

Case Study:

**How OnPage
Enables
Midwifery
Care Teams
to Increase
Patient
Satisfaction**



 **ONPAGE**

OnPage provides real-time, secure collaboration for midwives

Midwifery care communities consist of specialized healthcare professionals known as midwives. Midwives work in multidisciplinary teams in hospitals and community healthcare settings to improve the maternal and neonatal health of women.

The OnPage clinical communication and collaboration (CC&C) system is adopted by midwifery care communities across the US and Canada. OnPage is proud to provide a real-time, secure collaboration platform that allows midwives to improve patient experience.

“OnPage has the critical alert sound that always gets through. We are very satisfied with OnPage. We use it daily and it works all the time. It has made a big difference!” – Cheryl Anderson Heitkamp

Esraa Dhaif, practice administrator of the Midwifery Collective of Ottawa, uses OnPage’s CC&C on-call scheduling and failover capabilities to manage 13 midwives effectively. Dhaif also oversees the entire midwifery team through OnPage’s web management console.

Several clients are being juggled at the clinic weekly, and each one needs to be assured of instant 24/7 communication with their midwives. If a client is having pregnancy issues or going into labor, OnPage high-priority alerts gets through to a midwife that can assist the patient immediately.

Solution

With OnPage, patients can connect with their midwives immediately no matter the time of day.

Their new workflow with OnPage

- Midwifery Collective of Ottawa's clients email the page/alert or call the OnPage toll-free number with their midwife's OnPage ID.
- The message will then reach the midwife's phone as a loud, distinguishable smartphone alert, mobilizing them to patient issues every time.
- If the primary on-call midwife is unavailable or treating another patient, the alert will automatically route to the next available midwife.
- Once a midwife acknowledges the message, they can immediately reach out to the patient and tend to their needs.
- Plus, they gain access to HIPAA compliant messaging between midwives to improve clinical communication and collaboration, and enhance decision making.

Results



"Our clients **never** have to wait to hear back from one of our midwives. There is an escalation list of the on-call midwives entered in the [OnPage] enterprise dashboard, so we are confident that every client will hear from someone right away."



"We use the OnPage messaging system every day, 24/7, and it has made our job easier and less stressful. The midwives like the fact that all the paging is on their phones, and they don't have to carry another device."



"OnPage was completely compatible with every specification and feature we needed. Besides the real-time alerting and on-call scheduling features, we are now HIPAA messaging compliant. HIPAA compliance was a must and OnPage provided that."

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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