

Efficiency and interpretability of text paging communication for medical inpatients: a mixed-methods analysis.

September 24, 2017

Mandl KD, Khoong EC. Pagers and Beyond in an Era of Microcommunications—What Is Old Is New Again. JAMA Intern Med. 2017;177(8). doi:10.1001/jamainternmed.2017.2145.

<https://psnet.ahrq.gov/issue/efficiency-and-interpretability-text-paging-communication-medical-inpatients-mixed-methods>

[Prior research](#) suggests that [text paging](#) in the health care setting may not be the most effective mode of communication for promoting patient safety. Researchers analyzed 575 distinct text pages regarding 217 patients and found that the messages lacked standardization, often did not indicate the level of urgency, and were frequently unclear. A related commentary considers structured versus fluid communication in health care.