PatientTouch® Clinical Application User Guide (iOS only)

November 2019

Table of Contents

November 2019

All patient names and medical histories depicted in these materials are fictitious. Any resemblance to an actual person or case is purely coincidental. All drugs, drug orders, and dosages depicted in screen shots, videos, diagrams, or other media are for illustrative purposes only. PatientSafe Solutions, Inc. makes no recommendation or representation about any treatment or dosage. These materials are subject to revision by PatientSafe Solutions, Inc. from time to time, at any time.

PatientSafe Solutions, Inc.

9330 Scranton Rd. Suite 325

San Diego, CA 92121

Phone: (858) 746-3100

Fax: (858) 746-3101

www.patientsafesolutions.com

PatientTouch

PatientTouch Application Overview

Caregivers use the PatientTouch application to perform and document clinical activities, including assigning and un-assigning patients, receiving and responding to notifications and reminders associated with assigned patients' medication or lab orders, administering medications, collecting lab orders, and collecting clinical data. Additionally, if the Communications module is enabled, caregivers can perform communication activities (such as text messaging and voice calls) directly from the application.

PatientTouch is used to:

- Verify the patient rights for safe medication administration.
- Document override reasons for variations on a medication pass.
- Document clinically relevant data such as injection sites, pain levels, etc.
- Send messages to the pharmacy.
- Print Medication Administration Records (MARs), Flowsheets and other reports.
- Enter additional clinical documentation and data regarding care interventions.
- Receive care intervention procedural care guidance and seamlessly document intervention results.
- Collaboratively communicate with other caregivers.

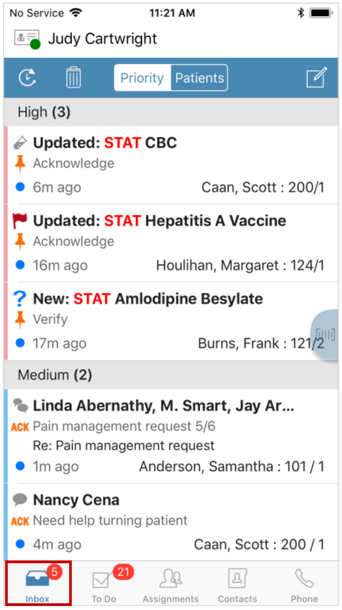
PatientTouch User Interface Overview

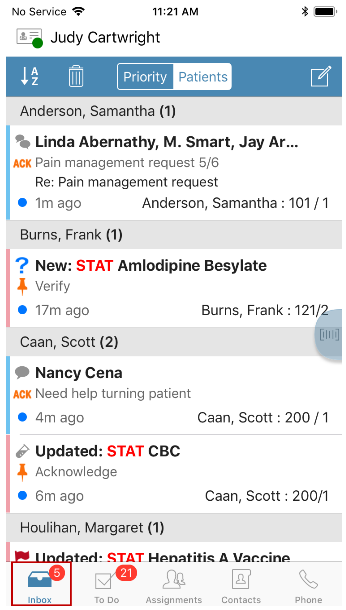
The information below provides a brief overview of the main functionality of the PatientTouch handheld. Caregivers can access the following tabs located on the bottom navigation bar: **Inbox**, **To Do**, **Assignments**, **Contacts**, and **Phone**. Touch each tab to access that functionality, which then becomes highlighted when in use.

Each tab is described briefly below. Details on each of these tabs can be found in the remaining topics of this user guide.

Inbox

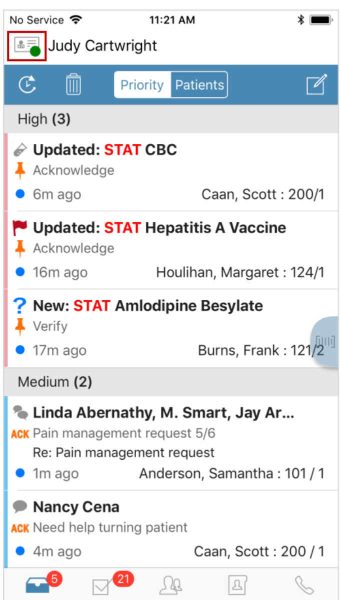
The Inbox displays when you first log into the PatientTouch handheld. This is your "Home" screen. The Inbox provides all text messages, pages, alerts, and new order or system notifications. View the Inbox by **Priority** or **Patients**.

