



# Spok Care Connect<sup>®</sup>

**A fully integrated  
healthcare  
communication  
platform**



# Smarter, faster clinical communication

With Spok Care Connect®, it's possible for one unified technology platform to solve multiple challenges across different areas and departments of the health system. Spok connects people and technology to drive communication efficiency, speed response times, and keep safety and satisfaction at the forefront.

**From this: Many challenges, disjointed solutions**



**To this: The heart of your communications**



## Spok Care Connect: A fully integrated communication platform

Spok is passionate about critical communications in healthcare, because we know that minutes and seconds matter when patients' lives are at stake. We are proud to support more than 2,200 hospitals—both large and small—with communication technology designed to meet today's challenges.

Spok Care Connect is a full suite of solutions that integrates with your existing systems to deliver the right information quickly and securely into the hands of care team members who need to act on it. From the contact center to the bedside, Spok Care Connect is there with directory details, on-call schedules, staff preferences, and secure messaging on a wide range of devices, reaching care team members wherever they are.

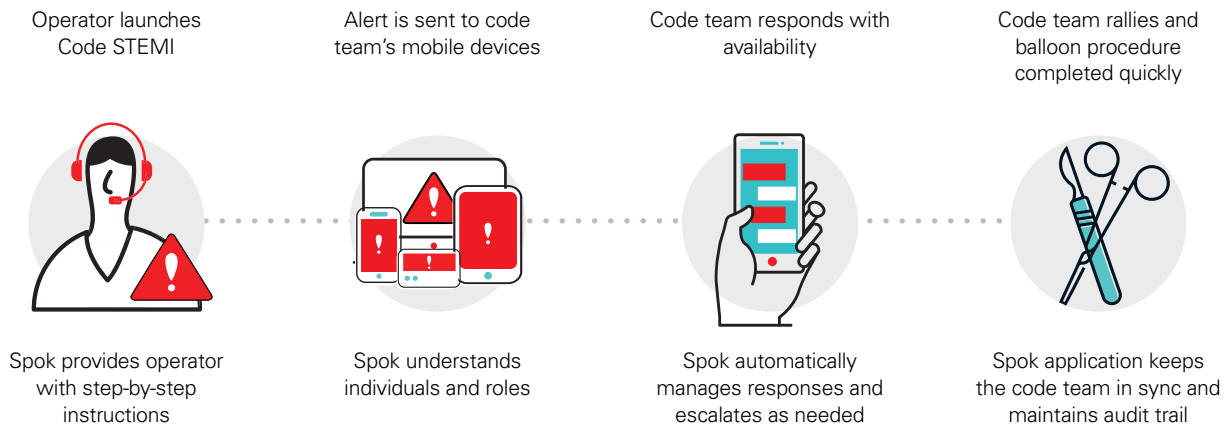
### Overview of our solution areas:

- Workflow-driven communications
- Clinical alerting
- Contact center solutions
- Staff scheduling
- Secure messaging for care team collaboration
- Preference-directed communications
- Paging services
- Emergency notification and incident management
- Enhanced 9-1-1

