



## SmartCall Messenger Healthcare Waitlist App

# SmartCall Messenger Healthcare Waitlist App

Our healthcare and doctor waitlist app improves staff efficiency and increases patient satisfaction. Track wait times, manage appointment flow and page or text staff and patients.

SmartCall Messenger is a HIPAA compliant healthcare waitlist app. Discreetly manage patient flow and send notifications when the doctor or department is ready for them.

The intuitive, full color interface allows medical staff to send messages to cell phones and pagers.

## Additional Features

### Welcome Message

Send a default welcome message automatically, or create a custom welcome message when the patient enters the system.

### Notes

Easily add notes so the medical staff can discreetly stay updated on patient details.

### Patient Texting

Text patients when the doctor is ready to see them or welcome them when they enter the waitlist.

### Immediate Activation

Get started right away — no set-up needed.

### Flexible Integration

Easily integrate our line of healthcare pagers into your existing paging system for maximum flexibility.

### HIPAA Compliant

Our app, network, and security measures follow the Health Insurance Portability and Accountability Act standard for protecting sensitive patient data.

### Secure Communication

The SmartCall Messenger web server is a local, HTTPS environment for optimal privacy and security.

### Reporting

View waitlist number and average wait time across specific departments on any given day, week or year. Export reports as needed.

Call today for more information



# SmartCall Messenger

## Healthcare Waitlist App

### Specifications

<b>Admin Reports</b>	<ul style="list-style-type: none"> <li>&gt; How Many Visits</li> <li>&gt; Wait Times</li> <li>&gt; Staff / User On Duty</li> <li>&gt; Export to .CSV or .XLS</li> </ul>
<b>Web Browsers</b>	<ul style="list-style-type: none"> <li>&gt; Google Chrome</li> <li>&gt; Firefox – version 31.0 or higher</li> <li>&gt; Internet Explorer – version 10 or higher</li> <li>&gt; Safari version 5.1</li> <li>&gt; Opera version 23.0</li> </ul>
<b>Departments</b>	<ul style="list-style-type: none"> <li>&gt; Each department has their own waitlist</li> <li>&gt; Add as many departments as needed</li> <li>&gt; Select icon and name for department</li> </ul>
<b>Pagers Supported</b>	<ul style="list-style-type: none"> <li>&gt; QuietCall IQ® Pager</li> <li>&gt; QuietCall® Coaster Pager</li> <li>&gt; SmartCall™ Coaster Pager</li> <li>&gt; SmartCall IQ® Pager</li> </ul>
<b>Administrative Info</b>	<ul style="list-style-type: none"> <li>&gt; Add a Company Logo</li> <li>&gt; Edit Company Info</li> <li>&gt; Add/Edit Pagers and Transmitters</li> <li>&gt; Add/Edit Departments</li> <li>&gt; Add/Edit Preset Messages</li> </ul>
<b>Manage Staff Access</b>	<ul style="list-style-type: none"> <li>&gt; Add/Edit Users and Passwords</li> <li>&gt; Choose specific names or general titles for Users</li> <li>&gt; Manage Access Permissions by Department</li> </ul>
<b>SMS Texting</b>	<ul style="list-style-type: none"> <li>&gt; Send unlimited SMS to patients or staff</li> <li>&gt; Outgoing texts via secure HTTPS</li> </ul>
<b>Operating Systems</b>	<ul style="list-style-type: none"> <li>&gt; iPad and Android: iOS</li> <li>&gt; Windows</li> <li>&gt; Mac</li> </ul>
<b>Languages</b>	<ul style="list-style-type: none"> <li>&gt; American English</li> </ul>
<b>Transmitter</b>	<ul style="list-style-type: none"> <li>&gt; IStation Transmitter (If using a paging system with the app)</li> </ul>

### Transmitter



IStation Transmitter

### Optional Healthcare Pagers



SmartCall™ Coaster Pager



QuietCall® Coaster Pager



SmartCall IQ® Pager



QuietCall IQ® Pager



### JTECH, an HME Company

JTECH is the largest onsite paging company in the world and the leading provider of onsite messaging solutions for hospitality, healthcare, retail, church nurseries and other markets.

©2017 JTECH, an HME Company logo and product names are registered trademarks of HM Electronics, Inc. All rights reserved.



PS17-TXNEO-v1