

# **Hospital Communications Software Category**



## Hospital Communications Software Category

Hospital communications software coordinates data flow and activities between doctors, clinicians, nurses, and other medical staff. It integrates securely with clinical solutions like EHRs, medical staff scheduling tools, and healthcare IT applications. Clinical laboratories, ancillary care providers, and hospitals can leverage this program to reduce readmission rates and referral leakage, and facilitate interoperability between products. Further, healthcare practices and organizations can collaborate in real time, maintain patient context, achieve patient satisfaction and safety, minimize gaps and inefficiency, and generate profits.

Hospital communications solutions help to enhance communication between medical professionals so they can efficiently deliver healthcare. These applications utilize digital communication tools such as event management, video conferencing, secure text messaging, VoIP, and others. They facilitate and promote real-time communication between medical staff and clinicians.



# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

The overall Customer Success ranking is a weighted average based on 3 parts:

## CONTENT SCORE

- Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- Customer reference rating score
- Year-over-year change in amount of customer references on FeaturedCustomers platform
- Total # of profile views on FeaturedCustomers platform
- Total # of customer reference views on FeaturedCustomers platform

## MARKET PRESENCE SCORE

- Social media followers including LinkedIn, Twitter, & Facebook
- Vendor momentum based on web traffic and search trends
- Organic SEO key term rankings
- Company presence including # of press mentions

## COMPANY SCORE

- Total # of employees (based on social media and public resources)
- Year-over-year change in # of employees over past 12 months
- Glassdoor ranking
- Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



## 2021 Customer Success Awards

Check out this list of the highest rated Hospital Communications Software based on the FeaturedCustomers Customer Success Report.



### MARKET LEADERS



### TOP PERFORMERS



### RISING STARS



\* Companies listed in alphabetical order

2021



FALL 2021

Hospital Communications  
Software Category

**MARKET LEADERS**



ABOUT CHANGE HEALTHCARE

## CHANGE HEALTHCARE

Change Healthcare is a leading independent healthcare technology company that provides data and analytics-driven solutions to improve clinical, financial and patient engagement outcomes in the U.S. healthcare system. They are a key catalyst of a value-based healthcare system, accelerating the journey toward improved lives and healthier communities.

167

Total Customer References

[VIEW ALL REFERENCES](#)

### Featured Testimonials

“The entire care team can immediately view the procedure notes and the providers’ preliminary reports within our Epic EMR. Our experience with Change Healthcare has been exceptional. They’ve partnered with us to create an excellent system.”



VALLI BRUNKEN  
MANAGER OF ANGIOGRAPHY, ELECTROPHYSIOLOGY & INTERVENTIONAL RECOVERY, SALEM HEALTH

“We have been extremely happy. Not only have the services been comprehensive and top-notch, but their people have been engaged and committed to our success from the start. They’ve exceeded our expectations in all respects, and we’re looking forward to a long and continuing relationship with them.”



FERNANDO G. MENDOZA  
PRESIDENT, PEDEM

“The Change Healthcare staff is part of our family. We treat them like employees because they interact daily with team members in financial counseling, patient access, and case management.”



ARVIN LEWIS  
CHIEF REVENUE OFFICER, HALIFAX HEALTH

“I feel I can turn to Change Healthcare with just about any problem and know that they’ll quickly come up with a solution. We feel fortunate to have them as partners. In fact, I wouldn’t want to be in this business without them.”



ROBERT C. BABKOWSKI  
PRESIDENT, STAMFORD PATHOLOGY GROUP

### TRUSTED BY





269

Total Customer References

VIEW ALL REFERENCES

ABOUT IMPRIVATA



Imprivata is a leading provider of authentication and access management solutions for the healthcare industry. Imprivata's single sign-on, authentication management and secure communications solutions enable fast, secure and more efficient access to healthcare information technology systems to address multiple security challenges and improve provider productivity for better focus on patient care. Imprivata is one of the fastest growing IAM companies with more than 400 customers and 120 partners around the world.

Featured Testimonials

“The feedback from the patients about Imprivata PatientSecure has been extremely positive. The compliance rate of our patients has been 99+ percent. They love it! They think this is the greatest thing we have ever done. They really appreciate not having to give all of those patient identifiers each time that they come in.”



JIM SCHWAMB  
VICE PRESIDENT OF FINANCE, BAYCARE HEALTH SYSTEM

“Imprivata was the cherry on top: everything else was in place, yet for years we still made our clinicians enter their credentials the slow way – this was a barrier to accessing clinical information. Imprivata has enabled that easy physical and systematic access and removed the barriers to data.”



