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Spok Mobile®

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Go beyond secure messaging

Better patient care with improved clinical workflows

Clinicians rely on smartphones to provide the fast, accurate communications that are the underpinnings of patient care and safety. Secure messaging apps address the need for protecting patient health information (PHI) while messaging from these devices. Although many of these apps can be used at no cost to encrypt your text message, that's really all they can do. With Spok Mobile®, you can simplify communications and strengthen care by also using your devices for patient consults and updates via third-party apps to access and send photos and video, receive secure code alerts and test results, and much more.

Our latest Spok Mobile release includes the launch of Spok Care Connect® Web: the initial step in unifying our mobile and web applications. Spok Care Connect Web has an easily accessible URL and uses Spok Mobile customer credentials.

Access the staff directory and on-call schedules

Mobile clinicians need the ability to easily message the right person on the right device. Spok Mobile gives users instant access to the organization's directory, allowing staff to communicate with individuals or groups via encrypted text, image, and video attachments. Staff can find individuals by name, as well as by searching for keywords, such as "cardiology," facilitating faster consult requests and communication with on-call personnel. Referencing a centralized, digital directory instead of a paper one gives users access to the most up-to-date contact and on-call scheduling information to reach the right provider and improve care coordination.

Security and encryption

Spok Mobile uses industry best practices to guard the security of electronic protected health information (ePHI). The solution uses a variety of security features, including encryption, application lock, automated message removal, password-protected inbox, and remote message removal via administrator access, to keep messages secure in accordance with guidelines from HIPAA and the HITECH Act.

Receive patient care alerts and test results

A lot more than just a texting app, Spok Mobile can receive alerts from patient monitoring systems. Test results can also be sent securely from the lab and radiology to caregivers, enabling critical results to be seen quickly for fast response.

A key component of Spok Care Connect®

Spok Mobile is a critical part of the Spok Care Connect platform. This suite of solutions integrates with existing workflows in your hospital to enable you to deliver information quickly and securely into the hands of the clinicians who need to act on it—wherever they are and on whatever device they are using. From the contact center to the patient's bedside, Spok Care Connect provides directory details, on-call schedules, staff preferences, and much more.

Workflow improvements

The importance of two-way messaging

Providers need the ability to respond to a message in whatever way is most appropriate for their workflow. Whether it's a text reply, an image, or a call-back for a verbal conversation, these features enable users to respond using whatever method is most effective for the situation.
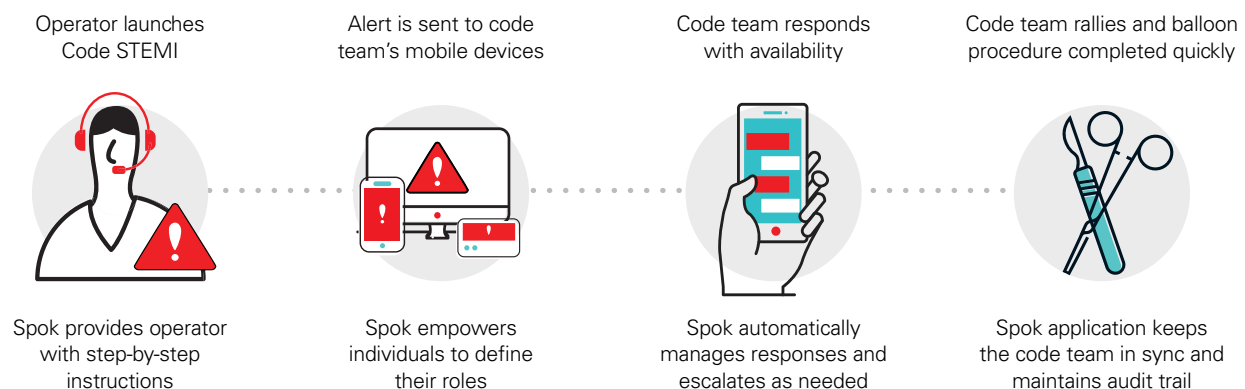
Group chat functionality

Users can engage with a group through a unified message thread, ensuring all employees have access to the information without any loss, as all users can participate and view all communications and replies.

