

Frequently Asked Questions (FAQs) – 5.8.24

General Information and Timeline

Why are we changing our clinical paging and on-call scheduling platforms?

A reliable messaging solution is mission critical to support timely patient care and to deploy emergency notifications to our Healthcare Team. In response to provider and clinician feedback regarding the ongoing challenges with Spok Mobile, a multidisciplinary MHC team reviewed multiple paging/scheduling solutions and selected PerfectServe as a replacement for clinical paging.

Why was PerfectServe selected as our clinical paging solution?

PerfectServe is rated best-in-class for clinical paging and will provide:

- Fast, reliable, and safe communication in both the clinical and emergency management setting.
- HIPAA-compliant secure communication/messaging for providers and clinicians.
- Improved efficiencies in provider on-call scheduling.
- Improved dissemination of emergency notifications to providers and staff.
- Integration with Cerner, Nurse Call, and in the future, our wireless phones.

What systems will PerfectServe replace?

- Scheduling: SmartWeb/Qgenda → Lightning Bolt
- Paging/texting/mass messaging: Spok Mobile → TelmedIQ

When are these changes happening?

- Scheduling (Lightning Bolt): late April.
- Paging/texting/mass messaging (TelmedIQ): Mid-to-late June (specific date TBD)

Will SmartWeb still be available and PerfectServe will just be the new system behind it?

SmartWeb will be replaced by PerfectServe's Lightning Bolt, a much more robust web and smartphone app capable of two-way communication (like how you text on your phone), whereas SmartWeb only supports one-way (like old-school pagers).

When we transition to PerfectServe, will our accounts be populated for us — or will we need to sign up and select a group or a set of notifications?

Although our plan is to extract data from Spok Mobile to implement PerfectServe, there *may* be a need for users to assist, update, or customize their information/experience.

How will critical results be delivered?

Critical results will be delivered through PerfectServe as they are today through Spok Mobile.

Training

How will I receive education/training?

Although *optional* training will be offered, like many Smartphone applications, PerfectServe's applications and website are very intuitive and user-friendly, allowing many to learn through use. To help support providers and staff, we will provide:

- Self-guided HealthStream module
- On-demand training video
- User guides with step-by-step instructions
- Optional virtual demo sessions with time for Q&A

Training and resources will be provided the week of May 13.

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Will I be required to attend a training session?

No one is required to attend a training session; all live and on-demand training is optional. However, we strongly encourage everyone to take advantage of the training materials and opportunities as outlined above.

Is there a plan to create provider super users, like there are for One Patient Record, to create enthusiasm for PerfectServe?

Yes! We researched a different paging solution in response to provider and clinician concerns with the unreliability of Spok Mobile. Providers were very involved with the selection of PerfectServe, and many are very excited about its best-in-class reliability and usability. Super users are a part of our strategy for any significant technology roll-out. If you would like to volunteer as a super user, please email the project email: PerfectServeProject@mhc.net.

Smartphones and Downloading the App

Am I required to put the PerfectServe app on my personal smartphone?

- **If you ARE in an on-call role**, you are required to have the application on your personal smartphone to support timely patient care.
- **If you ARE NOT in an on-call role**, you are not required to use the mobile app. PerfectServe can also be accessed on your work computer if you'd be more comfortable using the web version instead. Everyone is encouraged to download the app because of emergency communications.

If the app is required for me, why isn't Munson paying for my phone? There are certain tools you are expected to have to do your job, such as a stethoscope or a means of transportation to get to work. This expectation is no different.

Is it a complicated process to put the PerfectServe app on my phone?

No. PerfectServe is easy to use; it works like any app you download to your phone.

If I download a "work" app on my phone, will Munson be able to access all my personal information?

- **No one using PerfectServe can access your personal information as all phone numbers are hidden.** As long as you return or make calls through the PerfectServe app, your privacy is maintained. Patients or other recipients see your office's number instead of your personal cell phone number or home number.
- **Munson cannot use the PerfectServe app to track your location or remotely remove anything from your phone.**
- Setting up a passcode and auto-lock are the best ways to stop anyone from gaining access to your phone.