BARABARA MACKENZIE  
OPERATIONS AND INFRASTRUCTURE GROUP MANAGER, SYDNEY ADVENTIST HOSPITAL

“Imprivata Cortext started saving time from a texting standpoint. We didn't have to break the provider out of their workflow or away from patient interactions.”



BO MILLER  
MEDICAL INFORMATICIST, ST. CHARLES HEALTH SYSTEM

“One of the very attractive features of Imprivata PatientSecure is that once patients are enrolled in either the Practice Plus system in our clinics or the Paragon system in our hospital, their records are immediately available in all our systems at any location within our network.”



DOUGLAS C. BURKET  
SENIOR SYSTEMS ANALYST, BATON ROUGE GENERAL MEDICAL CENTER

TRUSTED BY





51

Total Customer References

VIEW ALL REFERENCES

ABOUT LUMA HEALTH



Luma Health Inc. designs and develops application software. The Company offers a health care platform that enables patient and doctor conversations including smart waitlists, referral management, actionable reminders, and web scheduling solutions.

Featured Testimonials

“Implementing Luma Health’s Broadcast tool in response to COVID-19 enabled us to reach out to 8,000 to 10,000 current patients at once to let them know not to come to the hospital or clinic, and that we would replace their regular appointment with a telehealth visit. We also used the texting functionality to send surveys to employees to check for COVID-19 symptoms and get drive-through testing done. Text-first engagement has helped keep both our patients and our staff safe during this pandemic.”



ADAM WEBER  
DIRECTOR OF CLINICAL ANCILLARY APPLICATIONS, COOK COUNTY HEALTH

“With more than 30,000 patients on our attribution list, we couldn’t rely on manual phone outreach to communicate with patients, schedule appointments and ensure no one was falling through the cracks. Implementing Luma Health’s automated text outreach and online scheduling systems enabled us to connect with more patients and get them through our doors. Our results after switching to text messages exceeded our expectations — we successfully scheduled an additional 1,556 appointments during just one month of outreach.”



JOSH SMITH  
VICE PRESIDENT OF IT, SALUD FAMILY HEALTH CENTERS

“Due to the nature of our patient population, it can be challenging to make sure the community is receiving the care it needs. Communicating with Luma Health’s text-first approach has improved our patient response rate immensely to make sure that people are getting in for their primary and preventative care.”



YAKZIRY CARBAJAL  
HR & PM APPLICATION SPECIALIST, COMMUNITY HEALTH OF CENTRAL WASHINGTON

“With Luma Health’s text-first approach, we’ve been able to engage patients more effectively and efficiently than we ever could by phone. Luma Health’s platform helped us increase appointment attendance and decrease last minute no-shows. We’ve been able to convert referrals more quickly and with much greater success, which is crucial for a specialty practice like Pima Health. Our patients are getting the care they need sooner, and it’s taking less effort to get them into our office.”



REBECCA LESTER  
MEDICAL COMMUNICATIONS MANAGER, PIMA HEART

TRUSTED BY





195

Total Customer References

[VIEW ALL REFERENCES](#)

ABOUT SPOK



Spok, Inc., a wholly-owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, VA, is proud to be the global leader in critical communications for healthcare, government, public safety, and other industries. Spok delivers smart, reliable solutions to help protect the health, well-being, and safety of people around the globe.

Featured Testimonials

“One of the greatest advantages of Spok Go for TidalHealth is the ability to include more than 400 affiliated physicians in our secure messaging system, something we couldn't do before. It has been incredible for us to see our feedback reflected in this new platform that ultimately helps us provide better care for our patients and helps alleviate administrative burden for our physicians.”



MARK WEISMAN  
MD, CHIEF MEDICAL INFORMATION OFFICER, TIDALHEALTH

“[Spok Mobile] and the contact center solutions have helped us reduce the amount of time spent tracking staff members down and allows for more efficient and accurate communications.”



FRANK GARCEA  
DIRECTOR OF IT INFRASTRUCTURE, ST. MICHAEL'S HOSPITAL

“[Spok Mobile's] security features, traceable messages, and ease of communication with different types of devices will assist our doctors and promote safe information sharing for our patients.”



