



# True Cost of Pagers in Healthcare

TigerText 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<sup>1</sup>

**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<sup>3</sup>**

**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 TigerText

TigerText is the leader in secure, real-time messaging for the enterprise. TigerText's encrypted messaging platform keeps communications safe, improves workflows, and complies with industry regulations.

For more information visit [www.tigertext.com](http://www.tigertext.com).

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