

Amion Enterprise

Streamlining enterprise on-call scheduling to improve efficiency and patient care

Background

Amion is a leader in enterprise on-call scheduling, trusted by more than 200,000 clinicians nationwide. The platform serves as a single source of truth, giving staff real-time access to schedules via mobile or desktop and eliminating uncertainty about who is on call.

In 2022, Doximity acquired Amion, integrating it into its workflow tool suite to help healthcare professionals work more efficiently.

Recognizing Doximity's proven track record of putting physicians first, a large, leading not-for-profit Healthcare System turned to Amion to address its fragmented on-call scheduling challenges. Operating across hundreds of East Coast care locations and multiple hospitals, the Health System relied on a patchwork of disparate scheduling tools and methods.

By entering into an enterprise partnership with Amion, the Health System sought to implement a centralized, accurate, and always up-to-date scheduling solution, streamlining operations, preventing missed care opportunities, and enhancing the provider experience.

Getting Started

The Health System faced unique challenges as a large and diverse

network with variable coverage hours and a wide array of scheduling tools, paging methods, and administrators. Developing 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 System's Transfer Center, responsible for managing patient transfers across facilities, required flexibility to view schedules across all affiliated locations and filter by hospital, specialty, and individual provider.

The Partnership

To address the complexity of scheduling across its facilities, the Health System collaborated closely with Amion, involving leadership and operational experts from the outset. Leveraging insights from clinical and administrative teams, the platform customized its solution to meet the system's scale and needs.

Together, they developed best practices and call standards to ensure scalability and reliability. The resulting centralized on-call scheduling system, supporting over 400 active schedules and 3,000+ users, has become integral to daily operations, improving transparency, efficiency, and patient care.



KEY RESULTS & METRICS

400+

Active Schedules

3,000

Unique Active Users

“

Patient care lies at the heart of this scheduling initiative. Transparent contact details and clear escalation pathways across service lines enable service integration, promote timely care, and support thorough and safe patient management.”

Chief Triage Officer, Physician
Director, Healthcare System