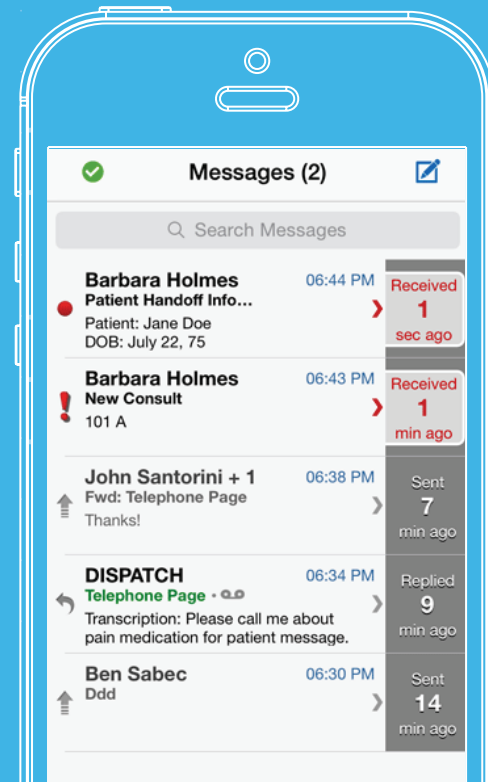


Telmediq Case Study

Bridging the Communications Gap Between
Hospital and Provider for
4C Medical Group



TELMEDIQ

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Bridging the Communications Gap Between Hospital and Provider



4C Medical Group is an internal medicine practice working in partnership with health systems and hospitals to improve the health and well-being of the people in the community of Scottsdale, Arizona. Partnerships between specialty physician groups and hospitals represent a growing and common relationship between large healthcare systems and healthcare provider groups.

With HIPAA compliance regulations and growing concerns over securing PHI, however, “inside-outside” communications between a physician at a specialty practice and a nurse at a hospital poses a great privacy and security risk on both sides. With Telmediq, healthcare professionals at 4C Medical and their partner hospitals can text and collaborate on patient diagnoses in real-time or page one another securely on their smartphone devices.

Nurse-to-Physician Communications Improving Communication Where it Matters Most

4C Medical and its partner organization, one of the largest healthcare systems in Scottsdale, wanted to significantly cut down on the time it took for nurses to communicate with physicians at 4C. A survey on nurse to provider communication rates quantified the time it took for nurses to connect with a physician and record the event in the hospital's EHR system.



Activity Type	Time Per Activity
Lookup Provider Assignment	00:00:30 secs
Call Answering Services to Contact Provider	00:01:30 mins
Document Communication in EHR	00:02:00 mins
Total Time Taken	00:04:00 mins

To improve nurse-to-physician paging rates, 4C Medical and its partner evaluated Telmediq's SmartPager system which allowed 200 nurses from one of its partner hospital organizations instant real-time visibility into physician availability as well as provider physician assignments for a specific patient.



The most significant time savings were realized due to SmartPager's user interface, which allows nurses to quickly see physician availability and contact them directly with a single click or tap on a smartphone. This allowed nurses to bypass a third-party answering service, which handled the provider lookup and paging or calling. With SmartPager, 4C Medical and its partner organization were able to simplify and streamline nurse-to-physician communication processes resulting in response rates of under one minute.

Enhancing Communication. Enhancing Patient Safety and Care

Real-time read receipts and automated escalation of calls also ensured that patient safety and care was maintained, if not enhanced. Nurses and hospital administrators could see the status of all messages and be assured that if a physician was unresponsive it would be escalated to someone who could respond.







Quantifying Nurse-to-Physician Time Savings with SmartPager

	<i>Time-Savings per message with SmartPager</i>	=	00:03:00 mins
	<i>Nurses on Shift</i>	=	200
	<i>Average Pages to Provider/Hour per Nurse</i>	=	4
	<i>Total Time Spent Paging/Nurse in 12hr Shift</i>	=	144 mins
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	<i>Total Time Savings for All Nurses in 12 hour Shift</i>	=	28,800 mins
	<i>Total FTE Nurse Equivalent</i>	=	40

Physician Response Rates





4C and its partner organization also assessed physician response rates with the objective of mitigating dropped or missed patient calls. As part of their mission to improve patient care, they felt that faster response rates from physicians was critical.

Physician Response Rates Before Telmediq

	Activity Type	Time Per Activity
	Call in to Voicemail or Call Center to Pickup Message	00:03:00 mins
	Write Down Callback Number & Details	00:0:30 secs
	Call Patient Back	00:0:30 secs
	Total Time Taken	00:04:00 mins

With Telmediq's SmartPager solution and features such as visual voicemail, web-based paging, and one-touch callback, physicians were able to review and respond to hospital messages in less than thirty seconds.

Time-savings and Physician Response Rates with Telmediq

	Activity Type	Time Per Activity
	Physician Average Pages Per Hour	2 - 3
	Time Savings Per Page	00:3:30 min
	Total Time Savings Per 8 Hour Day	56 - 84 mins per day
	Total Time Taken	56 - 84 mins per day per Physician

With Telmediq, improvements in response rates and subsequent time savings were equivalent to an hour of a physician's daily time. Thus, allowing them to focus more time on patient care and billable revenue opportunities.

"Physician response rates have dramatically improved with Telmediq's SmartPager. There is no more waiting by the phone for a return phone call. I feel that patient safety is enhanced as communication is clarified between nurses and physicians."

Josie Bennion, RN
HonorHealth Scottsdale Shea Medical Center, Scottsdale, Arizona

Contact us to learn more
sales@telmediq.com | [1.888.364.9305](tel:1.888.364.9305) | www.telmediq.com