LISA FORTE  
MANAGER, SYSTEMS CALL CENTER, CLINICAL MOBILITY

“On-call scheduling and the ability to send messages from the directory is what completely sold me on the [Spok] product. The system is very easy to use and the real-time nature of the directory ensures we are messaging people on the right devices. We don't have to wait for a database update.”



PAT KENON  
TELECOMMUNICATIONS MANAGER, LIFEBRIDGE HEALTH

TRUSTED BY





103

Total Customer References

VIEW ALL REFERENCES

ABOUT TIGERCONNECT



TigerConnect is healthcare’s most widely adopted communication platform – uniquely modernizing care collaboration among doctors, nurses, patients, and care teams. TigerConnect is the only solution that combines a consumer-like user experience for text, video, and voice communication with the serious security, privacy, and clinical workflow requirements that today’s healthcare organizations demand. TigerConnect accelerates productivity, reduces costs, and improves patient outcomes.

Featured Testimonials

“With TigerConnect, our physicians are now able to communicate patient information in a secure and protected environment across all of our organizations, enabling us to provide consistent, high quality care.”



ROCCO ORLANDO  
SR. VICE PRESIDENT & CHIEF MEDICAL OFFICER, HARTFORD HOSPITAL

“A big push came from our providers wanting to use their smartphones to communicate with colleagues. TigerConnect has given us the ability to address this demand while also meeting security and compliance requirements. Our staff has been impressed with the functionality and convenience of TigerConnect as it has significantly improved our day-to-day communications and increased overall efficiency in the care coordination process.”



B.C. LEE  
DIRECTOR OF IT , LIMESTONE MEDICAL CENTER

“Our nurses had been asking for a streamlined communications solution. After evaluating several vendors, we found TigerConnect to be the most intuitive and easy-to-use. It has all the features we need – group messaging, secure file sending, read receipts, distribution lists, and more. Thanks to TigerText, our staff communication has not only improved, but we’ve accelerated several of our internal processes including the submittal of timesheets, which frees up more of our clinicians’ time to spend with patients.”



BEN OESTERLING  
IT TECHNICIAN , CONCORDIA LUTHERAN MINISTRIES

“TigerConnect allows our providers to be better communicators. It facilitates better communication corporate-wide which trickles down to the patient. The patient receives care faster, receives more thorough care, more complete care.”



LUKAS VANASSE  
DIRECTOR OF IT, YUKON-KUSKOKWIM HEALTH CORPORATION

TRUSTED BY





226

Total Customer References

VIEW ALL REFERENCES

ABOUT VOCERA



Vocera Communications, Inc. is a leader in clinical communication and workflow solutions. More than 2,100 facilities worldwide, including nearly 1,700 hospitals and healthcare facilities, have selected Vocera solutions to help improve human connections and the lives of healthcare professionals, patients, and families. Interoperability between the Vocera Platform and more than 150 clinical and operational systems helps reduce alarm fatigue; speed up staff response times; and improve patient care, safety, and experience. In addition to healthcare, Vocera solutions are found in luxury hotels, aged care facilities, retail stores, schools, power facilities, libraries, and more. Vocera solutions make mobile workers safer and more effective by enabling them to connect instantly with other people and access resources or information quickly.

Featured Testimonials

“We are blown away by the successful design and deployment of our enterprise-wide mobile communication strategy, powered by Vocera. And we aren't stopping here. We will continue making state-of-the-art improvements to our new mobile ecosystem.”



DAVID AUGSBURGER  
DIRECTOR OF CLINICAL INTEGRATED TECHNOLOGY, MAJOR HEALTH PARTNERS

“Vocera enables staff to communicate with each other instantly without access to phones and beeps, making it much more efficient and much better from a patient safety perspective.”



ROWENA BARNES  
CHIEF OPERATING OFFICER, PETERBOROUGH AND STAMFORD HOSPITALS

“The entire ecosystem of messaging and communication at Phoenix Children's is fundamentally built on Vocera. It's not only a valuable tool for our inpatient services; it is also used in surgery, respiratory, outpatient, IT, and housekeeping. Our interpretation and support services also use the solution.”



DAVID HIGGINSON  
EXECUTIVE VICE PRESIDENT, CHIEF ADMINISTRATIVE OFFICER, CHIEF INFORMATION OFFICER, PHOENIX CHILDREN'S HOSPITAL

“Initially, we weren't really focused on the workflow. We were just trying to secure our communications, but now a nurse can text a physician directly and receive a direct call in response. A process that used to take 30 to 45 minutes is now almost instant.”



