

# Diagnotes Streamlines Workflows and Reduces Communication Delays for Post-Acute Care Field Providers

“Diagnotes has provided us the ability to do what we envision technology should be doing for us in a legal, efficient and effective manner.”

Daniel A. Anzaldua, MD  
Co-founder  
Hamilton Medical Consultants, LLC

## SITUATION

**Hamilton Medical Consultants (HMC)** was founded in 2012 to focus on providing primary-care, specialty-care, and long-term acute care services. Working with key partners, they develop and implement novel systems and approaches that result in improved care for patients following hospital discharge and reduction in hospital readmissions.

HMC's founders, Daniel A. Anzaldua, MD, and Peter J. Bustamante, MD, evaluated communication platform options based on the ability of each to support the clinical workflows of their practice, in addition to HIPAA compliance and security. HMC's 13 field-based clinicians cover five facilities and average 750 encounters each month.

## PROBLEM

HMC physicians wanted to avoid common problems they faced in previous practice settings, including:

**Wasted time and delayed patient care** – time spent playing phone tag and searching for an on-call provider;

**Lost revenue** – due to an inability to easily document procedures delivered away from the office; and

**Unhappy staff and clients** – frustrated by wasted time and disjointed communication.

Hamilton Medical  
Consultants, LLC

SPECIALIZING IN POST-ACUTE HEALTH

Hamilton Medical Consultants, LLC is a group of multi-specialty physicians and advance-practice providers with experience in high-acuity inpatient care, outpatient care and post-acute care. The clinicians are skilled at delivering high-quality care across the entire continuum that each patient requires on his or her path to recovery. From the hospital stay through post-acute care, their focus is increasing value to patients. Hamilton Medical Consultants partners with select post-acute facilities to provide a level of oversight that is unprecedented in the Central Indiana market. For more information, visit [HamiltonMedicalConsultants.com](http://HamiltonMedicalConsultants.com).

Post-acute practice  
with 13 field providers

5 facilities serviced  
in Central Indiana

24/7 client access

750 encounters  
per month

“ Because Diagnotes is HIPAA-compliant, clinicians can append photos of lab results, pharmacy orders and other attachments to a secure text message ... and, the training sessions for users was just 45 minutes from introduction to productivity.”

Tara S. Lutes, J.D.,  
Manager of Operations  
and General Counsel  
Hamilton Medical Consultants, LLC

## SOLUTION

**Hamilton Medical Consultants implemented Diagnotes to support 24/7 client access needs.** After just 45 minutes of training, HMC’s 13 field providers were productively using Diagnotes to support day-to-day communication needs between their field providers and their clients, and to handle the 750 encounters they receive per month. Now, field providers can securely communicate both synchronously and asynchronously using their own mobile devices, without the need for a call center intermediary.

Specifically, Diagnotes is used to:

- ✓ **Triage incoming calls** and deliver secure voicemails to the on-call provider;
- ✓ **Enable secure voice and text communications** among all members of the clinical team;
- ✓ **Capture and text photographs and attachments** to support clinical decision making, as well as billing; and
- ✓ **Document** each patient encounter.

## RESULTS

### Decreased cost

Field providers and clients are able to communicate easily and quickly, spending less time playing “phone tag” and more time treating patients. The risk of HIPAA fines is also reduced.

### Enhanced experience

Field providers are able to communicate and conduct services using the devices they are most comfortable with—smartphones, tablets and/or PCs. Clients are pleased with the response time from Hamilton Medical Consultants providers.

### Increased revenue

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

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](mailto:info@diagnotes.com) or call 317-395-7080.

