

Case Study

Orthopedic Practice Modernizes Call Scheduling and Improves Communication



University of Kansas Health System Orthopedics & Sports Medicine in Topeka, Kansas, is the oldest established orthopedic practice in Topeka, serving Northeast Kansas for over seventy years. Their goal is to attend to patients' musculoskeletal needs by providing state-of-the-art orthopedic care.

Challenge

After inheriting a cumbersome paper-driven on-call scheduling system with poor communication processes, Brad Rea, Practice Administrator, needed to find an efficient solution. The answer? An automated and efficient technology-driven call center that has dramatically improved communication processes.

As a 9-provider clinic established in the 1950s, Rea realized he inherited an antiquated call system. University of Kansas Health System Orthopedics & Sports Medicine relied on paper and outdated communication processes. All requests were submitted on slips of paper. Any time a change was made, notifications via email would need to go out individually to all hospitals and outreach locations served.

If your clinic takes calls from more than one hospital, TigerConnect Physician Scheduling will greatly enhance communication.

Brad Rea
Practice Administrator
University of Kansas Health System Orthopedics & Sports Medicine

Solution

Rea had been in this situation before. Managing call scheduling while administering a previous clinic, Rea had done his own research and asked colleagues for recommendations for the best call scheduling solution.

After numerous recommendations, TigerConnect Physician Scheduling stood out as the best technology solution and provided the most comprehensive customer service.

The doctors at University of Kansas Health System Orthopedics & Sports Medicine had varied experience with online software and were accustomed to the paper system. However, Rea stressed the importance and time-saving abilities of the software.

Results

Rea implemented TigerConnect Physician Scheduling and was amazed by the results. The solution made his life easier and greatly enhanced call communication between all providers, staff, and outreach locations.

The doctors immediately saw the benefits of TigerConnect Physician Scheduling's "anytime access," and despite initial apprehension, were quickly onboard.

Comprehensive Scheduling

Additionally, the hospitals served by University of Kansas Health System Orthopedics & Sports Medicine were thrilled with the ability to have one link to click for access to up-to-date call scheduling.

"If your clinic takes calls from more than one hospital, TigerConnect Physician Scheduling will greatly enhance communication and your ability to serve those locations. You send one link for them to access, and you're done."

Provider Rules

TigerConnect Physician Scheduling is likely to have the most significant impact on the role of the practice administrator, making provider rules Rea's favorite feature. The rules are set up to ensure balance, reduce burnout, and improve productivity.

"TigerConnect Physician Scheduling works with you to develop the provider rules over time. They understand that it will take us time to work out all the details, and they are very patient and thorough during this process."

Customer Service and Training

When asked what sets TigerConnect Physician Scheduling apart, Rea doesn't hesitate to cite the customer service and training.

Full staff training and adoption



Multi-hospital scheduling



Enhanced call communication for the entire staff





We love how patient and accessible they are. Their trainers make you very comfortable with the technology. They're friendly, patient, and thorough, and available whenever we need them.

Brad Rea
Practice Administrator
University of Kansas Health System Orthopedics & Sports Medicine



About TigerConnect

TigerConnect transforms healthcare with the industry's most widely adopted clinical collaboration platform – uniquely modernizing how doctors, nurses, care teams, patients, and data connect. With solutions spanning care communication, patient engagement, scheduling, alarm notifications, nurse call, and more, TigerConnect accelerates productivity, reduces costs, and improves patient outcomes, safely and securely. Trusted by more than 7,000 healthcare entities for user-friendly yet enterprise-ready solutions, TigerConnect delivers 99.995% verifiable uptime for more than 10 million messages each day.

Contact us

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