

Manage schedules more efficiently, enabling more efficient care.

Learn how One Talk helps a small home-health company keep nurses ready.



Challenges

A small home-health company serves its patients by helping them recover at home instead of a hospital. But the company only has 12 nurses on staff and more than 85 home appointments to make each week. So, managing the complex schedule in a way that factored in travel time and still allowed for the caregivers to spend quality time with their patients was difficult. To cut down on wasted time between appointments and allow more time spent with patients, the company needed a way to improve communication with its constantly traveling nursing staff.



Solution

The answer was One TalkSM from Verizon. Everyone on staff, both those working from company headquarters and the nurses working remotely from patients' homes, had the One Talk business service added to their smartphones and mobile devices. When there is a staffing change, the company can move the One Talk number to the new staff member, who can use it on his or her compatible device of choice within minutes after downloading the One Talk app. When the office manager receives a critical call on the main business number, the supervisor can easily transfer it to the appropriate person,* whether the nurse is in the office or on the go.



Results

With One Talk, the company was able to create better communications between the office and mobile staff. Using the two-way video feature,* nurses were able to show real-time images of patients or equipment from the field, so care decisions could be made more quickly. All this resulted in time saved between patient appointments, more efficient operations and better health outcomes.

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