



PageMate® V3.3 for Health Care EMR

PageMate has long been the paging engine of choice for use with personnel dispatch and in-plant paging systems. PageMate Version 3.3 provides a broad range of capabilities for operation with Electronic Medical Record Systems.

PageMate has been providing robust and reliable electronic messaging service for personnel dispatch and facilities and plant automation for many years. From its inception, PageMate has provided unique capabilities to support electronic message dispatch to pagers, digital telephones, in-plant radio and paging systems and other portable messaging devices from networks of Windows systems.

In hospital environments, PageMate Automated Messenger can serve to integrate the messaging capabilities of Epic and similar EMR/EHR systems with existing in-plant paging and electronic communications systems, extend messaging functionality to include cellular telephones, and provide unique capabilities to track message delivery, maintain audit trail, and provide options for automated fail-over in message dispatch.

PageMate Automated Messenger supports protocol gateway functionality that can accept electronic mail messages from Epic and deliver them to in-plant pagers on Zetron and similar paging systems. PageMate also integrates with MyChart to support SMS delivery of text message appointment reminders to patient cell phones, PDAs and other smart phone devices.

PageMate's multi-threaded software architecture supports simultaneous dispatch of messages on any mix of up to ten channels, including both RS232 serial lines and IP sockets to in-plant paging systems, in-plant radio and public address systems, wireline connections to the public Internet, and SMS over-the-air dispatch to cell phones.

Advanced functionality that can be configured in PageMate Version 3.3 includes:

- ✓ support for two-way or round-trip messaging with options for message tracking and automatic escalation;

- ✓ capabilities to associate messages on the basis of ticket, case or patient number, providing management with options to display and review related messages and activity; and
- ✓ message tracking and audit trail to help manage messaging resources and quickly identify any problems that might arise with message delivery services.

Robust and reliable message delivery with support for self-monitoring, automated fail-over and audit trail are *sine qua non* requirements for systems that automate, control and support the operation of bet-your-business processes. PageMate provides capabilities to reliably dispatch messages in any volume, tracking status and maintaining audit trail for each message to each recipient.

The latest PageMate software builds and distributions, updates, documentation, application notes and product news, together with technical support resources, can be found on Systemetrics' web site at <http://www.system.com>. Systemetrics welcomes and encourages your questions, feedback and suggestions about our software, documentation, services and support. You are invited to call us with personal suggestions or send e-mail to support@system.com.

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