

Clinical Communication

Designed with Physicians in Mind



*PatientTouch unifies clinical communication and workflow in one app, on one smartphone device. Intuitive to use and deeply integrated with healthcare enterprise systems, PatientTouch is the only **communication solution** physicians need to spend less time managing technology and more time caring for patients.*



SIMPLIFY CARE COLLABORATION

- **A unified directory** provides instant access to all on-call physicians, assigned care team, and providers across the health system network – whether they are on PatientTouch or not.
- **A unified inbox** delivers all texts, voice calls, pages, alerts, critical results, reminders and notifications in one prioritized location for quick, easy triage.
- **One-touch access** to up-to-date patient and clinical data, such as meds, vitals, labs, and care progress, supports more efficient decision making. No more managing multiple, disjointed devices and applications to get to the information you need to deliver care.



ENSURE TIMELY RESPONSE TO CRITICAL INFORMATION

- **Critical alerts and messages are escalated** to the appropriate care team member if original recipient doesn't take action within a specified period of time.
- **Persistent reminders** keep critical messages top of mind. Reminders are customizable to prevent notification fatigue.
- **Message and alert forwarding** allows you to send messages to another clinician when you aren't available.
- **Read receipts and acknowledgment requests** ensure you know when messages have been received — no more page and pray.
- **Mute button override** guarantees you receive urgent alerts and messages.

**Instant access to all on-call physicians, assigned
and auxiliary care team members**



PREVENT INTERRUPTIONS AND ALERT FATIGUE

- **Customizable notifications**, reminders and alerts mean you never miss what's important, but aren't interrupted by non-critical information.
- **Real-time user status displays** for all assigned and on-call care team members, preventing untimely interruptions.



PROTECT PRIVACY AND PERSONAL TIME

- **No need to give out personal numbers** or use pagers. Our privacy dialer masks your personal cell phone number and routes return calls to the call-back number of your choice.
- **Set alerts and notifications** so you don't receive them when you're not scheduled or on-call.



ENJOY PEACE OF MIND WITH SECURE, RELIABLE TECHNOLOGY

- All care team, clinical and patient information accessed and sent through PatientTouch Communications is **HIPAA compliant**.
- **Securely communicate** with those not on the PatientTouch system - physicians, patients and their families — via SMS paging.
- **Clinical-grade notification technology** ensures messages and alerts are received in real-time. Every time.
- **Seamless roaming** across cellular and wi-fi networks provides physicians with continuous, reliable service wherever they are — home, office, hospital or in-between.
- **PatientTouch leads the industry** in voice quality - no dropped or garbled calls.



RESULTS

- <1Min** to contact the right care team member, down from 5 minutes.
- 86%** of users see improved response times
- 79%** of users see improved communication of patient information
- 67%** of clinicians experience fewer interruptions
- 50%** improvement in response time to rapid patient deterioration

