



MOBILE CONNECT

Powered by Amcom

SECURE TEXTING THAT'S CHANGING THE WAY HOSPITALS OPERATE



Mobile Connect: Changing the Way Hospitals Operate

Smartphones and tablets are everywhere in today's hospitals. From medical apps and EMR access, to phone calls and text messages, clinicians and administrators now rely on these devices heavily. The challenge for your IT team is to support your staff's diverse communication needs and still ensure the protection of patient information.

Mobile devices are integral to the fast, accurate, and secure communications that are the underpinnings of patient care and safety. With Mobile Connect, Powered by Amcom™, you can simplify communications and strengthen care by using your smartphone or tablet for secure code alerts, patient updates, test results, consult requests, and much more.

SECURE TEXTING AND MOBILE COMMUNICATIONS

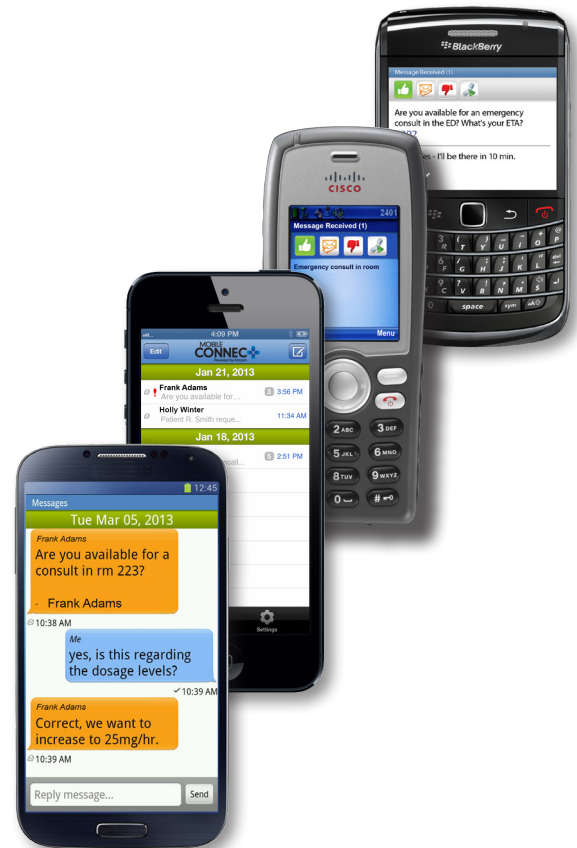
Clinicians can now use smartphones and tablets to connect reliably and securely with others in the organization. They can access the full staff directory of accurate contact information, send messages to smartphones and other devices, and ensure critical communications are logged—all with security, traceability, and reliability in mind.

ACCESS THE STAFF DIRECTORY AND ON-CALL SCHEDULE FROM YOUR DEVICE

Mobile users want to be able to quickly and easily send messages to the right person on the right device from their smartphone or tablet. This requires instant access to the organization's directory. Mobile Connect allows individual users to communicate to other individuals or groups via secure messages that are also traceable for audit purposes.

SECURITY AND ENCRYPTION

Mobile Connect uses industry standard best practices to ensure the protection of sensitive electronic health information at all times. The solution uses a variety of security features, including encryption, application lock, automated message removal, password-protected inbox, and remote device wipe to ensure messages are kept secure in accordance with guidelines from HIPAA and the HITECH Act.



Key Features of Mobile Connect

- Separates critical messages from less important emails and text messages
- Secure delivery of messages and responses
- Automatic delivery receipts for messages
- Active acknowledgement of messages and free-form text response
- Directory look-up and user authentication
- Call-back feature to easily connect for a conversation
- Remote application wipe and administration
- Leverages cellular and Wi-Fi networks
- Supports a variety of devices to accommodate hospital-employed and independent physicians and enable bring-your-own-device (BYOD) while preserving the security of electronic protected health information (ePHI)
- iPhone®, Android®, Cisco®, BlackBerry®

Mobile Connect is now used at more than 600 organizations



“We selected Mobile Connect as a key part of advancing our mobile strategy and giving our physicians the right tools to coordinate care.”

DIANE STAMEY
Manager Desktop Resources — Information Technology
Winter Haven Hospital

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. Message recipients have the ability to actively acknowledge the message or indicate they are busy and escalate it to the next available person. The recipient’s response is also transmitted back to the sender. In addition to acknowledgement, users can respond to a message using free-form text or templates, or instantly call the sender for a conversation.

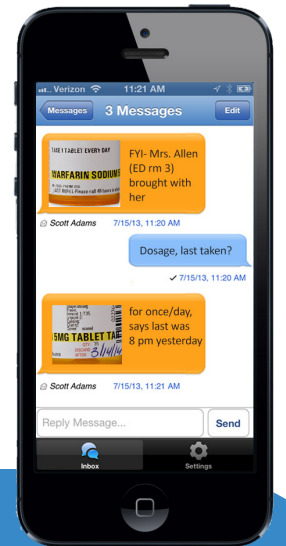
Administrators also require a full audit trail, including the ability to run reports on the timing of message delivery and acknowledgments from each user’s smartphone. This helps ensure messages are read in a timely fashion and reduces complaints from users that they didn’t receive a message.

LEVERAGE YOUR EXISTING WORKFLOWS

Mobile Connect can be used to bring pagers into the secure messaging mix. Messages originating from a telephone number, e-mail, or other standard method that are sent to an existing USA Mobility pager can be routed to both the pager and a smartphone or other mobile device. This option is available in several deployment scenarios: customer premise based, hosted, and hybrid options. This allows providers to keep their existing pager numbers and easily add a smartphone or tablet to their workflow.

SENDING SECURE IMAGES AND VIDEOS

The value of Mobile Connect among clinical staff is further enhanced by the ability to attach additional files. Mobile users can send an image or video clip right from their mobile device to colleagues.



Flexible Message Sending Options

Messages can be sent from smartphones and tablets as well as multiple Amcom (or third-party) input systems:

- Smartphones
- Emergency Notification
- Web Directory
- On-Call Scheduling
- Operator Console
- Tablets
- Critical Test Results
- Clinical Alerting
- Speech Recognition

Embracing the Variety of Devices at Your Facility

Many hospitals need pagers for certain staff members, or to ensure reliable coverage during disaster situations. But they also need to message to smartphones and other mobile tools. This means maintaining a variety of communication devices to meet various needs. Mobile Connect enables you to support your staff by providing secure, easy messaging to all of these devices.

About Amcom Software

Amcom Software, a subsidiary of USA Mobility, Inc. (Nasdaq: USMO), connects people to each other and to the data they need. This helps organizations save lives with communications that are faster, more accurate, and more efficient. Amcom Software's unified communications technologies include solutions for contact centers, emergency management, mobile event notification, and messaging. The company's products are used by leading organizations in healthcare, hospitality, education, business, and government. By continually developing its industry-leading technologies, Amcom Software has steadily grown and solidified its market leadership.



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