INTELLIGENT COMMUNICATION

*Modern mobile communications system.*

Empower staff, improve communications and reduce response times with secure and integrated intelligent communication.
One Way Wastes Time
Pager Systems which are relied upon in clinical environments often hinder efforts - with limitations such as lack of two-way communication and no confirmation that messages have been received or seen. Research shows that 17% of a junior doctors time is wasted on unproductive tasks such as waiting for call backs, with one trust calculating this cost as £4.7 million.

Staff Are Using Consumer IM
43% of respondents to our research, regularly use consumer IM apps for work. Around 21% of respondents are aware of staff using publicly available IM apps in ways that breach security policies. In 2017 around 29,000 NHS England employees faced disciplinary action for use of consumer IM while at work.

Inappropriate use of IM Introduces Clinical Risk
The use of several methods of communicating information can increase the burden of work and interruptions on a clinician. The variety of unstructured ad-hoc conversations taking place over a variety of systems can lead to miscommunication which can lead to clinical errors. Such issues have led many staff to seek an alternative such as WhatsApp, Viber and other IM applications. Inappropriate use of these can leave patient data exposed and at risk.

Core System Advantages
Every aspect of Intelligent Communication has been designed from the ground-up to meet the communication needs of modern healthcare professionals.

- **Secure Modern Messaging**: Create direct, named and priority conversations including photos, sent securely over Wi-fi or Mobile data.
- **Encrypted & Fully Auditable**: Intelligent Communication retains a server-side record of all conversations to support audits and clinical investigations.
- **Paging Capability**: Users are able to send high priority pager-style alerts to colleagues in time-critical situations.
- **Failover to SMS & Call**: Intelligent Communication provides SMS & Call failover when trying to reach a member of staff.
- **Unlimited Integration**: Integrate Intelligent Communication with your EPR, PAS or other clinical systems to share information seamlessly.
Enables Effective Communication

The current method of communication in NHS Trusts causes delays in escalation of treatment for patients, breaches of A&E wait times and ‘watch’ patients being missed on admission. Despite strict NHS England guidelines against the practice, apps such as WhatsApp & Facebook Messenger are still frequently used, which risks financial penalties to Trusts for data leaking.

Intelligent Communication empowers staff with a secure, reliable and fully auditable communication system that integrates with Active Directory, provides SMS, Call and Email failover which enables staff to have rich & meaningful conversations, whilst protecting sensitive data.

Saves Time

Every day, staff are losing precious time waiting to access clinical systems, which is crucial when treating patients. However, by using Intelligent Communication, clinicians can retrieve the information they need directly on their mobile device which saves them time.

Full Patient Record Integration

Consumer instant messaging applications do not feed information into the patient record, or provide an audit trail for the Trust. Intelligent Communication has been designed with that in mind and to help clinician's retrieve patient data within the application.

Reliable Alert Delivery

One Trust switchboard recorded for the year commencing May 2017 that an average of 1,679 calls made, 12% were busy, lost or failed. With Intelligent Communication, staff can send urgent alerts and create high priority conversations which send persistent visual & audio notifications that must be responded to.

Complaint Auditability

Current systems do not provide auditable data to Trusts to enable them to measure, manage and improve. Intelligent Communication offers a secure archive of all activity to put Trusts in control.

Our Passion To Secure Communication

When handling sensitive patient information, we know security & confidentiality are paramount. CommonTime follows strict risk management, security and compliance procedures.

In addition, we regularly run internal vulnerability scans, penetration testing and audit our information security procedures. Service availability is constantly monitored and our dedicated support team are available around the clock to provide assistance in the unlikely event of a serious issue.

Intelligent Communication itself secures all data in transit and at rest using 256-bit encryption. All users are required to login via a secure identity provider such as Active Directory and we encourage responsible password management.

The Intelligent Communication system is typically hosted on Microsoft Azure which meets a broad spectrum of international compliance standards.
Secure Instant Messaging

Analysis of many of the Emergency Services based in England has revealed that many do not currently provide an approved alternative to consumer instant messaging apps.

This has led to many people using consumer messaging apps, such as WhatsApp, in their place of work even though it is meant to be for personal use. This approach could be putting your organisation at risk both with respect to GDPR and the loss of data which could be essential to understanding how an incident occurred or how it was managed.

Why Intelligent Communication?

CommonTime Intelligent Communication is far more than a simple instant messaging app. It has a number of additional features designed specifically to complement your systems and processes.

Intelligent Communication provides organisations with a fully secure, reliable messaging app which stores all messages, on premise or in a dedicated cloud environment, for audit purposes and can link all communications against your CAD or incident management systems.

No two organisations are the same. We customise our Intelligent Communication product to meet the unique challenges each of our clients face.
Legal Issues

Whilst it may be easy to simply use consumer Instant Messaging apps, each organisation will need to ensure that their policies are not in direct conflict with GDPR and HR guidelines and that Public and Incident data is not at risk.

What’s wrong with WhatsApp?

While WhatsApp is an easy to use IM app it does not provide the necessary safety and security measures organisations need to protect them from costly data breaches.

WhatsApp does not store your messages once they’ve been delivered so there is no visible audit trail. Also there is a real risk of confidential information being shared within the public domain.

