

Improving workflows and communications in healthcare

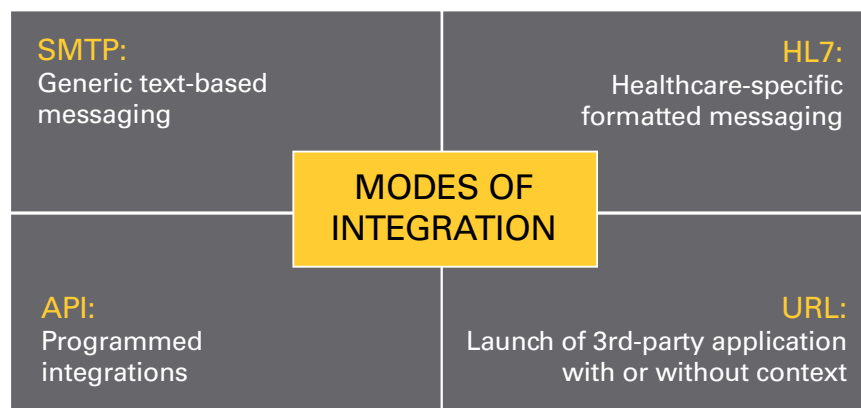
SPOK INTEROPERABILITY

Spok continually evaluates new ways to expand the value of Spok Care Connect® across the healthcare IT ecosystem to help your organization meet your goals in light of investments made in electronic health record (EHR) systems. Spok offers a variety of integration and interoperability options to share data and functionality with hospital systems key to patient care. We also leverage industry standards such as HL7 and participate in industry initiatives such as Integrating the Healthcare Enterprise (IHE).

With the wealth of information EHRs provide, it becomes more important to ensure that staff can respond to the most important clinical alerts quickly, without being distracted by less urgent messages. Adding detailed clinical information to an event with data from the EHR will drive faster, more efficient decision-making for providers.

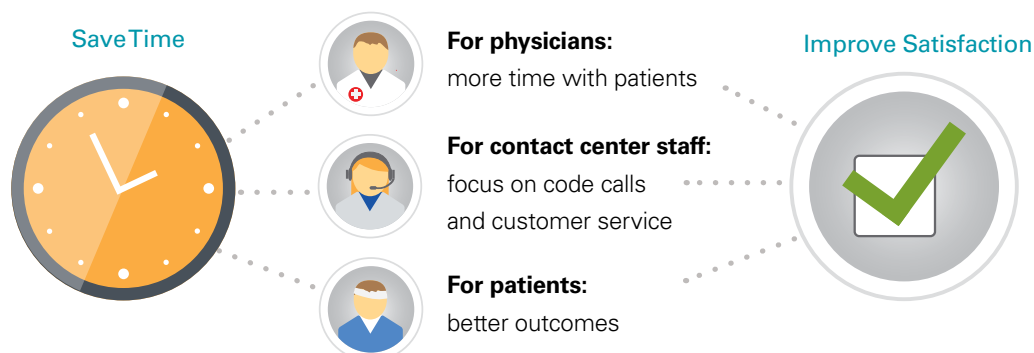
The key is enabling staff with better mobile alerting and communication technology that integrates with the EHR system and helps staff address time-sensitive patient needs as soon as possible.

INTEROPERABILITY WITH INFORMATION SYSTEMS



WHY DIRECTORY INTEGRATION IS KEY

By bringing your organization's contact information and on-call schedules into a centralized system, staff across the organization can find the person they need faster, particularly when a secure text messaging app is layered into the mix. Whether it's a physician needing a consult or a member of the care team letting a physician know their patient is prepped for surgery, this integration saves time and can improve patient care in emergencies.



