CallAssure ™

Interactive Emergency Broadcast Notification System

In today's environment, we are all very aware that being prepared is the best way to offset the challenges we face when emergencies arise.

The Vocantas Interactive Emergency Broadcast Notification System (I -EBNS) will ensure your hospital is prepared to react to any emergency 24 hours a day, 7 days a week.

The I-EBNS will integrate directly with your Hospital's H.R.I.S. system to obtain staff calling information; in emergency situations, the system will call staff in the language of their choice (English, French, Spanish or any of 54 world languages) with emergency measures information. The rules from your HRIS system dictate the calling sequence and administrators can record urgent messages or choose from a set of pre-recorded emergency messages. Standard Code messages, non-codes (short-shift calls) and notifications to stay off hospital premises are available as pre-set messages. The I-EBNS is accessed through an easy to use online secure portal in 3 easy steps:

1. Hospital portal administrator logs into secure web based portal (on hospital premise or off) via any internet connection and selects a list of hospital staff from the secure I-EBNS portal

2. Hospital portal administrator selects a pre-recorded message or in the event of a unique emergency records a new message and uploads to the I-EBNS web portal

3. Hospital portal administrator then sets the calls to begin by *launching call campaign*

Emergency Broadcast Calls are Made!

Interaction is documented and updated immediately in the I-EBNS web portal. Details from each call can be reviewed in the portal in real time and email notifications can be sent to staff. Interaction is a vital component of connecting with staff. Interactive communication ensures that staff:

a. Got the message

b. Have responded

c. Will come to the hospital to assist in case of emergency or stay off hospital premise.

Interaction is key when calling back staff to help in emergency situations – the Vocantas I-EBNS will interact for you and provide you with a real time dashboard report of your team's response to the call back or notice not to come to the hospital. Priority calls to full time staff can be identified in the system. Calling lists are dynamically built to reflect up to date resources.

Multiple Modes of Contact

The I-EBNS can call multiple phone numbers in preferred sequence for each staff member. For example, the first call is made to the staff member's hospital-issued cell phone, followed by home phone and then personal cell phone if the primary number is not answered. The system can be programmed to interact with SMS (text) messages or pagers and it can send out email notifications to those who do not answer the phone call.

Emergency Message Activated

CallAssure
I-EBNS
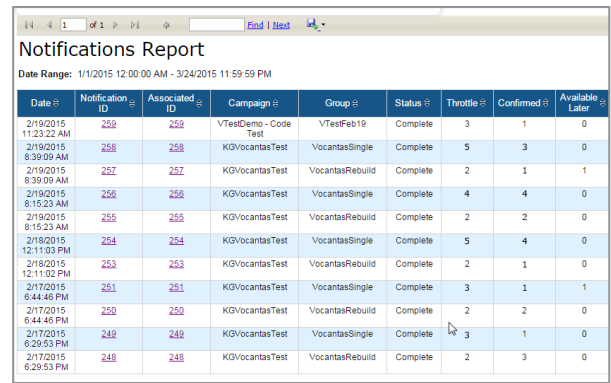
Channels of Communication

Scalability and Speed

The system can scale to make calls to any number of employees in any time frame required, simply by adding additional lines (capacity) to the system. This requires no additional upfront cost or script changes, only additional lines. Make thousands of calls in less than an hour and connect with all of your staff from a secure, off-site hosted environment. When an emergency happens, your staff will be busy dealing with the emergency at hand; the Vocantas solution takes all the manual effort out of contacting your network of staff. With 100% accuracy, all staff will be notified and their responses recorded for your audit trail and notification purposes.

Configurability

In the event a department needs to make a partial recall, the administrator will simply use the web portal to select the staff to call, select from an existing recording and click update to initiate this auto recall of staff. If additional staff are required after the first broadcast, the calling campaign can be extended to call back more staff. Business rules can be updated by the administrator at any time (i.e. number of retries, mode of contact, etc.).

Call Campaigns can include a maximum required number, which when reached will suspend the call campaign. For example if the hospital has a requirement for 50 nurses, 5 doctors and 3 anesthesiologists in the event of an emergency, once the system receives confirmation from 50 nurses, 5 doctors and 3 anesthesiologists that they will present themselves at the hospital within the required time (example one hour) the call campaign will suspend automatically. Calls can be made to employees, contract workers, security staff and more.

Notifications Report

Date Range: 1/1/2015 12:00:00 AM - 3/24/2015 11:59:59 PM

Date	Notification ID	Associated ID	Campaign	Group	Status	Throttle	Confirmed	Available Later
2/19/2015 11:23:22 AM	259	259	VTestDemo - Code Test	VTestFeb19	Complete	3	1	0
2/19/2015 8:39:09 AM	258	258	KGVocantasTest	VocantasSingle	Complete	5	3	0
2/19/2015 8:39:09 AM	257	257	KGVocantasTest	VocantasRebuild	Complete	2	1	1
2/19/2015 8:15:23 AM	256	256	KGVocantasTest	VocantasSingle	Complete	4	4	0
2/19/2015 8:15:23 AM	255	255	KGVocantasTest	VocantasRebuild	Complete	2	2	0
2/18/2015 12:11:03 PM	254	254	KGVocantasTest	VocantasSingle	Complete	5	4	0
2/18/2015 12:11:02 PM	253	253	KGVocantasTest	VocantasRebuild	Complete	2	1	0
2/17/2015 6:44:46 PM	251	251	KGVocantasTest	VocantasSingle	Complete	3	1	1
2/17/2015 6:44:46 PM	250	250	KGVocantasTest	VocantasRebuild	Complete	2	2	0
2/17/2015 6:29:53 PM	249	249	KGVocantasTest	VocantasSingle	Complete	3	1	0
2/17/2015 6:29:53 PM	248	248	KGVocantasTest	VocantasRebuild	Complete	2	3	0

Notification Report displayed in the CallAssure web portal of completed emergency broadcast call outs.

Reporting

- Reports are available in real time in the secure web portal
- All call data is documented and aggregated
- In the Call Details Report, status of every call is available as the calls are being made
- The Outbound Capacity Report shows how many calls were made and in what time frame

Other Ways CallAssure Can Work for You

Nurse/Staff Scheduling

Alleviate the manual labour involved in booking and rebooking last minute shift changes in hospital settings.

- Customized to mimic your current processes, replacing all manual telephone calls and manual updating of the database.
- The IVR sits as an extension of your scheduling system and makes outbound calls to staff based on your seniority and business rules.
- Management has access to view the progress of all calls using a web portal with secure user authentication.
- All data can be aggregated and exported for reporting purposes.

VOCANTAS
Powerful Integrated Voice