How Customers use Intelligent Communication

A number of organisations have already deployed CommonTime Intelligent Communication and due to its flexibility are operating it in line with their requirements.

Role Based Groups

Setting up these groups enables resources to quickly and securely distribute real time information, perhaps in relation to a missing person, (which is fully auditable and can be linked to incident records) and to send out notifications to others sharing information about a search or requesting support.

The Messaging Assistant

End users can easily ask the Messaging Assistant to retrieve information without having to leave the conversation. Many end users see this ability as the key differentiator between CommonTime Intelligent Communication and other instant messaging apps.

The ability to quickly access key data whilst mobile has been identified as a key requirement from both staff and organisations as a way to save time and improve efficiency.

FlowTime Integration

FlowTime works in conjunction with the Intelligent Communication system allowing third party data to be queried and displayed directly to the user within the app. It also allows for near unlimited flexibility in designing workflows and using automation to significantly reduce admin work.

Core Features

Android & iOS device support.

Automatic central storage of app data within an AES encrypted database.

Individual & group conversations supported.

Role based conversations - add people to conversations based on their role.

Assign permissions to conversation members, enabling easy conversation management.

Send text and photos taken on the device in messages.

Active Directory integration enables login using AD credentials and AD Organisational Units.

Call from conversations - can initiate phone calls from the contact information page.

Permanently close conversations and remove history from the device while retaining the full data on the server for auditing and investigation use.

Critical alerting, trigger urgent messages and replicate traditional on call paging alerts.

Enterprise app installation using side loading and Mobile Device Management (MDM) to streamline app installation.
In 2018, short and long-range pagers still form a critical aspect of emergency communication infrastructure across the UK. However, the cost of managing ageing technology and recent changes to the long-range paging market have resulted in reduced choice and, in many cases, reduced network coverage.

This is encouraging forward-thinking services to re-evaluate the use of legacy technology with the aim of finding more reliable, future proof alternatives.

This has been recognised within the NHS with the Health Secretary ordering the removal of pagers for non-emergency communications by the end of 2021.

In parallel, the exponential adoption of smartphones and their acceptance in the workplace has given rise to many mobile applications that are already being used by public and private sector organisations to deliver efficiency and improve business resilience.

CommonTime, a UK based software company with over 20 years of mobile application experience, is currently working in partnership with a number of UK Fire and Rescue Services, NHS Trusts and Ambulance Services to deliver a ground breaking Intelligent Communication solution designed as a replacement that can surpass traditional paging systems.

Intelligent Communication is a modern, practical alternative that empowers Emergency Services to reliably communicate with and mobilise resources. Improved visibility of resource availability, message delivery rates and compliance with governance policy all contribute to a communication system that meets the unique needs of UK Emergency Services.

### Why Intelligent Communication?

** Persistent Notifications**

Persistent notifications demand immediate attention, bypassing smartphone volume & sleep settings.

** Multiple Alert Types**

Intelligent Communication supports custom message and response types, for a variety of emergency service scenarios.

** One-to-One, Group or All**

Send messages to individuals, custom groups or all users at any time, depending on the situation.

** System Integration**

Integrate with existing command and control and telephony systems, such as Netcall to minimise administrative effort.

** Resilience & Failover**

Reliable failover mechanisms, such as SMS, delegation and escalation ensure confidant delivery. A complete audit transcription provides the assurance and compliance across the organisation.

In addition, Intelligent Communication offers a host of other core features that make it an ideal fit for Emergency Services across the UK. The easy-to-use app is deployable on Android & iOS, and operates over WiFi and mobile internet networks.
Support is provided for individual and group messages, multimedia - including images & sound, multiple pager tones and full 256bit encryption.

Intelligent Communication allows communications to be managed from a central console, sending pre-configured templates or custom messages with sound recording and images as mobile alerts. Embedded polling options are used to gather instant feedback, with live reports that display results in real-time.

Every message is time-stamped; displaying when an individual receives and opens a message. This is recorded in a full historical log accessible for governance purposes.

Fast, Scalable & Resilient

The Intelligent Communication solution can be deployed locally or as a 24x7 supported, scalable cloud based system on any number of devices, from one hundred to thousands.

As part of the project, CommonTime's implementation team work closely with Emergency Services to help configure, deploy and integrate the solution - providing relevant options such as in-app branding and SMS failover.

Intelligent Communication responder applications can be deployed using existing MDM (mobile device management solution) services or via a unique QR code. The responder app supports Android and iOS devices supplied by Emergency Services or Bring Your Own Device policies.

Efficiencies & Improvements

By implementing Intelligent Communication, legacy short-range antenna hardware and expensive communication links could be retired to save on maintenance and replacement costs.

In addition, the need for monthly pager rental and message costs can be removed, leading to long-term savings.

These savings are made whilst enabling improved message delivery rates and the exploration of attribute based mobilisation, where sufficient resources with requisite skills are requested for specific incidents.

Get in Touch

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About CommonTime

Based in Derby, CommonTime has helped organisations deploy mobile communication technology for over 20 years. We have worked with a number of organisations to deliver transformational intelligent communication solutions in complex working environments.

Clients use our secure communication tools every day to make informed decisions in response to critical events. Our systems improve efficiency and deliver vital intelligence, while minimising administrative tasks.

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