CORE BUSINESS CHALLENGES



Patient experience and satisfaction scores



Reimbursement vs. overall costs



Physician-to-physician collaboration



Staff and workflow efficiencies

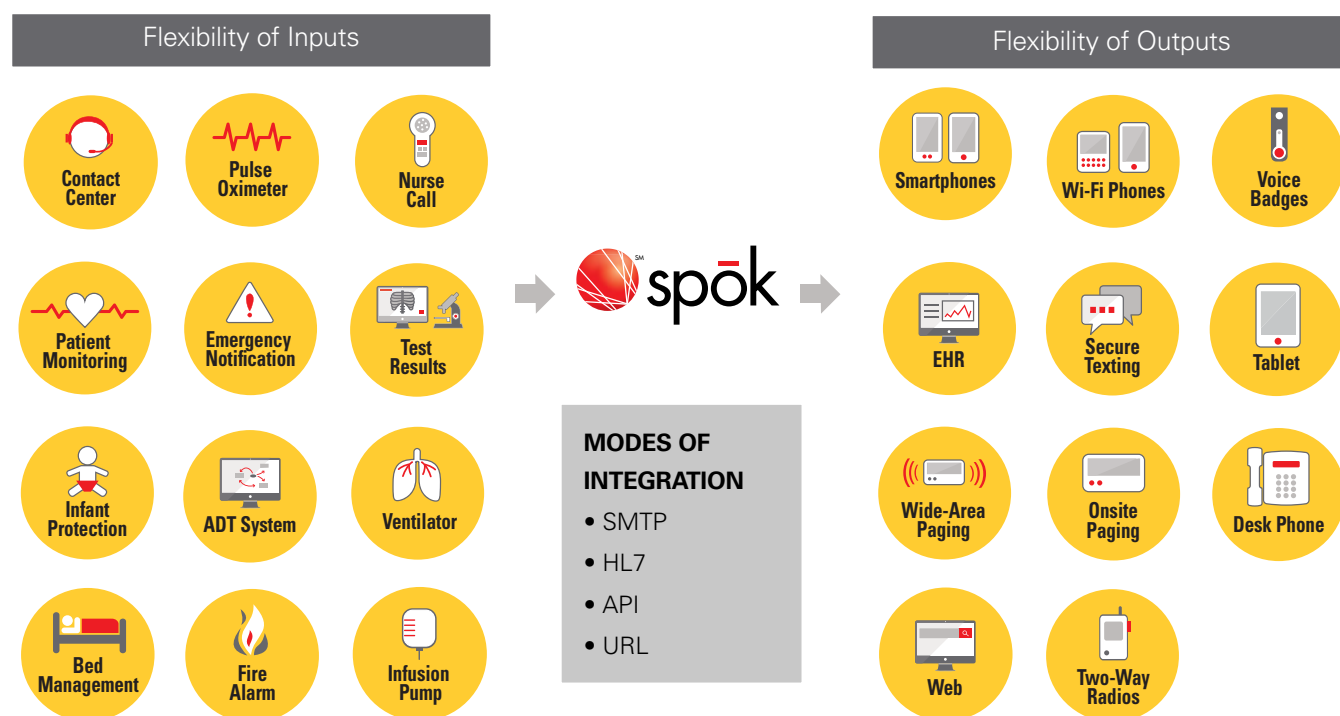


Patient safety and quality outcomes



Caregiver/physician collaboration

INTEROPERABILITY WITH A VARIETY OF INPUTS AND OUTPUTS



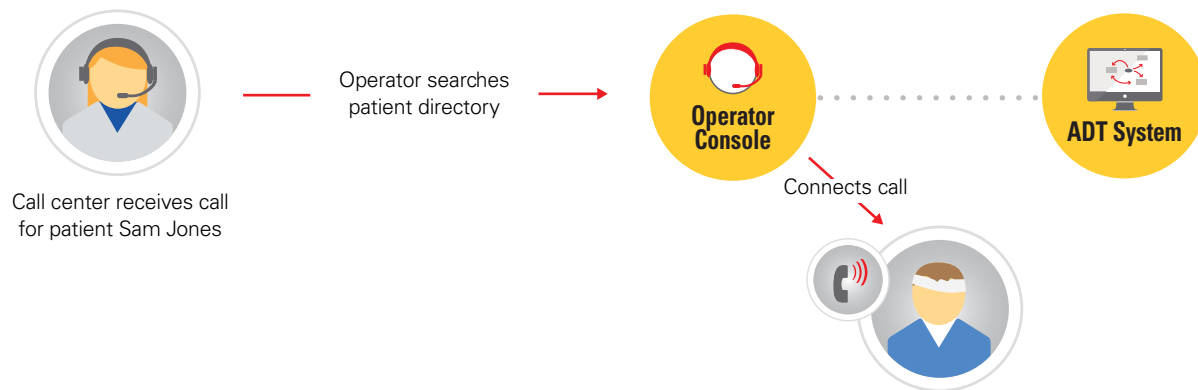
INTEROPERABILITY WITH INFORMATION SYSTEMS

Integrating the Healthcare Enterprise (IHE)

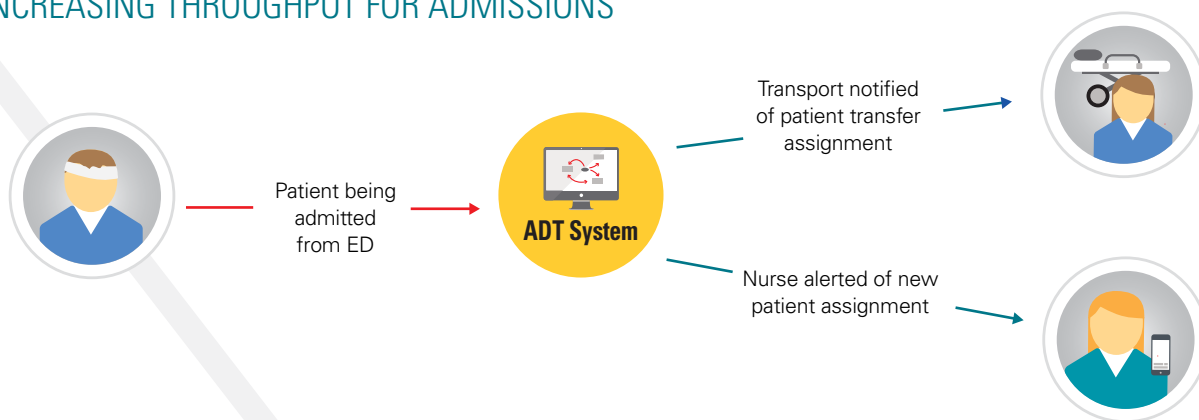
Spok has been a member of Integrating the Healthcare Enterprise (IHE) since 2009 and holds a seat on the IHE Committee. This well-respected healthcare consortium promotes interoperability in the industry. Spok participates in IHE Connectathon testing events with a focus on device system integrations, and our solutions are tested against a wide variety of enterprise healthcare companies supporting EHR, patient monitoring, infusion, and OR workflow. We also participate in technical and planning committees, shaping the future of hospital system integration.

