tigertext
Work Securely

Orange County Community Clinics Enhance Patient Care and Satisfaction With Secure Messaging

Enhanced Patient Satisfaction

Decreased Wait Time By 50%

Improved Communication

Optimized Scripts

About the Organization

The Orange County Community Clinics (OCCC) dedicate themselves to providing affordable and quality patient care to a diverse community of over 160,000 patients a year. As a nonprofit healthcare organization, OCCC puts patient education and satisfaction as its top priority.

Organization Info:

- Nonprofit organization
- 8 Orange County facilities
- 160,000+ Patients Annually

Major Communication Concerns:

- Patient Safety & Satisfaction
- Automated Alerts to Managers
- Seamless Implementation
- Delivery & Read Receipts
- HIPAA Compliance

Communication Challenges

With 8 different locations, OCCC found it challenging to quickly communicate amongst staff. OCCC had relied on email and phone to communicate, but found those methods ineffective in alerting staff members of immediate patient issues. Specifically, OCCC wanted to improve:

Long Wait Times
Patients were waiting for an average of 45 minutes before speaking with a physician, which was too long from an operational perspective.

Operational Efficiency
Staff were unaware of patient volume and unable to easily determine status of existing patient visits.

Prescription Accuracy
As is common at many offices, doctors often had an error in a pharmacy script with no way to immediately correct it before the patient arrived at the pharmacy. This left patients frustrated and waiting for their prescriptions.

![tigertext logo] **tiger**text
Work Securely

> 66 *We were finding phone calls inefficient and email too slow for communicating important patient issues to staff. We want to deliver quality care all the time and that includes seeing patients on time.* 99
>
> *- Drew C., IT & Operations Director*

Call to Action

To effectively address these issues, OCCC realized it needed a mobile messaging solution to efficiently communicate amongst its on-the-go team. The solution needed to include:

Multi-Platform Access
OCCC wanted to be able reach its team members no matter their location or device.

Automated Alerts
OCCC needed a solution that could automatically send out alerts based on trigger events.

Seamless Set-Up
OCCC needed an easy solution that would also integrate with its current software.

Message Accountability
OCCC needed the ability to track staff notifications and follow-up

HIPAA Compliant Components
OCCC wanted a solution that was HIPAA compliant.

Results

Deploying TigerText has allowed OCCC to improve patient care and satisfaction. Staff members now receive automated alerts when scripts are incorrectly entered or patients are not timely being seen. Specifically, OCCC has seen:

Enhanced Patient Satisfaction
Overall care quality and efficiency has improved, leaving patients more satisfied with their experience.

50% Decrease in Wait Times
Patients are now being seen within 30 minutes, which to OCCC translates to better quality care, and ability to see more patients.

Improved Communications
Staff is now easily able to securely communicate with one another and know when a message has been sent, delivered and read. This has provided better accountability and operational efficiencies.

Optimized Scripts
Doctors now receive an automatic alert when they need to fix a prescription. With TigerText, OCCC has been able to eliminate patient wait times at pharmacies due to less script errors.

Conclusion

The use of TigerText streamlined OCC's communications, allowing the immediacy of messaging to promote immediate action amongst staff. Automated alerts have enabled OCCC to continue to deliver the quality care they are known for in a timely and efficient manner.

About **TigerText**

TigerText provides secure, real-time mobile messaging for the enterprise, empowering organizations to work more securely. TigerText's encrypted messaging platform keeps communications safe, improves workflows, and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 5,000 facilities and four of the top five largest for-profit health systems in the nation, including Universal Health Services, rely on TigerText to comply with HIPAA and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.

CONTACT US

Call Us:
310 401 1820

Email Us:
sales@tigertext.com

On the Web:
tigertext.com

Like Us on Facebook:
facebook.com/TigerText

Follow Us on Twitter:
@TigerText

Connect With Us on LinkedIn:
linkedin.com/company/tigertext