# Workflow-driven communications

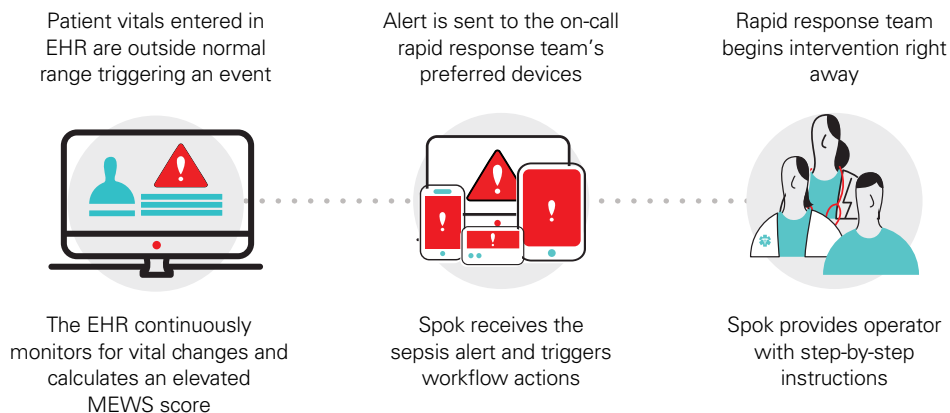
## Workflow example 1

Speeding Code STEMI team intervention



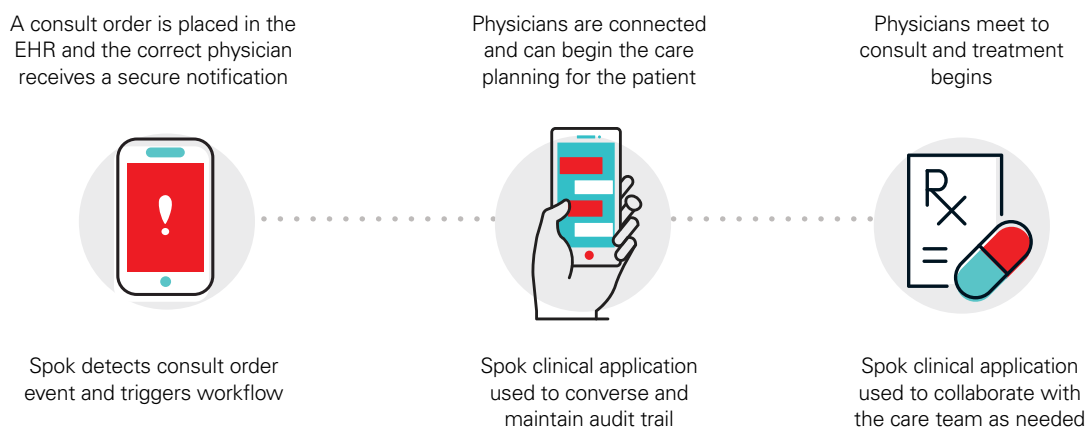
## Workflow example 2

Accelerating response to potential sepsis cases



## Workflow example 3

Removing obstacles to clinician-to-clinician communication



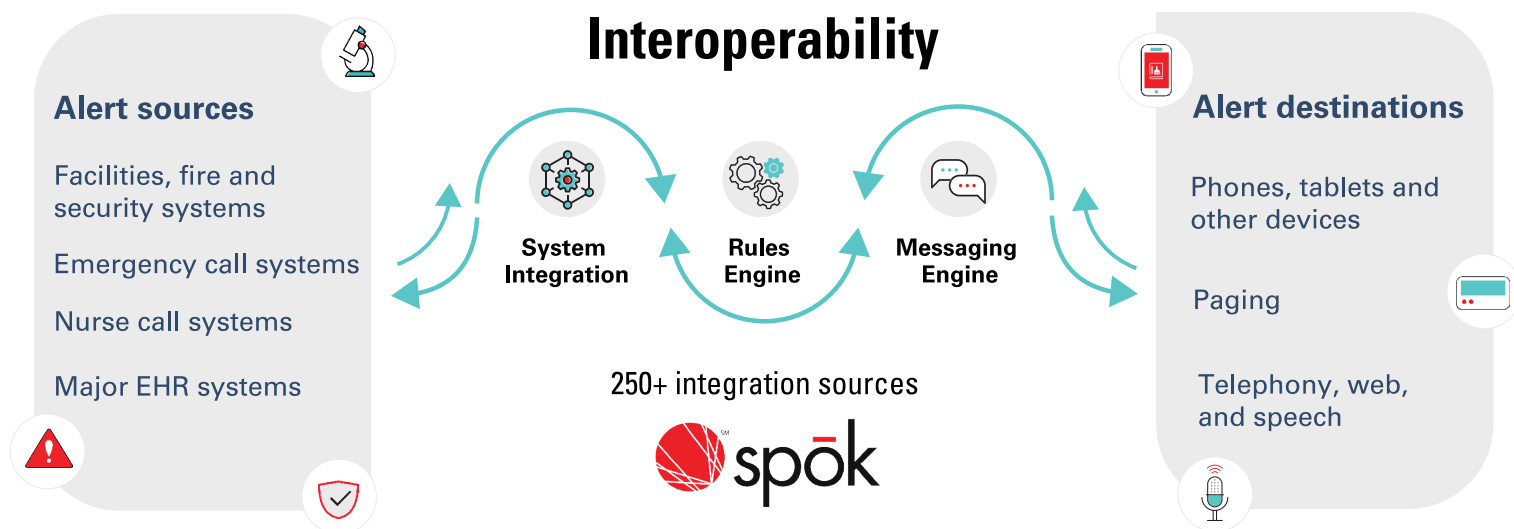
# Clinical alerting

Centralize the management of critical alerts and alarms generated by point-of-care and safety systems such as nurse call, patient monitoring, security, and many others. Link alerts from these systems to staff's mobile devices to speed response times and reduce the frequency of overhead paging. The solution is designated as a Class II medical device with FDA 510(k) clearance.

