

CONVEYANT SYSTEMS, INC.
1901 CARNEGIE AVENUE SUITE L
SANTA ANA, CA 92705
TELEPHONE: (949) 756-7100
FACSIMILE: (949) 756-7129
E-MAIL: INFO@CONVEYANT.COM
WEBSITE: WWW.CONVEYANT.COM

TeleDirectory™ Network System Enhanced On-Call Schedules

Effective means of notifying physicians, groups, code teams, departments, clinics or others is required in the fast-paced and often critical healthcare environment. In many instances, telephone operators have the responsibility of locating and contacting the proper on-call physician or code group in an emergency. Accurate information must be readily available for users to ensure physicians and others are contacted in a timely manner. On-call schedule flexibility and customization are also important as schedule formats vary from department to department.

Conveyant Systems' Enhanced On-Call Schedules are an effective tool to meet these demanding customer needs. Integrated with our proven TeleDirectory Console application, our Enhanced On-Call Schedules are easy to manage as they access directory information in the TeleDirectory database. With user-defined, flexible schedules, customers can set up schedules with information specific for each department or specialty including position name, schedule name and shift times. Operators can quickly access a department or specialty's schedule to locate the on-call physician or group, and can access additional information through the TeleDirectory application. Messages and pages are then sent to the on-call individual (s) and logged in our transaction log reports.

The screenshot shows the 'On-Call Administration' window for the 'TRAUMA/SICU' department. It features a calendar for January 2002 with a date picker set to 01/17/2002 and a shift selection of 'Morning 03:00a-11:00a'. A table lists on-call assignments with columns for 'Person On-Call', 'Method', and 'Pager'. The entry for 'Moaney, Ruby' is highlighted in green. Below the table, there are fields for 'Position' (Staff), 'Person' (Moaney, Ruby), and 'Contact Method' (Name Dial, Message, Specific Dial). The 'Specific Dial' method is selected with a dial number of 4123. A 'Notes' field is also present. At the bottom, there are buttons for 'Insert', 'Update', 'Delete', 'Save', and 'Cancel'.

Person On-Call	Method	Pager
Maal, A Joseph	Name	
Moaney, Ruby	Num	
Vail, Gordon D	Name	

Sample Enhanced On Call Schedule Screen

TeleDirectory On-Call Schedule management is easy—schedules are input in an easy-to-use “calendar” format, i.e. daily, weekly or monthly, and may be posted up to a year in advance. On-call schedule information is integrated with the TeleDirectory Console application, and may be updated by supervisors and attendants based on user ID with password protection. In addition, schedules may be copied from one month to another, and customers may define their own recurring shifts for each department or specialty.