

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

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)

UNIVERSITY OF UTAH HEALTH CARE Smart Web (Quick Page | Home | Help)

Directory Search | On Call | **Paging** | Personal Profile | Global Search | Help Search

Smart Web is the online paging system for University of Utah Health Care. Smart Web provides access to secure individual and group paging, a telephone directory search, access to on call information, and the ability to forward pages to another person.

Paging Expectations for Housestaff:

Housestaff are expected to manage their own paging profiles in Smart Web, including using the Page Exception and Status features found in the **Personal Profile/Profile** tabs.

- 1) Sign out or forward your page to the person covering your patients after hours by using **Coverage** or a **Page Block**. Use one of those two options if you are on vacation or unavailable for some reason.
 - If you are using **Spok Mobile**, you can block your paging profile by changing your STATUS to "OFF DUTY, NOT AVAILABLE."
- 2) Give out your PAGE ID number only: If you are rotating to another facility, instruct those who may be paging you to go to Smart Web, or page you through the telephone system, 801-587-PAGE. You will need to give them your Page ID # which is your 8 digit employee ID number (0 instead of the U, i.e. 00123456).

Paging by Smart Web Automated Telephone System (VRU):

Smart Web is accessible through the telephone, if computer access is not available. You must know the ID of the person or on call group that you want to page before you dial. ID numbers can be found in the Paging Tab in Smart Web to the left of the name of the person or on call group.

ID	Name
10000316	TELECOMMUNICATIONS

Send a Page:

- Dial 801-587-PAGE (7243). Enter 8 digit Page ID of the person you want to page (can be found in Smart Web). After prompt, enter your call back number, then #.

Smart Web – Online: <https://amcomwb.med.utah.edu/smartweb>

Smart Web – Automated Telephone System (VRU): 801-587-PAGE (587-7243)

Questions? Contact Jeremiah Knight at 801-585-2780, Allyson Tanner at 801-581-3879 or the University Hospital Operator at 801-581-2121.

Paging Options

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

The screenshot shows a web browser interface for the University of Utah Health Care Smart Web. The page title is "Smart Web" and it includes navigation links for "Quick Page", "Home", and "Help". A search bar is visible in the top right corner. The main content area contains a notice about Spok Mobile, followed by a section titled "Housestaff Paging Information (PLEASE PRINT)". This section includes fields for Name, Employee uID (Page ID), Department, and Cell Phone #. There are two radio button options: "I WILL BE USING SPOK MOBILE:" and "I WILL BE USING A PAGER:". The Spok Mobile option includes fields for Smart Phone # (with area code) and Email address used on smart phone. The Pager option includes a field for Pager Cap Code. At the bottom, there is a signature line for "Employee Signature:" and "Date:". A small Spok Mobile logo is also present.

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All housestaff are encouraged to use Spok Mobile for paging because it is secure, more reliable, allows for two way communication, and will accept longer messages. Housestaff may opt to carry a physical pager provided by GME. The app is available for download but will not function with the University Smart Web until registration has been completed. GME will pay for either the pager OR the license fee for the app. If a resident wants to carry a pager and use the app, talk to Pager Support Services.

Please fill out the information below and indicate which method of paging you plan on using.

Housestaff Paging Information (PLEASE PRINT)

Name: _____ Employee uID (Page ID): _____

Department: _____ Cell Phone #: _____

I WILL BE USING SPOK MOBILE:

Smart Phone # (with area code): _____

Email address used on smart phone: _____

I WILL BE USING A PAGER:

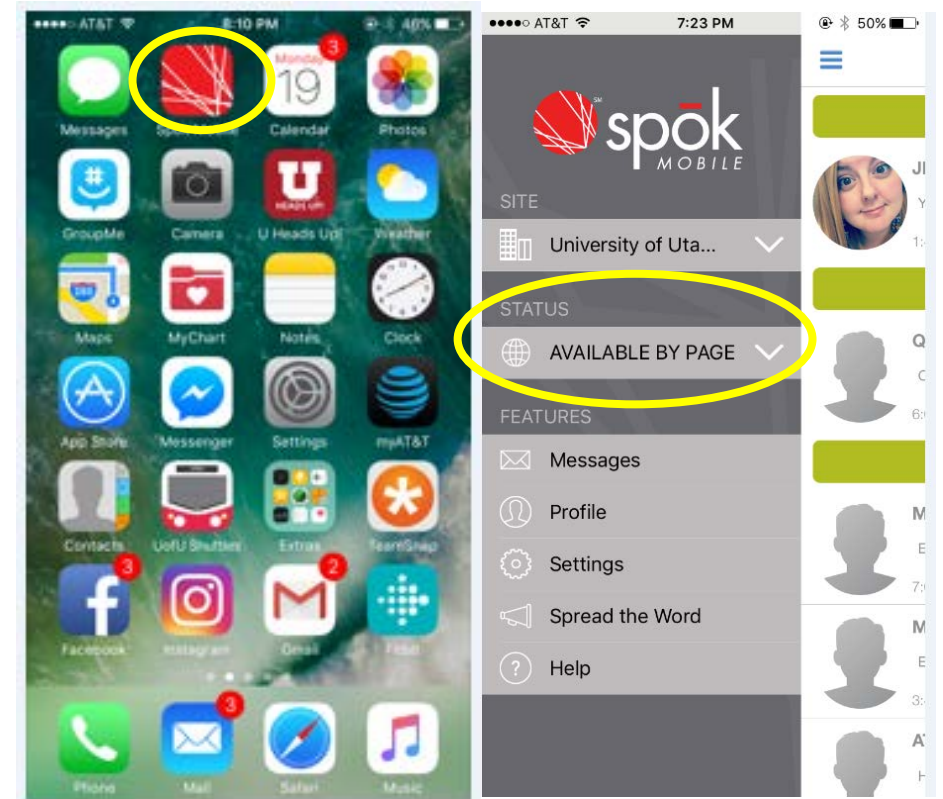
Pager Cap Code: _____

By signing below, I authorize the Telecommunications Department and Smart Web users to send pages to Spok (Spok Mobile, Powered by Spok) on my smart phone. I understand that if I stop using the app at any time, I must contact Telecommunications to have my smart phone unregistered from the system. I understand that I must have adequate coverage for my smart phone on my cellular network or through available Wi-Fi networks (specifically UConnect at UUHC) to receive my messages. I am responsible for any missed messages, and absolve the Telecommunications Department of any responsibility. I understand that the Telecommunications Department does not support any mobile device from any provider.

Employee Signature: _____ Date: _____

Spok Mobile

- 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

