



El Rio Community Health Center Increases Operational Efficiency with Secure Messaging



60 Second
Response Time



Enhanced
Patient Care



Improved
Accountability

Organization Information

- 17 Locations
- 24/7/365 Consultation Services
- 7,000 Annual Patients

Major Communication Concerns:

- Message Accountability
- Consistent Delivery
- Communication Metrics
- HIPAA Compliant Communication

About the Organization

El Rio Community Health Center provides primary care to over 79,000 people at 17 locations in the Tucson community of Arizona. El Rio, in striving to be a national model of excellence in healthcare, offers 24/7/365 consultation services for its patients. No matter the time of day, El Rio seeks to improve the health of its community through comprehensive and affordable quality care.



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— Robert T., CIO



Communication Challenges

Providing patients around the clock care poses unique communication challenges for El Rio. Previously, El Rio would directly forward patient calls and voicemails to providers. This process was difficult to manage, as El Rio had no way to ensure delivery of the messages or track the provider's responses. El Rio wanted to improve their methods of communication and ensure:



Efficient Call Support

El Rio needed to track and monitor call volume and follow-up to ensure physicians timely receipt and response to patient calls.



Immediate Patient Follow-Up

Staff members needed a way to easily and quickly communicate and decrease the risk of dropped calls or no follow-up to ensure the patients were receiving the care they needed.



Instant Message Accountability

El Rio forwarded more than 100 messages a week, yet 5% of them never reached the providers. El Rio had no way to determine when messages were delivered or why errors occurred.



Call to Action

To improve their current workflow and optimize patient care, El Rio sought a messaging solution that could provide:



Message Accountability

The solution needed to account for when every message was sent, delivered and read.



Communication Metrics

Administration and IT required the ability to monitor messaging metrics so they could hold their staff accountable.



Consistent Delivery

They needed a reliable solution to ensure fast responses to patient concerns.



HIPAA Compliance

Because they wanted to integrate these requirements in mind and found TigerConnect to be the best fit for their communication needs.

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Results

Implementing TigerConnect allowed El Rio operators to easily message providers and confirm they got the message without involving a phone call. With the new secure messaging solution, El Rio created a concise and manageable workflow to ensure that all patient conversions were properly followed up on and messages were consistently delivered.



Faster Response Times

95% of concerns are answered in 60 seconds or less.



Enhanced Patient Care & Safety

Patient concerns are evaluated and resolved more efficiently to provide better patient care.



Improved Accountability

With the ability to track all messages, staff efficiency increased by 22%.

Conclusion

El Rio wished to find a solution that would improve their communication flow without distracting from their main goal — providing excellent patient care. The use of TigerConnect has allowed El Rio to create a workflow that ensured proper patient follow-up and risk management. With TigerConnect, El Rio has created more meaningful and reliable relationships with their patients.

About TigerConnect

As healthcare's largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions.

The company's commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.

