El Rio Community Health Center Increases Operational Efficiency with Secure Messaging

## Organization Information
- 17 Locations
- 24/7/365 Consultation Services
- 7,000 Annual Patients

## Major Communication Concerns:
- Message Accountability
- Consistent Delivery
- Communication Metrics
- HIPAA Compliant Communication

## About the Organization
El Rio Community Health Center provides primary care to over 79,000 people at 17 locations in the Tucson community of Arizona. El Rio, in striving to be a national model of excellence in healthcare, offers 24/7/365 consultation services for its patients. No matter the time of day, El Rio seeks to improve the health of its community through comprehensive and affordable quality care.

We needed a solution that would improve accountability of message routing and ensure patients were getting the care they needed.
— Robert T., CIO

## Communication Challenges
Providing patients around the clock care poses unique communication challenges for El Rio. Previously, El Rio would directly forward patient calls and voicemails to providers. This process was difficult to manage, as El Rio had no way to ensure delivery of the messages or track the provider’s responses. El Rio wanted to improve their methods of communication and ensure:

### Efficient Call Support
El Rio needed to track and monitor call volume and follow-up to ensure physicians timely receipt and response to patient calls.

### Immediate Patient Follow-Up
Staff members needed a way to easily and quickly communicate and decrease the risk of dropped calls or no follow-up to ensure the patients were receiving the care they needed.

### Instant Message Accountability
El Rio forwarded more than 100 messages a week, yet 5% of them never reached the providers. El Rio had no way to determine when messages were delivered or why errors occurred.
**Conclusion**
El Rio wished to find a solution that would improve their communication flow without distracting from their main goal — providing excellent patient care. The use of TigerConnect has allowed El Rio to create a workflow that ensured proper patient follow-up and risk management. With TigerConnect, El Rio has created more meaningful and reliable relationships with their patients.

**About TigerConnect**
As healthcare’s largest provider of clinical communication solutions, TigerConnect helps physicians, nurses, and other staff communicate and collaborate more effectively, accelerating productivity, reducing costs, and improving patient outcomes. With 6,000 facilities, 99.99% uptime, and over 10 million messages processed each day, TigerConnect continually delivers advanced product innovations and integrates with critical hospital systems such as the EHR, nurse call, and scheduling solutions.

The company’s commitment to client success is reflected in its broad support organization that works directly with clients at every stage to streamline communication workflows and achieve the highest possible ROI.