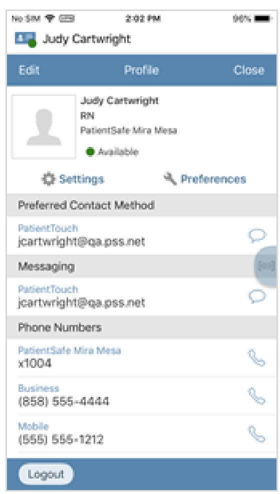




Profile Tab

The Profile tab displays on all screens of PatientTouch. The Profile tab provides access to the caregiver's Contact Details, Preferences, and Settings. Caregivers will be able to access the Icon Legend, set their Inbox Reminders, and Change their Password/PIN using the Profile tab.

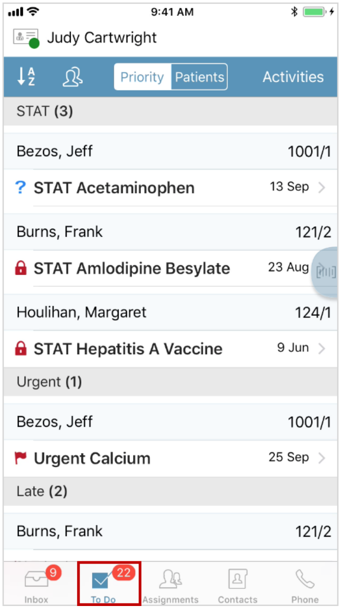


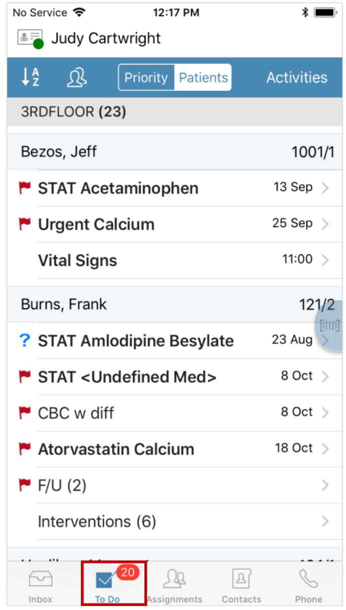


To Do

The To Do List consists of tasks related to the patient(s) for whom you are assigned as the caregiver. You will be able to view those tasks assigned directly to you as well as tasks of others who may also be providing care to the same patient(s).

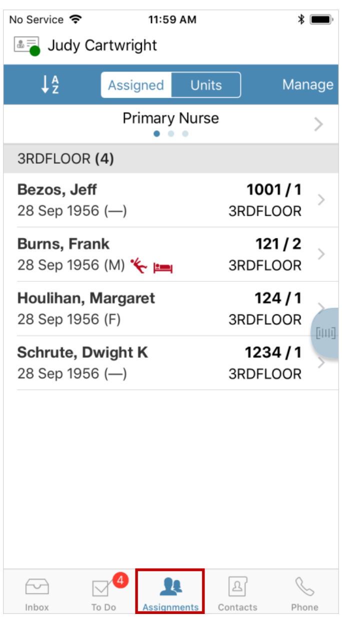
View the To Do List by **Priority** or **Patients**.





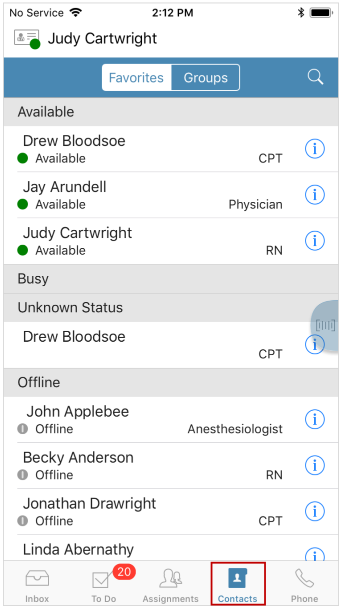
Assignments

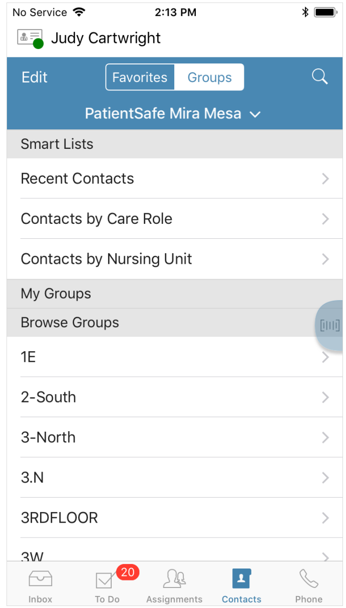
Users with the appropriate permissions can manage their assignments using the handheld device. Assign patients, locations, or nursing units. View patient information by touching on a patient name. Scan a patient wristband to begin a medication administration workflow.