- Respond quickly to critical changes in patient status
- Improve workflow efficiency across care teams
- Promote a quiet care environment by routing alerts directly to the appropriate caregiver's device

## > PRESBYTERIAN HEALTHCARE SERVICES

reduced formal complaints about delayed response to call lights by **85%**



## How it all works

An example

Patient in pain pushes nurse call button



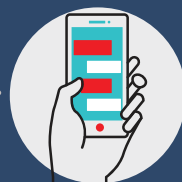
Spok detects the nurse call event and triggers workflow actions

Nurse receives notification and calls patient



Spok escalates to designated staff and enables direct callback to pillow speaker

Nurse securely messages patient's physician



Spok clinical application used to collaborate on the care plan

Physician communicates back to the nurse there is a new pain medication for the patient



Spok facilitates the care team communication for timely intervention



# Contact center solutions

## Operator console

Provide operators with the information needed to quickly and accurately search the directory, launch code calls, and send messages and pages to individuals, groups, and roles—with just a few keystrokes.

- Simplify the inbound answering process to handle higher call volumes
- Minimize manual tasks to allow agents to handle more diverse duties and responsibilities
- Transform your contact center into a revenue generating hub by providing answering services to outside physicians or groups
- Help ensure doctors, nurses, ancillary staff, patients, and family members receive accurate information quickly
- Reduce costs by centralizing call center operations

➤ **VCU HEALTH**  
reduced operator  
training time from  
**5 days** to  
**20 minutes**

## Web-based directory

Empower employees to find and message colleagues with easy-to-access contact information, anytime, anywhere. Authenticated users can also log-on to update contact information and on-call schedules.

- Provide users self-service update and messaging options, to reduce reliance on the operator group
- Eliminate the use of costly and quickly outdated printed schedules and directories
- Ensure staff access to the most current contact and schedule information

## Interactive speech

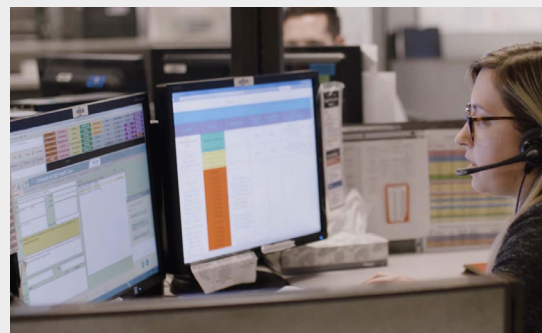
Automate processing of routine phone requests including transfers, directory assistance, messaging, and paging.

- Easy-to-use lookup and paging functions
- Uses interactive voice response (IVR) for improved performance and provides intuitive, voice-based interaction
- Greets callers with a voice consistent with your organization's customer experience standards
- Callers can speak their needs or opt out to connect with a live operator

➤ **Before:**  
Paper-based chaos



➤ **After:**  
Efficiency and consistency



## Contact center recording and quality management

Improve call handling quality and overall customer service for patients, visitors, physicians, and other callers.

- Identify operator training needs
- Enhance call handling quality and operator professionalism
- Establish an audit trail of calls to retrace conversations

## Call accounting

Log the date, time, and duration of all calls in your contact center operation.

- Maintain an audit trail of phone activities
- Track accurate bill-back information
- Monitor for potential improper use of corporate resources

# Staff scheduling

## Web-based on-call scheduling

Keep personnel and scheduling information current and accurate—even with thousands of staff—using a secure web portal.

- Password-protected access moves ownership of on-call schedules from operators to individual departments
- Allow users to send messages directly from the schedule to the correct on-call provider

## Staff assignment

Assign staff to devices and patients to link your clinical systems to your Spok clinical alerting system.

- Send alerts to the right care team member directly from your clinical systems
- Speed response time by sending notifications directly to assigned devices

➤ “It was important for us to transfer responsibility of schedules to individual departments and reduce the number of paper copies floating around the hospital. With the web directory and on-call scheduling solution, we have been able to do just that.”

