

# Case Study:

## How OnPage Eliminates Pagers for Michiana Hematology Oncology



## OnPage outshines legacy paging technology

Michiana Hematology Oncology's Advanced Centers for Cancer Care represent the largest team of board-certified medical, radiation, and gynecological oncologists in northern Indiana. Michiana has distinguished itself by its leadership in medical technology, treatment options, clinical research, and patient care. With locations in Crown Point, Elkhart, Mishawaka, Plymouth/South Bend, and Westville, patients receive the most sophisticated and trusted cancer care available in the region.

“The move to OnPage from a traditional paging system allows our practitioners the flexibility of carrying just one device. Their smartphones now act in a dual role as a pager and phone by allowing pages to be responded to in a simple, streamlined process.” – Kim Woofter, COO of Michiana Hematology/Oncology, PC

### Challenges

Michiana, like most healthcare organizations, used pagers in the past for clinical communication and collaboration. Unfortunately, they began to see a continuous deterioration in the reliability of their pagers due to multiple paging towers being decommissioned in their area.

In addition to lost reliability, Michiana's physicians were looking for a solution that allowed them to consolidate their devices. During patient emergencies, they would be paged on their pagers with a callback number and then they would be required also to carry a cell phone to enable them to call back the original sender.

## Solution

With OnPage, Michiana was able to communicate faster and more effectively.

### Their new workflow with OnPage

- In the case of a patient emergency, an OnPage alert is delivered through the application's web management console to the team's on-call group.
- Based on the on-call schedule the notification is then routed to the correct on-call physician and escalated accordingly.
- Once the physician acknowledges the message, they can use OnPage's HIPAA-compliant dispatcher-to-physician chat features to securely collaborate further about the patient case, if necessary.
- Physicians are always able to take immediate action and deliver high-quality patient care.

## Results



Consolidated devices, relieving doctors from having to carry around pagers alongside their personal phones.



Enhanced HIPAA compliance through encrypted messaging capabilities between care providers.



Access to OnPage's web management console ensuring centralized communications and reporting.



Replaced outdated, unsupported pagers with OnPage's modern, reliable communication solution.

## 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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