



## Our Customers Speak for Our Solutions

### *An OAISYS Case Study*



### **New Orleans, Louisiana**

Not-for-profit Children's Hospital in New Orleans is Louisiana's only full-service hospital exclusively for children, offering a full range of inpatient and outpatient care. Critical care is provided in the hospital's 36-bed Neonatal Intensive Care Unit (NICU), 18-bed Pediatric Intensive Care Unit (PICU), and 20-bed Cardiac Intensive Care Unit (CICU).

Offering more than 90 specialized services to patients, Children's Hospital also serves as a regional provider of pediatric care for patients from birth to age 21 in Louisiana and surrounding states.

To serve these patients, the hospital has in place a state of the art transport and transfer program. Critical care transport teams are dispatched by ambulance, helicopter or airplane to pick up and transport critically ill or injured patients from hospitals in the service area.

Because of the volume of information and number of different communication exchanges that take place in a patient transport or transfer, Children's Hospital leaders sought out a way to capture, store, refer back to and share patient and transport information on an as-needed basis. OAISYS Channel Partner Electrical Sales Corporation recommended the Tracer recording solution as part of the transport application.

Allan Bissinger, President of Electrical Sales, said, "They've set up an application where they have one toll-free dedicated number you can call if you need an immediate transport. There is a whole process in which the attending physician is conferenced in, and all those calls are recorded using Tracer for authentication and information retrieval."

The hospital's transport and transfer process is straightforward, but detailed. By calling the program number, a referring physician can quickly and easily arrange transport of a patient to Children's Hospital.

A transport coordinator answers the call and immediately notifies the transport team to begin mobilization. A three-way call is then established with the Intensivist, Neonatologist or Emergency Department physician, who collects the necessary patient information from the referring hospital and approves the transport or transfer. Children's Hospital's in-house team of experts is available 24/7/365, and the accepting physician coordinates with sub-specialists as needed to ensure appropriate care is immediately available when the child arrives.

Among the information the staff needs to conduct a patient transport/transfer is the patient's name, age, weight and initial diagnosis, as well as the patient's



location, the referring physician's name and the name and contact information of family members. The referring physician receives follow-up patient information within 24 hours of the transport or transfer.

Children's Hospital uses Tracer to store and share all this vital information as needed. "Zero to 21, any hospital or facility across the state or neighboring states, that needs our assistance, we route through the call center, and they're all catalogued by Tracer," said Cindy Nuesslein, Children's Hospital Vice President of Operations.

Tracer helps the hospital save time and reduce errors in information gathering and exchange. "For example," Nuesslein said, "if you're going to an outlying hospital and you've written down the callback number incorrectly, you can go back to Tracer, pop it up and listen to the number again, or, if there's been a report on the vital signs and symptoms of the child, you can go back and listen to that and compare."

Quality of care and service are other important process aspects to which the hospital pays attention and for which Tracer proves valuable. "How do we sound? Are we handling the calls appropriately? These are things we take into consideration," Nuesslein explained.

Lastly, Tracer's date and time logging functionality is used to detail what calls came into the call center, when and to whom.

Nuesslein and her team were pleased with the installation ease and speed. "This came up on a tight turnaround, and there were no problems that I know about."

Given that there are approximately eight different calls, on average, associated with each transport, Tracer's ease and accuracy of call retrieval and accessibility of information for authorized users has helped Children's Hospital since it was put in place.

"For us, it's just easy to go back and look at things, and everybody involved has access to it; so it's not like one person is the keeper of the information," Nuesslein said. "Tracer is the keeper of the information, and the appropriate personnel can obtain those details as they need it. We can do it from anywhere, and we don't all have to be standing in the same closet using the same computer, which is very nice."



Given Tracer's power and usefulness, Nuesslein and her staff see potential benefits for other departments, and intend to leverage that functionality accordingly in the future.



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