

SMART CENTER ON-SITE ADMIN TRAINING

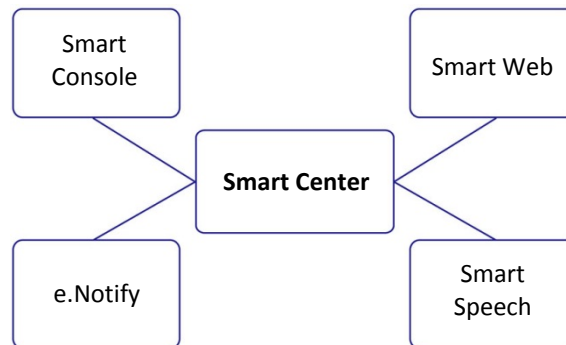
THINGS TO CONSIDER:

- Train the Trainer Environment
- Training time – 3 days

OVERVIEW

This is a complete and practical system training that will result in participants becoming proficient in Smart Center. A comprehensive overview of all systems capabilities will be reviewed and explained. At the end of training, you will have sufficient knowledge to administer Smart Center.

SPOK SYSTEM & SMART SUITE APPLICATIONS



TRAINING REQUIREMENTS

- Smart Center URLs are accessible, all PCs have current updates (Windows, Java & Internet programs)
- Users attending training must have a; Users Record in Smart Center, along with a Listing Record populated with a Messaging ID.
- Training room Requirements
 - Training PC and Projector | Each users has own PC

THINGS TO CONSIDER WHEN SELECTING TRAINEES & ADMINISTRATORS

- Who will be in charge of setting up and maintaining Smart Center Administration within your organization?
- Who will be in charge of setting up and maintaining On-Call Groups within your organization?

One Administrator | Operators | One individual per department

TRAINING OUTLINE – DAY 1

THE BASICS!

- What is Smart Center?
- System menus, forms, keyboard shortcuts etc.
 - Review Menus, icons and windows (screens/forms)

SYSTEM SETUP & DEVELOPMENT

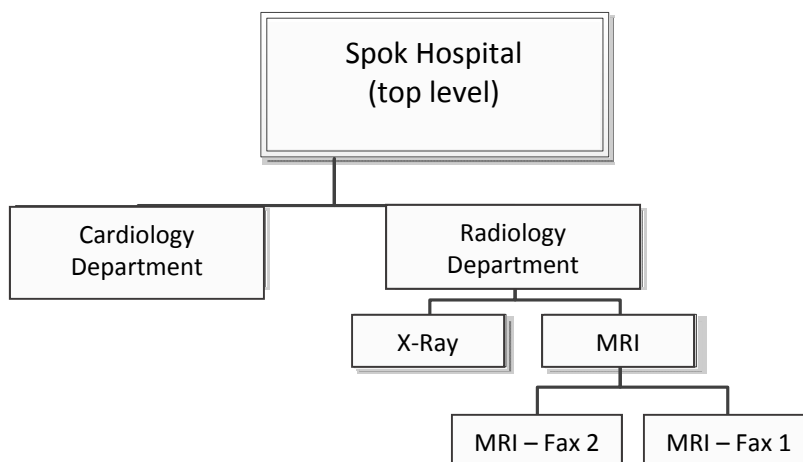
The first step to entering information into the Smart Center database is to enter the basic types and codes that are used in many of the Smart Center forms.

SETUP MENU

- COGs [Controlling Operator Group] | Patient Extensions | Directory, Address, Phone Number and Instruction Types
- Titles | Specialties | Buildings | Instructions

DIRECTORIES ADMINISTRATION

A directory hierarchy shows the relationships between departments, locations, people, groups, and functions in an organization, and can contain contact information, such as phone numbers and addresses, for each record in the hierarchy.



MISCELLANEOUS INFORMATION

Miscellaneous information is general information that is frequently required or accessed by operators, such as special announcements, emergency procedures, hotel addresses and directions.

TRAINING OUTLINE – DAY 2

DAY 1 REVIEW

LISTING ADMINISTRATION

The main entries made in the Smart Center database are listing records. Each listing record represents one individual person, function, or on-call group that is associated with an organization. Information about the individual or group is included in the listing record.

ADMIN MENU

- Pager Admin

The Spok paging system set up in Smart Center handles the pages sent to the pagers in the database.
- Exception Scheduler

An exception can be assigned to an individual (a person or a function) to specify when the individual will not be able to accept pages.

 - Exception Types | Coverage, Referral and Page Block

MESSAGE GROUPS

A message group is a set of associated individuals, functions, or on-call groups to which a message can be sent.

ON-CALL CALENDARS

An on-call group consists of a set of on-call shifts and the individuals or functions assigned to cover those shifts. An on-call group is defined by creating a listing record in Smart Center for the group and assigning it the ON CALL GROUP type. Once a listing record for the on-call group has been created, you can create an on-call group hierarchy, create shifts and assign members to the on-call group.

- Calendar Creation | Setup | Assignments | On-call Hierarchy

PATIENT INFORMATION

Patient information is generally entered into a patient database, outside of Amcom. However, information kept in the patient database can be viewed from Smart Center. *The forms in Smart Center associated with patient information are available only if the HL7 module has been purchased.



TRAINING OUTLINE – DAY 3

DAY 2 REVIEW

SMART CENTER QUEUES, LOGS & REPORTS MENUS

These menus provide access to real-time and historical activities with Smart Center and its components.

HELP MENU

SYSTEM ADMINISTRATION

OTHER SPOK APPLICATIONS

Many other Spok applications use the information entered into Smart Center. In some situations, records must be created in a certain way to ensure that features in additional applications can be used.

- Smart Web
Enables a user to search for directory information and on-call assignment information, send a page, and update a user's personal information.
- Smart Console
Operators use Smart Console to answer and transfer calls, establish conference calls, route messages, update current exception and status, verify on-call assignments, and more.
- e.Notify
Enables users to notify individuals and groups of an emergency or event happening. The e.Notify application accesses listing records, message group information, priority ranges for paging and e.Notify role assignments previously entered into Smart Center.

TRAINING SCHEDULE

This schedule and outline will serve as a rough itinerary to the training. It is not all-inclusive of the topics that will be covered and is meant to assist us in keeping us on track.

DATE	TIME	
Tues/Wed/Thurs	8:00 – 11:30 a.m.	Training and Exercises
	11:30 – 12:30 p.m.	Lunch
	12:30 – 3:00 p.m.	Training, Exercises, & Review