

How Hospitals Can Reduce Inpatient Consult Notification Time by

50 Minutes

Efficient and timely communication between providers is essential for quality care delivery. However, requesting inpatient consults can be an inefficient process of phone tag when trying to locate the right on-call specialist. These communication challenges can lead to delays in patient care and increased length of stay.

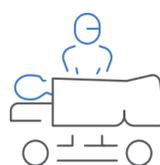
Real-time communication, automated notifications, and role-based messaging can decrease inpatient consult notification time to under 10 minutes.¹ See how your healthcare organization can maximize inpatient consult workflows with communication tools from TigerConnect.

A TYPICAL HOSPITAL WORKFLOW

VS.

THE TIGERCONNECT WORKFLOW

Consult Needed



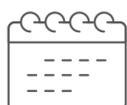
Note: Hospitalist determines consult is needed (with the on-call specialist, hospitalist, cardiologist, psychiatrist, etc.).

CONSULT CONTACTED



Hospitalist orders consult in the EHR.

Unit clerk tracks down on-call schedule to find the on-call specialist and their phone number.



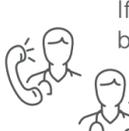
Unit clerk calls answering service and provides consult information and priority.

PROVIDER CALL BACK



For stat consults, answering service notifies the on-call specialist immediately and provides any clinical information provided.

For routine consults, answering service notifies the on-call specialist immediately during business hours or holds the consult information until the following day during after hours.



If the on-call specialist calls back, the unit clerk connects them with the hospitalist if they are still in the unit, or with the nurse.

CONSULT COMMUNICATED



Hospitalist or nurse speaks with on-call specialist to convey reason for the consult and relevant information related to the consult request.

Hospitalist to on-call specialist handoff.



CONSULT MESSAGED

Hospitalist orders consult in the EHR.



Consult notification is automatically sent via text message to the on-call specialist TigerConnect Role with relevant patient information.



CONSULT COMMUNICATED

On-call specialist receives and reviews consult information. May message assigned nurse to obtain further information regarding consult.



Hospitalist to on-call specialist handoff.

Time spent trying to locate the right on-call provider while patients are left waiting.



A TYPICAL HOSPITAL WORKFLOW

36
Minutes
6 Steps

VS.

THE TIGERCONNECT WORKFLOW

6
Minutes
4 Steps

Learn how Waterbury Hospital integrated the TigerConnect Clinical Collaboration Platform with their EHR to automate requests for inpatient consults and **reduced time from consult ordered to transcribed by 21 hours.**

[Read Case Study >](#)

1. Based on data from select TigerConnect clients. Actual results may vary.