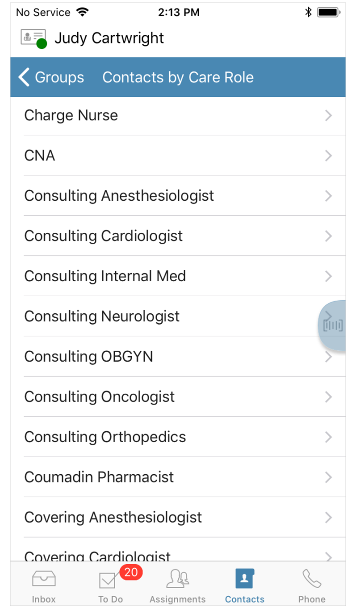


Contacts

PatientTouch allows you to add favorites to your contact list. Groups allows you to locate contacts by Care Role or Nursing Unit.

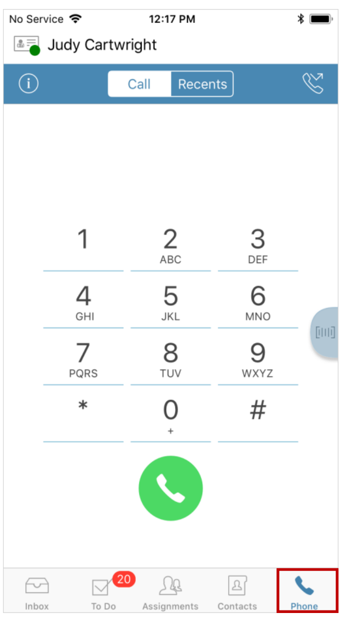






Phone

Caregivers are able to access the phone tab to place and receive calls, transfer calls to another caregiver, forward calls, or receive voicemail.



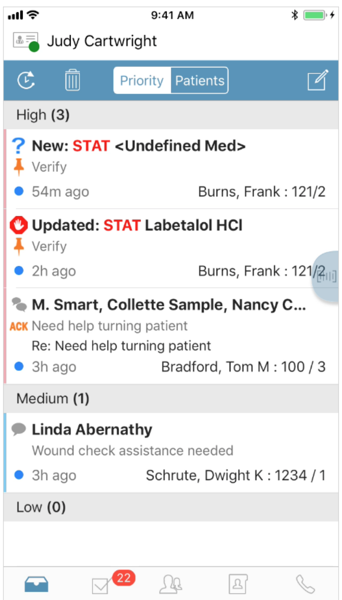
Caregiver Context and Patient Context

PatientTouch has two main modes: *Caregiver Context* and *Patient Context.*

- From the *Caregiver Context*, you can access the following tabs: Inbox, To Do, Assignments, Contacts, and Phone (if the Clinical Communications module is installed). While in this context, users can also scan patients, verify medication information and perform other activities.

- Once you enter the *Patient Context*, the available tabs include: Info, Meds, Care, and Labs. In the *Patient Context*, you can review patient information including demographics, diagnosis, allergies, etc. You can also access the patient's Care Team (those caregivers directly assigned to the patient), print patient-specific reports, and access mView. If you have scanned the patient, you can administer medications, document care interventions/assessments, and/or collect lab specimens.

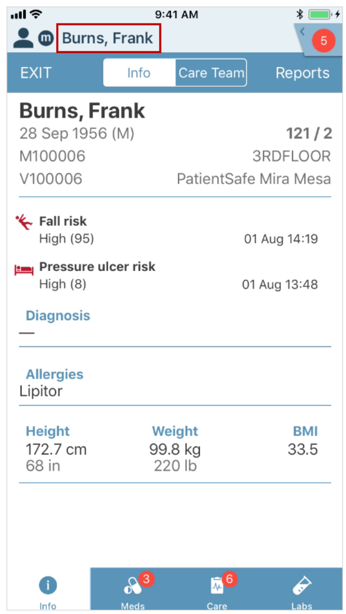
The available tabs and actions will depend on both the installed modules in your facility's PatientTouch System and your specific role(s) and privileges.



Caregiver Context

In the Caregiver Context, you can access the Inbox, To Do, Assignments, Contacts and Phone tabs.

From any of the tabs in the Caregiver Context, you can scan a patient wristband. You can also touch the patient's name on the Assignments tab. Either action will allow you to enter the Patient Context.