I have nursing staff that don't have a smartphone. They have a mobile phone and carry a pager. How will this be handled?

We are working with nursing leadership to understand department processes, establish policies, and design appropriate solutions.

There is an initiative to assess the need for Smartphones at Munson, not just for PerfectServe, but for other applications related to processes.

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Paging and Pagers

Why can't I keep my pager?

Pagers are outdated technology from the 1980s. Many healthcare organizations have already made this change. Although Spok Mobile wasn't reliable, PerfectServe will keep trying to reach you until you read the message so your pages will NOT be lost.

This is an expectation of all providers and staff caring for patients for Munson to provide exceptional, timely patient care. As this is a systemwide initiative, we can't make exceptions for individuals and still be successful.

How will the new solution impact nurses and clinicians who still carry pagers for daily operations?

Nursing staff and non-provider clinicians will continue to use pagers for the near future as solutions will be developed and evolve over time for pager replacement.

How can I have someone watch my pages while I'm in surgery if I don't have a pager?

With PerfectServe's TelmedIQ you can temporarily forward your pages to someone else, so they can cover for you, for example, during a surgery. You also have an option to set up an automatic response to pages you receive, that replies to the sender with an "out of office" type message, with directions on who to contact if you can't be immediately reached.

As the public Munson Wi-Fi isn't secure, is it possible to have secure Wi-Fi for the Healthcare Team?

PerfectServe is secure. So, if you're on our public Wi-Fi in our facilities, that message will be secure.

Have you addressed the challenge with some pages not getting through to certain areas of our hospitals (e.g., stairwells and other areas where service is weak)?

A lot of work has been done to increase Wi-Fi coverage at our facilities. Please let us know if you observe an area where pages aren't coming through. (Please note: Some areas, due to structure — like stairwells and elevators — may never have coverage.)

One of the benefits of PerfectServe is it checks to see if the page has been received and will continue to send via various methods until it has been received. So, if you're in a spot with weak Wi-Fi coverage, you will receive your page once you're in an area with signal.

Using PerfectServe – Lightning Bolt – for On-Call Schedules

Can I update my on-call schedule in PerfectServe?

Yes! One of the advantages of PerfectServe is you can update your on-call schedule directly, as needed.

Using PerfectServe – TelemedIQ – for Paging

How are pages escalated?

As messages are delivered there are three key pieces to consider:

1. Once messages are delivered, the message will follow the alerting policy based on the **assigned priority** tied to the message type (Low, Normal, High) that has specific alerting policies in place.
2. Once the message has been **read** – meaning the receiver has gone into the application and clicked on the message – then the alerting policy will stop. It is then on the receiving provider to determine their own response time and the appropriate mechanism of response to the message (e.g., call the nurse back, show up to the bedside, etc.). PerfectServe will only escalate within the algorithm if you haven't viewed the message at all.

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3. **Until** the message is read, that alerting policy will work through the defined process (push, SMS Text, Call) as defined below.

Message Type Priority	Alerting steps
Low	Push notification
Normal	Push notification, wait 10 minutes then SMS/Text (Optional next step of an automated call to Mobile Phone)
High	Push notification, wait 5 minutes then SMS text, wait 1 minutes and then automated call to Mobile Phone

- **Low:** Will only go to a receiver **once**, with a quiet non-intrusive “ding” chime. A notification will remain on the receiver’s phone’s lock screen so you know a non-urgent message waiting. As it was deemed “nonurgent,” you will receive NO reminders (e.g., buzzing, chiming, etc.) to let you know a message is waiting for your review.
- **Normal:** Will send a follow-up text after 10 minutes only if the receiver hasn’t read the original message, to say essentially, “hey, look at your texting app because someone needs something.”
- **High:** Will message the receiver, then text as outlined above, and then call the receiver if the message still has not been viewed.

Have a question? Please send it to: PerfectServeProject@mhc.net