tigerconnect

Buyer Comparison Checklist

TigerConnect Physician Scheduling For Hospitals

A Modern Approach to Creating and Managing Physician On-call Schedules

Traditional on-call scheduling methods can be challenging for hospital administrators and emergency departments. Managing and updating paper schedules and whiteboards can become quickly outdated, leaving hospital staff scrambling to find the right specialist for urgent patients. Not having a proper and updated on-call roster list can lead to potential physician turnover, poor patient care, and even EMTALA violations.

With automated Physician Scheduling software, hospital administrators, switchboard and ED departments have access to an up-to-date on-call daily roster and calendar. Administrators can easily merge multiple calendars from speciality departments and affiliated clinics to create a single source of truth for the entire hospital community. Changes and updates to assignments and shifts will be reflected in real-time on the browser and mobile application. Staff no longer needs to rely on traditional scheduling methods. An automated physician scheduling tool ensures hospital staff are calling the right provider, at the right time, keepin physicians, staff and patients satisfied.

Buyer Considerations

The Physician Scheduling Buyer Checklist and Comparison Guide was developed to help Hospital Administrators, ED Directors, CNIOs, Chief of Staffs, Medical Affairs and Technology leaders understand the key components and requirements to consider when evaluating physician on-call scheduling software. A sophisticated scheduling solution can help deliver efficiency for the hospital community by automating the on-call schedule creation process by centralizing and automating the daily on-call roster process, ensuring that the right provider is contacted at the right time.

At a high level, hospitals should prioritize the following requirements:

- **Real-time Daily Merged Calendar Views** – ED and Telecom need a solution that provides visibility to show which physician is on-call or available for a specialty consultation. Create customizable calendar views by daily/weekly/monthly assignments. Organize calendar views by department or specialist to ensure easy access to the right provider.

- **EMTALA-Compliance** – Ability to easily keep track of schedule changes or updates in an EMTALA compliant format. A modern physician scheduling solution will allow you to keep an archive of schedules for a certain period of time in the event you need them, mitigating any EMTALA regulatory and financial risks.

- **Messenger-Compatible** – Secure messaging allows staff to contact providers for consults via clinical communication application via , text, or voice -- depending on the providers' preferences. Hospital staff can feel confident they have the right information to reach the right specialist or provider, regardless of department.

- **Dynamic Customizable Protocols** – for each physician improves communication and reduces confusion. Protocols give staff access to the right contact information for each provider to ensure they are contacted at their preferred method of communication.

- **Mobile App** – available for Apple and Android devices. The mobile app gives administrators the power to make changes to the schedule, while keeping staff informed of assignments and updates in real-time. Providers have flexibility to request changes or swap shifts from the comfort of their phone.

- **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	☐			✔
EHR Integration – Epic, athenahealth, etc.	☐		✔	✔
Custom and Merged Views	☐			✔
Custom Provider Protocols	☐	✔	✔	✔
Real-time Schedule Changes	☐	✔	✔	✔
Automated & Custom Rules	☐	✔	✔	✔
Template Scheduler	☐	✔	✔	✔
Manual Scheduler	☐	✔	✔	✔
Excel Import / Export	☐	✔	✔	✔
Shift Flexibility (Splits, Swaps)	☐	✔	✔	✔
Assignment Change Notification	☐	✔	✔	✔
Text Notifications for Reminders	☐	✔		✔
Shift Tallies to Validate Fairness (Holidays, All Jobs, Custom)	☐	✔	✔	✔
Assignment Filtering	☐			✔

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 (Clinics & Specialty Groups)

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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