BCH Oakland is aligning its clinical communication platforms with the rest of UCSF Health.

On December 10, the following changes will occur for the East Bay:

- Personal and service pagers will be forwarded to Voalte.
- Pager numbers will not change.
- Spok Mobile will be retired (no longer needed).
- Physical pagers will be retired (exception: code and trauma pagers will remain).
- East Bay will adopt West Bay's instance of Amcom.
- Divisions can continue to add their call schedules to Amcom (West Bay version), but this will be optional. The primary means for finding an on-call provider will be via Voalte.

When covering an inpatient service every provider will need to consistently log into their Voalte Role/Units. **This log-in process will be critical to ensure that all on-service providers are reachable during this transition and beyond.**

If you have any questions about how to use Voalte, please refer to the Voalte tip sheet for BCH Oakland Providers or contact either of us.

Thanks,

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