HipLink

Proven Wireless Messaging Software 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 messaging solution that effectively mobilizes staff where fast response is required. The desktop paging software supports multiple devices and communication protocols to ensure message alerts reach all desired recipients.

Advanced sending features include dedicated Inbox for alerts, persistent paging and encrypted SMS. Built-in fail-over and redundancy processes ensure critical message delivery all the time, any time.

USAGE OPTIONS

For Emergency Response / Trauma Teams
- Fast alerts to any wireless device for immediate two-way response
- Reliable & secure with message confirmation and escalation
- All devices & carriers supported — no device standardization needed
- Can integrate with in-house communications systems like SpectraLink™

For IT Groups
- Open architecture server software that can integrate with any software and send immediate wireless alerts
- Back-up messaging delivery capabilities if one type fails
- Quick response to events gets system quickly back up and running
- Remote access on two-way devices

For Patient Care Groups
- Send messages to assigned team members in patient room care, maintenance, nurse groups
- Dispatch therapists, lab technicians and service personnel when they're needed

BENEFITS

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

- Pre-scheduled messages for smoother operations
- Integrate with any patient care application and handle the wireless "alert notification" function

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 should primary responders be 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 System and Application Alerts

When integrated with the Hospital's Network Monitoring, Nurse-call system, Help Desk application, building management system and more, HipLink sends critical alerts of events generated in these applications, like a network outage or patient alarm, to the right person's wireless devices.

Any Device… Any Carrier

Secure, fast - Sends messages to virtually any PDA, Mobile 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 email

- **Advanced Smartphone Features** – dedicated Inbox, alternate alert tones, override device settings and encrypted SMS.

- **Voice and IVR** – full functionality for delivery to any phone line with TTS 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 facility.

- **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 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. Some of our customers include: St. John's Medical Center, Kaiser Permanente, Sharp Medical, University Medical Center, and The Metro Heart Group.

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