

Intelligent Paging

Streamline healthcare communications in every clinical setting.

Contact individuals, groups or full staff rosters using mobile alerts to instantly raise awareness of current and emerging situations.



Why Choose Intelligent Paging?

Managing internal communications can be challenging, especially in a complex, high-pressure healthcare environment. Traditionally, many NHS Trusts have relied on pagers to solve such challenges, however these devices are also the cause of major inefficiencies due to limited functionality.

Intelligent Paging is designed to replace legacy systems and provide a reliable method of communication between switchboard operators and front-line staff.

The process of sending alerts has been streamlined via the Intelligent Paging console, which includes a list of all contactable staff, generated by back-office integration. Once recipients have been chosen, operators can send alerts that include rich text, images, video and audio attachments to support rapid, informed decision making.

Front-line staff receive messages as pager-style alerts that override native device settings such as volume, sleep and vibration. These staff are then able to respond by selecting from pre-configured options that are tailored to the situation.

Console users have access to a live report which displays responses as they arrive in real-time, in addition to time-stamps that mark when colleagues receive and read messages.

A full historic log of messages is retained within the Intelligent Paging console, allowing for comprehensive audits and reports of all historic communications to take place at any time for governance purposes.

Core System Features

Every aspect of Intelligent Paging has been developed from the ground-up to meet communication challenges of modern healthcare professionals.



Desk Phone Integration

Create alerts directly from a desk phone, transmitting voice messages to colleagues & providing a one-touch call back option.



Custom Response Options

Improve decision-making processes by sending messages with pre-configured responses options.



Multimedia Attachments

Send image, video or audio file attachments along and any supporting documents to staff as required.



One-to-One, Group or All

Send messages to individuals, custom groups or all users at any time, depending on the situation.



Full Audit History

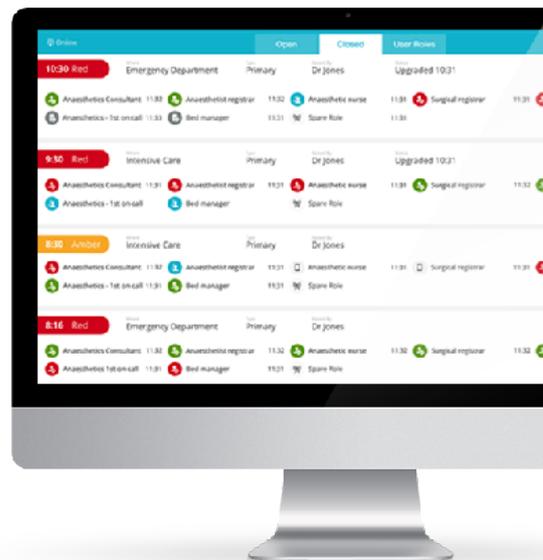
Generate a full audit log at any time to review historic communications for governance purposes.

Cross-Department Communication

When responding to critical situations, communication to stakeholders must be regular, detailed and informed. If messages are missed, overlooked or not responded to during a live event the results can be extremely damaging.

Intelligent Paging allows communications to be managed from a central console, sending pre-configured templates or custom messages as mobile alerts. Embedded polling options are used to gather instant feedback, with live reports that display results in real-time.

Console users can access a full staff roster at any time and open direct communications with any online user. Every message is time-stamped; displaying when an individual receives and opens a message. This is recorded in a full historical log accessible for governance purposes.



Clinicians & Specialists

Intelligent Paging enables clinicians and specialists to stay fully informed regardless of location, remaining in contact with colleagues when specialist knowledge is required. Further, if one clinician is unavailable, alternative help can be sought via the console user list.



Administrators

Using the Intelligent Paging console, administrators can quickly contact key personnel and rapidly raise awareness of important events. Pre-configured response options allow frontline staff to provide instant feedback back to administrators in any situation.



Management Teams

By modernising communication processes, hospital staff can access other departments, staff and specialist knowledge with ease. Improved connectivity enables swift responses to any situation, helping improve patient flow in every department.

Support Close Collaboration

Intelligent Paging does not restrict the content or type of communication that console users can send. Audio, video, image and document files can all be easily transferred between staff and retained on a device for future reference.

Console users can send one-to-one, one-to-many or one-to-all alerts, enabling instant information sharing across a team, department or ward in any given scenario.

Two-Way Clinical Communication

During an emerging event, it is essential to raise the alarm and staff awareness right away. With Intelligent Paging, legacy estates of traditional pager units can be replaced with smartphone devices and push notifications that include precise instructions of next actions required.

Clinicians receive alerts directly on a smartphone, and can instantly respond with a custom or pre-configured response. All replies are delivered in real-time and every message is time-stamped to support any governance audits and investigations.

Get in Touch

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