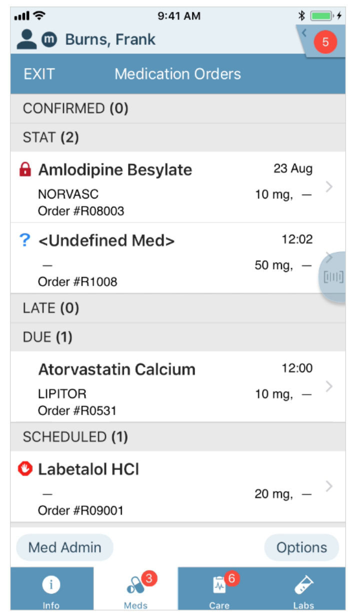


Patient Context

When a patient is scanned, their name displays in bold font.

The **Info** tab displays patient specific information such as name, MRN, visit ID, and allergies.

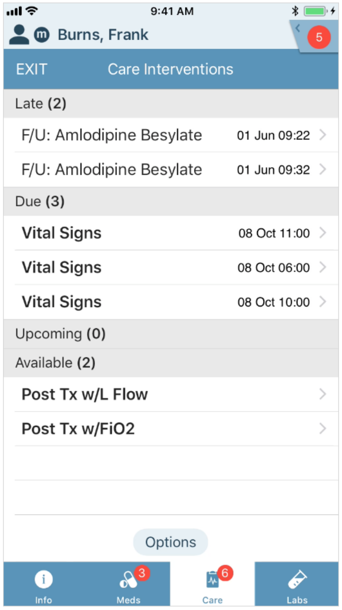
Care Team provides access to the patient's other assigned care team members.



Patient Context

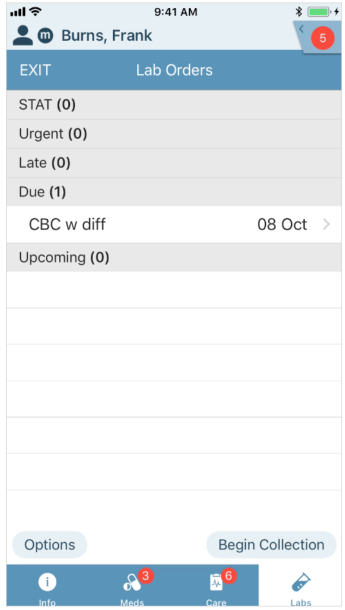
The **Meds** tab displays a list of all active medication orders for the patient including Stat, Late, Due, Scheduled, and PRN.

Depending on system settings, the Meds list may also include Inactive medications.



Patient Context

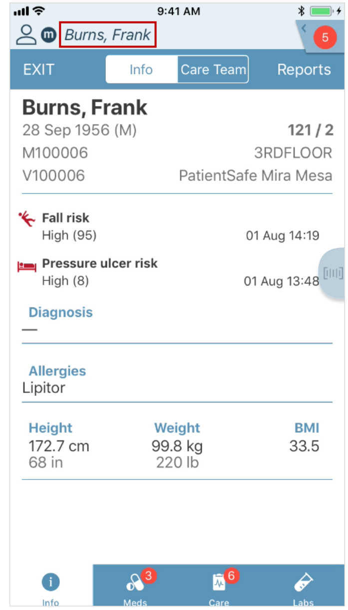
The **Care** tab displays a list of available care interventions and follow up tasks.



Patient Context

The **Labs** tab displays active lab orders for the patient.

Touch **Exit** to return to your assignments.



Patient Context

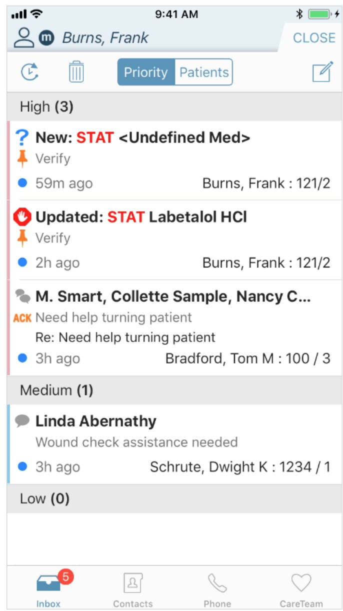
When a patient is selected (vs scanned), his or her name displays in italic font.

The Comms Center

In the Patient Context, the Comms Center allows caregivers to send a text message or call a physician or another caregiver without leaving the Patient Context. So if you are in a workflow and need to consult with a physician, use the Comms Center to make contact.

