AMiON
CASE STUDY

MEDSTAR HEALTH CENTRALIZED ON-CALL SCHEDULING AT SCALE

BACKGROUND

Amion stands as a pioneer in the digital on-call scheduling landscape. With a user base of over 200,000 clinicians, Amion serves as a single source of truth, allowing staff to access schedules in real-time via mobile or desktop, eliminating the guesswork about who is on call. Doximity acquired Amion in 2022 and Amion is a critical part of Doximity's suite of workflow tools, helping doctors work more efficiently.

MedStar Health, a not-for-profit healthcare system operating over 300 care locations including 10 hospitals in Maryland and Washington, D.C. region, sought to address the challenges with their multiple disparate on-call scheduling methods and tools. Entering into an enterprise partnership with Amion, MedStar Health aimed to establish a centralized, accurate, and up-to-date scheduling source of truth that would streamline operations, prevent missed care opportunities, and improve provider experience.

"Patient care lies at the core of the AMiON project at MedStar Health. Transparent contact details and clear escalation pathways across all service lines facilitate service integration, promoting timely care, and thorough and safe patient management."

Diana Pancu, MD, Chief Triage Officer and Physician Director, MedStar Health

GETTING STARTED

MedStar Health faced unique challenges as a large system with diverse hospitals, variable hours of coverage, and a wide array of scheduling tools, paging methods, and administrators. Creating a cohesive solution required careful consideration. Additionally, providers needed consistent, real-time visibility as well as the ability to modify their own schedules. For example, the MedStar Health Transfer Center, which manages the flow and transfer of patients across the health system, needed the flexibility to view schedules across all affiliated locations and filter by hospital, specialty, and individual providers' schedules.

THE PARTNERSHIP

Recognizing the diversity in scheduling tools and administrators across MedStar Health's locations, including senior executives and operational experts in initial meetings was crucial. Leveraging the expertise of MedStar Health's emergency department physicians and Transfer Center leads, the Amion team tailored its solution to meet the unique needs of the healthcare system. The shift from the typical hospital-centric build was necessary to accommodate MedStar Health's size and scope. Amion consulted with MedStar Health to develop their best practices and system-wide call standards, which was crucial in ensuring scalability and reliability.

Throughout the partnership, Amion demonstrated its effectiveness by creating and managing 463 active schedules across 3,088 unique active users. This centralized, accurate on-call schedule is vital for delivering the high-quality, timely care that MedStar Health is known for. Amion has become an integral part of MedStar Health's operations, providing transparency, availability, and ease of use — essential components for delivering exceptional patient care and staying competitive in the healthcare landscape.