Heidi Lueck  
Switchboard Supervisor  
UnityPoint Health-Meriter

# Preference-directed communications

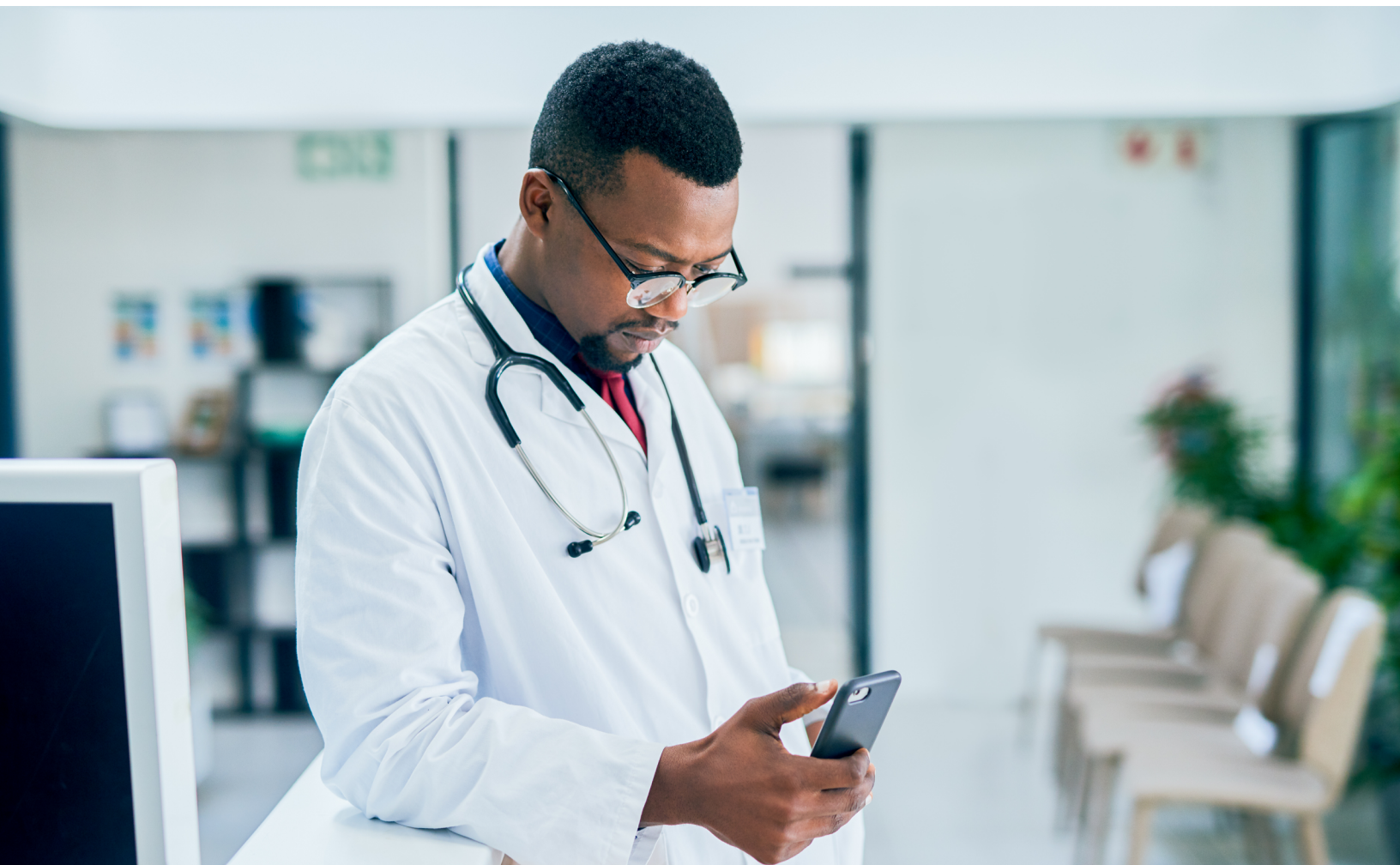
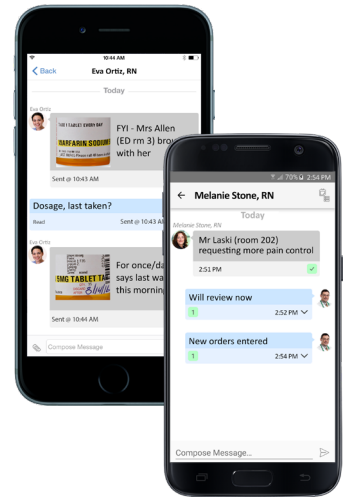
Enable care team members to select their preferred device and message type based on urgency. Define organizational timeframes for escalation of unacknowledged messages.