RYAN ELLERTON  
SENIOR BUSINESS ANALYST, HALIFAX HEALTH

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2021



FALL 2021

Hospital Communications  
Software Category

**TOP PERFORMERS**



55

Total Customer References

VIEW ALL REFERENCES

ABOUT CONNEXALL

# Connexall

Connexall, ranked number one and named Category Leader in the 2015/2016, 2017 and 2018 Best in KLAS awards, is an enterprise-grade communication and control platform that delivers hospital-wide interoperability to people, systems, tasks, and devices. Its capabilities act as a backbone for clinical workflow, communicating the right information to the right person, at the right time, on the right device.

## Featured Testimonials

“I think one of the reasons this project has been going so well is because Connexall allows the front line staff to continue about their normal activities while being updated on their patient's discharge status. No need for them to drop everything and log on to a computer to get needed information. It's always a plus when you implement something new and it fits seamlessly into a current workflow.”



MEG PETERS  
CLINICAL INFORMATICS LEAD, NEBRASKA MEDICINE

“Connexall is extremely flexible, allowing for ease-of-use for the end user as each template can be programmed for specific units. The reporting suite is also quite functional, offering detailed information on call points, devices and delivery. This is very useful for tracking issues or just keeping a finger on the pulse of the hospital.”



BILL BURLEY  
PATIENT EQUIPMENT TECHNICIAN BIOMEDICAL ENGINEERING, LONDON HEALTH SCIENCES CENTRE

“Things are done 10 times faster now, and without noise or nuisance alarms. Staff response time to alarms has decreased from 40 minutes to 15 minutes, meaning a 62.5% decrease. With this solution, we are able to reduce patient and staff anxiety by allowing transparent communication and awareness of COVID cases. Our healthcare professionals are grateful to have such a robust system.”



RENATO NUNES  
PSYCHOLOGIST, HUMAN RESOURCES, MEMBER OF SICES COORDINATION, CENTRO HOSPITALAR LISBOA CENTRAL

“Connexall optimizes communications and reduces waiting times. It's even had an indirect impact on our ability to better manage human resources. Connexall works well in OR spaces, but it's even more effective once it's implemented throughout an entire hospital.”



MERCEDES BILBAO  
CHIEF OPERATING NURSE, CENTRO HOSPITALAR LISBOA CENTRAL

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25

Total Customer References

VIEW ALL REFERENCES

ABOUT HALO HEALTH



Halo Health's mission is to streamline communication so clinicians can focus on care. The Halo Clinical Communication Platform™ enables mobile collaboration for healthcare by consolidating secure messaging, on-call scheduling, VoIP and mobilization of critical alerts, all powered by the Halo Clinical Workflow Engine™. This enterprise-wide platform helps protect clinicians from alert fatigue and burnout, and patients from delays in care.

Featured Testimonials

“[Doc Halo] is a very effective way of getting ahold of a specialist. When we’re rounding in the hospital we’re communicating with specialists on an hourly basis.”



WALTER E. DONNELLY  
TRIHEALTH

“Halo allows us to create teams within the platform. The feature allows us to quickly and easily add and subtract members from the core team as needed to communicate and collaborate on patient care.”



SHAWN RYAN  
PRESIDENT AND CHIEF MEDICAL OFFICER, BRIGHTVIEW HEALTH

“My doctors wanted Doc Halo, and it is what's best for patient care. Doctors don't see each other the way they used to when everybody rounded at the hospital. This is a way to help them stay in communication with each other.”



ANGELA BIRNEY  
DIRECTOR OF NETWORK DEVELOPMENT, MERCY HEALTH

“As a practicing physician and from the perspective of an administrator, I can state that Doc Halo has had a tremendous positive impact on our company. Physicians appreciate the convenience of receiving HIPAA-compliant reports without having to call in and potentially wait on hold for a verbal report as well as the ease with which they can contact colleagues. It integrates seamlessly with smartphones and we have made it mandatory that all physicians are on the system.”



ROBERT STONE  
MEDICAL DIRECTOR, CENTRAL OHIO PRIMARY CARE

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30

Total Customer References

VIEW ALL REFERENCES

ABOUT MOBILE HEARTBEAT



Mobile Heartbeat® is a leading provider of enterprise mobility clinical communications and collaboration solutions that improve clinical workflow and provide secure team communications, enabling better patient care at a lower cost. The company's Unified Clinical Communication platform, MH-CURE®, gives clinicians what they need: simple, secure access to their patients and other care team members with clinically relevant patient information no matter where they are. Based upon its Clinical Unified Results Enterprise (CURE) technology, MH-CURE dramatically improves clinical workflows across the enterprise, freeing clinicians to focus on what they do best: care for their patients.

