Background:
Responses to formal inpatient consult requests have traditionally been in a verbal fashion which is inherently prone to errors. In order to improve communication, a uniform consultation note was established within our division in 2017 and a hospital wide HIPAA-compliant text-messaging system was introduced in May 2019.

Purpose:
1. We aim to assess the use of the uniform formal consultation note.
2. Analyze the impact of adopting a secure, HIPAA compliant messaging system (“Tiger Connect™”)
3. Evaluate the IR department staff perception of Tiger Connect.

Methods:
We searched the electronic health record (EHR) and identified four dimensions of data:
1. Number of formal consultation requests received per academic year
2. Number of consult notes placed in the EHR
3. Total number of secure text messages sent by staff of IR department
4. Total number of secure text messages received by members of the IR department.
5. A survey through Survey Monkey was distributed to the staff to understand perceptions of Tiger Connect.

Results:
- A total of 9,423 formal consultation requests were made to the IR department in two academic years with only 1,342 (14.2%) receiving an inpatient consult note in the EHR.
- Since the implementation of a secure text message system in May 2019, our IR department has sent over 35,720 secure text messages with an increase in communication by 938% and a corresponding year-on-year drop in formal notes by 13.2%.
- Amongst the IR department, the most common form of communication was in person (43.5%) and personal text message (30.4%). However, Tiger Connect was listed the most common tool for communication with individuals outside the IR department (56.5%).

Conclusion:
Our findings overall agree with the current literature showing that a combination of a secure text-message system and standardized consultation notes can positively impact communication. Smartphones and text-based communication systems are generally well received and are felt to improve our intra- and interdepartmental communications.

Our investigation demonstrates that communication is complex and is unlikely to be solved by technology alone. Integration of secure smartphone-based text communication with patient safety data is essential so that we can understand the intersection between process improvement and new technology which seeks to address the expanding complexity of clinical communication.

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