SAMPLE USE CASES

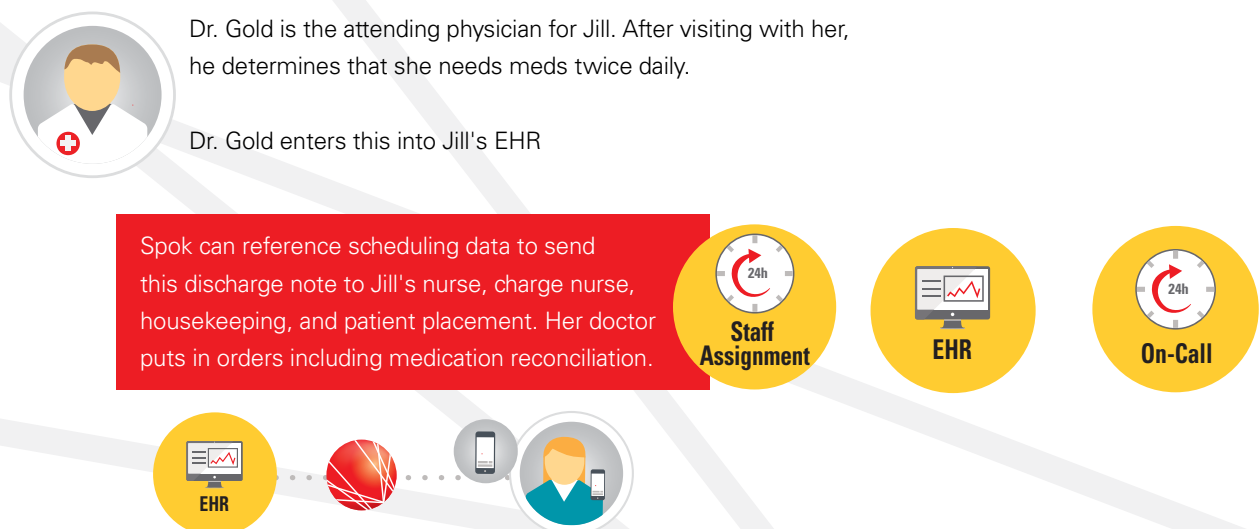
CONNECTING CALLS TO PATIENT ROOM



INCREASING THROUGHPUT FOR ADMISSIONS

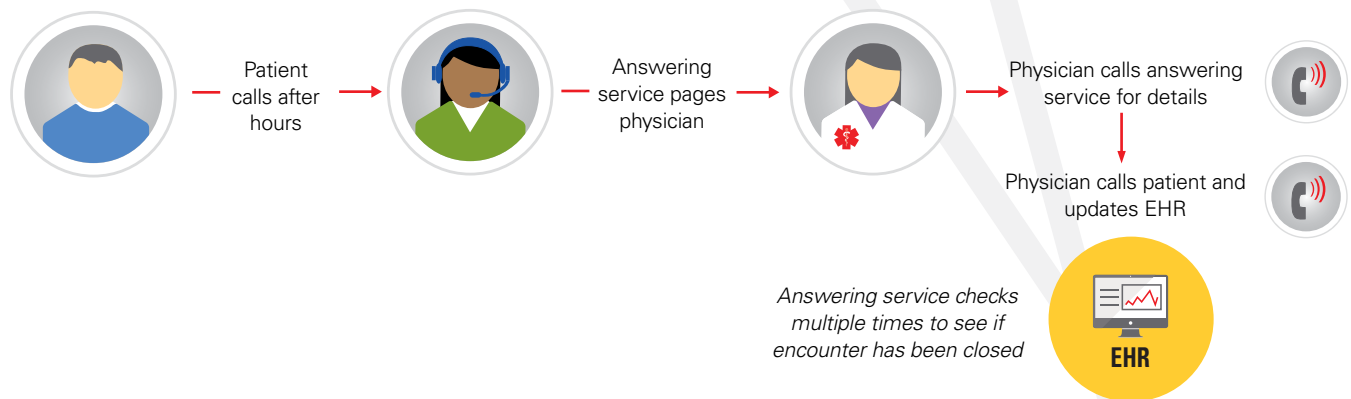


SPEEDING DISCHARGE PROCESSES

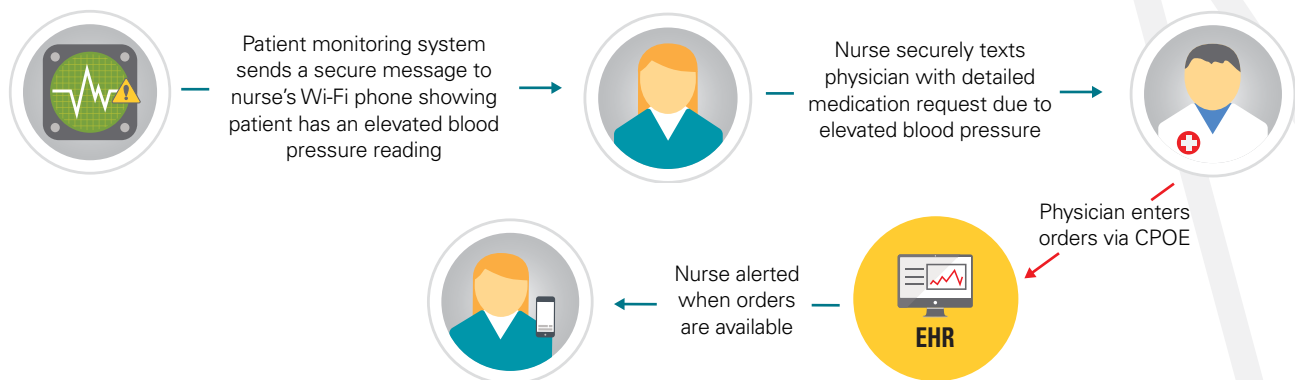


SAMPLE USE CASES

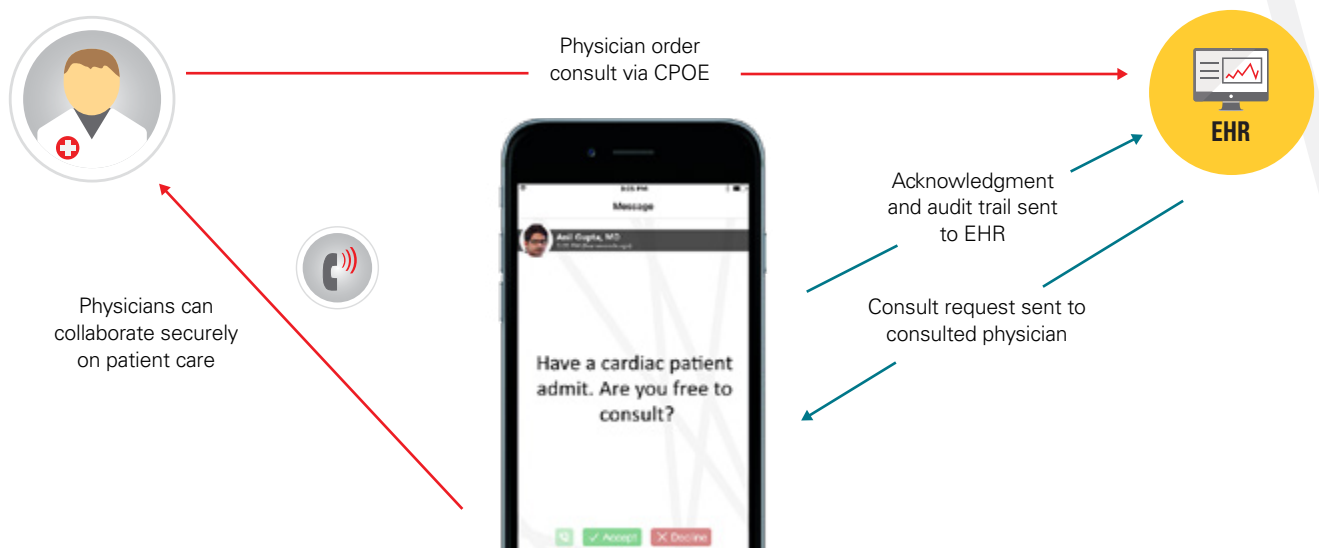
AFTER-HOURS ANSWERING SERVICE



IMPROVING CARE TEAM COLLABORATION



CONSULT REQUEST



CUSTOMER EXAMPLES



A customer cut code initiation time in half and trimmed the response time. The smoother process has shaved minutes off response time during life-threatening situations when every second counts.

