

# El Rio Community Health Center Increases Operational Efficiency with Secure Messaging



**60 Second  
Response Time**



**Enhanced  
Patient Care**



**Improved  
Accountability**

## 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.

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— Robert T., CIO

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## 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.



## Call to Action

To improve their current workflow and optimize patient care, El Rio sought a messaging solution that could provide:



### Message Accountability

The solution needed to account for when every message was sent, delivered and read.



### Communication Metrics

Administration and IT required the ability to monitor messaging metrics so they could hold their staff accountable.



### Consistent Delivery

They needed a reliable solution to ensure fast responses to patient concerns.



### HIPAA Compliance

Because they wanted to integrate these requirements in mind and found TigerText to be the best fit for their communication needs.

El Rio began looking at vendors with these requirements in mind and found TigerText to be the best fit for their communication needs.



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## Results

Implementing TigerText allowed El Rio operators to easily message providers and confirm they got the message without involving a phone call. With the new secure messaging solution, El Rio created a concise and manageable workflow to ensure that all patient conversions were properly followed up on and messages were consistently delivered.



### Faster Response Times

95% of concerns are answered in 60 seconds or less.



### Enhanced Patient Care & Safety

Patient concerns are evaluated and resolved more efficiently to provide better patient care.



### Improved Accountability

With the ability to track all messages, staff efficiency increased by 22%.

## 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 TigerText has allowed El Rio to create a workflow that ensured proper patient follow-up and risk management. With TigerText, El Rio has created more meaningful and reliable relationships with their patients.

## About TigerText

TigerText is the leader in secure, real-time messaging for the enterprise. TigerText's encrypted messaging platform keeps communications safe, improves workflow and complies with industry regulations. Developed to address the security needs, BYOD policies, and message restrictions in the enterprise, TigerText is committed to keeping mobile communications secure, private and impermanent. More than 5,000 facilities have adopted TigerText, including leading organizations like Adventist Health, the University of Kentucky HealthCare, and Universal Health Services which rely on TigerText to combat such challenges as the HIPAA Omnibus Rule changes, comply with industry standards and replace unsecured SMS text messaging that leaves protected health and other confidential information at risk.

