ABOUT™

Quick, Easy, and Secure Transfer Communication

Secure Messaging seamlessly integrated in the ABOUT Orchestration Engine empowers care teams to efficiently communicate and collaborate to quickly transfer patients for improved outcomes.

Clinical Communication & Collaboration (CC&C) platforms enable physicians, nurses, and other care team members to communicate and collaborate on digital channels on their terms, reducing phone calls and interruptions throughout the day. It's no wonder leading health systems have reduced phone tag by 80% by replacing unanswered pages and calls with secure text messaging. Now CC&C is integrated in the ABOUT Orchestration Engine to streamline the patient transition workflow while maintaining communication history in case records for effective documentation and reporting.

40% DECREASE
IN BED REQUEST TO BED ASSIGNMENT TIME

BENEFITS

INCREASE PRODUCTIVITY AND ACCELERATE TRANSFER TIMES: Eliminate excess phone calls/tag, documentation, and transcription with text messaging, pre-built templates, and pre-populated data integrated in the acute transfer workflow.

IMPROVE ACCURACY AND DOCUMENTATION: Instead of relaying critical patient data via phone and transcription, secure, encrypted messaging is seamlessly integrated within case records.

INCREASE CARE TEAM SATISFACTION: Empower care teams to efficiently communicate on their preferred channels at their preferred times to reduce cognitive load, stress, and workload.

HOW IT WORKS

An access center agent has a patient who needs to quickly be transferred into acute patient care.

Instead of calling each facility, the access center agent sends a team communication to house supervisors or charge nurses at locations with capacity via Secure Messaging directly from the ABOUT Orchestration Engine.

House supervisors and charge nurses respond with questions, acceptance, or denials.

The access center agent facilitates the transfer, and communications are tracked in the case record for reporting purposes.

POWERED BY CLINICAL COMMUNICATION & COLLABORATION PLATFORM INTEGRATIONS, INCLUDING:

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