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SPOK MOBILE™

When Communications Matter,
Spok Delivers.

SPOK MOBILE™: BETTER PATIENT CARE WITH IMPROVED CLINICAL WORKFLOWS

Clinicians rely on smartphones and tablets to provide the fast, accurate communications that are the underpinnings of patient care and safety. Secure texting apps address the need for protecting patient health information while messaging from these devices. Although many of these apps can be used at no cost to encrypt your text message, that's really all they can do. With Spok Mobile you can simplify communications and strengthen care by also using your smartphone or tablet for secure code alerts, patient updates, test results, consult requests, and much more.

ACCESS THE STAFF DIRECTORY AND ON-CALL SCHEDULES

Mobile clinicians need the ability to easily message the right person on the right device from their smartphone or tablet. Spok Mobile gives users instant access to the organization's directory, allowing staff to communicate with individuals or groups via encrypted text, image, and video messages. Staff can find individuals by name, as well as by searching for key words, such as "cardiology," facilitating faster consult requests and communication with on-call personnel. Referencing a centralized, digital directory instead of a paper one gives users access to the most up-to-date contact and on-call scheduling information to reach the right provider and improve care coordination.
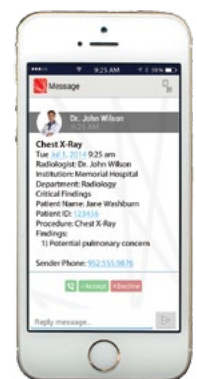
RECEIVE PATIENT CARE ALERTS AND TEST RESULTS

A lot more than just a texting app, Spok Mobile can receive alerts from patient monitoring systems. It can also connect ordering providers with test results from the Lab, Radiology, and other departments, enabling critical results to be seen quickly for fast response.

SECURITY AND ENCRYPTION

Spok Mobile uses industry best practices to guard the security of electronic protected health information (ePHI). The solution uses a variety of security features, including encryption, application lock, automated message removal, password-protected inbox, and remote device wipe to keep messages secure in accordance with guidelines from HIPAA and the HITECH Act.

> Spok Mobile is now used at **more than** **800** organizations
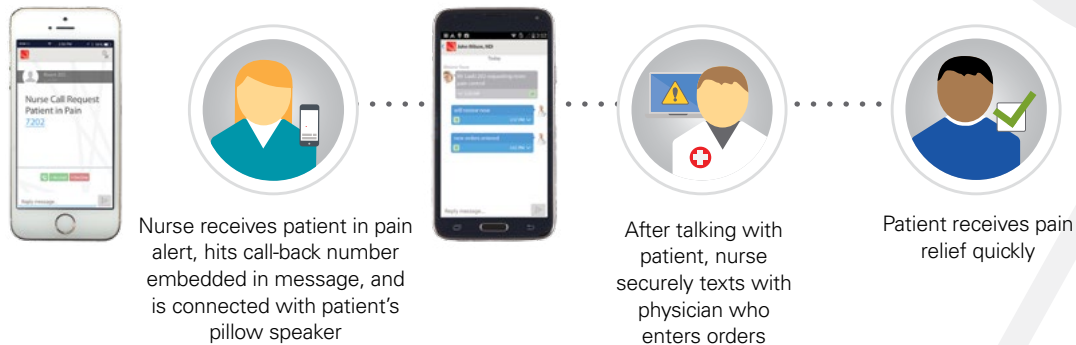
KEY FEATURES

- Integrates with staff directory and on-call schedules
    - > Contacts are searchable by name, title, or department
- Displays real-time provider status as available / unavailable
- Provides response tracking and automatic escalations
- Supports easy messaging to individuals and groups
- Separates critical messages from less important emails and text messages

- Delivers active acknowledgement of message receipt and free-form text response
- Includes call-back feature to easily connect for a conversation
- Encrypts all data and allows remote application wipe and administration
- Leverages cellular and Wi-Fi networks

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WORKFLOW IMPROVEMENTS

THE IMPORTANCE OF TWO-WAY MESSAGING

Providers need the ability to respond to a message in whatever way is most appropriate for their workflow. Whether it's a text reply, an image, or a call-back for a verbal conversation, these features enable users to respond using whatever method is most appropriate for the situation.

Nurse receives patient in pain alert, hits call-back number embedded in message, and is connected with patient's pillow speaker

After talking with patient, nurse securely texts with physician who enters orders

Patient receives pain relief quickly

ESCALATIONS

Message recipients can accept a message, or indicate they are busy. When messages require immediate attention and a provider is unavailable or does not acknowledge the notification, Spok Mobile can escalate to the next available provider. This enables the appropriate number of staff to respond and address patient needs quickly.

With a few clicks, the operator triggers a Code STEMI to simultaneously notify more than 30 staff

The code alert is received by the cardiologist, ED charge nurse, Cath Lab team, and other responders

The operator can monitor responses and escalations

The patient receives life-saving treatment in under 90 minutes

CODE STEMI

AUDIT TRAIL AND TRACEABILITY

Spok Mobile keeps a full audit trail of messages and gives organizations 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.

ALARM FATIGUE

Sending notifications directly to providers' mobile devices is an alarm management option to help staff rapidly triage critical patient conditions. Spok Mobile can receive notifications from a variety of patient care and monitoring systems. Using the facility's pre-set priority levels and built-in logic, the app can route the highest level of alerts first directly to the appropriate on-duty clinicians' mobile device, helping to reduce overhead announcements.

EMBRACING THE VARIETY OF DEVICES AT YOUR FACILITY

Many hospitals need pagers for certain staff members, or to provide 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. Spok Mobile enables you to support your staff by providing secure, easy messaging to all of these devices.

In fact, with Spok Mobile providers can keep existing pager numbers and easily add a smartphone or tablet to their workflow. Messages originating from a telephone number, e-mail, or other standard method that are sent to a Spok 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.

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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 organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

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