

The Ultimate OnPage Guide



The OnPage Solution

Before OnPage, healthcare organizations relied on antiquated pagers to address urgent situations happening inside of hospital walls. However, pagers are insecure and easily penetrable by malicious parties. This leads to HIPAA violations, resulting in hefty fines for a healthcare facility.

OnPage's clinical communications solution is designed to be intuitive and user-friendly, ensuring fast technology adoption without any complications for any organization. It's a secure, HIPAA-compliant platform, ensuring fast delivery of mobile alerts for urgent situations.

Discover why your organization should adopt OnPage in the following pages.



Healthcare Benefits: Switching to OnPage

OnPage's clinical communications platform provides powerful features and capabilities built for today's healthcare organizations, streamlining clinical workflows and team collaboration in the process.

Platform features include, but aren't limited to:

- HIPAA-compliant team messaging
- Critical alert escalations
- Digital on-call schedules and rotations
- High priority versus low-priority alerts
- Real-time audit trails, highlighting when alerts are delivered, received and/if responded to
- Dedicated lines + live call routing
- EMR integrations



Centralized Contact Management System

OnPage's centralized contact management system provides a centralized directory to manage all your enterprise contacts, on-call schedules, communication workflows and critical messages. Platform administrators can also mobilize clinicians using the two-way messaging dispatcher, helping accelerate care delivery.

The next-generation system allows you to:

- Create and manage contacts and privileges
- Define communication workflows and escalations paths
- Dispatch messages to groups to facilitate coordinated care delivery



Secure Team Messaging

As mentioned, OnPage provides HIPAA-compliant, SSL encrypted two-way communications, ensuring that care team exchanges aren't penetrable by malicious parties.

Additionally, all healthcare team exchanges are only accessible by message participants, solidifying security and protection in the process.

OnPage content can be remotely wiped to further ensure HIPAA compliance. At its core, organizations can rely on OnPage's mobile application to enhance their security operations.



Critical Alert Escalations

OnPage's clinical communications solution offers alert escalations. If an on-call physician is unavailable, OnPage notifications are automatically redirected to the next person in line. All on-call doctors receive instant notifications, highlighting patient issues that need to be immediately addressed.

System administrators can customize who they want to receive the alert, the amount of time to wait before escalating to the next user(s) and which user(s) the alert should be escalated to.



On-Call Scheduling

OnPage provides digital on-call schedules, allowing platform administrators to configure rotations comprised of healthcare providers. This way, healthcare organizations can reduce physician burnout and better disseminate daily tasks.

Moreover, on-call schedules ensure that patients issues are always responded to. If a tasked physician is unavailable, critical notifications are escalated to the next on-call clinical team member in line.



High Priority vs. Low-Priority Alerts

OnPage high-priority alerts provide distinguishable, intrusive and persistent audible pings that last for up to eight hours until acknowledged by the right individual(s).

Platform administrators can also configure low-priority notifications, which trigger up to five audible chimes to on-call physicians.

OnPage alerts are up to five times faster than pagers and infinitely louder than email or SMS. With OnPage, organizations can consolidate all alerts within a rock-solid, reliable clinical communications platform.

Regardless of alert severity, OnPage notifications cut through the noise and bring critical alerts to the forefront.



Real-Time Audit Trails

OnPage provides time-stamped audit trails, allowing system administrators to know the exact status of a message. Audit trails show the subject of the alert message, when it was created, who responded and when they responded. This eliminates all excuses, enhancing care team accountability and transparency in the process.

System administrators can also determine which on-call physicians are spending the most time responding to issues and reassign upcoming incident management to others to provide relief and reduce physician burnout.

OnPage includes the ability to collect data with its downloadable reports. As result, healthcare administrators can analyze the data and improve their care team's incident alert performance.



Dedicated Lines + Live Call Routing

OnPage's dedicated lines feature helps improve patient experience, enabling them to dial just one number to reach their dedicated on-call physicians.

Additionally, patients can connect with their on-call physicians on a real-time live call. This way, patients can directly communicate with their physicians, which improves communication and overall patient care.

OnPage's bilingual menu options enable healthcare practices—with dedicated lines—to create bilingual instructions for patients calling in after-hours.



BlastIT Mass Notifications

Alongside OnPage's clinical communications platform, OnPage offers mass notifications through its BlastIT solution.

OnPage BlastIT is an effective mass alerting solution, allowing administrators to easily select recipients and widely distribute a message to healthcare groups. This way, staff, patients and visitors are always aware of a crisis (e.g., hospital generators are down) and understand what to do during the event.

With BlastIT, users create editable templates in advance to expedite the crisis notification process when an urgent incident takes place. BlastIT also allows users to use free text to compose a message. The highly customizable nature allows for contextual notifications to be composed.





OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems and people have a reliable way to escalate urgent notifications to the right person immediately.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life and death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

For more information, visit www.onpage.com or contact the company at marketing@onpagecorp.com or at (781) 916-0040.