Secure Messaging App For Healthcare

SECURE TEXT MESSAGING & VIRTUAL PAGING FOR SMARTPHONES

Critical Alert Secure Text (CAST) is a smartphone app enabling two-way encrypted, HIPAA-compliant communication between web-enabled iPhones, iPads and Android phones and tablets.

With three decades offering unparalleled customer service in the paging and communications industry, Critical Alert introduces a powerful and innovative messaging service for smartphones.

Engineered for the Clinical Setting
CAST was designed with clinicians in mind, allowing users to instantly share critical patient care data to caregivers in the field or otherwise removed from traditional clinical applications.

Easy To Use
Users can easily adjust common settings such as Do Not Disturb, User-Availability/Presence and Alert/Reminder tones. Users can also add an ad-hoc priority tone to text messages to highlight the importance of a particular message.

Review & Respond To Pager Messaging
CAST can securely route messages sent to pagers directly to any mobile device. Messages are then accessed from a separate, rights-managed inbox, ensuring the security of sensitive patient information.

Securely Add Attachments
Users can utilize the full functionality of their smartphones’ camera and voice features to securely send and receive pictures, video and voice memos.

Works On Cellular & Wi-Fi Networks
CAST works on either cellular or Wi-Fi networks, ensuring that critical messages are delivered no matter the user’s location. Should a user be out of range, CAST will continue to send the page until successfully received.

HIPAA COMPLIANT TEXT MESSAGING & PAGES
CAST utilizes Transport Layer Security (TLS) & 256-bit encryption ensuring the protection of text & virtual paging messages en-route, allowing caregivers to rapidly & securely communicate critical patient care data to other CAST users.

Domain Administration & Security
Admin users can easily configure settings such as Message-Life for page and text messages, Auto PIN Lock and Inactivity Auto Logout duration. Admins can also create domain wide Text/Chat Groups as well as customized User-Status Indications such as “Busy with Patient”, “Available”, etc.

HIPAA Compliant Hosting Service
Our HIPAA compliant hosting provider, Online Tech, leads the industry in reliability, colocation, offsite backup and disaster recovery. In addition to annual SOC 2, PCI DSS and Safe Harbor audits, Online Tech undergoes annual independent audits against the HHS guidelines defining HIPAA audit protocol.
HIPAA and other regulatory initiatives have created a number of challenges for adoption of text messaging as an effective means of collaborative communication. Critical Alert Secure Text (CAST) balances available technology with a nuanced understanding of regulatory compliance to create an innovative and secure mobile communications solution for healthcare providers.

**SECURE TEXT MESSAGING & VIRTUAL PAGING FOR YOUR SMARTPHONE**

**All of the Functionality of a Pager On Your Smartphone**

To this day, nothing beats paging for critical messaging. It’s simply the best way to deliver time sensitive messages. CAST enables pages to be ported directly to an easy-to-view inbox within a user’s smartphone or tablet. Caregivers can quickly view and respond to pages using their device of choice, easing communication, decreasing response times and reducing unnecessary clinical interruptions.

**HIPAA & HITECH compliant (TLS)**

**End-to-end encryption**

**Remote wipe**

**Pin lock**

**Configurable message lifespan**

**Send pictures, video & voice memos securely**

**Do not disturb**

**Read receipts for text message & pages**

**Robust audit trail**

**SMS or Email backup alert of undelivered messages**

**Supports shared devices**

**Priority tones for texts & pages**

**Desktop client**

**Customizable organization settings**

**Text & paging in separate inboxes**

**Use your existing paging system**

**Keep your current pager number**

*Current Critical Alert customers

**A Partner That You Can Trust**

From a clinical perspective, text messaging can increase workflow efficiencies and collaboration. However, if left unsecured, these communications have the potential to expose protected health data, resulting in fines and damages to the reputation of the organization.

CAST was designed to enable secure, compliant text messaging and virtual paging without placing an additional burden on the IT and communications infrastructure.

**Flexible Pricing**

CAST offers both individual subscription and enterprise licensing models with no set-up fees.

**Available on iPhone, iPad, Android Phones & Tablets**

CAST works on the iPhone, Android devices and tablets and supports all iOS versions later than 7 and all Android versions later than 4.

www.criticalalert.com  888.846.8346  info@criticalalert.com