

## Case Study

# Cardiac Specialists Reduces Staff Frustration with Automated Scheduling



## Overview

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.

## Challenge

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



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**Dr. Robert Fishman, MD**  
Interventional Cardiologist  
Cardiac Specialists

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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### Key Highlights:

- Enhanced scheduling process control
- Better access to staff schedules
- Improved staff satisfaction

## About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for 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](#).