



Amcom Mobile Connect

CONNECTING TODAY'S CLINICAL WORKFORCE



You already use your smartphone for everything. We're redefining *everything*.

There is no doubt that smartphones and tablets have already made an impact within your hospital. From medical apps to EMR access, to phone calls and messages, clinicians and administrators now rely on these devices heavily. Your IT team has probably already had requests from physicians and other staff to receive critical communications on them.

In order to achieve the fast, accurate, and secure communications that are the underpinnings of patient care and safety, you need to incorporate smartphones and tablets in the right way. With Amcom Mobile Connect™, you can simplify communications and strengthen care by using your smartphone or tablet for secure code alerts, patient updates, lab results, consult requests, and much more. In short, everything.

In fact, incorporating smartphones and tablets alongside other types of communication devices enables your organization to support the varied, modern requirements of different staff members.

SECURE MOBILE MESSAGING

People can now use smartphones and tablets to connect reliably and securely with others in the organization. They can access the full 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.

EVERYBODY WINS

Incorporating smartphones and tablets generates benefits for everyone involved. Physicians can message with their smartphone or tablet. IT support teams can manage this new requirement effectively and securely while supporting other necessary communications tools as required.



Key Features of Amcom 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 message and free-form text response
- Directory look-up and user authentication
- Ability to initiate messages to other users from a device running Amcom Mobile Connect
- Remote application wipe and administration
- Leverages cellular and Wi-Fi networks
- Supports a variety of devices to accommodate hospital-employed and independent physicians
 - BlackBerry®, iPhone®, Android®, Cisco®



“Our users love Amcom Mobile Connect. Sending pages to people’s mobile device and enabling them to only carry that one device and leave behind their pager has been extremely well received at our hospitals.”

KATHY KUCHAR, Inova Health System

Mobile Communications

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 or ignore 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 or templates. Responses are 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.

INITIATING MESSAGES TO OTHER USERS FOR IMPROVED WORKFLOW

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. Amcom Mobile Connect allows individual users to communicate to other individuals or groups via secure messages that are also traceable for audit purposes.



Flexible Message Sending Options

Amcom Mobile Connect enables critical messaging within your organization, linking mobile physicians, nurses and other staff members carrying smartphones and tablets. In addition to users’ ability to initiate messages from their devices, messages can also be initiated from a variety of input systems:

- Use Amcom Mobile Connect’s Web portal
- Integrate Amcom Mobile Connect to a variety of Amcom (or third-party) input systems:
 - Operator console
 - Web-based directory/on-call
 - Emergency notification
 - Speech recognition
 - Mobile event notification

Changing Your Pager Strategy Over Time

Many organizations are undertaking a long-term approach to replacing a portion of their pagers. A lot of hospitals still need to use pagers for certain staff members, but they also need to be able to message to smartphones for physicians and others. This means supporting a variety of communication devices for the foreseeable future. The benefit of this approach is that some staff members can 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.

Security and Encryption

Amcom 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.

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 rapidly grown and solidified its market leadership.



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