Patient Context

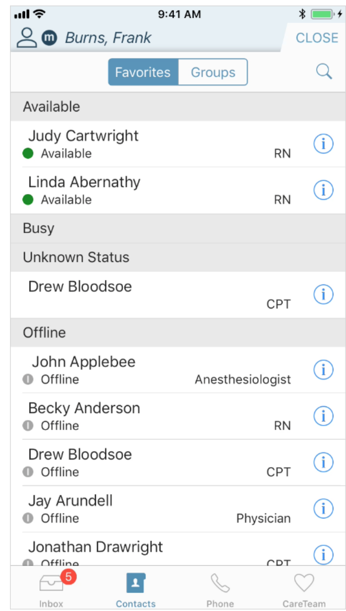
From the **Patient Info** screen, touch the **Comms Center** icon.



The Comms Center

The Comms Center overlay displays the Inbox, Contacts, Phone, and Care Team tabs.

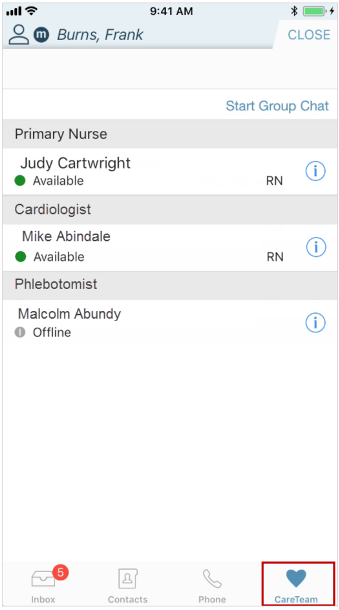
Users can quickly access a variety of communication methods to contact another Care Team member without leaving the Patient Context.



The Comms Center

The **Contacts** tab displays your favorites with status indicators that let you know if they are available or offline.

Touch the name or **Info** (i) icon to quickly send a text message or place a call.



The Comms Center

The **Care Team** tab displays other members of the patient's care team.

Start Group Chat to communicate with all care team members at the same time.

Touch **Close** to return to the Patient Detail screen.

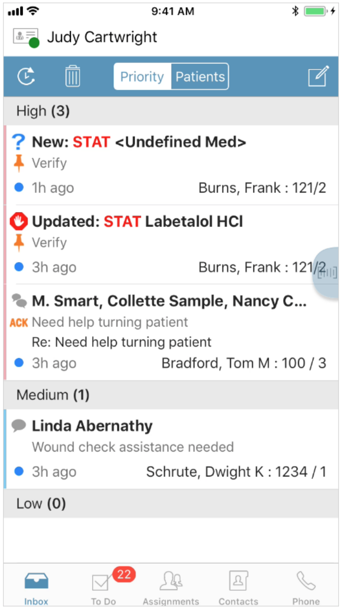
Patient Safety

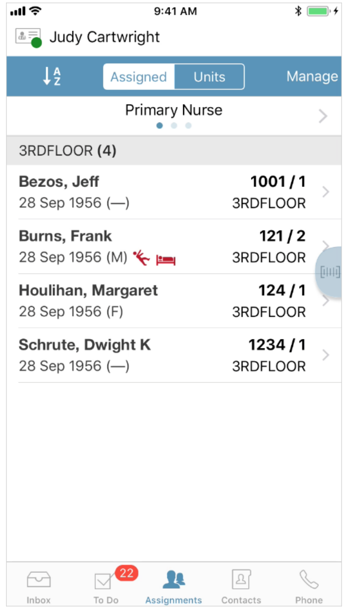
PatientTouch is designed to assist caregivers focus on the task at hand when dealing with patient safety. There are two main background colors to assist in this process: blue and green. The blue screens allow users to perform daily activities such as viewing their Inbox, accessing their To Do Task List, managing patient Assignments, and contacting fellow caregivers. You will also be able to view/access patient information (demographics, mView, medications, interventions, labs, etc.). These activities don't have immediate patient safety implications.

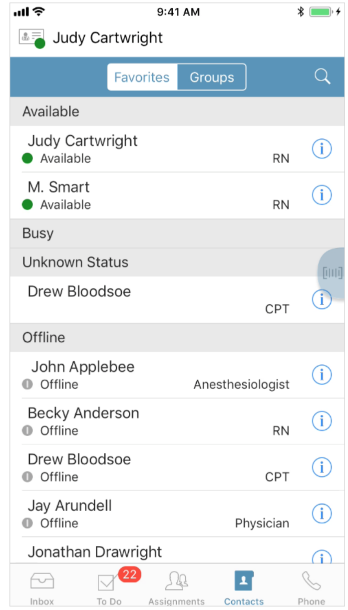
However, once you enter into an actual patient-related workflow (administering medications, documenting interventions/assessments, collecting specimens, etc.) these activities may have immediate impact on patient safety. The background color of these screens is green and they are designed to isolate the caregiver's focus to the task at hand. These screens are called Clinical Workflow screens.

