Buyer Comparison Checklist

TigerConnect Physician Scheduling For Clinics and Speciality Groups

Automated Physician Scheduling for Medical Groups

Clinics and ambulatory centers used to rely on pen and paper to manually create their weekly or monthly on-call schedule rosters, meaning an employee had to dedicate time and energy to figure out how to put the on-call schedule puzzle pieces together. Typically, this manual process creates chaos for schedulers and administrators and leaves doctors burned out and dissatisfied with the scheduling outcomes.

The introduction of automated physician scheduling software has made it possible to create a fair and equitable schedule that results in faster time-to-value and improved patient outcomes. Automated Physician Scheduling takes into account time-off requests and leverages sophisticated rules to automatically generate a weekly, monthly, and yearly calendar in as little as a minute - saving days, weekends, and hours. With mobile applications, physicians can access their assignments and request swap shifts while they are on-the-go.

Physician scheduling software saves time, money, avoidable scheduling mistakes, and preventable physician burnout.

Buyer Considerations

The Physician Scheduling Buyer Checklist was developed to help Practice Administrators, Doctors, and Schedulers understand the key components to consider when evaluating physician on-call and shift scheduling software. A sophisticated rules-based automated scheduling solution delivers significant time-savings and improves patient care by freeing up hours that would be better spent seeing patients. It also reduces physician burnout through transparent and fair scheduling. Clinics and specialty groups who should consider a physician scheduling solution include:

- Anesthesiology
- Behavioral Health
- Cardiology/Cardiovascular
- Emergency Medicine
- Endocrinology
- Family Practice
- Gastroenterology
- Internal Medicine
- Hematology
- Hospitalist
- Nephrology
- Neurology
- OB/GYN
- Oncology
- Ophthalmology
- Orthopedics
- Pathology
- Pediatrics
- Psychiatry
- Pulmonary
- Radiology
- Surgery Centers
- Urology

At a high level, Clinic Practice leaders should prioritize the following requirements:

- Custom Rules – Create custom rules to automate scheduling processes across locations. Leveraging sophisticated algorithms, schedulers can set limits to how many times a provider is scheduled to reduce burnout.

- Pre-Built Templates – Utilize scheduling templates when creating on-call schedule assignments that allow administrators to quickly deploy assignments in as little as one minute. Templates allow you to generate schedules that work for your organization, whether for the week, month or year.

- Real-Time Flexibility – Flexible and intelligent software allows for time-off, vacation, and shift swap requests. Providers have the flexibility to request from the convenience of their phone to ensure requests are not lost in email threads or on paper.

- Fairness Algorithm – Tally reports to ensure schedules are created with fairness in mind. Providers can view whether they have been scheduled more or less than their colleagues and ensure they are being paid appropriately. Administrators can determine whether changes to the schedules need to be made.

Buyer Considerations

- Mobile App – solution on Apple and Android devices. Mobile-friendly physician scheduling software allows doctors and physicians to instantly view assignments, request time-off, swap shifts and verify fairness in scheduling with Tally reports.

- EHR Integration – with ambulatory EHR systems to sync physician day-off information with the patient scheduling system. Make sure your physician scheduling solution has an open API that can Integrate your medical staff credentialing system, electronic medical records, single sign-on, or secure text solution.

Buyer's Checklist

Please reach out to TigerConnect to unlock the vendor names.*

*Capabilities attributed to competing vendors are based on publicly available information and from independent market research done by TigerConnect and are not guaranteed to be conclusive or complete.

Capabilities				
	Fill In (Other Vendor)	Vendor 1 (Actual Vendor)	Vendor 2 (Actual Vendor)	**TigerConnect**
Fully integrated CC&C platform	☐			✔
Automated & Custom Rules	☐	✔	✔	✔
Template Scheduler	☐	✔	✔	✔
Provider Protocols	☐	✔	✔	✔
Real-time Schedule Changes	☐	✔	✔	✔
EHR Integration: Epic, athenahealth, etc.	☐		✔	✔
Self-Edit or Add/Delete Rules	☐			✔
Custom and Merged Views	☐			✔
Text Reminder Notifications	☐	✔		✔
Shift Flexibility (Splits, Swaps)	☐	✔	✔	✔
Custom Provider Protocols	☐	✔	✔	✔
Excel Import / Export	☐	✔	✔	✔
Time-off Requests	☐	✔	✔	✔

Take the Next Step

By now you should have a good idea of the value that a Physician Scheduling solution can bring, why your organization needs it, and how it can help transform your organization.

