tigerconnect

How to Speed Your Emergency Department Consult Turnaround Time to Under 10 Minutes

Emergency department (ED) consultations play an important role in ensuring the safe and informed delivery of care. Unfortunately, in many EDs, inefficient communications cause delays in the consultation process. **These delays contribute to overcrowding, patients leaving without being seen, and patient dissatisfaction**.

Research shows that interventions focused on consultant responsiveness have the potential to **decrease response times up to 70%.**[1] Learn how your hospital can optimize your ED consult workflows with TigerConnect.

A TYPICAL HOSPITAL WORKFLOW   VS.   THE TIGERCONNECT WORKFLOW

Consult Needed

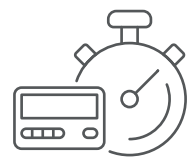ED provider determines consultation is needed (with the hospitalist, cardiologist, psychiatrist, etc.).

CONSULT CONTACTED

ED provider orders consult in the EHR.

Unit clerk tracks down on-call schedule to find the on-call consulting provider.

Unit clerk calls or pages on-call consulting provider and waits for a call back.
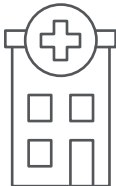
PROVIDER TO PROVIDER COMMUNICATION

Consulting provider calls back to unit clerk and unit clerk connects consulting provider to ED provider.

ED provider speaks with consulting provider to share information related to the consult request.

Provider to provider handoff.

CONSULT MESSAGED IN TIGERCONNECT

ED provider orders consult in the EHR. Relevant patient information is automatically pulled into a group message between the ordering provider and the on-call consulting provider.

PROVIDER TO PROVIDER COMMUNICATION

ED provider and on-call consulting provider text or call via TigerConnect to share information related to the consult request.

Provider to provider handoff.

More time spent trying to connect with the right person rather than caring for patients.

A TYPICAL HOSPITAL WORKFLOW   VS.   THE TIGERCONNECT WORKFLOW

30+ Minutes
7 Steps

VS.

under **10** Minutes
4 Steps

TigerConnect speeds workflows throughout the patient journey in the Emergency Department. From the moment a patient arrives in the ED to the time they leave, their care providers collaborate in real-time and can quickly find the right person on-call, resulting in better care coordination, faster throughput, and shorter lengths of stay.

To learn more about how TigerConnect makes your ED workflows more efficient, read the blog.

Read the Blog