DATASHEET

SPOK® DEVICE PREFERENCE ENGINE

THE COMMUNICATION CHALLENGE TODAY

Sentinel event data has consistently identified poor communications as a leading root cause of serious injury or death related to patient care. Doctors, nurses, and other caregivers often have trouble reaching one another to coordinate patient care.

In addition to clinicians, the hospital's call centre operators have become a major component of clinical communications, responsible for connecting clinicians with patients or other caregivers. The operator group is required to understand exactly who is on call for any role or function at any given time.

Many hospitals also have a web-based directory and messaging platform, allowing any user to log in and send messages to others. The sheer volume of messages can create confusion at the best of times, but when dynamic schedules and busy caregivers are factored in, reaching the right person – or anyone at all – can be quite a challenge.

SPOK DEVICE PREFERENCE ENGINE

The Spok Device Preference Engine (DPE) is a solution that helps ensure messages are routed to the right people on their preferred devices. The solution considers factors such as message priority to route a text-based or voice message to the intended recipient on his or her preferred device for that situation. The system can also add in escalation contacts in the event a message is not received and acknowledged in a pre-defined timeframe.

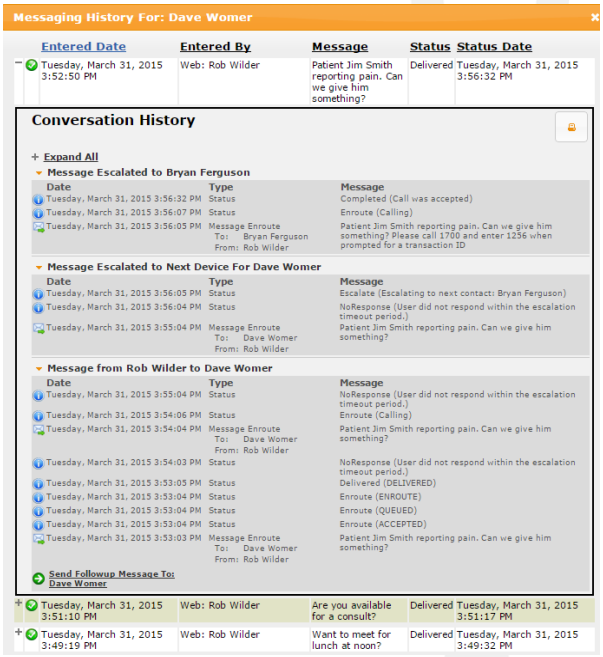
Spok Device Preference Engine allows users to create routing profiles, which can vary in complexity. For example, users may create profiles called "Low," "Normal," and "Urgent." When the user's status is set to Urgent, all calls go to a smartphone.
However, when users are busy rounding on other patients, they may instead prefer text-based messages on a smartphone, using the encrypted Spok Mobile™ app. When completely unavailable, such as during surgery, providers can specify that requests automatically escalate to another doctor.

AUDIT TRAIL AND TRACEABILITY

Spok Device Preference Engine keeps a full audit trail of messages. It gives organisations the ability to run reports on the timing of message delivery and acknowledgments from each user's device. This helps administration manage reporting requirements and reduces complaints from users that they didn't receive a message.

KEY BENEFITS

- Improves patient care by connecting staff more quickly for important conversations
- Reduces time spent calling around for doctors or waiting for responses
- Allows current Spok console or web directory users to add escalation capabilities to their current messaging environment
- Offers full Spok Mobile™ integration for secure texting to smartphones and tablets
- Works by calling one local phone number instead of a long-distance call centre to save money
- Uses existing directory and on-call rosters to ensure the right people are contacted properly*
- Supports a myriad of communication devices, such as smartphones, cell/office/home phones, pagers and more*



