

How Better Communication Reduces Patient Transfer Time by

50%

In-network patient transfers can be a lengthy process involving many back-and-forth phone calls to find an accepting physician, secure an open bed, share essential patient health information, and coordinate transportation.

But what if you could communicate across the entire health system without the hassle? Real-time messaging with TigerConnect makes it easy for teams to provide everyone with the same information in a timely and efficient manner, ensuring that transfers run smoothly, and patients get the care they need faster.

A TYPICAL HOSPITAL WORKFLOW

VS.

THE TIGERCONNECT WORKFLOW

Transfer request made by the sending provider



TRANSFER REQUEST

Sending unit charge nurse calls the house supervisor to request a transfer.



House supervisor at the sending facility calls house supervisor at target facility to request a transfer.



Target facility house supervisor references on-call list of accepting providers and gives the provider's name and number to the sending house supervisor.



Sending house supervisor calls sending physician to provide contact information for target facility receiving provider.



PROVIDER ACCEPTANCE

Sending provider calls receiving provider.



If the receiving provider is unavailable, the sending provider leaves a message.



Receiving provider calls sending provider back and patient information is discussed. The provider accepts or declines the transfer. Possible delays if the provider is unavailable.



Once a receiving provider is identified, the sending provider calls the sending house supervisor to tell them the receiving provider's name.



BED ASSIGNMENT

Sending house supervisor calls receiving house supervisor to request bed assignment.



Patient demographics and face sheet are faxed.



Receiving house supervisor calls target unit's charge nurse for bed assignment. Possible delays if the charge nurse is unavailable.



Charge nurse at the receiving unit identifies bed number and communicates with receiving nurse and care team that a patient is coming.



Receiving charge nurse calls receiving house supervisor back with bed number and nurse's name.



Receiving house supervisor calls sending house supervisor back with bed number and nurse's contact information.

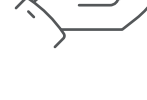


Sending house supervisor calls sending nurse to provide receiving nurse's information and room number for patient.



NURSE HAND-OFF

Sending nurse calls receiving nurse to provide handoff. Possible delays if receiving nurse is unavailable.



TRANSPORT

Patient transport is arranged.



Sending and receiving nurses call providers and house supervisors to let them know the patient's ETA.



TRANSFER REQUEST

Sending provider searches TigerConnect for On-Call Provider Role at target facility and messages clinical information for provider-to-provider handoff.



PROVIDER ACCEPTANCE

If the on-call provider accepts the patient, the sending provider adds sending facility house supervisor to the group chat to coordinate transfer to receiving facility.



BED ASSIGNMENT

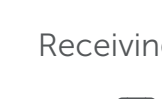
Sending house supervisor sends a group message to the receiving house supervisor and the sending unit charge nurse, with relevant patient information and face sheet, to request the transfer.



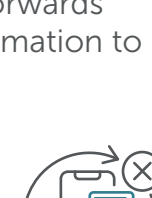
Receiving house supervisor adds the receiving unit charge nurse to the group chat and requests a bed.



Receiving unit charge nurse responds with bed number and receiving nurse's name and forwards patient information to the nurse.



Sending unit charge nurse forwards bed and nurse information to the sending nurse.



NURSE HAND-OFF

Sending nurse messages or calls receiving nurse to provide handoff.



TRANSPORT

Patient transport is arranged.



Sending and receiving nurses message the providers and house supervisors to let them know the patient's ETA.



Real-time messaging **decreases time from notification of transfer request to bed placement.**



A TYPICAL HOSPITAL WORKFLOW

About

84

Minutes
19 Steps

VS.

THE TIGERCONNECT WORKFLOW

About

41

Minutes
10 Steps

Using a clinical communication and collaboration platform across your health system enables your teams to coordinate transfers from one facility to another with ease.

Learn how Westchester Medical Center Health Network connected staff across the health system to streamline transfers between its emergency department and 10 in-network hospitals.

[Download Case Study](#)