Mobile **Connect**

Connecting a Mobile Workforce

Amcom SOFTWARE

Message Systems
Communication Gateways
AFRICA OFFICE

Mobile Device Madness

Today's smartphones and other mobile devices have brought with them new possibilities, but also new challenges in healthcare. Physicians must now carry several devices at all times. A BlackBerry®, iPhone®, or Android™ smartphone, one or more pagers, an in-house wireless telephone—it's become too cumbersome for physicians and IT teams alike. The time has come to trade in the 'tool belt' of devices in favor of a single smartphone for everything from code calls and consult requests to personal communications. It's finally possible.

Everybody Wins

Incorporating smartphones generates benefits and cost savings for everyone involved. Physicians can carry a single, highly reliable smartphone and reduce confusion over which device is the appropriate one for contact purposes. IT support teams can reduce costs and maintenance headaches as fewer devices and contracts are required.

Key Features of Amcom Mobile Connect

- Application on the BlackBerry, iPhone, or Android separates critical messages from less important emails and SMS messages

- Automatic delivery and read receipts for SMS messages

- Active acknowledgement of message and free-form text responseo Mobile event notification

Case in Point

Let's use the example of Dr. Brenda, who carries several different mobile devices. Why? She relies on her in-house pager to receive vital code pages, a wide-area pager for on-call messages, and a smartphone for patient-related calls transferred from the operator group as well as access to email.

In addition to presenting challenges on the receiving end, having physicians carry multiple devices affects the contact center as well. If a patient needs to speak with his or her physician, the operator is faced with the challenge of determining the best method of contact.

Luckily, Dr. Brenda works at a hospital with an Amcom system, so with the technology in place she's been able to consolidate to use her smartphone for everything: to receive notification of code calls and other critical messages, and to send and receive both personal and hospital-related SMS text messages.

The Importance of Two-Way Messaging

Hospitals today know the importance of providing users with the ability to respond to a message either with a predefined set of answers or free-form

text. These features not only enable users to respond quickly with their availability, but they also provide important information and

instruction. With two-way messaging, administrators can also define critical escalation points based on users' replies, ensuring proper response.

Audit Trail and Full Traceability for All Communications

When a message first arrives, a delivery receipt is sent back to the sender, and a read receipt will be returned once that message has been opened. A

read receipt only signifies that a message has been opened, so message recipients have the ability to actively acknowledge the message, which is then also transmitted back to the sender. In addition to acknowledgement, users can respond to a message using free-form text, which is kept with the original message in system log files for continuity purposes.

Administrators also require a full audit trail, including the ability to run reports on the timing of message delivery and how quickly read receipts were returned from each user's smartphone. This ensures messages are read in a timely fashion and eliminates complaints from users that they didn't receive a message.

Changing Your Pager Strategy Over Time

Many organizations are undertaking a long-term approach to replacing the majority of their pagers. This means supporting a variety of communication devices for the foreseeable future. This means enabling some staff members to consolidate devices using smartphones while others may continue to use pagers. Amcom Mobile Connect enables you to do what makes sense based on your staff and messaging requirements.

Flexible Message Deployment Options

- Use Mobile Connect's Web portal

- Integrate Mobile Connect to a variety of Amcom (or third-party) input systems

    o Operator console

    o Web-based directory / on-call

    o Emergency notification

    o Speech recognition

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