



Customer: Bayhealth Medical Center

Website: www.bayhealth.org

Customer Size: 3,000 employees

Country or Region: United States

Industry: Healthcare

Partner: Acme Express, Inc.

Customer Profile

Bayhealth Medical Center is a large provider of healthcare services to people in central and southern Delaware, with its core facilities in Dover, Middletown, and Milford.



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www.docsscheduler.net

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Medical Center Simplifies ER Scheduling with DOCS Scheduler Solution

"DOCS Scheduler makes it easy to manage the scheduling needs of a large and dispersed medical staff."

Mary Paullisky, Medical Staff Office Manager, Bayhealth Medical Center

Bayhealth Medical Center wanted a way to manage the schedules of on-call emergency room physicians that would be faster and more accurate than its traditional paper-based routine. Bayhealth deployed DOCS Scheduler from Acme Express, Inc., and now has a fast, efficient scheduling system that is easy to use.

Business Needs

Bayhealth Medical Center is one of the largest healthcare providers in Delaware. The not-for-profit organization is made up of Kent General and Milford Memorial hospitals, the Middletown Medical Center, and several satellite facilities. In fiscal 2009 its staff of about 3,000 employees, including 250 physicians, recorded nearly 76,000 emergency department visits, more than 17,000 patients admitted to beds, and assisted in more than 2,200 births.

For years Bayhealth had performed the scheduling for doctors and other medical professionals the

same way as other healthcare organizations—by creating paper-based schedules, usually on spreadsheets. For Bayhealth, this entailed the manual creation of schedules in Microsoft Office, which were then emailed to various staff members and departments.

"It was extremely time-consuming, and sometimes led to scheduling errors or schedules getting lost or misplaced," says Mary Paullisky, Medical Staff Office Manager for Bayhealth.


Solution

Bayhealth found a better way to create its schedules by installing



Gold Independent Software Vendor (ISV)





Doctors On-Call Schedule (DOCS) from Acme Express, Inc. A hosted online solution that allows Bayhealth to easily create and edit work schedules for medical staff. DOCS can be used for an array of medical scheduling needs, such as on-call physicians, operating rooms, intensive-care units, and clinics. It also provides a simple interface to the Microsoft Office Outlook messaging software.

Bayhealth deployed DOCS Scheduler in the Emergency Department, the department that works with around-the-clock urgency and therefore has one of the greatest needs in the Bayhealth organization for scheduling accuracy.

To make it an easy tool to reference, Bayhealth uses a 42-inch wall monitor in the emergency department. Information is refreshed regularly. "If a nurse is working in the ER, he or she does not have to call someone or go through paperwork to see who is on call. A simple glance at the screen is enough," says Paullisky.

DOCS Scheduler is available on the Bayhealth intranet. The organization also made it available through a link in the Physician's Portal, a secure site used by Bayhealth doctors for all types of patient, medical, and organizational information.

Benefits

By moving from its paper system to the DOCS Scheduler, Bayhealth has dramatically improved its scheduling processes and has made daily events easier to manage. It has made DOCS Scheduler available to specific departments and doctors' offices, which helps individuals quickly manage and update their own schedules. The availability of DOCS Scheduler through the link in the Physician's Portal helps doctors quickly see the availability of their colleagues. DOCS Scheduler is also easy and intuitive to use.

Easily Available Schedules

Because DOCS Scheduler is available on the Bayhealth intranet, it has been easy for the organization to make the scheduling system available to specific departments and offices that require schedules to be tightly managed.

"This is especially helpful for doctors who do their own scheduling," says Paullisky. "Before, with our paper spreadsheets, it would have been hard to track if and when a particular doctor's schedule changed during the week. Now any changes are automatically updated in DOCS Scheduler."

Linked through Physician's Portal

Being able to provide a direct link to DOCS Scheduler through the Physician's Portal streamlines an important process in every doctor's daily routine.

"The Physician's Portal is a very important tool for our medical staff," says Paullisky. "It's where the doctors get all of their important information. Suppose that while reviewing a patient's lab results, they see a problem. Through the DOCS Scheduler link, they can easily see which of their colleagues is on call and quickly contact them to discuss the patient's condition."

Intuitive to Use

DOCS Scheduler is easy and intuitive to use, which minimizes the need for training and allows Bayhealth to give permission for creating and editing information to an array of employees.

"We have about 15 people throughout the organization who are allowed to enter and edit the DOCS Scheduler information," says Paullisky. "This includes department administrators and switchboard operators. They get the scheduling information, add new or updated information, and the scheduling information is automatically updated throughout the system. DOCS Scheduler makes it easy to manage the scheduling needs of a large and dispersed medical staff."