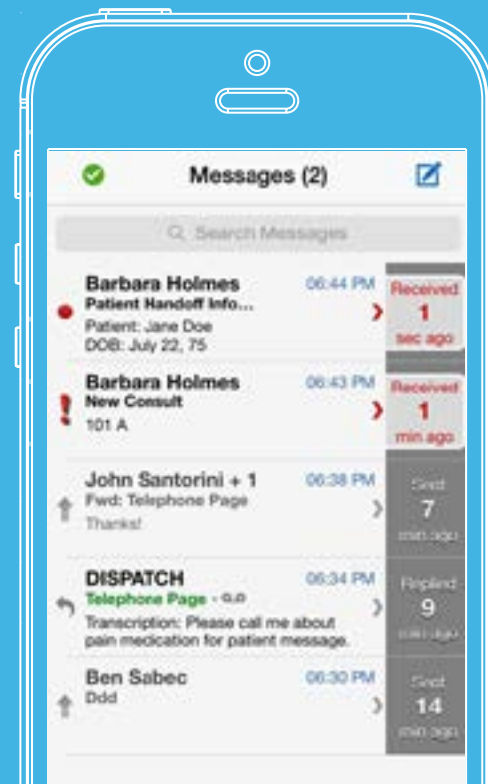# Meeting the Changing Needs of Healthcare Communications

How Southeast Alabama Medical Center
Re-envisioned Clinical Workflow

TELMED IQ

www.telmediq.com

TELMED IQ

Meeting the Changing Needs of Healthcare with Better Communications and Clinical Workflow

It takes more than technology and a modern facility to treat people. It takes a team of dedicated, well-trained professionals to continually deliver quality healthcare. As one of the largest healthcare operations in the Southeast Alabama region, and supported by a medical staff of 270 physicians representing virtually every medical specialty, the medical center's primary motivation for procuring a secure messaging platform was to maintain Health Insurance Portability and Accountability Act (HIPAA) compliance.

Ultimately, they chose TelmedIQ because it allowed them to re-envision their clinical workflow and how communications influences patient care. TelmedIQ also liberated many of their physicians and nurses from documenting communication and finding and getting a response from physician providers so that they could solely focus their energies on patients and quality of care.

Why TelmedIQ?

The Alabama-based medical center conducted a thorough evaluation of secure messaging applications currently in the market. Clyde Williams, Technical Manager, who oversaw the organization's IT operations and network in the main hospital and its satellite organizations, lead the search for a secure messaging solution:

"You quickly come to realize how hard it is to secure PHI. Even for an organization of our size—a 400 bed regional referral hospital with multiple physician practices and ambulatory clinics—to secure the vast amount of messages containing PHI becomes daunting.
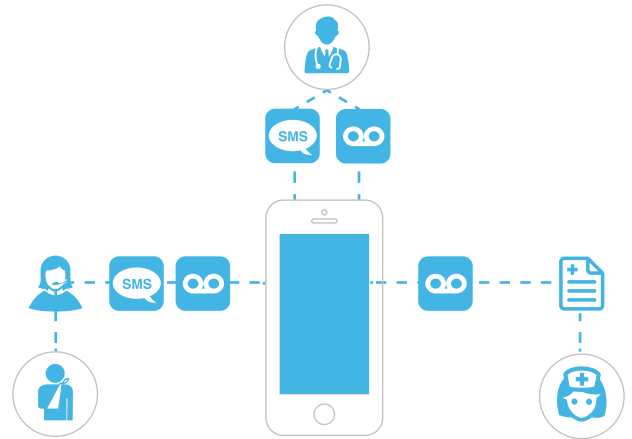
From an IT perspective we understood the value of text messaging and real-time communications. As we evaluated secure messaging applications, we quickly learned that while they covered us for HIPAA compliance, they didn't really improve a clinician's efficiency in connecting and communicating with the person within the network.

TelmedIQ was the only solution that truly recognized how healthcare operates and communicates. Their customizable clinical workflow automation features went a long way in saving our clinicians time, effort and energy—all of which, could be better spent on influencing better patient outcomes."

What a Better Communications Workflow Looks Like

Connecting an Entire Health Network Securely

Like many healthcare organizations the Alabama-based medical center works together with various service providers and actively exchanges PHI containing messages across networks. TelmedIQ gives organizations a single solution for secure messaging. Clinical workflow automation features routing messages, phone calls and pages to right person at the right time.
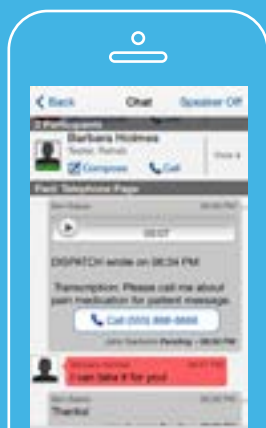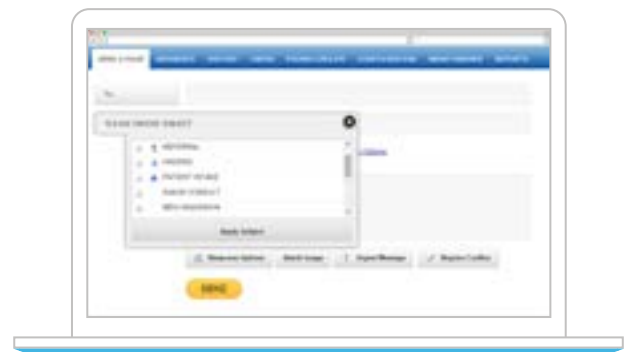
Improving Visibility and Delivery of Care

TelmedIQ's ability to connect with an EHR system's ADT feed gave the organization real-time visibility into the status of a patient and the availability of the assigned physician. The organization's clinicians can easily find and communicate with a patient's assigned physician with greater ease and efficiency.

Structured Messages and Automating Messages

Customizable message-types give the Alabama medical center the flexibility to structure their communications across their network. Message-types can be tied to an automated clinical workflow which intelligently routes messages based on on-call schedule and user availability.

No Message Left Unacknowledged

TelmedIQ helps the medical center maintain a high physician response rate with real-time message delivery and read features. Unread messages trigger persistent delivery features (alternate phone, cell phone, SMS, email), and if a message is still not acknowledged, escalation rules automatically route the message to the next best provider, physician or group.

Interested in learning more about TelmedIQ?

See how TelmedIQ's communication and clinical workflow automation solutions can help your organization better communicate.

Request a Demo by visiting **www.telmediq.com/contact-us**

Or

Contact us directly at **info@telmediq.com** or **1.888.364.9305** for a guided demo

For more information visit **www.telmediq.com**

TELMED**IQ**

www.telmediq.com