Blue Screens

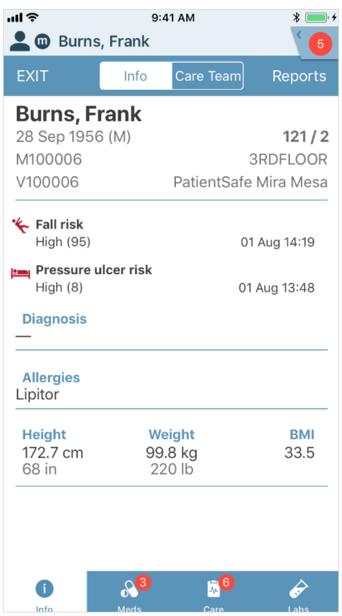
Sample blue screens are provided below. Blue screens allow access to activities such as the Inbox, To Do, Assignments, Contacts, and Phone that don't have immediate patient safety implications.

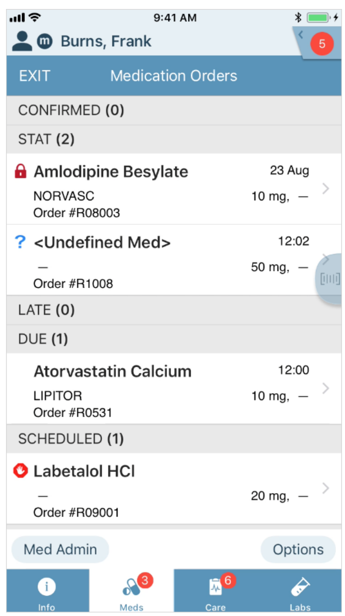


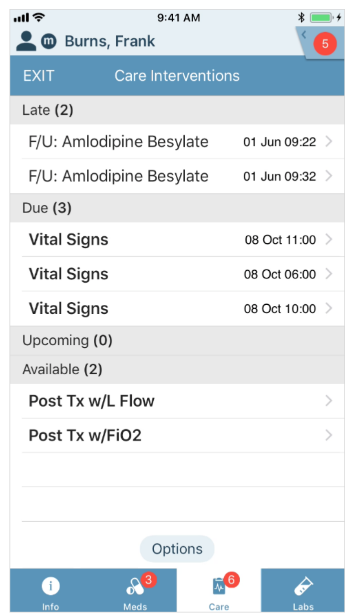




Blue screens also display when first entering the Patient Context: Info, Meds, Care, and Labs (not shown here) tabs.

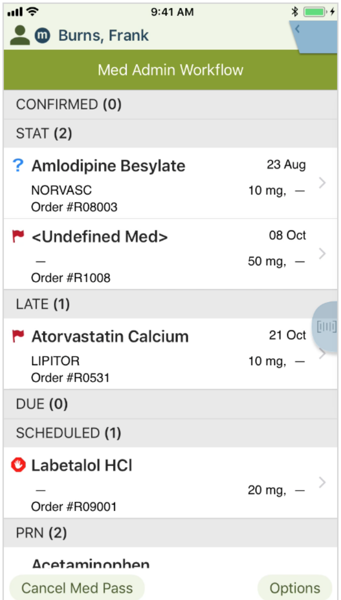


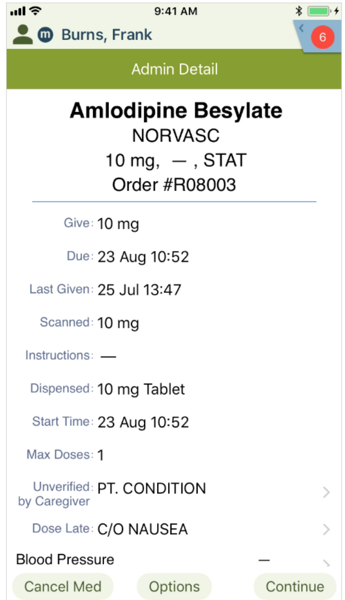


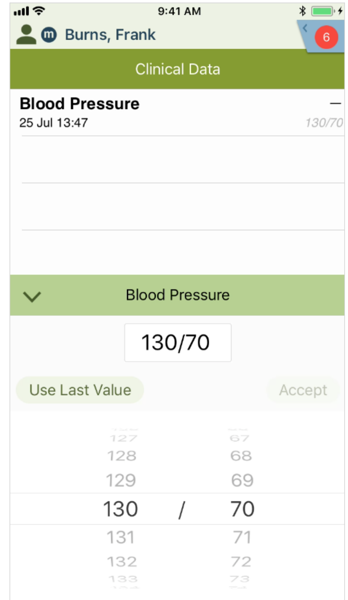


Green Screens - Clinical Workflow

You are in a Clinical Workflow when you begin administering meds, documenting care interventions or collecting lab specimens. These tasks may have an immediate impact on patient safety. Therefore, your communication status will automatically change to “busy”. Once you scan your badge to confirm and document the information, you exit the workflow(s) and your status will return to “available”.







