

Spok Mobile Paging Application

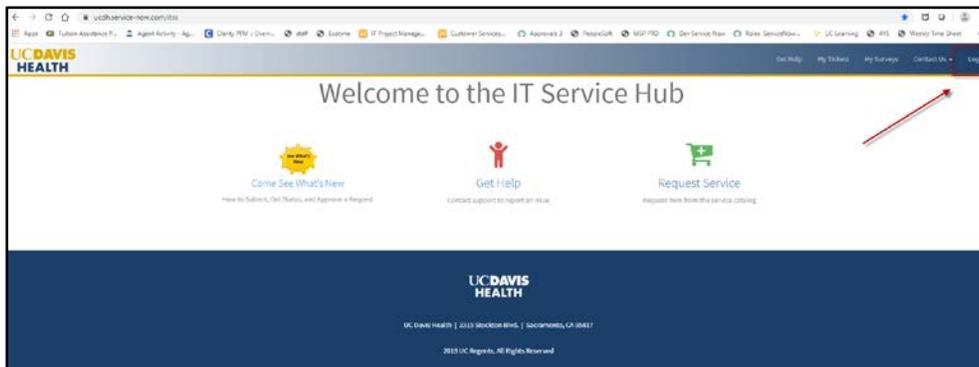
Summary

Spok Mobile is an application provided by our current paging vendor using our existing pager numbers and mobile devices. **Spok Mobile** allows customers to receive pages on a smart device through the secure **Spok Mobile** application and is the preferred method for receiving paged messages to a mobile device. With **Spok Mobile**, we can verify when a page was sent and when it was read as opposed to traditional one-way paging where we had no mechanism to trace.

Spok Mobile at this time is not meant to be a substitute for “critical role” or shared pager workflows such as Trauma Codes or Code Blue.

Required Action

1. Log on the IT Self Service (ITSS) website at https://ucdh.service-now.com/itss?id=it_self_service_v2. This site should automatically log you in.
 - a. If you are not auto logged in, click **Login** in the upper right corner.
 - b. Provide your username and password. This is the same username and password you use to log onto your computer.



Login Button

2. Click the **Get Help** icon.



Get Help Icon

3. The Need Help form displays. Update the following fields:
 - a. Call back number: Provide a call back number
 - b. Incident Summary: Type in SPOK Mobile Requests

Questions regarding Spok Mobile can be directed to: hs-itpagersupport@ucdavis.edu

c. Incident Description:

- First and Last name:
- Pager number:
- UCD Email Address:
- Department Name:

Need Help?
Create an incident record to report and request assistance with an issue you are having

For urgent matters, please call the TOC Help Desk (4-HELP)

* Callback Number: ←

* Incident Summary: ←

* Incident Description: ↙

1. First and Last name:
 2. Pager number:
 3. UCD Email Address:
 4. Department Name:

Please route to the Auxiliary Services Mobile Technologies Assignment group.

Add PHI?

Add attachments

Form Fields

4. Click **Submit**.

1. In the event that you are unable to fill this out electronically, please contact the TOC at 4-HELP to request Spok Mobile. Provide the below information to the TOC Representative
 - First and Last name
 - Pager number
 - UCD Email Address
 - Department Name
2. Review the below UCDH policies and procedures you agreed to follow as a condition of your employment:
 - IV-68: Texting Paging Non-Urgent Patient Care Information to Physicians
 - 1313: Protected Health Information (PHI) or Personal Information (PI) on mobile devices.
 - 1331 Use of Cellular Telephones and Other Cellular Devices
3. Set a security code within the Spok Mobile application. Instructions provided when you receive Spok Mobile.

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FAQs

- Pages will continue to arrive on the pager as well as the phone
- Works using cellular and Wi-Fi networks for complete coverage in the hospital, home, and when out
- **Spok Mobile** is available for both iPhone and Android Devices
- You cannot create a message from the mobile device (only receive)
- You may only have **Spok Mobile** installed on one device at a time
- Setting alert preferences for the **Spok Mobile App**: you can set the alert tone, Interval, and number of repeats
- Alert notifications can be managed through smartphone settings, including turning it off when you are off duty and changing the ring tone
- It is recommended to send yourself a test page to make sure the alert is audible/detectable; silencing your phone also silences **Spok mobile**
- Any scheduled 'do not disturb' time on your phone will also silence these notifications