You know what to look for – and what to look out for – but you might still have questions or want to learn more. There's an easy answer. Email us at info@tigerconnect or call 1-800-572-0470 to get a full demo of the product or simply speak with a friendly expert. Or, check out one of the other comparison guides below to enhance your purchase.

Other Comparison Guides

TigerConnect Clinical Collaboration Platform

TigerConnect Alarm Management & Event Notification

TigerConnect Patient Engagement

TigerConnect Physician Scheduling (Hospitals)

Definitions

Assignment Change Notification
Set up automated notifications in TigerConnect to update staff or providers on changes to assignments and shifts. This ensures providers are aware of changes or updates while providing care on the go, accessible in real-time from their mobile device.

Custom and Merged Views
View customized daily, weekly, and monthly views by individual or department such as the emergency department, surgery, obstetrics, and more. Keep staff up-to-date with any changes to the schedule in real-time, without having to print or fax new calendars after each update.

Custom Provider Protocols
Configure private protocols help hospital staff better understand how and where an on-call specialist should be contacted -- TigerConnect, text message, voice, and more. Read how Alomere Health improved scheduling accuracy by leveraging custom provider protocols.

EHR Integration
Epic, athenahealth, etc. – Integrate with EHR systems to ensure patient appointments and physician requests are accommodated appropriately. Manage the impact of time-off requests more effectively and use a clinical communications solution to coordinate with both patients and providers who are covering.

Excel Import / Export
Import schedules received from affiliate clinics or speciality departments to easily merge and manage the on-call roster in the physician scheduling solution. Export a hospital's schedule to excel to share with the hospital or health system executive team. Changes made and uploaded to TigerConnect Physician Scheduling solution will be automatically reflected in the web and mobile application, reducing confusion and risk.

iCal Synchronization
Allow providers to sync the organization or department's Physician Scheduling calendar to their personal calendars through applications like iOS, Google Calendar, and Outlook.

Instantly Viewable Schedule Changes
Stay up to date with schedule changes on the mobile application as they occur. When a shift swap or change is requested and approved, providers are informed in real-time to help reduce confusion and communication issues.

Online Form for Staff Changes/Requests
Allow providers to request changes to the schedule using an accessible form via the browser or directly from their mobile device during or after hours. Administrators or schedulers can review requests to approve, deny or ask for clarifications to incoming requests. The form that is made available ensures that the hospital remains EMTALA-compliant by tracking and archiving any and all changes.

Definitions

Rules-Based Automated Scheduling

Use custom rules to automatically assign provider shift assignments using unique algorithms that ensure fairness and equality. Partner with the TigerConnect team to create custom rules that work for your clinic or hospital and that meet physicians requirements.

Shift Flexibility (Shift Splits, Swaps)

Allows providers to request a shift to be split by designating a portion of the shift to another provider. Administrators or schedulers can review and edit split shift requests in the browser.

Shift Tallies to Validate Fairness (Holidays, All Jobs, Custom)

View shift tally reports by provider or department to understand whether assignments have been created with fairness in mind. Access several pre-configured reports as well as a custom report builder for a more seamless experience.

Template Scheduler

Create unique scheduling templates to quickly build on-call assignments and shifts for repeatable schedules, TigerConnect Physician Scheduling will take into account, using rule-based algorithms, any vacations and time-off requests. Leverage your template repository to clone, view, and apply your weekly or monthly templates without having to create one manually.

Text Notifications

Use automated text notifications to remind providers of their upcoming on-call assignments, minutes and hours ahead.

TigerConnect-Integrated

Integrate with TigerConnect Clinical Collaboration (CC&C) to instantly communicate scheduling changes, coordinate time-off requests, and see future shift assignments on one mobile-friendly platform. Give providers and staff the tools to reach and communicate the right provider through the TigerConnect Clinical Collaboration application.

About TigerConnect

As healthcare's most widely adopted care collaboration platform, TigerConnect uniquely combines clinical communication, workflow and alarm management, virtual care, and on-call scheduling in a single, easy-to-use solution. Cloud-native and mobile-friendly, TigerConnect delivers a consumer-grade user experience with enterprise-grade infrastructure built specifically for healthcare. With an advanced, open API, it improves care quality, lowers risk and costs, and creates a better experience for patients, doctors, nurses, and care teams across shift changes and locations.

Trusted by more than 7,000 healthcare organizations, TigerConnect maintains 99.99% verifiable uptime and nearly 5 billion user sessions each year.

Contact Us

To schedule a demo or learn more about how TigerConnect can improve clinical communication efficiency for your organization, contact us.

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