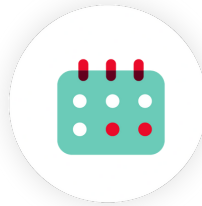


Tall Grass Orthopedics + TigerConnect

Brad Rea of Tall Grass Orthopedics championed and implemented TigerConnect Physician Scheduling, not only making his life easier but also greatly enhancing call communication between providers, staff, and outreach locations.



Full staff training
and adoption



Multi-hospital
scheduling



Enhanced call
communication
for the entire staff



“TigerConnect Physician Scheduling will greatly enhance communication and your ability to serve those locations. For specialists, TigerConnect Physician Scheduling is a must.”

— Brad Rea
Practice Administrator
Tall Grass Orthopedics



Challenges

Tall Grass Orthopedics in Topeka, Kansas, is the oldest established orthopedic practice in Topeka, serving Northeast Kansas for over sixty years. Their goal is to attend to patients' musculoskeletal needs by providing state-of-the-art orthopedic care.

After inheriting a cumbersome paper-driven call system with poor communication processes, Brad Rea, Practice Administrator at Tall Grass Orthopedics, needed to find an efficient solution. The answer? An automated and efficient technology-driven call center that has dramatically improved communication processes.

As a six-provider clinic established in the 1950s, Rea realized he inherited an antiquated call system. Tall Grass Orthopedics relied on paper and outdated communication processes. All requests were submitted on slips of paper. Any time a change was made, notifications via email would need to go out individually to all hospitals and outreach locations served.

Solution

Rea had been in this situation before. Managing call scheduling while administering a previous clinic, Rea had done his own research and asked colleagues for recommendations for the best call scheduling solution.

After numerous recommendations, TigerConnect Physician Scheduling stood out as the best technology solution and provided the most comprehensive customer service.

The doctors at Tall Grass Orthopedics had varied experience with online software and were accustomed to the paper system. However, Rea stressed the importance and time-saving abilities of the software.

Results

Rea implemented TigerConnect Physician Scheduling and was amazed by the results. The solution made his life easier and greatly enhanced call communication between all providers, staff, and outreach locations.

The doctors immediately saw the benefits of TigerConnect Physician Scheduling's "anytime access," and despite initial apprehension, were quickly onboard.



Comprehensive Scheduling

Additionally, the hospitals served by Tall Grass Orthopedics were thrilled with the ability to have one link to click for access to up-to-date call scheduling.

"If your clinic takes calls from more than one hospital, TigerConnect Physician Scheduling will greatly enhance communication and your ability to serve those locations. You send one link for them to access, and you're done."

Provider Rules

TigerConnect Physician Scheduling is likely to have the most significant impact on the role of the practice administrator, making provider rules Rea's favorite feature. The rules are set up to ensure balance, reduce burnout, and improve productivity.

"TigerConnect Physician Scheduling works with you to develop the provider rules over time. They understand that it will take us time to work out all the details, and they are very patient and thorough during this process."

Customer Service and Training

When asked what sets TigerConnect Physician Scheduling apart, Rea doesn't hesitate to cite the customer service and training.

"We love how patient and accessible they are," says Rea. "Their trainers make you very comfortable with the technology. They're friendly, patient, and thorough, and available whenever we need them."

About Tall Grass Orthopedic:

At Tallgrass Orthopedic and Sports Medicine, orthopedic surgeons and staff provide excellent orthopedic care in a friendly and professional atmosphere. They are there to listen and help as a partner in good health. Whether you enjoy the camaraderie of team sports or the solitude of a quiet walk alone, when you need orthopedic care, you want compassionate and well-trained orthopedists to care for you.



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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