HYPERCARE

Powering clinical collaboration

Virtual Pager Numbers Admin Portal
Demo & Info Session

hypercare.com

HYPERCARE
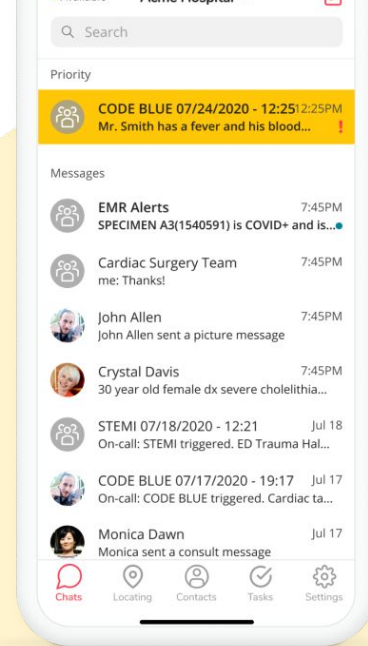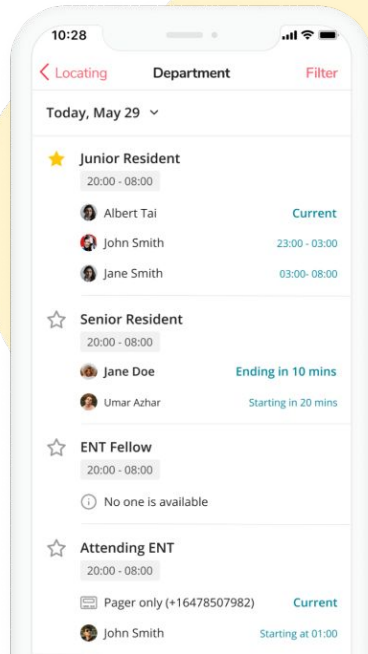
Today's Agenda

1	**What is virtual pager number?**

2	**A walkthrough of the admin portal:**
- Purchasing virtual pager number
- Setting up and editing virtual pager number
- Removing Virtual pager number

