

Amcom Software and Vocera

Mobile Event Notification for Staff Efficiency and Patient Safety

A Unique Value Proposition

Amcom Software and Vocera give hospitals the peace of mind that their staffs are communicating in ways that increase efficiency and impact patient safety. This is possible through the integration between the Vocera® communications system and Amcom Messenger™ middleware. This integration means notifications from critical monitoring and alert systems can be sent directly to the appropriate caregiver using Vocera solutions for fast response.



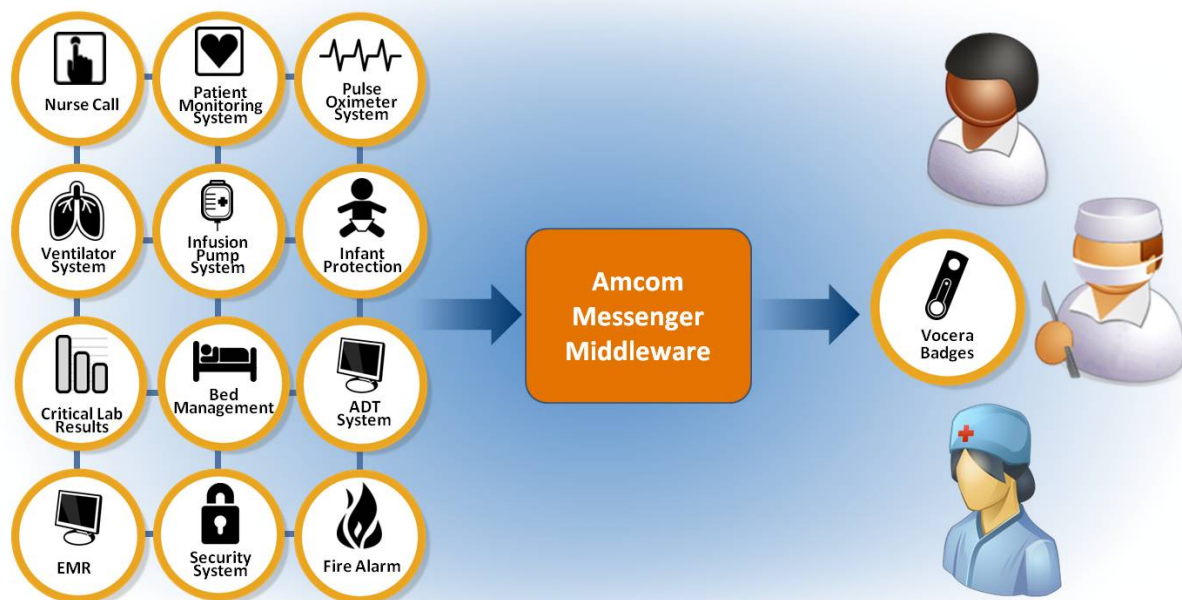
What Is Amcom Messenger?

Amcom Messenger is FDA 510(k)-cleared middleware that connects virtually all of the clinical and non-clinical systems within your facility to Vocera solutions. Amcom Messenger allows your facility to centralize and manage the processing and filtering of events for notification in once-disparate systems from a single unified architecture. This means the middleware detects all alerts, prioritizes them, and determines who should receive them. The result is greater caregiver efficiency and patient care by getting the right message to the right person at the right time.

Certified Integration

Amcom Messenger has completed Vocera certification to ensure it interoperates with the Vocera communications system. This gives our joint customers a proven solution to make life better for both staff members and patients. Proven integration helps minimize installation times and ensures accurate data passes between the systems.

Amcom Messenger Middleware Sends Alerts from Many Clinical and Safety Monitoring Systems to Mobile Staff's Vocera Badges for Fast Response



Key Features and Benefits

Clinical Event Notification

Reduce walk time and missed alerts by getting the right message to the right staff member at the right time on the Vocera badge. All communications are logged in Amcom Messenger's audit trail for accountability and process improvement.

Staff Assignments

The ability to assign the right staff members to the right patients or locations means they will receive the right alerts on their Vocera badge at the right time. For example, nurse Anne can be assigned as the primary caregiver for the roles "Rooms 100-103," with nurse Matt as secondary.

The integration between the Vocera system and Amcom Messenger gives you the flexibility to leverage staff assignment functionality to fit your environment.

Using Vocera: Staff can quickly and easily make role-based assignments such as Room 4101 Nurse and 4 West Charge Nurse using the web-based Vocera Staff Assignment solution. In addition, individuals can use their Vocera devices to assign themselves to roles.

Using Amcom Messenger: Easy to deploy and use, web-based staff assignment allows advanced scheduling and escalation from virtually any location with manual or automatically timed schedule changes.

Escalation Management

Ensure your escalation rules are properly executed when a staff member selects "escalate" from his or her badge or is unable to respond to an alert. Amcom Messenger works with the Vocera system to associate staff responses to the escalation rules in place, so communications flow through the chain of command properly and patient needs are met.



Amcom Messenger also supports multiple options for escalation management. This means you have the flexibility to handle escalation protocols from either the system sending the alert (e.g., nurse call), from the Vocera system, or from Amcom Messenger.

Message Cleansing

Amcom Messenger allows Vocera badges to vocalize messages properly by removing unnecessary characters (e.g., asterisks) that confuse recipients.

The Amcom Software-Vocera Partnership

Vocera and Amcom Software are both leaders in healthcare communications. We work closely to achieve seamless integration between the Vocera communications system and Amcom Messenger middleware. This includes co-development work which certifies this integration and enables the timeliness and accuracy of data being shared. Together, we are committed to helping leading hospitals solve their communication challenges and ensure patient safety at all times.

