The Ultimate OnPage Guide

The OnPage Solution

Since its inception, OnPage has provided a reliable incident alerting solution for healthcare professionals and IT engineers, ensuring that important notifications are always addressed in a timely manner.

This way, IT infrastructure or patient issues are quickly resolved. The solution provides additional features including, but not limited to, digital on-call schedules, alert escalations, eight-hour persistent alerts, detailed incident resolution reports and HIPAA-compliant messaging.

The OnPage platform is designed to be intuitive and user-friendly, ensuring fast technology adoption without any complications for any organization.

Discover why your organization should adopt OnPage in the following pages.

Adopting a 21ˢᵗ Century Platform

Before OnPage, healthcare organizations relied on antiquated pagers to address urgent situations happening inside of hospital walls. However, pagers are insecure and easily penetrable by malicious parties. This leads to HIPAA violations, resulting in hefty fines for a hospital or treatment center. Additionally, pagers are expensive to maintain on an annual basis, leading to large organizational costs.

On the other hand, IT professionals relied on their email inboxes to receive critical notifications. Unfortunately, these important emails tend to get flooded and buried under other messages, resulting in missed notifications. Consequently, IT support teams or MSP professionals tarnish their reputation and standing with their business clients.

With OnPage, healthcare and support teams adopt a reliable alerting solution, guaranteeing immediate delivery of critical alerts for speedy incident resolution. OnPage provides distinguishable, audible notifications for high-priority incidents, every time. At its core, OnPage alerts cannot be mistaken by other smartphone notifications.

High and Low-Priority Alerts

As mentioned, OnPage high-priority alerts provide distinguishable, intrusive audible pings that last for up to eight hours until acknowledged by the right individual(s).

Platform administrators can also configure low-priority notifications, which trigger up to five audible chimes to on-call users. Regardless of alert severity, OnPage intelligent notifications cut through the noise and bring critical alerts to the forefront.

Even better, OnPage incident alerts are up to five times faster than pagers and infinitely louder than email or SMS.

With OnPage, organizations can consolidate all alerts within a rock-solid, reliable incident alert and clinical communications platform.

Critical Alert Escalations + On-Call Schedules

The OnPage solution offers critical alert escalations for organizations. If an on-call engineer or healthcare provider (e.g., physician) is unavailable, OnPage notifications are redirected to the next person in line.

System administrators can customize who they want to receive the alert, the amount of time to wait before escalating to the next user(s) and which user(s) the alert should be escalated to.