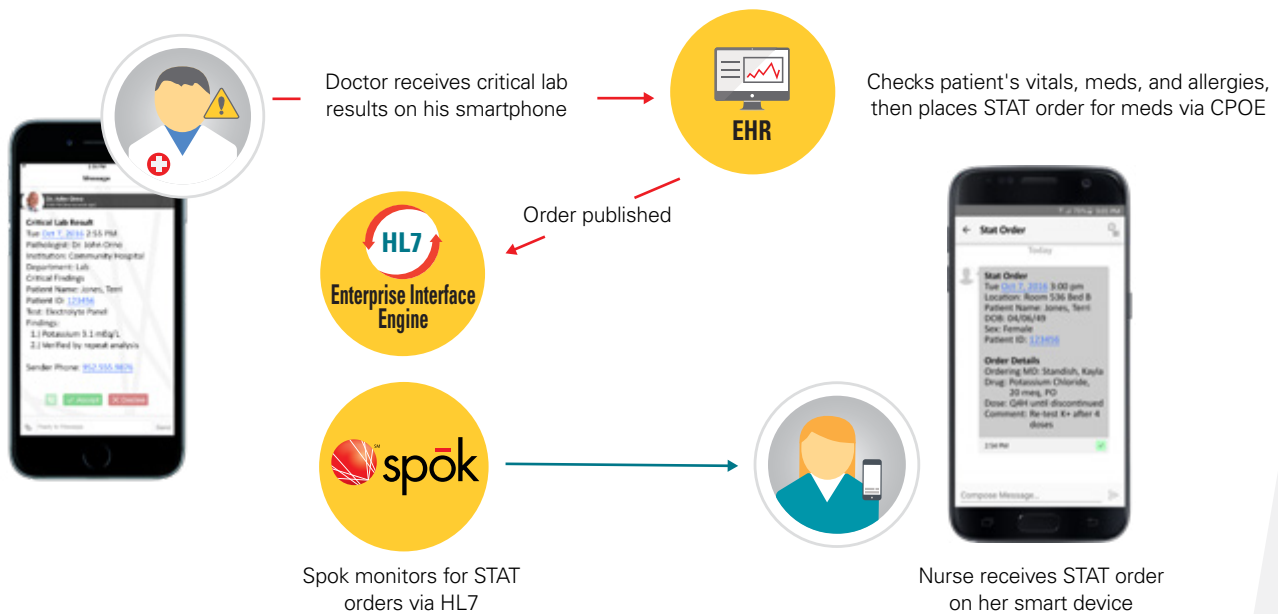


One customer trimmed their door-to-balloon time for code STEMI's down to under 62 minutes at two different facilities, nearly 30 minutes faster than the national guideline of 90 minutes.



Another customer is using automated messaging and pages sent directly to care provider devices, significantly reducing overhead pages and cutting down on the noise level. The organization frequently gets comments from happy patients about how restful the space is.

TEST RESULTS AND TREATMENT



IMPROVE THE ANSWERING SERVICE PROCESS



Save time for physicians



Prevent transcription errors by sending information digitally



Faster care for patients



More efficient for contact center to close tickets

BENEFITS OF EHR + CLINICAL COMMUNICATIONS TECHNOLOGY:

- Enhance physician-nurse communication and care coordination
 - Track critical changes in vitals and who was contacted to respond to the situation
 - Share test results from the lab and radiology
 - Close the loop for critical test results by writing back to the EHR the exact date and time that the ordering physician viewed a critical result for their patient
 - Add clinical context to notifications to drive informed clinical decision-making about patient care events
 - Reduce readmissions and protect reimbursements by sending patients their doctor's orders from the EHR via text message
 - Improve and speed the discharge process by sending physician orders from the EHR to a patient's nurse
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ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Virginia, 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, support administrative compliance, and provide a better experience for patients. Our customers send over 100 million messages each month through their Spok® solutions. Spok is making care collaboration easier.

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