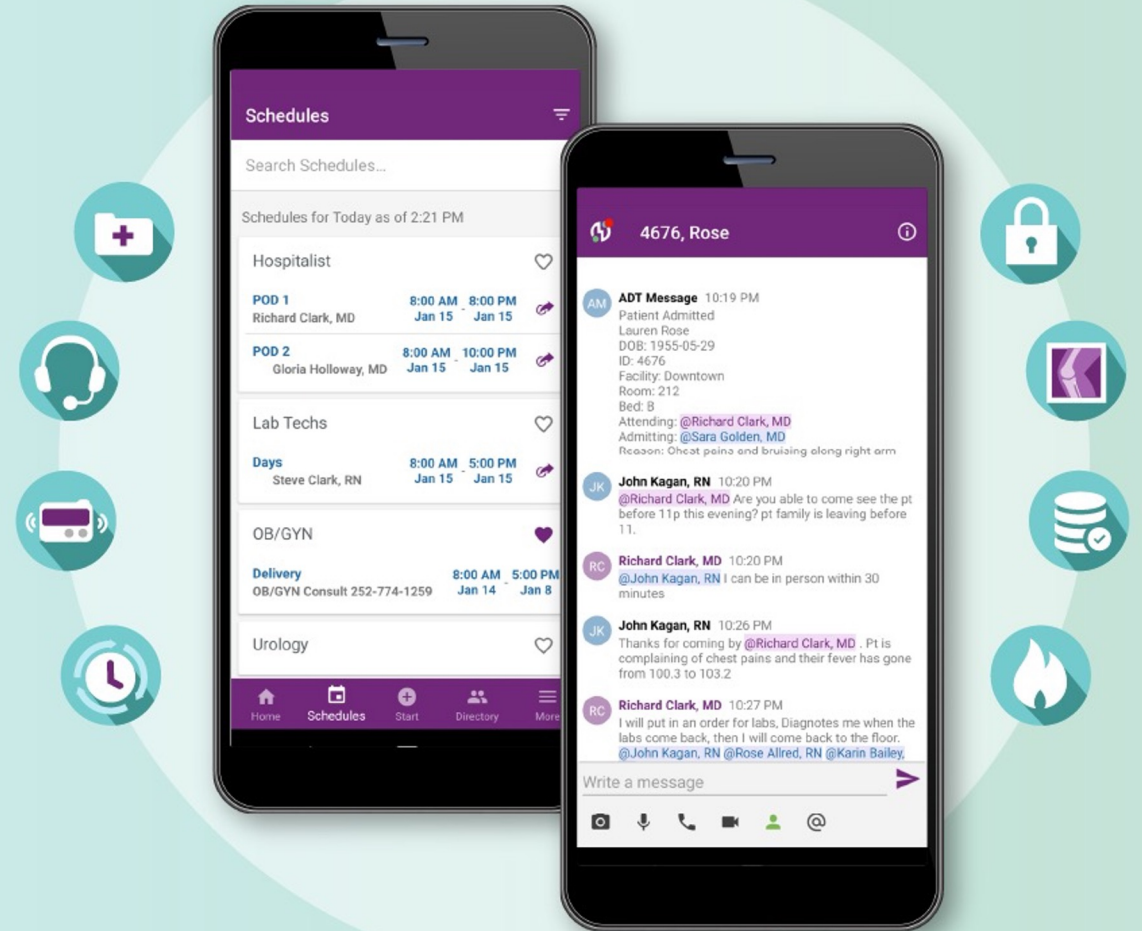
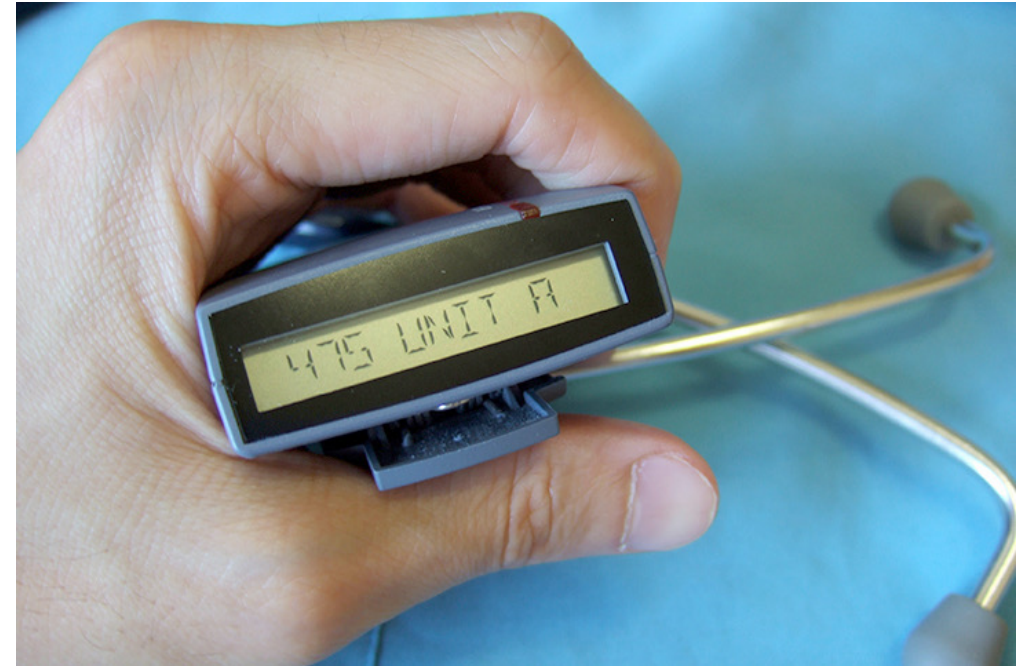


Leading health system saved \$700K by replacing pagers with mobile platform



Overview

According to an article in [Compliance Home](#), “Fewer than one in five senior healthcare managers thought that pagers were time-saving devices – most acknowledging that the time wasted playing phone tag was a compromise for the reliability and access supplied by pagers.”



A key initiative

Transitioning from pagers became a key initiative for a leading academic health system, due to increased security risks and inefficient communication.

Their concerns included:

- Pager messages were frequently not HIPAA compliant.
- Each pager cost an average of \$10 per month.
- Poor communication and delays, because pagers did not provide the sender's identity, urgency level, and patient context – or a way to respond directly to the sender.

Solution

The health system chose to replace their over 5,000 pagers with Diagnotes, a mobile platform that streamlines clinical communication and gives care teams the power to collaborate seamlessly in real time.

Benefits of transition to Diagnotes:

- Secured by AWS and blockchain, HIPAA compliant.
- Replaced lost or delayed pager messages and “page and pray” phone tag with bi-directional communication in real time across shifts and locations.
- Mobile-based communication significantly reduced response times and increased clinician satisfaction.

Outcomes

5,000+

**PAGERS
REPLACED**

\$700K

**COST SAVINGS
1ST YEAR**

89%

**FASTER
CONSULTS**

Takeaways

Pagers are a legacy technology with high costs and baked-in communication issues.

This leading health system found that replacing pagers with Diagnotes not only saved them money and streamlined clinical communication, but delivered other advantages:

- Messages that easily escalate to voice or video
- Reduced clinician alert fatigue through automatic reduction of unnecessary notifications
- Seamless collaboration for care teams



About Us

Health systems are looking to accelerate crucial patient care including consult orders, transfers, and handoffs.

Diagnotes speeds the patient journey by going beyond secure messaging. We deliver a mobile platform that streamlines clinical communication and gives your care teams the power to collaborate seamlessly in real time.

The result: increased clinician and patient satisfaction, and reduced cost.



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