



## Secure, Proven Communication Platform for Any Healthcare Organization



Using HipLink, healthcare organizations are powered with a reliable, server-based, wireless communication platform that instantly delivers messages to the wireless devices of EMS personnel, trauma teams, and on-call nurses, physician groups, IT personnel and more.

### FASTER COMMUNICATION MEANS FASTER RESPONSE TIME AND IMPROVED PATIENT CARE

Preferred by healthcare organizations for over fifteen years, HipLink is an industry-leading notification solution that effectively mobilizes staff when fast response is required. The desktop text messaging software supports multiple devices and communication protocols to ensure alerts reach anyone, on any device.

Advanced features include HIPAA compliant, encrypted text messages, persistent paging, and full attachments. Built-in fail-over and redundancy processes ensure critical message delivery time.

### TYPICAL USES

- Hospital paging including physicians and trauma teams
- Real-time critical results to physicians
- Doctor-to-Doctor encrypted HIPAA compliant text messages
- Secure text for fully encrypted conversations
- Patient care group coordination
- Therapists, lab technicians, service personnel
- Bed rotation and patient placement notifications
- On-duty Activation & Off-duty call backs
- Volunteer coordination
- External agency notification
- IT Notifications – system and network
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- IT Notifications – system and network
- Facilities system alerts
- Support for BYOD policies
- Pre-scheduled messages for smoother operations
- Integrate with any EMR or patient

### BENEFITS

- Maximum message delivery Reliability
- Support for every carrier and every device
- Two-way confirmation of delivery
- Escalation ensures messages are never missed
- Reliable and secure wireless communication that are HIPAA compliant
- Integration with legacy systems and software for automated wireless alerts
- Use the same application for all departments
  - Trauma Teams
  - IT Teams
  - Patient Care
- Reduce paging costs and lower overall total cost of ownership

## A 24-HOUR LINK TO YOUR EMPLOYEES — SOFTWARE THAT MAKES WIRELESS PAINLESS

HipLink streamlines the notification process by automatically identifying who is on duty, which physician or technician is on call, and if primary responders are unavailable, who is next in the escalation process. With HipLink, resource deployment becomes a key component of all emergency and trauma response situations.

Using HipLink organizations see faster deployment, shorter learning curves, and increased Return on Investment (ROI) for healthcare communication solutions including hospital paging and wireless paging systems.

### Automatic Alerts

When integrated with the Hospital's EMR, Network Monitoring, Nursecall systems, Help Desk, building management system and more, HipLink sends critical alerts of events generated, like a network outage or patient alarm, to the right clinician's device.

### Any Device, Any Carrier

Secure, fast - Sends messages to virtually any smartphone, standard cell, IP Phone, or pager. HipLink can even translate text-to-speech and leave voice messages on land phones.

“Over the past three years, it has been my privilege to work with the folks at HipLink. They are extremely responsive to Sharp Medical's needs. Their technical service team goes over and beyond any technical service team that I have worked with in the past. There have been several occasions when we have had difficulty that was not related to the

HipLink software, but was preventing paging — they stayed right with me until the solution was achieved. When working with HipLink, you never feel left alone. Someone is always available to assist you with any issues or just checking up on you to ensure that your needs are being met.”

— Linda Hill, Database Administrator Sharp Medical

## KEY FEATURES

- **Easy Access** - fully web-based for universal access
- **Advanced Communication Protocols** - native protocols with no dependence on e-mail
- **Encrypted, Secure Text Messaging** - dedicated Inbox, alternate alert tones, override device settings and attachments
- **Voice and IVR** - full functionality for delivery to any phone line with text-to-speech technology
- **Two-Way Messaging** - empowers employees to confirm messages, send instructions or request additional resources
- **Powerful Grouping** - mobilizes any size group instantly. “On-duty” groups are easily defined in HipLink scheduling screens
- **Message Templates** - simplify the delivery of standard messages by pre-defining a template and send complex messages in seconds
- **Message Escalation** - escalates messages or alerts messages to a defined group of users automatically until they are acknowledged
- **Departmental Permission** - easy-to-define policies
- **Secure Environment** - with extensive user permissions, advanced LDAP and multiple layers of encryption
- **Scalable Architecture** - accommodates any message volume or speed required
- **Reporting & Logging** - status of a critical message delivery to the carrier and to the receiver are recorded by the system and reflected in robust reporting facility

## OUR CUSTOMERS

HipLink is installed in numerous healthcare sites, powering and centralizing their critical communications centers. Sample customers include: MD Anderson, Allina Healthcare St. John's Medical Center, Baptist Health, Sharp Medical, University Medical Center, Dignity Health, and Memorial Healthcare.



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