



NEW ONPAGE FEATURES FOR HEALTHCARE TEAMS

OnPage delivers a cutting-edge pager replacement and clinical communication solution that is HIPAA compliant and secure. With OnPage, care teams streamline their communications while providing exceptional patient care.

Advancements made to OnPage's clinical communication and collaboration (CC&C) solution have broadened the platform's application across many healthcare settings and made it even easier to deploy for care team communication. This guide provides insight into the latest OnPage capabilities, and it outlines how the advanced features improve the way care teams collaborate, communicate and respond to critical patient issues.

Patient Direct Communications

OnPage's Dedicated Lines feature enhances physician accessibility and improves patient experience. Patients use a dedicated line to directly connect with their provider(s) through phone calls, voicemails or SMS.

For example, a patient calls a hospital or clinic, selects an option from the phone menu, such as which department they want to reach, and is prompted to leave either a voicemail message with a callback number, or is connected to their provider on a live call.



Alternatively, the patient can also drop an SMS message for their provider on the dedicated line.

In both cases, the patient's notification gets routed based on on-call schedules and escalation policies, and they get automatically delivered to the right on-call provider. The provider gets an alert via the OnPage HIPAA-compliant app with the patient's callback number. If the dedicated line is set up to take live calls, the call gets routed to the on-call provider, and the provider gets connected to the patient in real time.

OnPage's Dedicated Lines feature supports bilingual communications or instructions. With this feature, hospitals can ensure inclusivity and deliver equitable patient care regardless of the language spoken.

By using OnPage's Dedicated Lines feature, organizations provide instant access to healthcare for patients wherever they are, alleviating healthcare inaccessibility and inequity challenges.

More Dedicated Line Improvements

HIGH/LOW-Priority Alerts: Providers can now prompt their callers/users to select if the message is HIGH or LOW priority. Depending on the selection, the message will either be sent as a high or low-priority OnPage notification.

Extensions: Some healthcare practices were facing an issue where users left telephone main numbers as callback numbers. Now, hospitals can force callers/users to enter an extension. The OnPage recipient simply clicks on the number which will dial the callback extension directly bypassing phone auto-attendants.

SMS Add-On for Dedicated Lines

Patients/providers can now send an SMS text to the provider's dedicated number, and the message will be sent as an OnPage alert notification.

Comprehensive Reporting

Healthcare administrators have access to customizable, real-time and historical incident reports via the OnPage Enterprise Web Management console. OnPage digital reports provide insight into staff workloads, mean time to respond and more. Healthcare administrators can download the reports to further analyze trends and make better decisions on workload distribution for their providers.

With these insights, administrators get more granular and look for any indication of inefficiencies and unfair workload distribution in the system.

The reporting engine helps teams:

- Examine the alert distribution
- Evaluate provider productivity
- Balance workloads
- Prioritize work based on alert volume
- Deliver post-mortem analysis through downloadable reports
- Keep stakeholders updated on response performance
- Use metric-based approaches for creating on-call shifts

Live Call Routing Reports



Gain intelligent insights into your care team's live call routing usage with time stamps and response statuses via OnPage's reporting dashboard for Live Call Routing. Healthcare administrators can export the customizable reports for further analysis.

Advanced Chat View

OnPage's chat view allows care teams to benefit from secure threaded communications. Chat view enables physicians to securely collaborate with each other via a chat-like app.

Care teams can even assign urgency levels to their exchanges, ensuring that messages marked as high priority receive immediate attention.

Alert Redundancies

Create contact ✕

OnPage ID: *

First name: *

Last name: *

Alias:

Phone number +

Email: *

Secondary email:

Groups:

- day team (Escl)
- demo2
- DemoGroup
- Evening (Escl)
- Meeting Team (Escl)

Secured messaging

Always send redundancy: Email SMS IVR

Always send message copy: Email SMS IVR

While OnPage’s prominent and persistent in-app alerts are the most reliable way to receive notifications, there are times when Wi-Fi is not available. This scenario can occur in so-called “dead zones,” rural areas or areas where the Wi-Fi is overloaded. For times like these, you need to have redundancies that enable your receipt of alerts.

