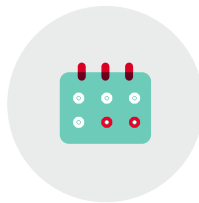


# Orthopedic Practice Modernizes Call Scheduling and Improves Communication



Full staff training  
and adoption

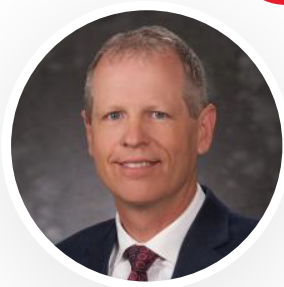


Multi-hospital  
scheduling



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, PA-C  
Practice Administrator at University of Kansas Health  
System Orthopedics & Sports Medicine

## Challenge:

University of Kansas Health System Orthopedics & Sports Medicine in Topeka, Kansas, is the oldest established orthopedic practice in Topeka, serving Northeast Kansas for over seventy 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, needed to find an efficient solution. The answer? An automated and efficient technology-driven call center that has dramatically improved communication processes.

As a 9-provider clinic established in the 1950s, Rea realized he inherited an antiquated call system. University of Kansas Health System Orthopedics & Sports Medicine relied on paper and outdated communication processes.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 University of Kansas Health System Orthopedics & Sports Medicine 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 University of Kansas Health System Orthopedics & Sports Medicine 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 TigerConnect

TigerConnect is healthcare's most widely adopted communication platform - uniquely modernizing care collaboration among doctors, nurses, patients, and care teams. TigerConnect is the only solution that combines a consumer-like user experience for text, video, and voice communication with serious security, privacy, and clinical workflow requirements that today's healthcare organizations demand. TigerConnect accelerates productivity, reduces costs, and improves patient outcomes.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and processes more than 10 million messages each day.

## 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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