

Operator Console

Best Practices and Thought Leadership Inside Your Organization



perfect**serve** SUMMIT

Speakers



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What We Hear from You

Communication Challenges

- People still use pagers?
- Inefficient and unstandardized code activation processes
- Unnecessary and disruptive overhead paging
- Siloed communication

Provider Scheduling

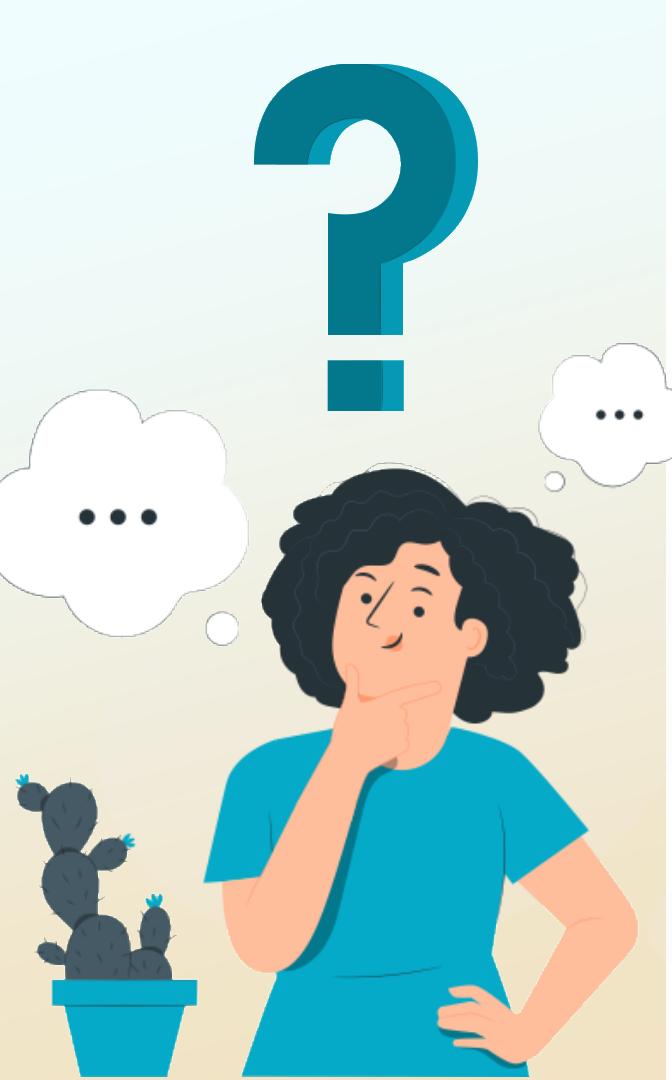
- EMTALA compliance - audit log for changes

Clinical Directory

- Non-integrated scheduling platforms, duplicate schedule entry
- Cumbersome and duplicative directory maintenance



The on-call source of truth!



Starting the Conversation

Identifying challenges and collecting feedback

- Are any teams still using one way communication tools?
- How many steps are in the code activation process?
- Is anyone still faxing or emailing schedules?
- Who is responsible for publishing/maintaining schedules?
- Are you meeting existing SLAs for call handling, patient flow - today?

Get Started! Choose the TOP 3 to address in 2026!

Collecting Data

Understand how the Operators are used:

- How many calls to connect with patients?
- How many calls to connect with internal locations?
- How many code activations?
- How many provider to provider connects are they completing?

Additional data points for consideration:

- What escalations are in place to ensure calls are complete?
- What additional phone numbers, locations, or contacts are needed specific to operators only?
- Are operators also sending security/facility/weather alerts?
- How many side tasks have Operators been tasked with?



Planning for Success



Start with governance and change management

- Stakeholders
- Steering Committee
- Ownership

Better – Get More Value Now

Communication Challenges

- Siloed communication, people still use pagers?
- Inefficient and unstandardized code activation processes
- Unnecessary and disruptive overhead paging
- External provider to internal provider connect frustration



Clinical Collaboration and Communication

- Unify on one communication platform
- Team Alerts to streamline code activations
- Integrate nurse call and middleware alarming
- Break down the walls of the hospital – pager numbers

Provider Scheduling

- EMTALA compliance - audit log for changes



Provider Scheduling

- Automate offline schedule backups (talk to your CSA)

Clinical Directory

- Non-integrated scheduling platforms, duplicate schedule entry
- Cumbersome and duplicative directory maintenance



Clinical Directory

- Integrate scheduling and other solutions
- Streamline user provisioning (talk to your CSA)

Understand Your Operators

Key Workflows

- Patient and family connect to patient rooms and nurse station
- Outside callers connect to locations
- Emergency activations
- Provider to provider connect

Key Considerations

- When there is a misconnection – is resolving this automated?
- Is your enterprise directory complete?
- Are operators also sending security / facility / weather alerts?
- Are your Operators responsible for side tasks?

Best – United Platform

Operator Console

- Operators can focus on patient and family connect, emergency activations
- Increase patient and family satisfaction

Clinical Collaboration

- Providers can connect directly to each other
- Staff can contact inpatients and outpatients directly
- Code activations via integrations – connected directly to the appropriate team members for a silent hospital

Provider Scheduling

- Schedule once – view and connect communications, leveraging DIR to get the right provider at the right time

Clinical Directory

- One directory, always up to date, maintained once, leverages automation

Thank you!

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