

Three Steps to Effective Clinical Communication



About This eBook

Ditching pagers isn't a new concept or practice. Healthcare organizations continue to move away from antiquated pagers, searching for more effective and secure pager replacement alternatives (i.e., mobile applications). This eBook discusses three steps to improve communication by adopting and introducing effective software applications. This way, organizations can streamline operations to achieve maximum patient satisfaction.

Step One: Selecting Pager Replacement Vendor

Identifying a vendor requires a high-level of research. It's important that organizations (i.e., hospitals) invest in a solution that provides only the necessary features and capabilities.

Vendor selection is backed by advice from trusted resources or customer testimonials.

At its core, hospitals need to weed out the competitors, and select the right vendor based on price, service and/or onboarding procedures.



Process: Selecting the Right Vendor



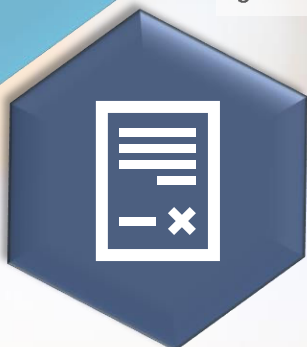
1) **Analyze Requirements and Conduct Vendor Search**
A dedicated team identifies clinical communication needs and conducts [vendor research](#), seeking a product that meets organizational requirements. At its core, the first step is to evaluate the healthcare organization and identify its communication weak points.



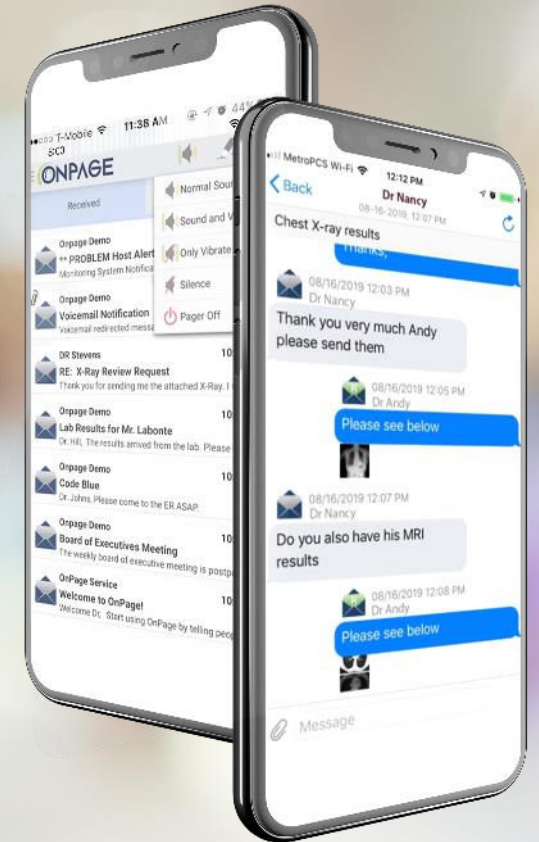
2) **Request for Proposal and Request for Quotation**
After creating a list of pager replacement vendors, organizations write a request for proposal (RFP) or request for quotation (RFQ). These documents detail specifications, criteria and terms.



3) **In-Depth Evaluation and Vendor Selection**
Healthcare organizations select the appropriate vendor after careful evaluation. A review of all vendor proposals is a requirement for healthcare facilities. Selection is based on guaranteed clinical communication improvements.



4) **Contract Negotiation**
The final step is to [establish contract terms](#), determining the extent of the business relationship. Here, healthcare organizations rank priorities and assess potential risks.



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Step Two: Leveraging Pager Replacement Solution

Following vendor selection, healthcare organizations introduce and propagate the new technology through its departments.

Care teams leverage the new solution's functionalities and capabilities. Pager replacement features include, but aren't limited to:

- Persistent mobile alerts
- On-call schedules and rotations
- Critical alert escalations
- Enhanced HIPAA-compliance





Step Three: Analyzing Care Team Performance

Pager replacement alternatives (i.e., HIPAA-compliant mobile apps) are complemented by web management consoles.

The console offers post-mortem reports, detailing care team performance during patient-related situations. It's important for system administrators to analyze the reports, ensuring that performance flaws are adjusted for future incidents.

[Learn More](#)

OnPage: The Perfect Pager Alternative

OnPage's clinical communication platform replaces pagers with a HIPAA-compliant mobile application, equipped with a powerful online dashboard.

Now, healthcare providers can communicate via encrypted and secure text communications with each other, while ensuring that patient situations are quickly addressed and resolved.

Patient files can be securely shared with healthcare providers through OnPage, providing more detail into a patient prior to treatment.



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OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems and people have a reliable way to escalate urgent notifications to the right person immediately.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life and death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notifications needs.

For more information, visit www.onpage.com or contact the company at sales@onpagecorp.com or at (781) 916-0040.