



## **OnCall Enterprise**

### **Contact Info**

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### **Organization and Staff**

Spiral Software started as a spin-off from MIT Lincoln Laboratory in 1989. Its original product, EasyPlot, helps scientists graph and analyze technical data. OnCall and EasyPlot address very different markets but they specialize in organizing, manipulating, and displaying large amounts of data.

Spiral Software consists of three principals. Stuart Karon at our Vermont headquarters is the company's founder and chief software engineer. Carol Cumming in our Maryland business office manages our sales, licensing, marketing and customer service. Dr. Jodi Wenger, a practicing pediatrician and former chief resident, consults on software design and serves as a spokesperson.

Stuart holds a ScB in computer engineering from Brown University and a masters degree in computer science also from Brown. Before joining Spiral in 1998, Carol Cumming worked at Oxford University Press followed by seven years as the marketing director for a software distributor in Oxford, England that published Spiral's EasyPlot in the U.K. and Europe. Jodi Wenger graduated from Dartmouth Medical School, did her residency training in Boston, and is now an associate professor of pediatrics at the Dartmouth Hitchcock Medical Center.

### **Product Overview**

OnCall Enterprise is a suite of institution-level tools that streamline schedule access and paging across an entire hospital. Switchboard operators can access



personal contact information, including home and cell numbers, and can mark-up the daily on-call roster with electronic post-it notes and coverage changes. Switchboard operators can also call up logs that show recent text and/or numeric messages sent to any individual's pager.

Our amion.com web site provides a fluid, easy-to-access place for schedulers and staff to communicate. Staff can submit vacation and other day-off requests months and even years ahead of time. Schedulers retrieve the requests, grant vacation time, and build schedules around staff availability. A few mouse clicks publishes schedules at amion where staff can view their assignments.

A programming interface at amion.com lets other software applications load schedule data from amion.com. A number of commercial software vendors and hospitals use the programming interface to draw schedule data into their own applications.

## **Growth**

Spiral Software is a small, privately held company that has been in business since 1989. Spiral Software has been profitable since its founding. The business posts strong year-over-year growth. Our OnCall customer base grows by roughly 30 to 40% a year.

## **Software releases**

Updates are available at amion.com and can be downloaded as needed. Each year a new version of OnCall lets users build schedules for the next year. All versions are backwards compatible so that any schedule created with OnCall can always be opened with the latest version of the software.

## **Support and training**

OnCall comes with built-in, self-running tutorials that help train new users. The FAQ section at our web site provides additional documentation. The OnCall Enterprise annual license fee includes technical support to a central administrator. Support is by phone and email. Support direct to schedulers is available by telephone and email, but Spiral Software reserves the right to charge for support if users lack the relevant PC/Windows skills and require extra handholding or individual training.

To get Enterprises started, we run training sessions for a central administrator and other support staff over the internet using gotomeeting.com and a conference dial in.



On-site training can be arranged at an additional cost of \$1500 per day plus expenses with a minimum of two days per visit.

Organizations can choose to have our experienced staff manage the implementation of OnCall Enterprise and answer all day-to-day support questions from schedulers. Full help-desk support and project-management services are available for an extra \$175/yr per license.

Routine support by telephone and email is available during Spiral Software office hours from 8 am to 6 pm Eastern Time. Spiral staff are available to handle critical problems outside regular office hours by email.

### **Cost and implementation**

Annual licensing is based on the number of schedules that you will build and publish at amion.com. Each distinct group of providers that shares coverage for a set of services would represent a schedule. A group of 8 cardiologists, for example, would have its own schedule. An internal medicine residency program, whether with 10 or over 100 residents, would make up another schedule.

<b>No. of schedules.</b>	<b>Price per schedule</b>
10-19	\$249
20-29	\$225
30-39	\$212
40-49	\$199
50-59	\$187
60+	\$175

A typical teaching hospital might start out with 50 to 60 schedules. A community hospital might need a license for 20 to 30 schedules.

If you choose to host the amion.com online schedules on a local intranet server, please add a \$1,000 per year annual fee. Our site is then used as a back-up for your schedules.



