

Diagnotes Reduces Call Center and Field Operations Cost for a Post-Acute Care Medical Group

“ Before Diagnotes, I could only communicate with one field provider at a time and it usually took multiple calls to resolve an issue. Today I send one message to everyone involved with a patient’s care and it’s done. I save a good hour a day not playing phone tag, and at the end of my shift, I copy my replacement on any ongoing communications so she is automatically aware of the situation.”

Amy Jackson, LPN,
Call Center Agent
Advanced Healthcare Associates

SITUATION

Advanced Healthcare Associates (AHA) operates a nurse-staffed call center that coordinates the deployment of and communication with its 30-physician and nurse practitioner field team. This field team visits over 100 long-term care facilities across an expanding geography currently covering Indiana and Kentucky. For the 18 nurses in the call center, communicating in a real-time, asynchronous and secure fashion with the field team has been a challenge for a number of years. Even securely sharing the daily field rounds problem list has proven difficult.

PROBLEM

AHA faced several challenges with their call center and field operations.

Field rounds problem list - each morning the call center nurses pushed the problem list to each provider using an unsecured collaboration system which limited the information that could be shared in order to protect patient privacy and caused more time to be spent by field providers trying to dig up patient information. This practice resulted in inefficient operations and increased costs.

In-bound call information - the calls received each day are triaged by the call center nurses, and those needing provider attention in the field must get to the correct individual quickly so that these patients can be worked into the day’s rounds. The only secure way to accomplish this was via a phone call, which began a game of phone tag between the provider and the call center, also increasing inefficiencies and costs.

Patient examination documentation - field providers kept offline notes throughout the day that were sent to the call center each evening for inclusion in the patient’s medical record. If this process was not followed, there were gaps in patient’s medical records and the next provider encounter with the patient was less productive.



Advanced Healthcare Associates is a successful practice of physicians and nurse practitioners that exclusively focuses its services across the Post-Acute Care continuum. The company has been specializing in geriatric care of nursing home patients since 1988. For more information visit www.advancedhealthcareassociates.com.

Geriatric and long-term care practice with 30 field providers

100+ facilities serviced in Indiana and Kentucky

Nurse-operated live-agent inbound/outbound call center

“*Secure texting is just the tip of the iceberg with Diagnotes. Additional components such as EMR integration and clinical documentation will enhance our operations and patient care even further. We couldn't be more pleased that we chose to partner with Diagnotes in this endeavor.*”

Tom Haithcoat,
VP of Business Development
Advanced Healthcare Associates

SOLUTION

AHA implemented the Diagnotes HIPAA-compliant communication platform. In just three days, the system was in place, users were trained and Diagnotes was up and running. Now call center nurses and field providers can communicate asynchronously and securely using their own mobile devices and/or computers. In the call center, the nurses are using the Diagnotes their computer browser, while field providers are using the Diagnotes mobile application on their iOS and Android devices.

Specifically, Diagnotes is used to:

- ✓ **Push the daily problem list** to each field provider in a secure, HIPAA-compliant environment;
- ✓ **Push acute patient information** received by the call center to the field providers via a secure message; and
- ✓ **Provide a vehicle for field team members to communicate** key patient information back to the call center for inclusion in the patient's medical record.

Phase two of the Diagnotes implementation ties in AHA's EHR system, so that the field providers have access to the patient's key medical information when they are with the patient. The Diagnotes system will push key medical information to field providers with each day's field rounds problem lists, and with communication of any patient being added to the rounds throughout the day.

RESULTS

Increased revenue

Field providers can more easily document actions taken in the field so that no billings are inadvertently missed.

Decreased cost

Field providers and call center agents are able to communicate asynchronously and more quickly, spending less time playing “phone tag” and more time treating patients. AHA's risk of HIPAA fines resulting from non-secure text messaging and transmission of protected health information is also reduced.

Enhanced experience

Providers are able to communicate and conduct services using the devices they are most comfortable with—smartphones, tablets and/or PCs.

Diagnotes builds mobile and web-based applications that reflect the natural communication habits of healthcare professionals and their patients. The enterprise-grade clinical communication and collaboration platform is fast to implement and highly intuitive to adopt. Diagnotes' clients include large health systems, specialty and community hospitals, long-term care facilities, employers and behavioral health organizations.

Uses range from secure messaging to telehealth consults between specialists and their patients in rural areas using live video. Diagnotes helps healthcare professionals communicate with each other, as well as with patients and caregivers, on a single, unified, cloud-based platform.

Email questions to info@diagnotes.com or call 317-395-7080.

