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.

2. Click the 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:

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

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