



Stop the Noise!

Leveraging Intelligent
Provider Messaging for
Critical Patient Care

HiMSS

CENTRAL & SOUTHERN OHIO *Chapter*

What is Intelligent Provider Messaging?

- Purpose Built - For Providers and Caregivers
- Intuitive Interface
- Reliable – As important as calling 911
- Intelligent Automation
- Direct Communication where it belongs

Why is Intelligent Provider Messaging a necessity?

- 99% of all text messages are read.
- The average text takes less than 5 seconds to read and 45 seconds for a response. Average call is 3 min.
- EMR integration decreases response time and eliminates human error.
- Improved communication, will save lives.

Case Study Success Criteria

REQUESTS

- Improve Provider Efficiency
- Improve Quality of Life
- Improve Patient Care
- Eliminate the noise from information overload. No Critical Alerts can be missed.
- Improve Provider to Provider communications.

Results – 2017-2018

- **Provider Efficiency** - 472,682 Texts – Secured and validated “READ”
- **Improve Quality of Life** - 100% of Call Centers Integrated – Doctors get secured texts, no more lengthy voicemails or calls.
- **Automated Lab Results** – Doctors get critical results when it matters most.
- **Eliminate Noise** - Clinical messages stay separate from business emails.
- **Automation** - Auto Escalation to secondary Provider prevents delayed patient care if primary Provider is unavailable.

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