



SPOK[®] HEALTHCARE CONSOLE SELECT

Improving the Way Your Hospital Communicates

Modern healthcare facilities share many of the same needs when it comes to communications. While the needs are common, both budget and scale may differ with hospital size. Best-in-class hospitals recognise that a patient's initial phone experience directly impacts overall customer service. The importance of the communications going in and out of your call centre demands attention.

As the importance of your call centre increases, so do the demands placed upon this group. On-call rostering responsibilities, directory look-ups, and paging requests from internal staff members can make a busy operator's life even more challenging. Any message delivered to the wrong person or device can cause inefficiencies for most and be life threatening for many. Maintaining current personnel and scheduling information for hundreds of staff members, employees, contractors, and interns requires more time and resources than you might have available.

SPOK[®] HEALTHCARE CONSOLE SELECT

Spok Healthcare Console Select combines the most powerful healthcare communication tools from the Spok product line to empower automation and heightened efficiency for your call centre and beyond. Spok Healthcare Console Select provides some of the tools used by Spok customers that consistently rank as top hospitals. These organisations use Spok technology solutions to enable hospital call centre staff to respond more quickly, be more productive, reduce expenses, adhere to standard processes, and improve customer service.

SPOK HEALTHCARE CONSOLE SELECT

Spok Healthcare Console Select includes Spok's intelligent operator console, a tool which integrates with your hospital's PBX to offer all the functionality of a phone set and much more. The Spok Healthcare Console directs operators through important tasks with easy-to-use screens that include all the information needed to process communications efficiently and effectively with just a few keystrokes. This includes automatic displays of incoming calls, single-button call transfers, conferencing, and speed dialing. Operators can quickly and accurately perform directory searches and code calls, as well as messaging and paging by individuals, groups, and roles. The result of this increased automation and efficiency is faster caller service, the elimination of redundant, error-prone effort, and improved patient safety as communication speed is increased.

The Spok Healthcare Console includes one administrator license and two user licenses for your operator group, with a third operator license available as an option. Spok Healthcare Console also offers reporting capabilities through the bundled Crystal Reports[®] software engine.

SPOK[®] WEB DIRECTORY

The Spok Web Directory enables a credentialed user to log in anywhere at any time via web browser to look up staff members, send pages or messages, and view both their own on-call roster as well as the schedules of others. The Spok Web Directory integrates with your Spok Healthcare Console system to expand these capabilities beyond your operator group, allowing the operators to focus on offering better customer service or other revenue-driving activities—at a lower cost than by increasing the number of full-time employees.



Spok Healthcare Console Select main screen

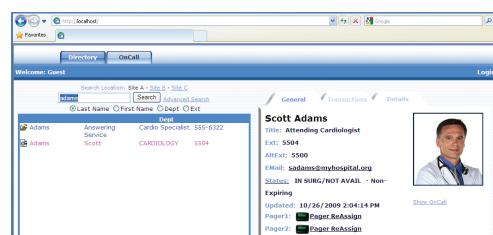
Spok realises your hospital's challenges to maintain an accurate system of contact information for both patients and staff. The Spok Web Directory is a portal for users to access and input information into the centralised system. We have the experience partnering with our customers to provide tools which eliminate the manual effort, resource requirements, and duplication of effort across departments.

WEB-BASED ON-CALL ROSTERING

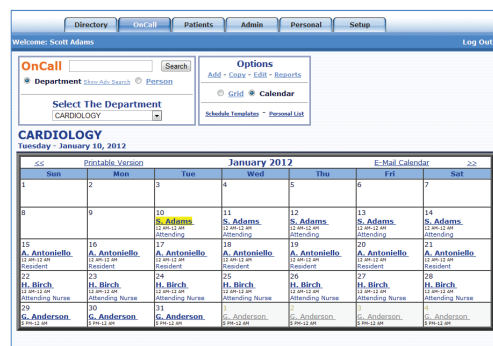
Spok Healthcare Console Select includes strong on-call capabilities. Any user with appropriate access rights can log in to review their personal on-call rosters. For staff members tasked with maintaining on-call for an entire department, access to all appropriate rosters is available too.

On-call rosters are displayed in a sharp-looking calendar format, making review and editing simple and quick. You can also print schedules and convert to PDF files for archival or sharing via email.

The on-call tool has been designed with simplicity in mind. Spok understands that many hospitals see the true value of an on-call tool as expanding the responsibility for schedule maintenance out to individual departments rather than remaining with the operator group. This represents a cultural change for many hospitals. A tool that is simple to use helps this adoption process.



Spok Healthcare Console Select search screen



On-call calendar view

INTEGRATED APPLICATIONS

Paging: You can send alpha or numeric pages to most in-house and long-range paging systems, or to mobile phones, via Spok Healthcare Console Select or the Spok Web Directory. The easy-to-use system can handle thousands of pages per hour, automatically log the page request, and help reduce paging errors.

HL7 Interface: With real-time integration to the health information system, operators can easily look up and view the status of a patient in the hospital, and if needed, transfer a caller to him or her with a single key press.

Park and Retrieve: Operators have real-time access to calls on hold for the entire call centre, increasing efficiency and reducing hold times.

SERVER HARDWARE

Spok Healthcare Console Select is implemented as a turnkey system as we include a server that will run all software applications. This is an industry-standard server built for Spok by Dell to the exact specifications required by Spok applications. This server has been pre-engineered to provide reliable service for operating Spok Healthcare Console Select.

Spok conducts full quality assurance testing on the server, and we use this configuration when testing our own software. This helps greatly reduce the possibility of having hardware incompatibilities because you are running the same hardware Spok tests against.

PROFESSIONAL SERVICES

Along with all software and hardware, Spok Healthcare Console Select also includes the necessary professional services for system implementation and training. Additional days of refresher training or database work are optional.

BENEFITS SUMMARY

- Improve call processing time and accuracy by using an operator console that integrates with your PBX
- Reduce internal call centre traffic by letting hospital staff look up and message to others
- Eliminate the operators' burden of managing on-call rosters by pushing scheduling maintenance to individual departments using a simple web-based scheduling system
- Move toward a paperless work environment through a network-based directory of contact information
- Improve operational efficiencies by utilising technology paired with operator skill to deploy switchboard staff more appropriately

THE SPOK SOLUTION SUITE

Spok provides a full suite of critical communication solutions with Spok Healthcare Console Select as its foundation. Leading hospitals have found that by taking advantage of additional automation solutions from Spok—like speech recognition, encrypted smartphone and tablet messaging, emergency notification and incident communications, and clinical alerting—the overall value to the organisation is increased.



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organisations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact centre optimisation, and public safety response. When communications matter, Spok delivers.

spok.com/apac