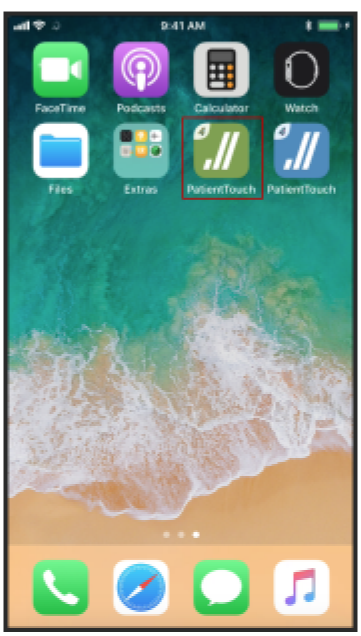
Logging In

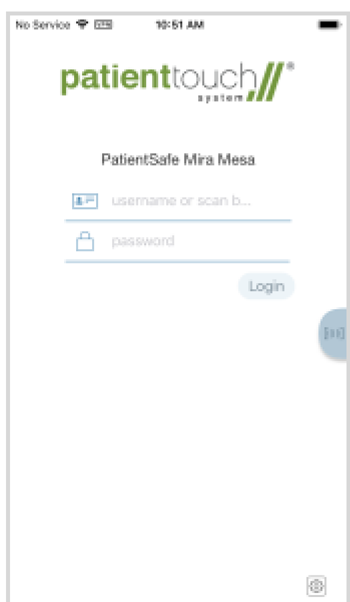
Use the following methods to log into PatientTouch if you are *not* using SAML Integration.

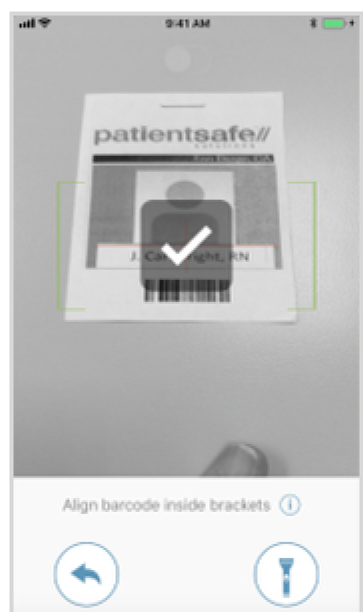
To log in, you are provided with the following two options:

1. Scan your badge to log in using Softscan.
2. Manually log in by entering your user name and password in the associated fields.

Scan Your Badge to Log In







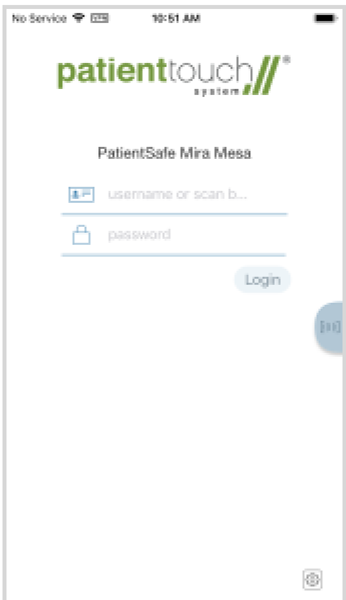
Touch the PatientTouch application icon on your device.

Touch the Softscan button to scan your badge and login.

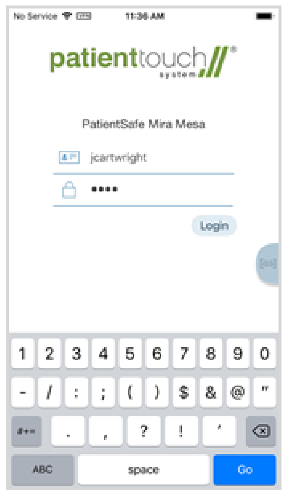
Place your badge in the camera viewfinder. The check mark indicates a successful scan and the application automatically advances to the next screen.