3	**Virtual Pager Management and Billing**

4	**Q&A**

HYPERCARE

SOLUTION
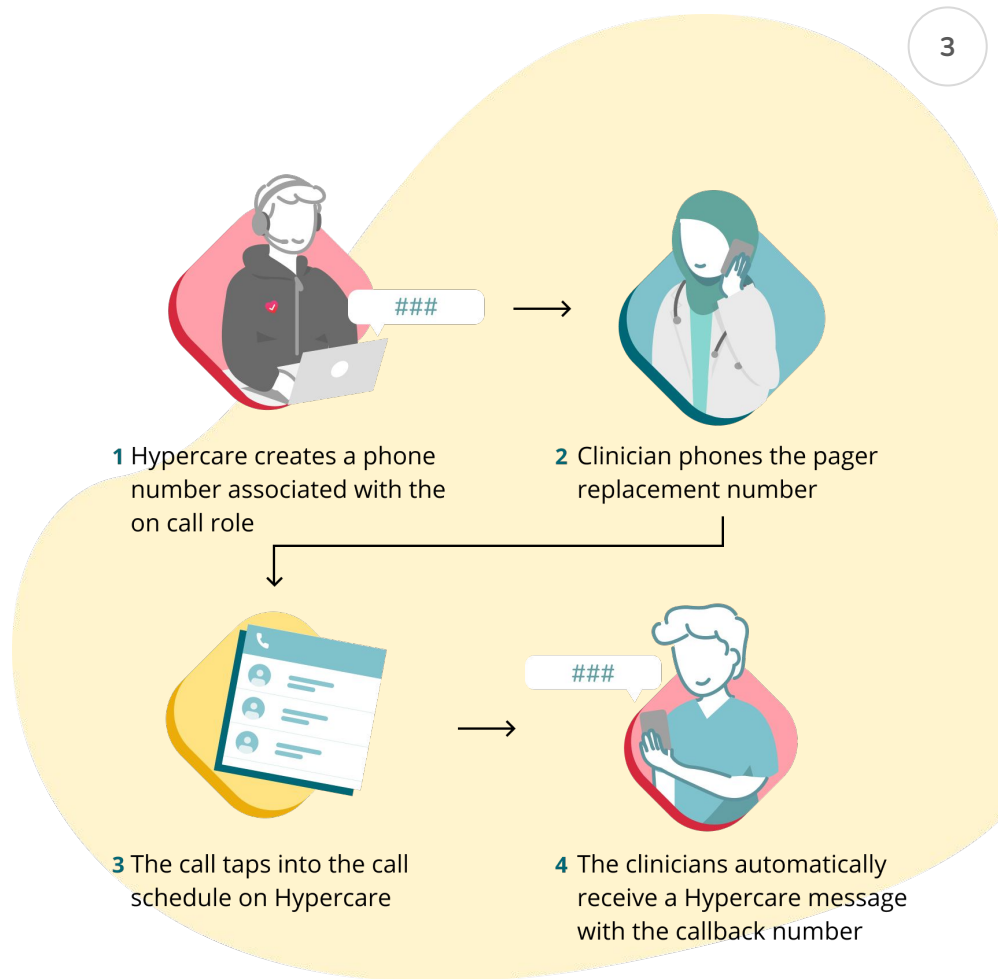
📟 Virtual Pagers

No need to carry around pagers
- Custom phone number(s) linked to the person and/or on-call roles in Hypercare
- Replace answering service

Priority messaging
- Pages can be sent as STAT or Urgent Messages through Hypercare, bypassing Do Not Disturb
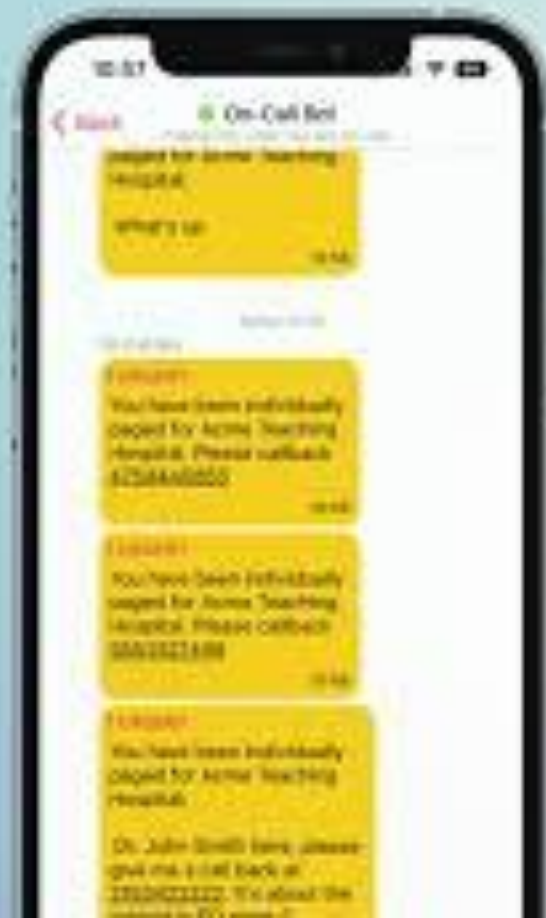
Seamless workflow
- Voicemails can be routed as a audio message directly to the person or the person on-call
- Follows the same data retention policy as your organization

1 Hypercare creates a phone number associated with the on call role

2 Clinician phones the pager replacement number

3 The call taps into the call schedule on Hypercare

4 The clinicians automatically receive a Hypercare message with the callback number

HYPERCARE

SOLUTION

🖂 Virtual Pagers Admin Portal

- Manage and track all virtual pager numbers in one place.
- Customize everything from choosing a number to setting personalized voicemail greetings and assigning receivers to people or on-call roles.

HYPERCARE

Virtual Pager Numbers Admin Portal Demo

HYPERCARE

SOLUTION

✉ Virtual Pagers Admin Portal Demo

- Purchasing virtual pager number
- Setting up and editing virtual pager number
  - Recipients: person or on-call roles
  - Alerts and notification
  - Audio setup
- Removing Virtual pager number

HYPERCARE

Virtual Pager Management and Billing

- **Access Management**
  - Go-Live Date: January 2, 2025
  - The feature will be enabled for **all administrators** in all organizations on. You can designate select administrators to manage the virtual pagers
- **Billing Arrangement**
  - CA$10/month/number (paid annually)
  - CA$15/month/number (paid monthly)
  - The billing team will be tracking the pager set up monthly

HYPERCARE

Q & A

HYPERCARE

SUPPORT

Customer Success

Support Articles on Virtual Pagers:
https://support.hypercare.com/hc/en-us/sections/17834105417741-Virtual-pagers

Fast response times
- Less than 5 minutes 8 am - midnight (EST)
- Less than 30 minutes after hours

Dedicated Customer Success Manager
- Each of our clients have a CSM assigned to their account for responsive communication

24x7x365 customer service
Getting in touch with the Hypercare team is easy:
- Phone
- Email
- Hypercare instant messaging
- Hypercare website

HYPERCARE

SUPPORT

Questions