OnPage provides the following redundancies:

- **SMS:** Receive the OnPage alert as an SMS message
- **Phone (IVR):** Receive the OnPage alert as a phone call and have the message’s subject matter read to you
- **Email:** Receive the OnPage alert as an email

Enhanced Redundancies

With improved OnPage redundancies, care teams can benefit from an innovative, redundancy-to-email feature that includes contextual attachments within an email message. That way, all team members thoroughly understand an issue before taking an appropriate resolution action.

Delay Notifications

OnPage now allows administrators to configure Delay Notifications on the on-call web management console. When a Delay Notification schedule is active, OnPage queues all messages that are sent during specified times or “delay hours.” These messages are only delivered to providers at the end of the Delay Notification schedule.

Desktop Notifications

When providers reply to an OnPage message, the dispatcher will now receive real-time, immediate desktop notifications. Desktop notifications ensure that dispatchers never miss replies from providers even when they’re on a different tab or have navigated to another website.

On-Call Schedule Exceptions

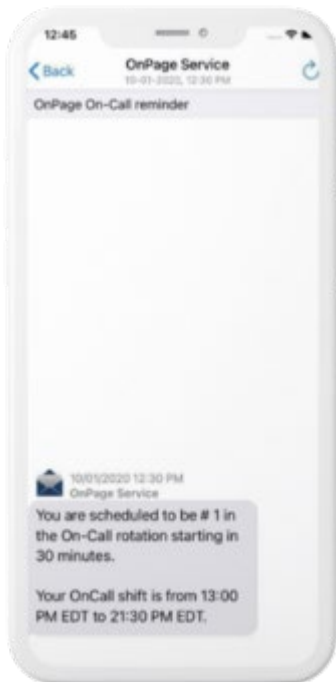
On-Call Schedule Exceptions come in handy when a provider needs to switch on-call times with another provider for a specific time frame or when a system administrator wants to make an exception to a recurring schedule for a date range. At the end of the Schedule Exception, the original schedule reverts to its initial setup.

Bypass Mute Switch and DND Mode

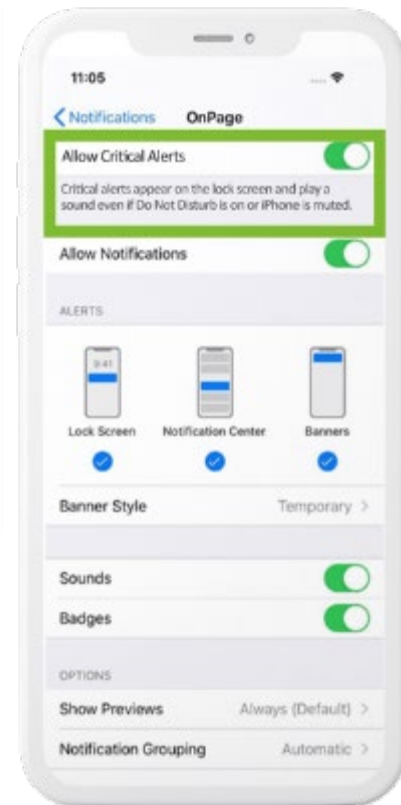


Hand-Offs and On-Call Reminders

Before an on-call shift begins, healthcare providers will receive an on-call reminder alert on the OnPage app. On-Call Reminders prevent on-call shifts from being forgotten. Reminders can be configured exclusively with the OnPage Enterprise Gold package.



The Hand-Off feature can be turned ON/OFF enterprise-wide and can be further individualized per user preferences. The system default for reminders are set to “Always Send Reminders,” “30 Minutes in Advance to shift start,” and the reminder priority is “Low.”



With software release version 7.4, OnPage is now one of the very few incident alerting services to override the silent switch and Do Not Disturb (DND) mode on iOS devices. This functionality is already available on Android and was long-awaited on iOS. Ensure that all OnPage critical alerts are addressed and heard regardless of one’s volume configurations or system settings.

