

Case Study:

How OnPage Enhances Boston Children's Hospital's Priority Alerting



 **ONPAGE**

OnPage replaces pagers for Boston Children's Hospital

Boston Children's Hospital is a top-ranked pediatric hospital in the US serving over 600,000 patients a year. Their dedication to high-quality care is highlighted by their efforts to optimize their clinical communication and collaboration. While some hospitals keep a tight grip on legacy pagers, Boston Children's knows that they are ineffective and outdated tools that must be replaced with an innovative solution...that's why they chose OnPage!



**HIPAA-Compliant
Messaging Capabilities**



**Persistent alerting for up
to 8 hours until read**



**Communication Across
the Continuum**

Challenges

Boston Children's Hospital knew that the traditional pagers they were using weren't going to cut it anymore.

Traditional pagers offer limited capabilities that the doctors deemed unfit for their communications, including one-way messaging and character limits. Additionally, their previous workflow was tedious – requiring physicians to call back the sender to retrieve the actual message and acknowledge page receipt.

So, Boston Children's sought out a solution that enabled it to bring the same level of innovation to address its communication needs as it does to medical care for children across the globe.

Solution

With OnPage, Boston Children's Hospital gains access to a wide range of OnPage benefits.

Benefits they experience with OnPage

- Ability to communicate immediately and securely with doctors through the OnPage mobile app.
- Deliver persistent alerts for up to eight hours until read by the message recipient for increased reliability.
- Create digital on-call schedules that route critical messages to the right doctor based on their roles.
- Keep a log of the entire communication chain for traceability, complete with message time stamps.

Results



Loud, distinguishable alerts that bypass the silent switch and mobilize physicians every time.



Enhanced HIPAA compliance through encrypted clinical communication and collaboration.



Ensured alerts were always routed to the right doctors through role-based messaging capabilities.



Access to the OnPage web management console, enabling teams to keep logs of entire communication chains.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems, and people have a reliable way to escalate urgent communications to the right person immediately.

OnPage's escalation, redundancy, and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime, or to reduce the response time of healthcare providers in life-and-death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

Contact Us

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