- Accelerate care team collaboration
- Give providers control over how they prefer to be reached

# Secure messaging

Spok Mobile® is a secure messaging app that goes beyond just secure texting. With Spok Mobile, you can connect smartphones, tablets, and Wi-Fi phones (and their users) to data, alerts, and messages on the move. From the app, users can access the on-call schedule and request a consult from the appropriate colleague. Patient requests and clinical monitoring system alerts are routed directly to the correct nursing team member.

- Access contact information in your organization's directory and send secure messages, even to on-call roles
- Support your staff's device preferences and role-specific device needs, including pagers
- Integrate with third-party monitoring and alerting systems
- Include images and videos with secure messages
- Keep communications secure and traceable with encryption, delivery confirmations, and escalation options



# Emergency notification and incident management

Quickly and reliably notify team members and confirm their availability during emergency situations. Automatically deliver time-sensitive messages, collect responses, escalate to others, and log all activities for reporting and analysis.

- Speed care team coordination when time matters (e.g., for cardiac patients or other code calls)
- Comply with industry mandates and guidelines (e.g., HICS, NIMS)

## > FRANCISCAN ST. ANTHONY HEALTH

cut code STEMI activation by over  
**1.5 minutes**

## Enhanced 9-1-1

Help enhance patient, staff, and visitor safety by directing emergency personnel to a caller's exact location (building, floor, and room).

## Paging

Paging is a reliable and cost-effective communication option for a variety of roles, including those that don't require smart devices. Additionally, pagers can help ensure communication continuity in emergency situations when cellular and WiFi options can be disrupted. Spok offers both wide-area and on-site paging options, including many models for pagers.



### Wide-area paging

- Spok is the industry leader in wide-area paging
- Encrypted paging options
- Unparalleled reliability for critical communications and disasters
- Proven coverage during crisis situations including 9/11, Hurricane Katrina, Minnesota bridge collapse, and Boston bombing

### On-site paging

- Streamline your private paging operation with a single vendor for all components across the system
- Unparalleled reliability for critical communications and disasters
- Rugged pagers designed for healthcare

# What sets Spok apart?



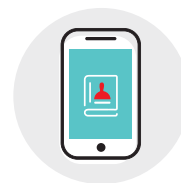
Trusted  
partner



Scalable  
enterprise  
solution



Intelligent  
routing and  
escalation



Powerful  
directory and  
native on-call



Flexible and open

## Trusted Partner

2,200+ hospitals, including the Best Hospitals, rely on Spok

## Scalable enterprise solution

Ensure reliability and security while connecting the entire care network

## Intelligent routing and escalation

Deliver actionable clinical information to make it easier for clinicians to respond to rapidly changing situations

## Powerful directory and native on-call

Reduce errors and wasted time with one centralized source of accurate contact data for all roles across the health system

## Flexible and open

Empower staff to use the best devices for their roles, including pagers

### > UPMC PINNACLE

reduced noise by converting  
hallway conversations to

**1,400 messages  
a day**



## When you partner with Spok, we can help:

- Clinicians deliver better coordinated care
- Improve the patient experience
- Comply with industry standards and guidelines
- Simplify critical enterprise communications



### Industry leader

- Used by the best—each year the majority, and frequently, all of the top hospitals as ranked on the *U.S. News and World Report* Best Hospitals Honor Roll rely on Spok for their critical communications

### Excellent support

- Proven implementation approach helps ensure system success
- 24/7/365 support via an in-house staff
- Consulting Services to maximize the ongoing value of your solutions
- Comprehensive training options



## ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Plano, Texas, is proud to be a global leader in healthcare communications. We deliver clinical information to care teams when and where it matters most to improve patient outcomes. Top hospitals rely on the Spok Care Connect® platform to enhance workflows for clinicians and support administrative compliance. Our customers send over 70 million messages each month through their Spok® solutions. Spok enables smarter, faster clinical communication.

[spok.com](https://spok.com)