



Wireless Messaging Solutions for Hospitals

Improve JCAHO audit scores while reducing your total cost of paging by up to 50%

At Arch Wireless, we understand the unique issues faced by hospitals today. Fast, reliable messaging is critical to quality care and patient satisfaction. Solid messaging documentation demonstrates accountability and helps hospitals manage risk. Improved patient care drives customer satisfaction and hospital reputation. Arch solutions help hospitals provide better patient care more cost-effectively by ensuring that people are notified of important issues and by preventing communication breakdown.

Addressing the Challenges You Face Today

As the single largest hospital paging provider, Arch currently serves more than 650,000 hospital users. Maintaining satisfied hospital accounts contributes to Arch's leading position in the healthcare industry. Arch makes every effort to remain the preferred wireless messaging provider of healthcare organizations by continuing to meet the evolving needs of our hospital customers.

Whether you're looking to improve safety, quality of care, or patient satisfaction, Arch solutions truly can help you do more with less. The following information demonstrates how Arch's solutions help meet the challenges you face today.

Challenge

Arch Solution

- Improved quality of care & safety ⇒ Arch's industry-leading \$50 million investment in infrastructure and redundancy provides custom coverage for your hospital and dramatically reduces the chance of having a communication breakdown.
- Improving patient satisfaction ⇒ As competition among hospitals intensifies, improving patient satisfaction is central to the success of hospitals. Arch's fast, reliable messaging improves the patient experience by assuring delivery of critical information and improving response times.
- Risk management / JCAHO audits ⇒ Arch's reliable paging, comprehensive coverage, and systems that enable hospitals to document that pages are sent and received, all support risk management requirements and JCAHO requirements.
- Cost savings and containment ⇒ Limited resources and tight budgets prohibit hidden and unnecessary costs. Arch paging solutions offer reliable communications at lower costs. On-going investment in IT systems help you manage and monitor paging spend more effectively.

Lowering Your Total Cost of Ownership

Given the significant investment Arch maintains to enhance its wireless messaging services, you'd probably expect Arch services to come at a premium. Actually, it's quite the opposite. Arch's solutions are proven to have a lower Total Cost of Ownership (TCO) than those of our competitors. Paging also offers significant savings over alternative communication methods.

Following are examples of savings realized by hospitals like yours. Cost savings come from lower service and access fees, newer devices, and reduced administrative burden stemming from streamlined billing and online account management. Arch analyzed a number of hospitals and found that hidden, indirect costs such as administrative burden and ancillary costs often far outweigh direct airtime charges. Several hospitals reported that the total cost of paging ownership was two to three times higher than what showed up as direct charges on their invoices.

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Direct Cost Savings

Monthly recurring costs	Often lower than competitors' and include features like voicemail and alerts that other providers charge for separately.
800-number access charges	Excessive charges precluded by geographically diverse local paging terminals.
Extended coverage charges	Fewer extended geography coverage charges due to our extensive network.
Newer devices	Newer equipment results in fewer equipment exchanges, thereby reducing staff downtime. Where equipment swaps are necessary, automated systems with user-friendly interfaces allow for quick and easy activation.
Billing	Customized options simplify invoice management by offering categorization and aggregation based on customer-specified parameters. Billing is clear-cut and easier to audit.
Account management	Online account management reduces the administrative burden associated with swapping and activating devices, updating device information, and making payments.
Appropriate technology	Utilization of the appropriate technology with service plans that meet your specific needs saves costs. Arch helps assess your service needs - nationwide, regional, local and 1-way vs. 2-way. User categorization of cell phones vs. paging needs alone provides a typical delta of \$50-60 per user per month.

Indirect Cost Savings

Staff productivity	Reliable messaging and up-to-date devices improve employee productivity.
Customer support	Prioritized customer support, including a specialized hospital queue for support and escalation, results in lower average wait times, faster escalation and knowledgeable representatives.
Opportunity costs	Preventing downtime allows hospitals to more successfully manage emergencies and critical information flow and avoid sentinel events.

Hospital-Specific Features of Arch Services

Code/Group Paging	Enables prioritized communication among code teams and critical response groups.
Critical Response	Capabilities can be built into hospitals' communications architecture with assistance from Arch's industry-leading technical staff. Legacy systems can be integrated to create an enterprise messaging strategy.
Dedicated Hospital Queue	Provides hospitals with 24x7x365 customer support to ensure the fastest response times.
My Account	Provides significant cost savings and reduces the administrative burden associated with paging by improving account management. Add or exchange devices, activate spares, make payments, and more – all from the desktop.
Electronic Invoicing and Account Reference	Make it easy to reconcile invoice data and customize billing data based on specific categories or aggregation criteria. Understanding usage patterns and costs becomes simplified.
Aliasing	Allows for streamlined communications without the need to disseminate or update underlying pager numbers. Switching providers becomes painless and allows hospitals to select a vendor based on reliability, coverage and cost.
Arch-Emergin Solutions	Deliver enhanced reliability, redundancy and accountability by combining the sophisticated fail-over capabilities of Emergin Notification Software with Arch's \$50 million investment in network redundancy. Emergin's delivery confirmation, acknowledgement, fail-over and automatic escalation capabilities ensure that messages are sent and received.

For more information contact: solutions@arch.com