*Requires a specific version of the Spok® platform

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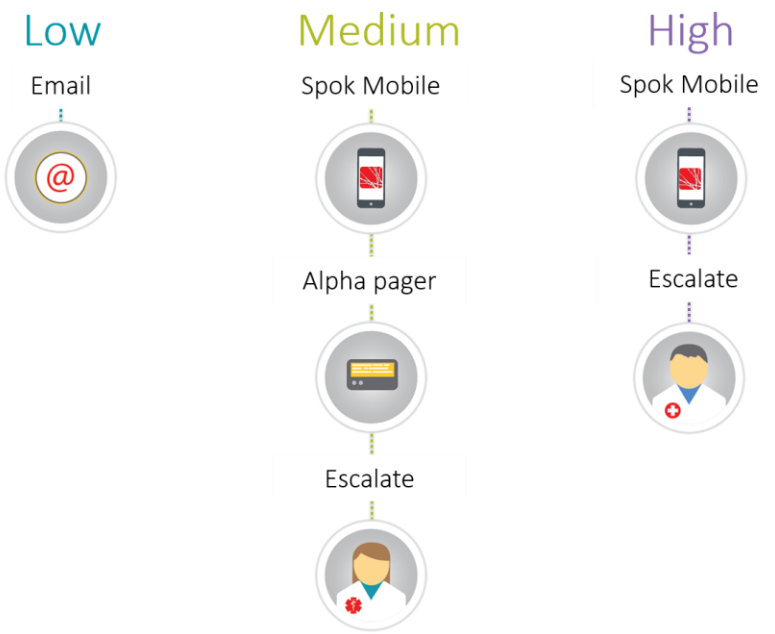
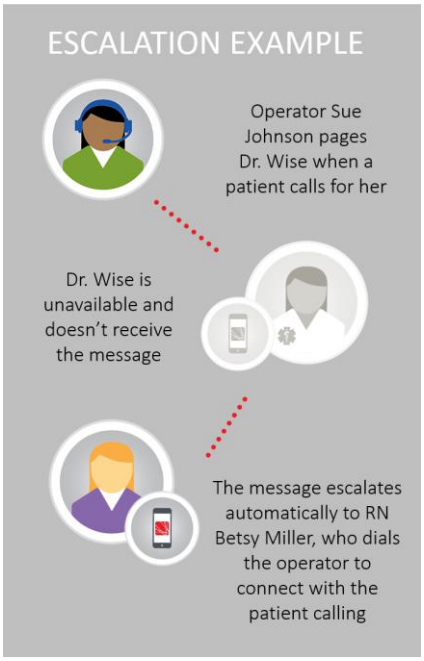
SAMPLE STATUS SETTINGS





INTEGRATION WITH SPOK MOBILE

A key component of the Spok Device Preference Engine is the Spok Mobile app. Serving as the mobile device interface to your Spok Device Preference Engine, Spok Mobile enables secure communication between smartphones. By receiving communication requests on Spok Mobile, users can either choose to connect with the person trying to reach them, or they may choose to ignore the communication, thereby automatically escalating the message to the appropriate contact.

ADDING ESCALATION FOR CURRENT CONSOLE USERS

For those users of Spok's console or web directory system, adding Spok Device Preference Engine will introduce escalation capabilities to your current messaging environment. The solution integrates with the database you already have for console or web, and will layer users' escalation preferences on top of their current devices.

ENABLING A VOICE CONNECTION

Doctors in the modern hospital often rely on charts and the EMR for information on their patients. While many chief medical officers (CMOs) are encouraging doctors to have more conversations about patient care, busy schedules can deter the personal conversations that could greatly enhance patient care and satisfaction. The Spok Device Preference Engine is designed to facilitate these voice conversations based on each clinician's schedule and preferred devices.

To speak with a colleague, a user dials a local phone number, which is connected to the organisation's directory. By speaking the name of the person the caller needs to reach and noting the urgency of the situation, the Spok Device Preference Engine will automatically connect the two parties based on the pre-set preferences of the recipient. In the event a primary contact is unavailable, the solution will forward the call, email, text, etc., to the pre-identified escalation person, helping ensure important conversations take place.

Spok Device Preference Engine can also call your smartphone (or any other phone) and read your text messages to you when you need to be hands-free. You can accept or decline these messages by speaking your response, thereby closing the communication loop.

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