Featured Testimonials

“By bringing together secure texting, clinical alerts, and phone communications in a mobile platform, MH-CURE has become the centerpiece of our strategy for care team communication.”



LISA S. STUMP
VICE PRESIDENT/ASSOCIATE & CHIEF INFORMATION OFFICER, YALE NEW HAVEN HEALTH

“It's been really great working with the Mobile Heartbeat team. I have a lot more confidence that our leaders are comfortable in the role of incident commander and they would be able to initiate our hospital incident command and communicate with our staff appropriately.”



TIM BERINGER
DIRECTOR, EMPLOYEE HEALTH AND SAFETY, SECURITY AND EMERGENCY MANAGEMENT, EISENHOWER HEALTH

“There is no way we could have communicated with the entire staff that quickly without [Mobile Heartbeat]. Within two minutes, there was abundant help headed to the ER. [Mobile Heartbeat] saved lives that night.”



KIMBERLY HATCHEL
FORMER CNO, SUNRISE HOSPITAL AND MEDICAL CENTER

“Mobile Heartbeat has dramatically improved the communication between clinicians by allowing us to securely exchange messages, phone calls, and even clinical photos. If I'm busy with a patient, I can read and respond to the secure 'text' when appropriate, and my colleague knows when I have seen their message.”



ALLEN HSIA
CHIEF MEDICAL INFORMATION OFFICER, YALE NEW HAVEN HEALTH

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94

Total Customer References

VIEW ALL REFERENCES

ABOUT PERFECTSERVE



PerfectServe is healthcare’s most comprehensive and secure care team collaboration platform. The platform is unique in its ability to improve communication process accuracy and reliability via its proprietary Dynamic Intelligent Routing capability, which automatically identifies and provides immediate connection to the right care team member for any given clinical situation at every moment in time. More than 400,000 clinicians in forward-looking organizations across the U.S. rely on PerfectServe to help them speed time to treatment, expedite care transitions, enhance the patient experience and reduce HIPAA compliance risk.

Featured Testimonials

“PerfectServe is a powerful channel for communicating directly with customers and gathering real-time feedback. We value our relationship with PerfectServe.”



MIRACLE-EAR

“As we started to better understand COVID-19—how transmissible it was, how much isolation it was causing—we realized [PerfectServe’s Clinical Collaboration] solution was precisely what we needed to facilitate safe, reliable, and effective communication among clinical staff.”



NORMAN CHAPIN  
CHIEF MEDICAL OFFICER, MCLAREN HEALTH CARE

“PerfectServe has improved our clinical response time, ensured HIPAA-compliant communications, and saved money by converting variable expenses to a lower, fixed cost.”



RYAN BOWCUT  
EXECUTIVE DIRECTOR OF OPERATIONS, PIEDMONT HEALTHCARE FOUNDATION

“Our hospitalists have used patient-centered communications from the beginning of our engagement with PerfectServe. And now that nurses and physicians have the same access, I can pull up a patient’s name and see exactly which physicians are listed in the chart for any service I need.”



MELISSA WANGLER  
HOSPITAL SUPERVISOR, SPECTRUM HEALTH SYSTEM

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39

Total Customer References

VIEW ALL REFERENCES

### Featured Testimonials

#### ABOUT QLIQSOFT



QliqSOFT is a HIPAA compliant, secure texting and text messaging app for healthcare facilities, including hospitals and care centers, and can serve as a secure messaging platform for physician to physician communication or doctor to nurse communication.

“We need to be able to take care of patients' needs and adhere to all appropriate infection control practices, which at this time means limiting physical interaction. With QliqSOFT, this was extremely easy; if you can take a picture on a device and have an internet connection, you can be seen by one of our providers. There is no telling how this software will reshape our clinical practices moving forward; it helped jump-start us into virtual medicine and the modern era.”



COLT HATCHER  
DIRECTOR OF RURAL HEALTH CLINICS, GOODALL-WITCHER HEALTHCARE

“Thanks to QliqConnect, providers and support staff throughout our organization have been empowered to work more efficiently, communicate more effectively and do both more securely. End user feedback has been tremendous, our user base continues to grow and the platform's flexibility has allowed us to begin implementing it as part of our healthcare system's answering service as well. Great job QliqSOFT.”



