

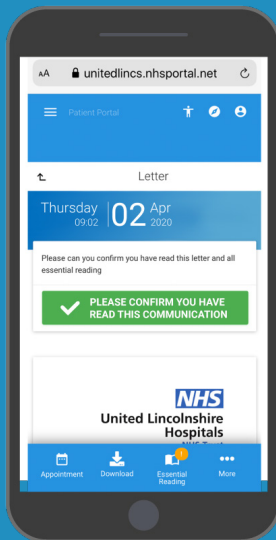
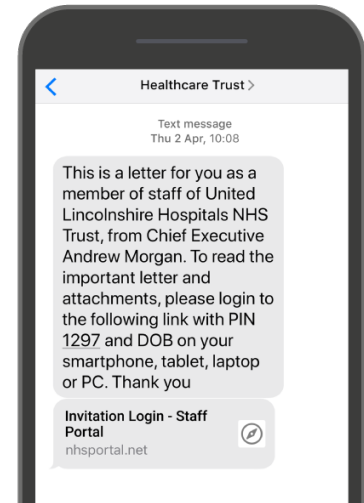
Staff communication portal

Instant delivery of essential Covid-19 documents to staff smartphones

CHALLENGE

United Lincolnshire Hospital Trust (ULHT) needed to send essential Covid-19 travel documents out to over 9000 staff quickly and securely. Several things had to be considered due to the pandemic:

- Admin staff were already overloaded, a labour intensive process was not feasible
- Possible delays to postal services, with no assurance staff have received the document
- Easy to access when staff are travelling
- Confirmation staff had received and read communications



SOLUTION

Digital staff portal for instant Covid-19 updates and travel documents

- Staff receive travel passes and important updates straight to their mobile
- Instant delivery and staff can access information anywhere
- 1 click button for staff to confirm they have received and read the documents
- Additional essential reading and updates can be attached
- Automated process, so minimal staff involvement required
- Highly secure, minimising the risk of fraudulent activity

RESULTS

- Rapid deployment, the whole project was completed within a day
- Instant notification of delivery and open rates
- 78% of staff accessed the documents digitally, staff that didn't were automatically sent a postal letter
- Attached additional communications from the Chief Executive and important advice
- Analytics dashboard showed 86% of staff had viewed the attachments
- At least 80% saved on postal costs

“ Thank you to Healthcare Communications for their super speedy turnaround in supplying the Trust with an adapted portal. This enabled a quicker and more efficient way to contact staff with essential documents and information they need during COVID-19. ”

Kelly Wymer – Digital Transformation
Project Manager