



# 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 NURSES<sup>2</sup>

<sup>1</sup>Source: Kantar Media, "Sources & Interactions Study, March 2015 – Medical/Surgical Edition," March 23, 2015.  
<sup>2</sup>Source: 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 21<sup>ST</sup> 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](http://www.TigerConnect.com)

<sup>3</sup> Source: TigerConnect customer data, February, 2016.