## **Benefits & Features**

Thousands of physician groups and residency programs rely on OnCall for building schedules and amion.com for making schedules available online.

OnCall is the only commercial application that handles all the complexities of scheduling medical residents, from blocking out rotation schedules, to resident clinics (complete with features for automatically canceling post-call clinics and assigning clinics based on the rotations people are doing), to shift schedules for an ED, and on-call schedules. It also has many special tools for managing schedules for attendings, mid-level providers and nurses.

OnCall helps schedulers make assignments, track day-off requests, log vacation and CME days, and compute tallies to make sure everyone gets a fair number of days on call. It helps residencies keep track of resident duty hours relative to ACGME regulations. It allows for full vs. part-time workers, watches for shifts that overlap and flags conflicts, and much more.

OnCall Enterprise offers a unique suite of scheduling and communication tools. OnCall Enterprise integrates all the schedules created with OnCall and published at amion.com into a single, hospital-wide online display. The schedules at amion.com are ideal for providers to look up whom to call for consults and admissions. They also automate call-center schedule look-up and staff paging.

With OnCall Enterprise you can assign extra privileges to certain staff through "switchboard accounts". Any page operator or other key person who needs to add notes to the central on-call list or view personal contact information for staff (cell or home phone #s, paging service #s, etc.) can be assigned a switchboard account. These can be added to your license at a "per user" fee equal to your schedule license fee.

## **Successes in different environments**

Our first two OnCall Enterprise customers were Regions Hospital in St Paul, MN and the VA Hospital in Palo Alto, CA. Both hospitals use OnCall Enterprise for residency and attending schedules. Their telecom staff rely on the central call lists for routing phone calls and paging staff.

Other site-wide customers include Cogent Healthcare, Hennepin Medical Center, Rockwood Clinic, Scotland Health, UCSF Medical Center, U of Colorado, Kadlec Medical Center, Maine Medical Center, Care New England, Fallon Clinic, Maine Medical Center, St Vincent's, Yale-New Haven Hospital, Monmouth Medical



Center, Naples Community Hospital, Group Health Cooperative, Pennock Health, Elmhurst Hospital, Travis AFB, Nellis AFB and U of New Mexico Hospitals.

We sell OnCall to individual residency programs and attending groups, to GME offices for standardizing all resident schedules and tracking training requirements, and to IT/Telecom departments for site-wide scheduling and on-call lists. OnCall Enterprise sales represent approximately 40% of our business.

The following teaching hospitals use OnCall site-wide: OHSU, NYU, University of Washington, UCLA, Wilford Hall (LAFB), Howard University Hospital, Henry Ford Hospital and all Los Angeles County hospitals (USC, Harbor, MLK, Olive View).

While other customers may not have standardized entirely on OnCall, a large percentage (~ 70+%) of teaching hospitals in the U.S. have their biggest residency programs online with us. For a partial list of hospitals that use our system, go to:

<http://www.amion.com/custlist.html>

### **Quality of service and support**

The amion.com web site has a 99.9% uptime. For added reliability, you may host a copy of the amion server in-house and mirror schedule data at amion.com. This will ensure that if one server goes down your organization will be able to redirect to the second server. There is a \$1000/year maintenance fee for hosting the server application locally.

We usually answer email within an hour or two and we are readily available by phone, with direct lines to key personnel. You won't have to wade through annoying phone systems or wait on hold for help.

While rare, critical problems specific to one customer's online schedules do sometimes arise. We do our best to fix critical problems with appropriate speed.

### **Development strategies**

Since OnCall Enterprise is mostly an off-the-shelf system, we can have you up and running shortly after you give us the word to go ahead. The only time involved in implementation comes in training schedulers to use the OnCall client application and that can happen as quickly as you can arrange the training sessions. See our Implementation Guide at [www.amion.com](http://www.amion.com) under FAQs.



OnCall is a very flexible scheduling application and should not require any customization for specific department schedules. We are always improving the software. We'll work with any customer who wants to see OnCall Enterprise become an even better tool. We do not usually charge for new-feature work since the enhancements benefit everyone.