

# Physician Scheduler® MobileConnect

**Physician Scheduler® MobileConnect improves physician productivity and satisfaction by bringing real-time schedule access and self-service scheduling functionality to today's smartphones**

Today's physicians operate in a world where time and information are precious commodities. Intensive, on-the-go daily schedules and practice demands limit patient interaction and direct care delivery. Workload pressures and fast-changing, often complex patient care requirements place a premium on immediate, convenient access to information. Given these realities and industry expectations for higher quality care at lower costs, physicians are increasingly relying on mobile technology to improve point-of-care decision making, better meet the needs of patients, and help manage time at and away from work.

An important component of physicians' mobile strategy is Clairvia's Physician Scheduler® MobileConnect, which extends the advanced, self-service capabilities of industry-leading Physician Scheduler software to today's smartphones.

Through a software-as-a-service (SAAS) model, Physician Scheduler MobileConnect provides physicians with three valuable, cost-effective mobile functions:

## Assignment Swapping

All physicians need to change a near-term assignment or task because of a professional or personal conflict. The mobile Shift Swap feature allows physicians—while they're on the go, at any time and place—to use their smartphones to exchange assignments with other practice members.

Reaching a qualified colleague by phone or contacting the scheduler or practice administrator to find a replacement can involve numerous, time-consuming call attempts and daily interruptions. When calls are returned, they can interfere with patient appointments, and be distracting to both the physician and patients.

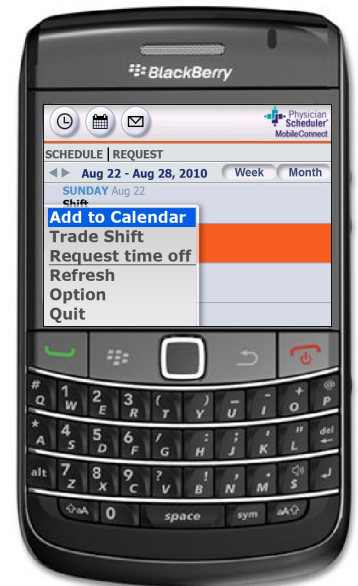
With mobile Shift Swap, there are no phone calls, interruptions or the inconvenience and delay of having to access a computer. In seconds, a physician can send an exchange request to colleagues via a smartphone. Once a colleague agrees to the swap and it's updated in the schedule, both physicians receive mobile notification. There are no delays and no confusion. In addition, once the swap is finalized, Physician Scheduler transmits an email notification, which can be accessed through smartphones, to the two physicians as well as any other physicians and clinical staff who will be affected by the schedule change or need to be aware of it. The automated email notification provides comprehensive scheduling change confirmation, averting any doubts or mix-ups within the practice or department.

## Time-Off Requests and Confirmation

The need or desire to communicate doesn't always take place in front of a computer. When physicians realize the need or desire for time off, they are likely to be on the go. Physician MobileConnect gives physicians the anytime, anywhere means to view vacation accrual information, submit time-off requests and quickly gain request status (scheduler approvals or denials).

Since submitting requests as early as possible increases the likelihood of a time-off approval, physicians have an incentive to get the requests to the scheduler in the most timely and reliable manner: through mobile connectivity.

Schedulers appreciate receiving the submissions electronically via Physician Scheduler—rather than on paper, by phone or email—as it increases efficiency and accuracy, and prevents unnecessary delays.



Optimize every moment™

### Real-time Schedule Access and Assignment Sign-Up

With Physician Scheduler MobileConnect, physicians gain real-time access to their daily and monthly schedules and can sign up for assignments at any time and place, keeping them constantly aware of their responsibilities, and enabling them to instantly respond to assignment openings, new appointment requests and other time commitments.

Ensuring always-accessible, up-to-date schedules eliminates any uncertainties and supports effective time management, benefiting the physicians, patients, and practice organizations. With their schedules handy, physicians can quickly rule out any conflicts, and plan for new assignments, consultation opportunities and other important meetings.

If physicians delay responding until they check their schedules at the end of the day, opportunities to optimize patient care, leverage the power of timely information, and improve patient satisfaction may be missed.

### Benefits:

- Improves physician satisfaction by providing convenient, always-accessible schedule information and functionality
- Streamlines essential scheduling processes, including assignment swaps and sign-up, time-off requests and confirmations, and access to the latest, most up-to-date schedules
- Supports greater focus on patient care
- Enhances physician and practice efficiency

### Return on Investment:

- Prevents missed appointments and schedule inaccuracies
- Eliminates confusion, physician workflow interruptions and wasteful delays
- Reduces scheduler intervention and time-consuming phone calls to and from physicians
- Promotes physician satisfaction and loyalty

### Important Facts

- A recent study conducted by the Center for Health Information and Decision Systems estimates U.S. hospitals waste \$12 billion a year due to the effects of inadequate or delayed communication.
- The market research firm Spyglass Consulting Group reported in July of 2010 that nearly every physician in the country is using a smartphone. Its survey of more than 100 physicians found that 94 percent use smartphones for personal and professional use, including at the point of care.