Escalation teams and groups are configured through OnPage's smart, digital scheduler. Alongside setting up escalation policies, system administrators can also configure failover criteria, automating the alerting process and reducing human error.
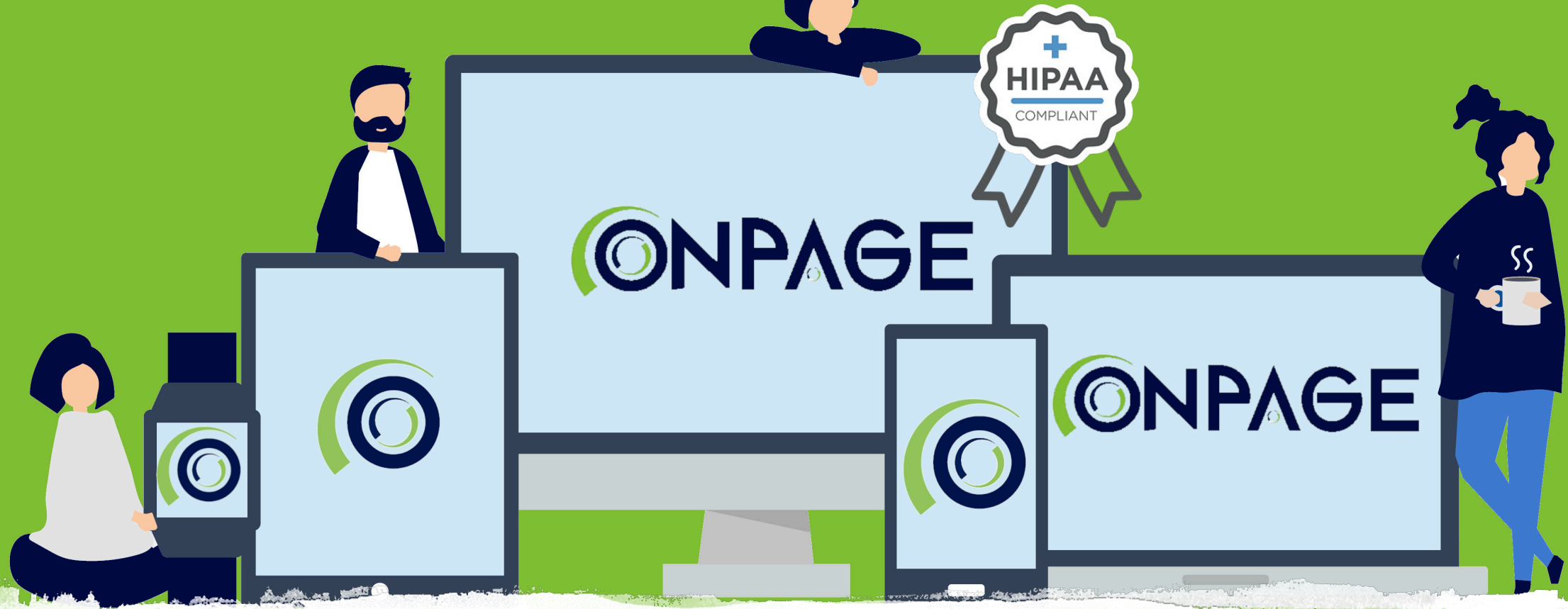
Secure Team Messaging

OnPage provides HIPAA-compliant, SSL encrypted two-way communications, ensuring that support and care team exchanges aren't penetrable by malicious parties.

Additionally, all team exchanges are only accessible by message participants, solidifying security and protection in the process.

For healthcare professionals, OnPage content can be remotely wiped to further ensure HIPAA compliance. At its core, organizations can rely on OnPage's mobile application to enhance their security operations.

Live Call Routing + Dedicated Lines

OnPage's dedicated lines feature helps improve customer and patient experience, enabling them to dial just one number to reach on-call physicians, IT engineers or emergency services (i.e., firefighters).

Additionally, clients/patients can connect with their on-call engineers or physicians on a real-time live call. This way, IT infrastructure or patient issues can be resolved promptly.

Dedicated lines can also be configured with bilingual communications or instructions to clients/patients who connect on a live call with an organization.

With dedicated lines, organizations can streamline after-hours communication, giving patients or clients the ability to leave a callback number and/or voicemail.

Time-Stamped Audit Trails

OnPage provides time-stamped audit trails, allowing system administrators to know the exact status of a message. Simply put, audit trails show the subject of the alert message, when it was created, who responded and when they responded. This eliminates all excuses, enhancing team accountability and transparency in the process.

System administrators or managers can also determine which team members (i.e., on-call engineers or physicians) are spending the most time responding to issues and reassign upcoming incident management to others to provide relief.

Post-Mortem Reports

Post-mortems are necessary as they give IT and healthcare organizations insight into why an incident happened.

Also, they allow organizations to deconstruct a particular incident and see what transpired after the critical event and how that can be improved in the future.

Essentially, post-mortem reporting makes it easy to review current or historical incident response to identify workflow pitfalls or areas where the process is not being followed correctly.

BlastIT Mass Notifications

Alongside, OnPage's incident alert management and clinical communications platform, OnPage offers mass notifications through its BlastIT solution.

OnPage BlastIT helps organizations enhance their current emergency communication management plan and streamline effective communications not just with the response team but also with employees, vendors and clients in times of crisis or whenever urgent.

With BlastIT, users create editable templates in advance to expedite the crisis notification process when an urgent incident takes place. BlastIT also allows users to use free text to compose a message. The highly customizable nature allows for contextual notifications to be composed.

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.

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