an alternate solution.

To manage the various layers of call schedules between multiple locations, Eastern Oklahoma ENT chose TigerConnect Physician Scheduling because of its simplicity, straightforward interface, and cost-effective approach.

Implementation and training happened quickly, and the entire staff quickly adapted to the new process.

Results

Dr. Hall found that he favors the tally feature, allowing him to track call schedules, vacations, and more.

"Tally allows me to keep tabs on how fair I am making the schedule... it reduces errors."

Elizabeth Ellsworth, Practice Administrator at Eastern Oklahoma ENT, appreciates that TigerConnect Physician Scheduling is easy to understand and use. She and the head nurse can quickly access and effectively track call scheduling at any time.

Ellsworth also appreciates that physicians can manage their own call schedule from wherever they are. TigerConnect Physician Scheduling has reduced confusion and complaints about the call schedule for both physicians and clinical staff.



"TigerConnect Physician Scheduling has reduced confusion around our call schedule. Staff and doctors can look in one spot to get their questions answered."

While TigerConnect Physician Scheduling adds convenience for Ellsworth, her favorite aspect is the flexibility and ability to capture the complexity of their call scheduling needs.

"I continue to be impressed by TigerConnect Physician Scheduling's ability to manage multiple layers of call."

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.

Contact Us

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

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