



True Cost of Pagers in Healthcare

TigerConnect and HIMSS Analytics conducted a research study on the costs healthcare organizations incur by using pagers.



THE DATA



A surprising number of care providers still use pagers



90.6%
OF ORGANIZATIONS



756
USERS PER ORGANIZATION,
ON AVERAGE



The average cost for using pagers is higher than you think

\$9.19

PER USER PER MONTH

COULD BE
\$200,000

PER YEAR FOR A LARGE ORGANIZATION

WHICH IS
45%

HIGHER THAN THE COST FOR SECURE MESSAGING



Most healthcare workers already carry smartphones



84%
OF PHYSICIANS



95%
OF NURSES²

¹Source: Kantar Media, "Sources & Interactions Study, March 2015 – Medical/Surgical Edition," March 23, 2015.

²Source: iHealthBeat Survey, "Survey Finds Majority of Nurses Using Smartphones, Apps at Work," June 10, 2015

HIDDEN COSTS



INEFFICIENCY

1-way messaging invites rounds of phone tag



TWO DEVICES

Pagers mean users must also carry a phone



NON-COMPLIANCE

Risk of HIPAA fines up to \$50,000 per incident



NO ACCOUNTABILITY

No way to verify users or see if a page is read



LIMITED COMMUNICATION

Key details cannot be shared, requiring a phone call



NO PRIORITIZATION

Critical messages are indistinguishable



A BETTER WAY WITH SECURE MESSAGING

90%

OF MESSAGES ARE DELIVERED IN UNDER 16 SECONDS



97%

OF ALL MESSAGES ARE READ



62%

ARE READ IN UNDER 60 SECONDS

SECURE MESSAGING

A 21ST CENTURY TOOL FOR HEALTHCARE PROFESSIONALS

- Instant, encrypted, compliant 2-way messaging
- Easy linking to existing pager-system
- Richly featured, cross-platform app
- Verified delivery: Sent, delivered, or read
- Admin-controlled enforceable security policies
- Collaborative: 1-to-1, team, or company-wide messaging
- Attachment Support: Photos, files, links, videos, and more
- Priority messaging for critical updates
- Automated EMR alerts and lookups



About TigerConnect

TigerConnect is the leader in secure, real-time messaging for the enterprise. TigerConnect's encrypted messaging platform keeps communications safe, improves workflows, and complies with industry regulations.

For more information visit www.TigerConnect.com

³ Source: TigerConnect customer data, February, 2016.