**Clinic Communication APP Proposal**

**Overview:**

One important facet to timely efficient care in the medical clinic is clinic flow and the back and forth communications that happen between provider and staff. Efficient clinic flow struggles at times when communication breaks down, is inefficient or time consuming. The simple act of needing assistance in a room or asking for a second person for a procedure often requires leaving a room and walking back to some centralized workstation to communicate these needs. These short interruptions add up over a busy clinic day especially in light of increasing provider volumes and often very real time constraints.

In the inpatient setting more critical communications devices like Vocera have been used. These devices work similar to a two way radio. The hardware is small and each user can wear one. Teams of users can be created, and messages can be broadcast to some or all of the users. Vocera technology while very good in the inpatient hospital setting for issues like “code blue” or other emergencies that requie a team response but may not be the best solution in the clinic setting. Additionally both the technology and the hardware are very expensive. If the device is taken home inadvertently the system breaks down and as a new stand alone device there is a learning curve to programming and use.

There have been trials of using devices like the ECHO dot to communicate from room to room and these often work well however again these lack receiver specificity and have no way to log or track messages if the initial one was missed. There also exist a number of iPhone (Or similar) walkie talkie apps that do much of what may be needed to help connect users, but these lack HIPPA privacy, an ability to save a message and the ability to create different work teams that are needed in the clinical setting (ie one radiology group, 1 front desk etc).

**Medical Subject Matter Experts:**

Dr Berkoff and his clinical team and been working to develop this idea for the past 2 years. They have clinical expertise, real world challenges, and a busy practice that would be a perfect trial setting for this. The plan is then to bring in other subspecialty groups to trial this and make adjustments as needed to enhance the applicability across all outpatient practices.

**Development Team Needs:**

The development team will be responsible for developing a simple to use HIPPA secure user friendly communications APP that will work seamlessly on the iPhone (with goal to add others in future). We will lean on the development team to assist in brainstorming functionality user interfaces and potential hurdles as we develop this APP.

The application will have a few base requirements:

1. Use a HIPPA secure cloud. Amazon and others already have this so will not be difficult
2. Have functionality for 1 to 1 communication as well as communication with prescribed groups
3. Be able to save missed messages for playback
4. Have alert tones and sounds to make sure that messages are heard and responded to.

We envision this being an app that could be used in any outpatient medical practice (could also be used in dental, chiro veterinary etc). How it is monetized is TBD. This could be a free app that then has some advertising on it or a inexpensive pay app that have user and or site licenses.