Two-Factor Authentication on Web Console

Two-factor authentication adds a layer of security when users log in to an OnPage account. Authentication requires users to log in with a password and an additional security measure (e.g., a security code that is delivered to your login email address). Administrators may set the system to authenticate the login account on each login, every eight hours, or once per day. The two-step login process prevents up to 98 percent of phishing attacks.

Email

Write a message and trigger an OnPage alert through any secure email. Select a recipient's or group's OnPageID@OnPage.com address to immediately notify them of critical incidents. Quickly monitor message statuses and escalations.

Out-Of-The-Box Integrations

OnPage now offers new and updated integrations with **Amion**, **OpenEMR**, **ServiceNow** and **single sign-on (SSO)** software to give users advanced ways to trigger alerts through ticketing and scheduling processes. The integrations ensure that physicians receive automated, intelligent alerts to provide exceptional care for patients, and that healthcare IT teams get notified of critical incidents so they can help medical facilities operate with fewer errors, comply with regulations and quickly recover from incidents.

Amion Integration

OnPage's integration with Amion enables patients to dial one phone number to contact and communicate with on-call physicians. This is based on Amion's powerful scheduling capabilities, allowing OnPage alerts to automatically determine who is on call and reach them.

Patients can reach their physicians by leaving a callback number, providing further detail or information via attached voicemail messages. If the person on call does not respond to the OnPage alert promptly, the patient can rest assured that the alert will escalate to the next on-call physician. OnPage's integration with Amion not only streamlines patient communications, it also improves patient care.

API v3

OnPage API v3 enables integration with the system's core alerting functionality. It allows users to know the message status and the OnPage ID (OPID) status. It also lets users know if a message sent to an OPID is going to someone who has the OnPage application enabled or has logged off. The updated API also allows users to see message status callbacks.

Here are the status values:

- "SENT" - Message has been sent
- "PENDING" - Message has been sent but has not yet been received by recipient
- "DELIVERED" - Message has been delivered and received
- "READ" - Message has been read by OPID recipient
- "REPLIED" - Message has been replied to by OPID recipient
- "FAILED" - Sent message has not been received by OPID recipient
- "PAGER OFF" - OPID recipient has their OnPage turned off

With the latest version of the API, users can see the status of their messages and can create reports to keep track of progress as well as expand the ability of third-party applications to provide critical alerting notifications.

Healthcare teams that use OnPage's latest reporting and group-to-group API functionalities can expand their ability in responding to critical alerts. Clinicians also gain greater intelligence about the notifications they are sending and receiving, and they can better support alerts by having multiple ways to create alerting contingency plans.

Okta and OneLogin SSO

Get a unified view into all your apps, logins and devices on a secure identity cloud and facilitate single sign-on (SSO) for SaaS-based applications. Start accessing your OnPage enterprise dashboard from your Okta or OneLogin account. Users require an enterprise-level subscription to Okta or OneLogin SSO and must have admin-level access to OnPage.

OpenEMR Integration

OnPage now integrates with OpenEMR, the most popular open-source electronic health records and medical practice management solution.

With the new integration, healthcare practitioners can monitor a patient's electronic medical records (EMRs) and trigger an OnPage alert to other care team members, including physicians and nurses.

Also, the integration automatically alerts a specialist when a patient has been referred by their PCP.

ServiceNow

The ServiceNow integration delivers intelligent, automated alerts through the OnPage platform and mobile application. Enhancements made to the OnPage-ServiceNow integration include:

- The ability to trigger OnPage alerts if the incident or record is inserted, inserted and updated, or ONLY updated.
- The capability at ad hoc: Select and send alerts to OnPage recipients and groups without conditions being previously set.



Want to See More Integrations?

Visit the OnPage integration page for a full list of featured and latest out-of-the-box integrations:

[See More](#)

About OnPage

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 notification needs.

Contact Us

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