

SPOK MOBILE® + PAGER

USE YOUR SPOK PAGER NUMBER WITH A SMARTPHONE



SPOK MOBILE: HOW IT WORKS

Spok Mobile allows hospitals to send messages to Spok pager numbers and have them go to the right person's smartphone. Smartphone users simply download an app to connect to the software. All of this is accomplished without changing the way messages are sent or updating pager numbers. In addition, charges appear on your Spok statement for ease of administration and billing.

SENDING ENCRYPTED PAGES TO SMARTPHONES

The rapidly growing use of smartphones in hospitals brings exciting new possibilities for better patient care and staff efficiency. Increasingly, hospitals are finding that physicians and other staff members no longer want or need to carry several devices to accomplish what they can do with one smartphone.

With Spok, using smartphones for hospital messaging is fast and easy. With Spok Mobile, you have a secure method of meeting the needs of staff who want to use smartphones for code calls, consult requests, and much more.

SECURITY FOR PROTECTED HEALTH INFORMATION

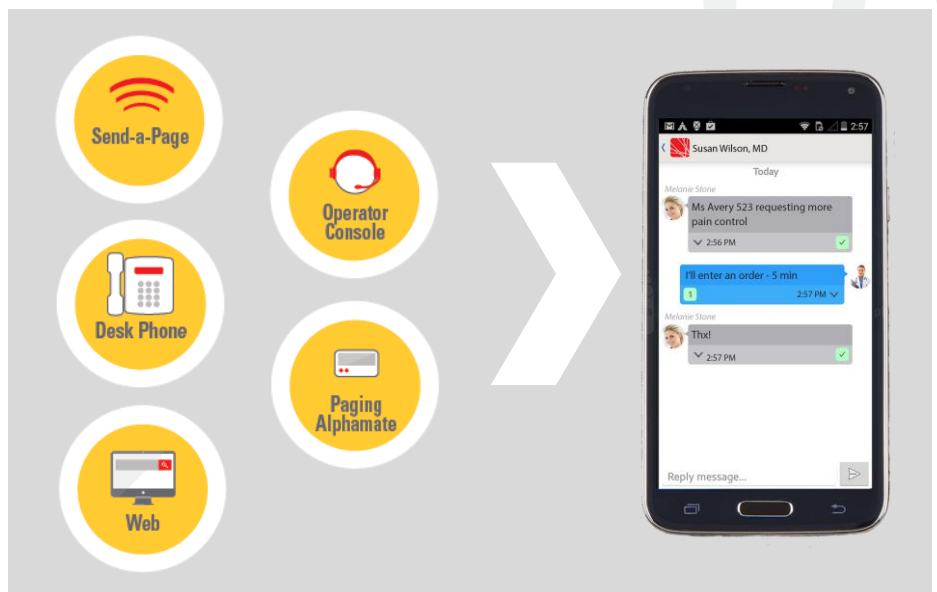
Spok Mobile uses industry standard best practices to guard sensitive electronic protected health information (ePHI) in accordance with guidelines from HIPAA and the HITECH Act. This includes a variety of security features, including encryption, application lock, automated message removal, password-protected inbox, and remote device wipe.

SPOK MOBILE: HIGHLIGHTS

- Use your Spok pager numbers and have messages go to users' smartphones
- Encrypted messages protect sensitive information
- Separate inbox on smartphone immediately prioritizes business-related messages
- Automatic message delivery receipts
- Remote device wipe of all messages
- Active acknowledgment of messages and free-form text responses
- Works using cellular and Wi-Fi networks
- Supports iPhone® and Android® devices to accommodate personal preferences
- Easy installation via an app download and registration
- Enables future transition to Spok's full enterprise solution, Spok Mobile
 - Capabilities include directory lookup, access to on-call schedules, and additional security features

VALUE BEHIND PAGER NUMBER ASSIGNMENT

- Ability to use PTSN (Public Switch Telephone Network) to send out a page
- Supports SMTP for direct email correspondence (10digitpager#@usamobility.net)
- Redundant pager option - ability to keep existing paging device or set of pagers active for emergency preparedness planning
- Pager numbers support many 3rd-party applications
- Ease of billing administration as Spok Mobile is included on your Spok statement



THE IMPORTANCE OF TWO-WAY MESSAGING

With Spok Mobile + Pager, a delivery receipt automatically goes to the sender as a confirmation. You can respond using free-form text or a set of predefined responses. This enables fast response and provides the opportunity to send additional information and instructions if needed. With two-way messaging, communication can be confirmed through delivery and read receipts—and clarified through full-text replies.

AUDIT TRAIL AND TRACEABILITY

Increasingly, administrators require a full audit trail of communications in their facility. Spok Mobile logs the date and time of all messages sent/received. It also allows administrators to run reports on when messages are delivered and received. This ensures messages are read in a timely fashion and reduces complaints from users that they didn't receive a message.

My Account for BRENDA ROGERS - Message Management

The following messages were found for Device Number 972-229-1477 .
[Click here to select a different Device Number.](#)

Account #: 656752 Name: Brenda Rogers

Device Number	PIN	Message Sequence	Direction of Page	Date/Time Sent	Date/Time Delivered	Date/Time Read
972-229-1477		1	TO Device	02/09/2012-14:00:08	02/09/2012-14:02:14	02/09/2012-14:03:38
972-229-1477		2	TO Device	02/09/2012-14:00:42	02/09/2012-14:01:44	02/09/2012-14:04:44
972-229-1477		3	TO Device	02/09/2012-14:22:27	02/09/2012-14:23:04	02/09/2012-14:39:34
972-229-1477		4	TO Device	02/09/2012-14:37:30	02/09/2012-14:38:07	02/09/2012-14:40:37
972-229-1477		5	TO Device	02/09/2012-14:50:19	02/09/2012-14:51:07	02/09/2012-15:09:49
972-229-1477		6	TO Device	02/09/2012-15:06:30	02/09/2012-15:07:05	02/09/2012-15:11:07
972-229-1477		7	TO Device	02/09/2012-15:13:30	02/09/2012-15:14:07	02/09/2012-15:14:20
972-229-1477		8	TO Device	02/09/2012-15:37:29	02/09/2012-15:38:05	02/09/2012-16:30:16
972-229-1477		9	TO Device	02/09/2012-15:52:17	02/09/2012-15:53:07	02/09/2012-16:31:36
972-229-1477		10	TO Device	02/09/2012-16:29:31	02/09/2012-16:30:05	02/09/2012-16:32:37

[Export Records](#) [Message Management](#)

[Back to Manage Devices](#)

With Spok Mobile, all messages are logged with a date and time stamp. Users can access this information via the My Account section on spok.com