University of Utah Health Paging

- Allyson Tanner, Communication Services Manager
- Jeremiah Knight, Project Coordinator, and Amanda Doxey, Trainer
- Telecommunications (hospital operators)
  - 801-581-2121 – paging assistance, on call and department information, after hours answering services

- Smart Web is the only approved method of paging at UUH
- It is NOT available outside the UUH firewall, if you need to use it remotely, you have to log in through Citrix or page through Spok Mobile.
- Complete your LMS module on Smart Web – basics of paging and finding on call information
- Find your two handouts on paging in your packet (both have Smart Web on the top of the page)
Paging Expectations:

1) Sign your pager out to the person/role who is covering you when you go off duty at night
   1) Select COVERAGE if you are forwarding your pager to another person
   2) Select PAGE BLOCK if you are unavailable and need to leave instructions
      • You cannot use PAGE BLOCK if you are scheduled on call

2) Give out your Page ID to other facilities
   • When you start your rotation, make sure to confirm with the people who need to page you how to reach you (Smart Web or VRU, telephone access 801-587-PAGE)
This form needs to be returned to us during lunch

• Two paging options (pick one)
  • Spok Mobile
    • Secure texting app, preferred method
    • 2 way conversations
    • Page anyone in Smart Web directly from app
    • Control your paging status
  • Traditional one-way alphanumeric pager
• GME will only pay for one method
• Confirm that you are using the UConnect Wi-Fi (do not use UGuest)
• Separate In-Box for messages
• In the menu – Paging Status (to be used ONLY if no one is covering for you)
  • Everyone set at “Available by Page.”
    • To change status, click the white down arrow, select new status
      • Off Duty (allows paging)
      • Off Duty Not Available (blocks paging)
      • On Duty (allows paging)
      • Page Emergency Only (allows paging)
Spok Mobile

• Accept or Decline messages
• Send messages to anyone available in Smart Web
• Visual confirmation if someone is available or not.
• Questions? Call 801-581-2121