MIKE CONNOR  
ARNOT HEALTH

“QliqSOFT has been the answer to meeting/exceeding HIPAA regulations in the healthcare industry. We have remote sites all across the US and QliqSOFT has allowed us to communicate to our clients in a seamless and effective manner.”



JENNIFER BOWES  
TELEMAMMOGRAPHY SPECIALISTS, LLC

“I have been waiting for this application! It is perfect for communicating patient-related information to my office staff and colleagues with the assurance that our communication are both HIPAA logged and HIPAA secure. It replaces bulky encrypted email and is easier and more feature-rich than any other texting app I have found. Works on all our platforms and smart phones. These folks know what they are doing.”



BOB PORTER  
PSYCHOLOGY SERVICES ASSOCIATES LLC

#### TRUSTED BY







21

Total Customer References

VIEW ALL REFERENCES

ABOUT DIAGNOTES



Diagnotes provides healthcare enterprises across the country one simple platform for all clinical communication and care coordination. Diagnotes is EHR agnostic, and users can access the most recent and relevant patient data enabling informed clinical communication via text, voice and video. The platform supports all roles across the care continuum — physicians, nurses, patients and caregivers, administrators and staff. With Diagnotes, users can communicate securely in a familiar way - using any combination of text, voice and video from any location on any device, ensuring compliance and improving efficiency, collaboration and patient and provider satisfaction.

Featured Testimonials

“We initially looked at Diagnotes for its secure texting capabilities, but what we discovered was a mobile communication system that was infinitely customizable and could solve one of our biggest challenges: remote documentation and charge capture.”



STEPHEN FREELAND
CHIEF EXECUTIVE OFFICER, CANCER CARE GROUP

“Not only does Diagnotes expedite communication, but it does so securely. This allows us to focus on our patients and not waste valuable patient-care time tracking down our colleagues for information and consults.”



ANGELA BLUM
MAJOR HEALTH PARTNERS

“The Diagnotes mobile communication system identifies important transitions of care—including admission, discharge and transfer events—for all Eskenazi Health Center Healthy Aging Brain Center patients and goes into action to immediately alert the assigned care coordinator.”



MALAZ BOUSTANI
FOUNDING DIRECTOR, ESKENAZI HEALTH AGING BRAIN CARE

“Secure texting is just the tip of the iceberg with Diagnotes. Additional components such as EMR integration and clinical documentation will enhance our operations and patient care even further. We couldn't be more pleased that we chose to partner with Diagnotes in this endeavor.”



TOM HAITHCOAT
VP OF BUSINESS DEVELOPMENT, ADVANCED HEALTHCARE ASSOCIATES

TRUSTED BY





36

Total Customer References

VIEW ALL REFERENCES

ABOUT PROFICIENT HEALTH



Proficient Health is a healthcare information technology company using software to turn cumbersome, paper based processes into an efficient flow of information. Their affordable, online services connect physicians, hospitals and other healthcare providers, helping them gather data on strategic trends, improve service and care delivery, drive down costs, speed reimbursement and get more out of their electronic medical records platform.

Featured Testimonials

“ PH Connect allows providers real time access to each other without prior knowledge of call schedules. [It] enables them to share patient-specific information securely, unlike conventional texting and provides read receipts to communicate that messages have been received. ”

TED TSOMIDES
WAKEMED

“ PH Connect has made it easier to give a detailed synopsis of what is going on with your patient, rather than the provider just calling a number back with no background. You can see which provider has read the message and when, as well as receive a text message back from the provider if an order is not needed. Provider/nurse communication has greatly improved. ”

LINDSEY SEAWELL
WAKEMED

“ PH Connect Queued Messaging has been so helpful for me as a care advisor. Many times, I would go into PH Connect after hours to send notes to providers to find them unavailable. I would then have to create a reminder to go back into PH Connect the next day, to send the message during the providers' available time. With Queued Messaging, I save so much time. I love it. ”

EMILY TEMPLE
CARE ADVISOR, WAKEMED KEY COMMUNITY CARE

“ PH Connect is an easy way for me to communicate with the emergency department about patients in my office that need further evaluation there. I like that I get confirmation that my message has been read by a staff member of the ED. I am a big fan of PH Connect. ”

BRAD WASSERMAN
MANAGING DIRECTOR, OBERLIN ROAD PEDIATRICS

TRUSTED BY

