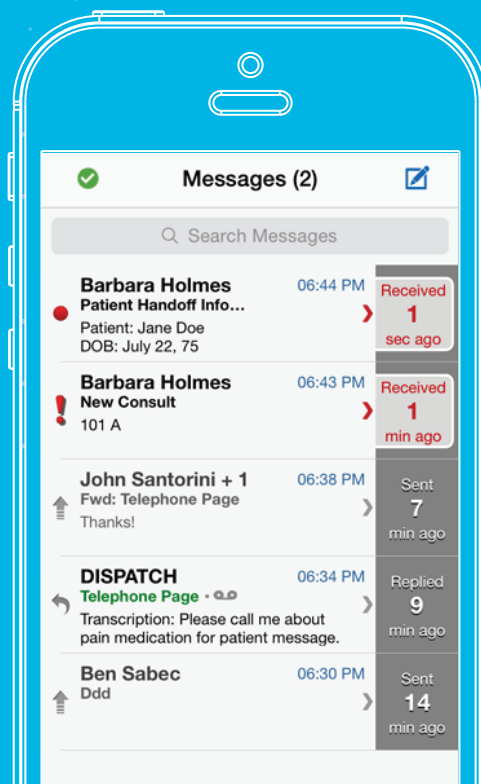


TelmedIQ Case Study

Transitioning to a Mobile Platform

CGH Medical Center



www.telmediq.com



CGH Medical Center: 100 years of Progressive Care through Innovation

For the past 100 years, CGH Medical Center has operated as a progressive acute care facility in Northern Illinois. With a mission to adopt the latest in patient care technology, the 140-member physician team receives and shares messages, PHI data (EMR records, images), and patient calls securely on TelmedIQ's mobile communications platform.

TelmedIQ allows teams throughout the entire organization, as well as associated physician groups and providers that work with the medical center to quickly access, share, and collaborate on a patient's status in real-time to make informed decisions.



The Challenges of Modernizing Communications in the Mobile Device Era

An Outdated and Costly Legacy Paging System

CGH Medical Center's paging system was two decades old when Judy Hammett, Director of Finance and HIM began a two-year evaluation process for a HIPAA compliant pager replacement solution. The paging service they had contracted employed outdated software that lacked visibility and auditability of messages and communications, which was a major concern in terms of HIPAA compliance violations and overall accountability to patient care.

The Search For An Improvement

The lack of utility and the limitations of paging networks and pager hardware lead Judy to evaluate mobile communication systems. At the time, physicians lacked any meaningful method of communication with one another (often updating one another on patients using texts from personal devices), while nursing staff and physicians reverted to land lines to convey important patient information and updates. CGH Medical's communication processes with providers lacked effective coordination and finding the right specialist or physician was time-consuming.

Why TelmedIQ?

"We wanted a solution that could be used on a smartphone thus allowing CGH Medical's physicians to carry one less device. We also needed a solution that would allow us to page a pocket pager because a few of our providers communicated only in that method.

I had researched various communication services in order to evaluate what would work best for us:

- Y A complete answering service with an app for a smart phone
- Y Paging service which also included a free smart phone app (inbound calls would be handled internally)
- Y A fully automated answering service that would route calls based on a patients needs
- Y A secure smartphone communications app (pages handled internally)

After two years of extensive evaluation, I discovered that: the complete answering service was much more expensive than what we were paying today; the paging service could not handle our on-call schedules; and our patients strong preference to speak with a person dissuaded us from the fully automated service.

I realized that CGH Medical needed a best-in-class paging app where we could easily page physicians ourselves while allowing our switchboard operators to take patient calls.

TelmedIQ was the only solution that really met all our specific needs, and beyond."

-Judy Hammett

Director of Finance and HIM, CGH Medical



Structured Messaging and Routing

TelmedIQ's message-types allow CGH to send specific healthcare-based messages and updates on orders. Physicians can quickly respond to messages with a tap on their smartphones, while advanced routing configures all messages to be sent not only based on the time of day, but the specific types of messages.



Complex On Call Schedules

TelmedIQ's communication features enhances CGH Medical's engagement with it's providers. With 29 care providers setup in 4 different paging groups, as well as provider physicians cross-covering, only TelmedIQ had the flexibility to facilitate CGH's complex on-call schedules.



Physician Centric Features

TelmedIQ's intuitive interface and features give CGH's physicians and providers greater control over their communications. Providers can now be responsible for their own on-call status easily updating availability from their phones and setting up auto-responses when unavailable. When calling patients back physicians can use their personal devices as TelmedIQ automatically blocks their number.



Tracking and Escalations

TelmedIQ gives CGH's administrators the ability to set up escalation rules for messages, which vastly improves patient callback rates by eliminating their manual escalation process. Persistent notifications ensures that the physician gets the message while staff can track message read-statuses in real-time.



Team Collaboration

TelmedIQ has helped CGH improve patient care by giving each of CGH's departments access to all their communications in one place, instantly searchable, and available anywhere, anytime. Secure, convenient, and accessible two-way communication between internal staff and their providers is now a reality at CGH.

The Impact of TelmedIQ at CGH Medical Center

- **Increased convenience**

CGH staff can now page a physician, see its read status, and the physician can respond in real-time all from a smartphone.

- **Instant response from physicians**

CGH physicians can respond with a quick message or pre-loaded text and do not need to call back with orders.

- **On call accessibility**

Communication between providers is now much more efficient. CGH staff have greater visibility to see who is on call for a specialty.

- **Tracking correct order entry, transparency and auditability**

CGH can now access a full audit history of messages related to any specific patient issue. Messages can even be audited to verify orders based on the responses of physicians.

Cost Savings Provided by TelmedIQ

$$\begin{array}{c} 140 \\ \text{Providers} \end{array} \times \begin{array}{c} \$100/\text{Mo.} \\ \text{Answering} \\ \text{Service Cost} \end{array} = \$14,000/\text{Month}$$

A Cost Savings of 336% or \$168,000/Year

Get Started with a 30 day
no risk **free trail** of our services today.

Contact us directly at
sales@telmediq.com or 1.888.364.9305
for a guided demo.
For more information visit www.telmediq.com
