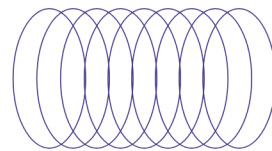


END THE SWIVEL-CHAIR

Operator Console



One unified console for hospital operators.

THE CHALLENGE

Every hospital runs on communication. But for the operators handling those calls, the tools have not kept up. Routing lives in one system, the directory in another, paging in a third, and the EHR in a fourth. Every call becomes a manual hunt across disconnected screens and directories that are out of date the moment they are published. When the call is a code or an urgent page, those lost seconds matter.

THE SHIFT

Legacy operator consoles were built for an earlier era: on-premises, siloed, and connected to the EHR only as an afterthought. Modern hospital communications need the opposite. One console, live data, and native integration with the systems your teams already use.

Why health systems are making the move

The status quo has a hidden cost

Manual lookups, repeated transfers, and longer handle times stretch operators thin every shift — and on codes and urgent pages, the delay carries patient-safety stakes.

On-prem is aging out

Servers, patches, and version upgrades no longer match an operation that is increasingly multi-site and partly remote — and the maintenance falls on IT.

Moving is lower-risk than it sounds

With native EHR integration and a platform already proven across 165 health systems, you modernize one critical system without a leap into the unknown.

What Operator Console delivers

Faster response times

Operators get instant access to patient locations, provider directories, and on-call schedules pulled directly from your EHR.

Increased staff efficiency

Call routing, paging, and directory management are unified in one place, so operators handle more with less effort.

Better care coordination

Emergency codes, overhead pages, and on-call paging all run through pre-configured workflows in a single console.

HOW IT COMPARES

Legacy operator consoles vs. SpinSci Operator Console

	Legacy operator consoles	SpinSci Operator Console
ARCHITECTURE	Aging on-premises systems to house, patch, and maintain	✓ Modern, scalable platform with nothing to rack and stack
DEPLOYMENT & OPERATORS	Tied to on-site infrastructure and location	✓ Cloud-first, ready for remote and multi-site operators
OPERATOR WORKFLOW	Separate tools for routing, paging, directory, and codes	✓ One unified console for all of it, ending the swivel-chair
DIRECTORY & DATA	Directories updated manually that quickly go stale	✓ Live patient, provider, and on-call data pulled from Epic in real time
REACHING THE RIGHT PERSON	Manual lookups and tribal knowledge, leading to more transfers	✓ Live on-call data, so operators reach the right person the first time
EHR INTEGRATION	Bolt-on or parallel connections layered on after the fact	✓ Native, real-time EHR integration built into the foundation
MAINTENANCE & COST	Servers to patch, upgrades to manage, perpetual licensing	✓ A maintained platform with lower IT burden
OPERATOR ONBOARDING	Configuration-heavy with a steep learning curve	✓ A modern interface operators pick up faster
SCOPE	A standalone switchboard tool	✓ Part of a unified patient access platform

BUILT FOR YOUR WORKFLOWS

- Inpatient routing
- Provider on-call
- Universal directory
- Internal paging alerts
- Code call communications
- SMS notifications

TRUSTED ACROSS HEALTHCARE

Proven at scale in real hospital operations.

165

health systems

400M+

patient interactions

60M+

patients served

See it in action

Book a demo to learn how you can transform clinical communications.

[Book a demo](#)