



CASE STUDY

Giving Hospital Operators the Information They Need to Succeed



Case Study



A Southeast health system deployed SpinSci Operator Console to modernize how telephone operators find patients, locate providers, and transfer calls — all within a unified desktop experience built on their existing contact center infrastructure.

ABOUT THE ORGANIZATION

This organization is a large health system in the Southeast, operating multiple hospitals and providing inpatient, outpatient, and emergency services across a broad regional footprint. With telephone operators managing high volumes of inbound routing calls daily — connecting patients, families, and clinical staff to the right person and location — the organization identified an opportunity to modernize the operator experience by leveraging the contact center infrastructure already in place rather than replacing it.

THE CHALLENGE

Hospital telephone operators handle a high volume of inbound calls daily, routing patients, families, and clinical staff to the right person or room as quickly as possible. But without a unified desktop tool, that work required operators to navigate disconnected systems — checking one application for patient room assignments, another for provider extensions, and manually dialing transfers without confirmation that the information was current.

The organization needed a modern operator console that could surface the right information instantly and let operators act on it without leaving their workspace.

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“Our operators handle hundreds of calls a day. Every second spent searching for a room number or tracking down a provider extension adds up. SpinSci gave us a single place to find everything and transfer calls in one step.”



Telecom Manager, Southeast Health System

THE SOLUTION



SpinSci deployed the Operator Console within the health system's existing contact center environment, giving operators a single, unified desktop experience for patient directory search, provider lookup, call history, and direct call transfer — all connected to real-time clinical data and built on the infrastructure already in place.

- **Patient Directory:** Operators can search for any patient by name and immediately view current room number, bed assignment, and other relevant admission details, with a call history showing the last five interactions for each patient — enabling faster, more informed transfers on every call
- **Provider and Staff Directory:** A fully searchable provider directory within the same desktop experience, allowing operators to locate any staff member by name and initiate a transfer directly — without switching applications or consulting a separate directory
- **One-Click Call Transfer:** Operators can transfer calls to patient rooms or provider extensions directly from search results, eliminating manual number lookup and the hold time that comes with it

OUTCOMES

For a health system where telephone operators are often the first point of contact for patients and families, the speed and accuracy of every transfer matters. Reducing the time it takes to find a room number or locate a provider is not a minor efficiency gain — it directly shapes the experience of every person who calls.

- **Faster call routing and transfers**, with patient and provider records surfacing automatically through Epic integration rather than requiring manual lookup
- **Unified operator experience** across a 120-seat team, replacing fragmented tools with a single workspace covering directories, paging, on-call, codes, and knowledge resources
- **Improved emergency response** capability, with code dispatch and overhead paging accessible from the same console used for every other operator task



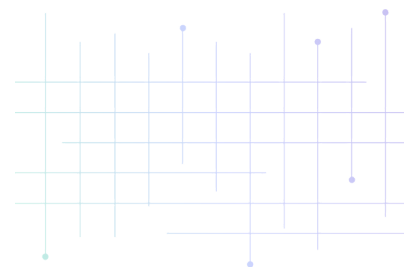
Faster Response Times



Unified View of Information



Improved Operator Experience





Get started now

Find out why the world's leading health systems trust SpinSci.

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