



SPOK[®] CRITICAL TEST RESULTS MANAGEMENT

Fast Delivery of Patients' Lab and
Radiology Test Results



IMPROVING PATIENT SAFETY WITH CRITICAL TEST RESULTS MANAGEMENT (CTRM)

➤ "During the three months immediately following implementation, we saw an 11% improvement in patient discharge times. Even when test results are normal, the doctor simply knows the information a lot sooner than before."

José Bennett
PACS Administrator
Tuomey Healthcare, United States

Healthcare authorities have identified that failures and delays in the communication of critical test results are a major problem for patient safety. Inefficient handling of critical test results also contributes to higher costs of care for compromised patients as well as increased risk of litigation and higher expenditures for regulatory compliance.

Many institutions currently use a manual procedure to communicate and log CTRM process steps. Automating this process with Spok® Critical Test Results Management can significantly reduce costs and save valuable time while improving patient care and reducing litigation costs. This unique product securely and rapidly transfers information to the right caregivers when time is critical to patient care.

The Spok solution can send messages from the Lab and Radiology by means of encrypted smartphone communications, two-way paging, secure email, secure text, images, annotations, and voice to a variety of endpoints such as workstations, laptops, tablets, smartphones, pagers, and other wireless devices.

SPOK CTRM

INDUSTRY LEADER

- Increases patient safety and satisfaction
- Helps speed treatment plan and discharge for patients with both normal and critical test results, decreasing length of stay
- Improves caregiver, Radiology, and Lab productivity
- Guards against malpractice lawsuits

INTEGRATION WITH LEADING TECHNOLOGY SYSTEMS

- Picture Archiving and Communications System (PACS)
- Radiology Information System (RIS)
- Electronic Medical Records (EMR) / Health Level 7 (HL7)
- Emergency Department Information System (EDIS)
- Cardiovascular Information System (CVIS)
- Laboratory Information System (LIS)
- Hospital Information System (HIS)
- Speech Recognition
- Secure Smartphone Communications
- Clinical Information System (CIS)

KEY FEATURES

- Audit trail of messages promotes accountability
- Encrypted messaging through the Spok Mobile™ smartphone communications solution
- Message receipt confirmations
- Utilises popular communication devices, such as smartphones, tablets, and more
- Offers multiple acuity levels of alerts based on hospital preferences
- Transmits messages containing critical results, voice clips, and images
- Enables incidental findings to be noted and communicated

HOW CTRM WORKS:

FOR RADIOLOGY RESULTS



An ED patient has a CT scan, which is sent to radiology.



The radiologist reads the scan and notices acute cerebral bleeding.



The radiologist uses Spok Critical Test Results Management to send a critical message to the ordering physician via Spok Mobile. The system also updates the patient's EMR with a flag.



The ED clinician is able to treat the patient quickly and effectively.

FOR LAB RESULTS



A different patient in the ED has a blood sample drawn, which is sent to the Lab.



The sample reveals abnormal results. After analysis, the confirmed results indicate a life-threatening condition.



The results are entered into the Spok Critical Test Results Management system. A critical alert is sent to the ordering clinician and the patient's EMR is automatically flagged.



The ED clinician is able to begin treatment immediately.

CLOSED-LOOP COMMUNICATIONS

Spok Critical Test Results Management includes automatic message delivery confirmation, an event log and audit trail, and is compatible with existing hospital technology systems. It includes a closed-loop communication feature that allows the receiving caregiver to confirm that he/she has received and understood the critical alert. There is also a configurable escalation feature that alerts others when the initial caregiver doesn't react to a critical alert in a timely manner.

HELPS SPEED DISCHARGE OF PATIENTS

In addition to improving the process of communicating abnormal test results, the Spok Critical Test Results Management system also delivers normal results quickly to clinicians. This reduces lengthy wait times and distress for patients and enables the hospital to free beds more quickly where appropriate.

MANY USES THROUGHOUT THE HOSPITAL

- Radiology Department
- Laboratory Department
- Cardiology Department
- Operating Rooms
- ICU / CCU / PCU / NCU
- Patient Floors
- Emergency Department
- Exam Rooms
- Referring Clinicians

INTEGRATING WITH THE SPOK SUITE OF COMMUNICATION WORKFLOW SOLUTIONS

Spok Critical Test Results Management integrates with Spok Mobile for encrypted smartphone communications. This supports secure, traceable communications and message delivery confirmations. Spok Critical Test Results Management will integrate with the Spok directory and on-call rostering solutions in the near future. This will provide a centralised view of this critical information and eliminate data duplication.

OPTIONAL CTRM MODULES FOR RADIOLOGY

The Spok Emergency Department Discrepancy Module

Emergency Department clinicians may read image studies in the ED to speed patient care. When a radiologist finds a discrepancy in interpretation, it is critical to alert the ED clinician quickly. The Spok ED Discrepancy Module automates this process to speed discrepancy alerts to the ED for prompt attention.

The Spok Automated Radiology Peer Review Module

This module automates the radiology peer-review process, quickly and easily. This powerful software is configurable and allows you to collect, review, analyse, and report on quality information, saving valuable time for radiologists and radiology administration.



ABOUT SPOK, INC.

Spok, Inc., a wholly owned subsidiary of Spok Holdings, Inc. (NASDAQ: SPOK), headquartered in Springfield, Va., is proud to be a leader in critical communications for healthcare, government, public safety, and other industries. We deliver smart, reliable solutions to help protect the health, well-being, and safety of people around the globe. More than 125,000 organizations worldwide rely on Spok for workflow improvement, secure texting, paging services, contact center optimization, and public safety response. When communications matter, Spok delivers.

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