



How Lurie Children's Hospital Increased Referral Efficiency and Revenue Through Seamless Provider Communication

Leading pediatric health system eliminates communication barriers, achieving **response times under 5 minutes for 70% of provider messages**



Background

Ann & Robert H. Lurie Children's Hospital of Chicago stands as one of the nation's premier pediatric medical centers, delivering high-quality pediatric care to **250,000+ children** across the region with **over 1.2 million clinical encounters** annually.* Their nationally recognized programs, combined with a deeply human-centered approach to care, position Lurie Children's as a leader in advancing children's health. With nearly **1,000 providers across 50+ departments**, Lurie Children's manages complex care coordination between its hospital-based providers and a vast network of community pediatricians throughout the Chicago area.

The Challenge

Despite its reputation for clinical excellence, Lurie Children's communication infrastructure was creating significant obstacles to efficient provider-to-provider coordination. Community pediatricians seeking to consult with hospital specialists faced lengthy phone trees, outdated paging systems, and time-consuming processes to reach the right expert.

These traditional communication methods created barriers that were impacting both care coordination and referral relationships with community providers across their network. For urgent consultations, admission coordination, and ongoing patient care discussions, delays in connecting providers could affect patient outcomes and strain the valuable referral relationships that are critical to the hospital's growth.

Lurie Children's needed a communication solution that would match the sophistication and efficiency of their clinical care – enabling instant, secure connections between community providers and the right hospital specialists every time.



250,000+

children served
annually



1.2M

clinical
encounters



Nearly
1000
providers...

...across
50+
departments



Key capabilities deployed included:

- Direct provider-to-provider messaging and calling
- Instant connection to the right specialist, every time
- Streamlined referral and admission processes
- Secure sharing of patient information and clinical updates



Provider Testimonials

“As a NICU hospitalist, PH Connect is a huge time saver. Now I can skip the operators and answering services and directly reach our pediatricians via voice or text in a HIPAA-compliant manner.

Patrick Lyons, MD
Hospital-Based Medicine,
Lurie Children's

“PH Connect saves physicians the time it takes to make multiple phone calls, speak with multiple other staff, wait on hold, or wait for a return call in order to connect with another physician during a busy clinic day.

Nan Walicki, MD
North Arlington Pediatrics

“In particular I love it for sending non-urgent confidential questions to Lurie Children's specialists about specific patients. My practice is not on Epic so I cannot do this through the electronic health record. Absolutely I would recommend it.

Karen Kreiling, MD
Children's Health Partners



Key takeaways for children's hospitals

Lurie Children's success demonstrates that investing in provider communication technology delivers measurable returns through:



Enhanced referring physician satisfaction



Streamlined operations



Faster response times



Stronger network relationships

For children's hospitals competing for referrals in their markets, seamless provider communication isn't just an operational improvement—it's a strategic advantage that directly impacts the bottom line.

Sources: *Based on FY 2024 data from Lurie Children's Hospital: 256,000+ unique patients served in FY 2024 and 1,203,797 total clinical visits in FY 2023.

Advance your pediatric network

Communication infrastructure becomes a critical differentiator as children's hospitals work to strengthen relationships with community pediatricians. Proficient Health delivers proven solutions that eliminate barriers and enhance collaboration across pediatric care networks.

Explore PH Connect to discover how secure mobile communication can transform your children's hospital's referral relationships and **drive sustainable revenue growth.**



Contact us

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