- Access enhanced messaging with new group chat features:
  - View members list
  - See who has read each message
- Set priority for messages and replies
- Receive indicators for new messages
- Track unread message count
- Forward messages to existing chats, new chats, or new group chats
- Attach and share PDFs
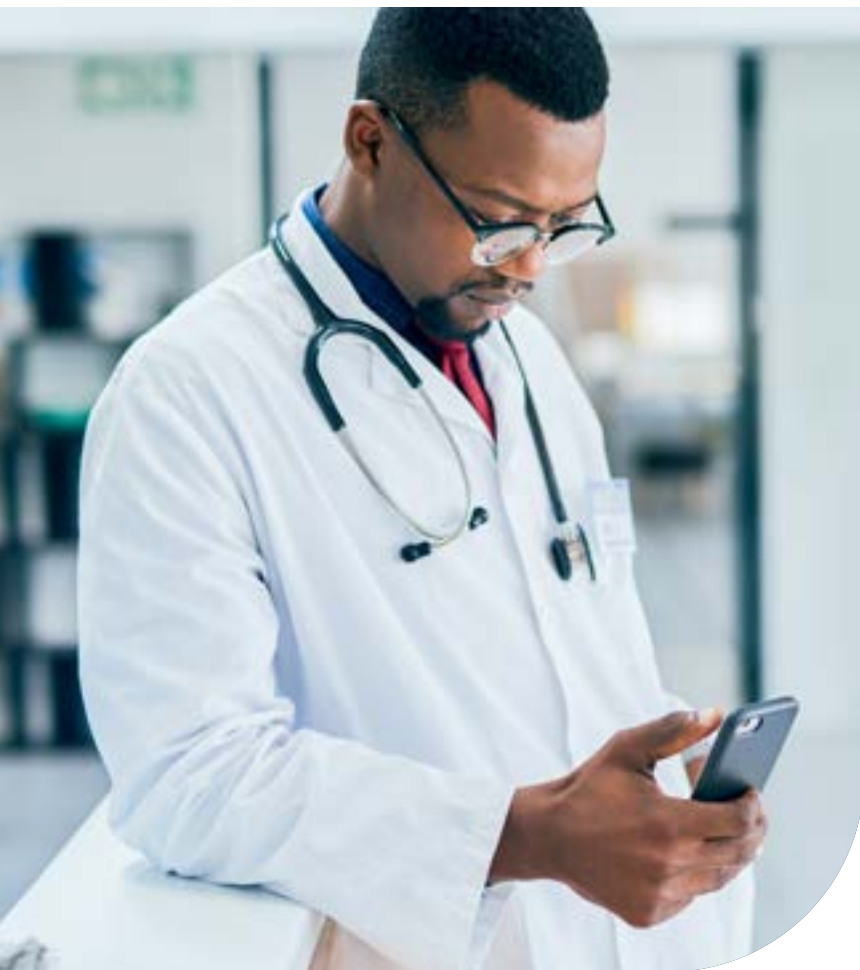- Easily view users' availability status

Escalations

Message recipients can accept a message, or indicate they are busy. When messages require immediate attention and providers indicate they are unavailable or do not acknowledge notifications within a set period of time, Spok can escalate* based on the priority of the message. This escalation can be to another device the recipient is carrying or to an entirely different individual.

Operator launches Code STEMI	Alert is sent to code team's mobile devices	Code team responds with availability	Code team rallies and balloon procedure completed quickly
Spok provides operator with step-by-step instructions	Spok empowers individuals to define their roles	Spok automatically manages responses and escalates as needed	Spok application keeps the code team in sync and maintains audit trail

*Additional solutions or integrations may be required depending upon unique hospital needs.

Audit trail and traceability

Behind the scenes, Spok Mobile logs all communication and ensures organizations have the ability to run audit reports on message delivery and acknowledgments from each user's device. This helps administrators manage reporting requirements and reduces complaints from users that they didn't receive a message.

Mobile device management

Spok Mobile can be deployed with mobile device management (MDM) solutions, which provides health-system IT departments with monitoring capabilities and more control over application use.

Alert fatigue

Sending notifications directly to providers' mobile devices is an alert management option to help staff rapidly triage critical patient conditions. Spok Mobile can receive notifications from a variety of patient care and monitoring systems. Using the facility's pre-set priority levels and built-in logic, the app can route the highest level of alerts first directly to the appropriate on-duty clinicians' mobile devices, helping to reduce overhead announcements.

Embracing the variety of devices at your facility

Many hospitals need pagers for certain staff members, or to provide reliable coverage during disaster situations. But they also need to message to smartphones and other mobile tools. This means maintaining a variety of communication devices to meet various needs. Spok Mobile enables you to support your staff by providing secure, easy messaging to all of their devices. In fact, with Spok Mobile, providers can keep existing pager numbers and easily add a smartphone to their workflow. Messages originating from a telephone number, email, or other standard method that are sent to a Spok pager can be routed to both the pager and a smartphone or other mobile device. This option is available in several deployment scenarios: customer premise based, hosted, and hybrid options.
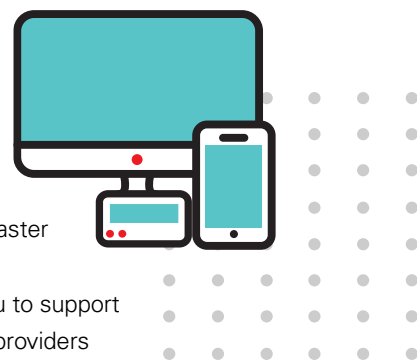
ABOUT SPOK, INC.

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.

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