

Amcom Care Connect

HELPING CLINICIANS GET IN TOUCH TO IMPROVE CARE COORDINATION



The Communications Challenge Today

Physicians, nurses, and other caregivers often have trouble reaching one another to coordinate patient care. In addition, doctors struggle with achieving the right balance between allowing others to access them and protecting their personal time. Even if physicians have general preferences about when and how they can be reached, nurses, operators, and fellow doctors don't always know what these are. The result is frustration for everyone involved.

In addition, The Joint Commission's review of sentinel event data has consistently identified poor communications as a leading root cause of serious injury or death related to patient care. One underlying cause of communication breakdowns is the increase in specialization in today's hospital. While once a patient may have been cared for by a single doctor during the course of his or her stay, in today's world of clinical specialization that same patient may be cared for by numerous caregivers. With multiple doctors caring for a single patient, the need for fast, efficient communication is tantamount to patient safety.

AMCOM CARE CONNECT

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. Amcom Care Connect™ is designed to facilitate these voice conversations based on each clinician's schedule and preferred devices.



POOR COMMUNICATION IS A LEADING CAUSE OF SENTINEL EVENTS AS REPORTED BY THE JOINT COMMISSION.

Care Connect can help foster a culture of collaboration by providing an easy way for caregivers to consult with one another. Each user specifies the way in which he or she prefers to be reached based on the situation, urgency, time, and date.

To speak with a colleague, a user dials a local phone number, which is connected to the organization's directory. By speaking the name of the person the caller needs to reach and noting the urgency of the situation, Care Connect 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, e-mail, text, etc., to the pre-identified escalation person, helping ensure important conversations take place.

GOOD PATIENT CARE DEPENDS ON PHYSICIANS' ABILITY TO COLLABORATE WITH NURSES AND OTHER PHYSICIANS.



KEY BENEFITS OF AMCOM CARE CONNECT

- Improves patient care by connecting staff more quickly for important conversations
- Reduces time spent calling around for doctors or waiting for responses
- Leverages your organization's local operator group as backup to ensure critical communications occur
- Offers full Mobile Connect integration for secure texting to smartphones and tablets
- Works by calling one local phone number instead of a long-distance call center to save money
- Uses existing directory and on-call schedules 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 specific version of Amcom platform

Using Care Connect

Amcom allows users to create routing profiles, which can vary in complexity. For example, a user may create a profile called "Available" as well as a profile for "On Rounds." When the user's status is set to Available, he or she may have all calls go to a smartphone.

However, when the user is busy rounding on other patients, he or she may instead prefer text-based messages on a smartphone, using the encrypted Mobile Connect, Powered by Amcom™ app. When completely unavailable, such as during surgery, providers can specify that requests automatically escalate to another physician.

AVAILABLE



Voice



Mobile Connect



Escalate

ON ROUNDS



Mobile Connect



Email



Escalate

IN SURGERY



No Devices



Escalate

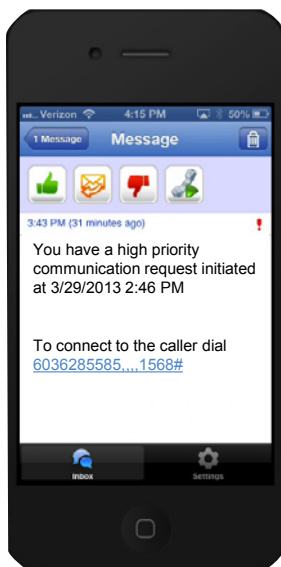
USING THE LOCAL OPERATOR GROUP AS BACKUP

In the event the system does not recognize a name, or all devices and escalations for a particular user have been exhausted with no success, the system can route the request to the local operator group. This onsite resource would be able to assist the caller using the full knowledge of the facility with all of the directory and scheduling tools at their disposal.



Scheduling Status

Once a user has profiles built, they can schedule their status as necessary. For example, a surgeon may create a status called “In Surgery” which has no devices listed, only an escalation contact. And this user may know that he is regularly in surgery every Tuesday and Thursday morning from 9 a.m. until noon. So the “In Surgery” status may be scheduled to be recurring, and the surgeon does not even need to interact with the system for consults and other communication requests to be escalated as specified.



Integration With Mobile Connect

A key component of Care Connect is the Mobile Connect app. Serving as the mobile device interface to your Care Connect system, Mobile Connect enables voice-to-voice communication via smartphones.

By receiving a communication request on the Mobile Connect app, the user can either choose to connect with the person trying to contact him/her, or he/she may choose to ignore the communication, thereby automatically escalating the message to the appropriate contact.

The Mobile Connect app can also enable Care Connect status changes while on the go.

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. Thousands of organizations worldwide rely on Amcom solutions for critical smartphone communications, contact center optimization, emergency management, and clinical workflow improvement. 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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