iNTERBiT DATA

Software to Improve Healthcare Efficiency

NetRelay – Healthcare Communications Platform

NetRelay utilizes secure text and other features to provide automated message delivery and tracking

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NetRelay's main features:

– **Secure, HIPAA-compliant text messaging**

– **Automated, easy, out-of-the box integration with HCIS/EMR**

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– **True acknowledgment of critical values and other important messages**

– **NetRelay Messaging Consoles – Integrate with and receive automated messages from HCIS**

– **Customizable message templates**

– **Escalation of messages identified as important, particularly critical values**

   • **Sends periodic alerts directly to mobile devices and consoles**

   • **Message filtering determines which messages are important based on rules applied, reducing alert fatigue**

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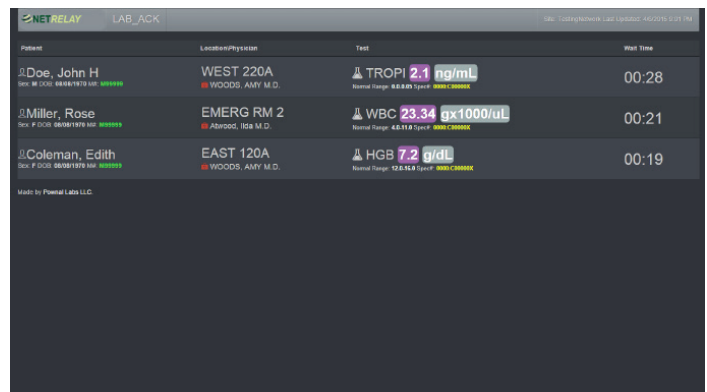

Hospital HCIS → **NetDelivery Server** → **NetRelay Messaging Console/Clinician's Smartphone**
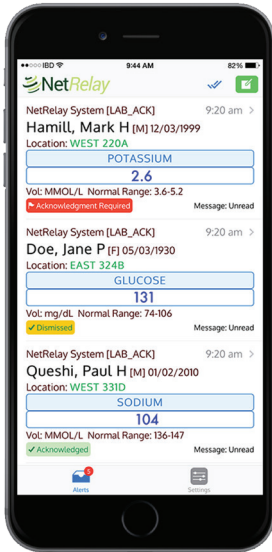
AIDS STAFF WORKFLOW AND RESPONSIVENESS

NetRelay Messaging Consoles provide a visual aid for assembling and easily monitoring any user-defined information and activity statuses. Consoles for different departments and purposes (e.g., nurses' stations, emergency department, lab, housekeeping, etc.) can be set up to provide users with information they need to do their job: patient status, reminders, staff patient assignments, patients being discharged and key metrics such as pain reassessments due or patient wait times. Through the consoles, hospitals can easily communicate the numerous activities that nursing and other patient support staff need to respond to in order to improve efficiency and enhance patient care.

IMPROVES STAFF WORKFLOW FOR CRITICAL VALUE MESSAGING

When hospital lab or radiology departments have patient results with critical values, they must immediately be sent to and acknowledged by the patient's physician.

Typically, the lab or radiology department manually sends the critical values to the nurses on duty, who must then locate the physician to deliver them and obtain the acknowledgement — a process that typically involves multiple steps, alerts and delays.

With NetRelay, your organization will enable secure critical value messaging and acknowledgment with improved workflow that reduces alert fatigue and acknowledgment wait times. In use in one healthcare facility, *NetRelay was able to reduce average critical value workflow time from 45 minutes to 7-8 minutes*, which helped reduce throughput, decrease patient wait times and improve responsiveness to patients.

PROVIDES REPORTING & METRICS FOR JOINT COMMISSION & CAP ACCREDITATION

NetRelay delivers immediate reporting on both critical value workflow and acknowledgement times, providing the metrics needed for meeting JCAHO (Joint Commission on Accreditation of Healthcare Organizations) and CAP (College of American Pathologists) requirements for critical value acknowledgments and acknowledgment times. NetRelay also tracks response times by staff member, maintaining employee performance metrics to both promote, improve and ensure accountability. With NetRelay, staff can generate a report with one click instead of wasting time spent researching, assembling and summarizing this data and manually developing a complex Excel document.

FLEXIBLE ADOPTION MODEL

NetRelay is easy for your hospital to implement, regardless of whether you or any of your physicians want messages going to mobile devices or Messaging Consoles. NetRelay supports bring-your-own-device (BYOD), as well as hospital-supplied devices.

ABOUT INTERBIT DATA

Founded in 1997, Interbit Data helps healthcare organizations deliver better, more consistent patient care with secure, reliable and cost-effective software solutions that improve operational efficiency. More than 750 customers worldwide use Interbit Data's products for secure information distribution, automated message delivery, and downtime protection and business continuance. For more information about Interbit Data and its products, visit the company website at www.interbitdata.com.