Manually Enter Your User Name and Password

It may be easier or faster for some caregivers to manually enter their user name and password vs. scanning their badge. PatientTouch allows you the option to manually enter your login information.

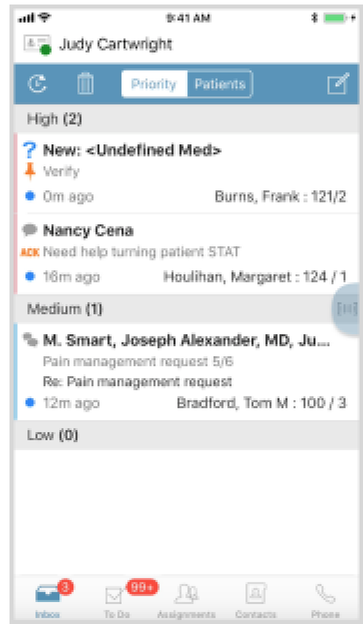


Type in your user name in the user name field.



Enter your password in the password field.

Touch Go or Login.

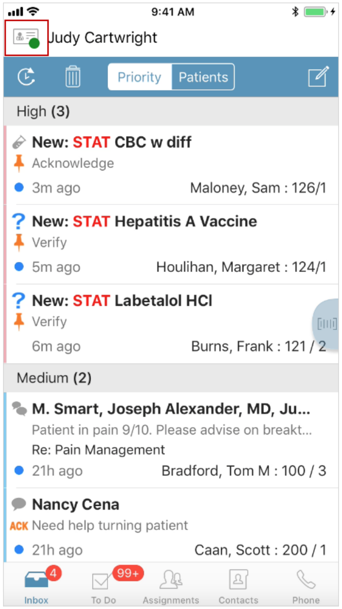


View your Inbox messages.

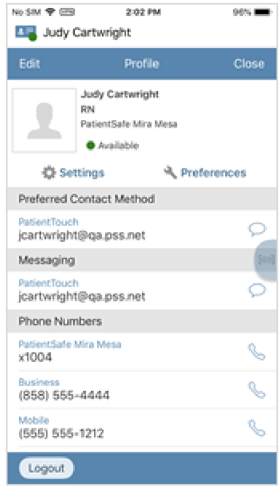
User Profile

Accessing the Icons Legend

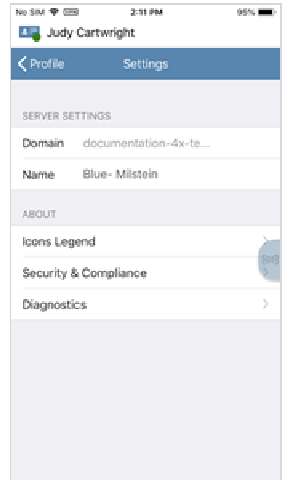
Access the PatientTouch Icons Legend, which contains the following icons: Patient Risk Indicators, Patient, Caregiver Presence, Messaging &Notification, Clinical Order Status, and Clinical Workflow.



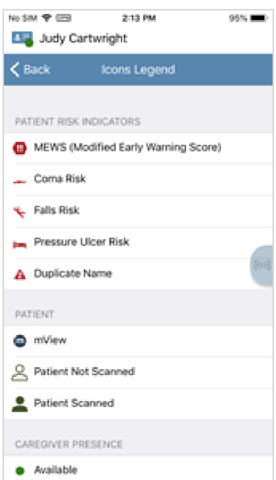
Touch the **Profile** tab.



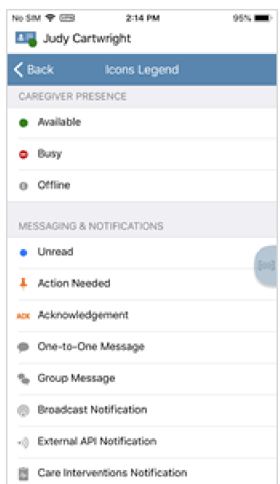
Touch **Settings**.



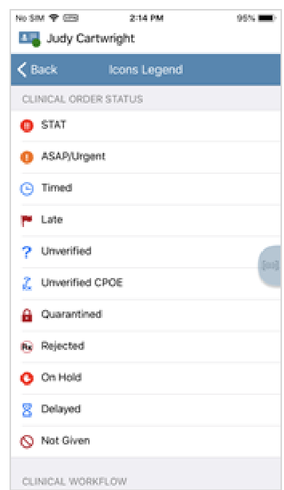
Touch **Icons Legend.**



The **PatientTouch Application** icons display.



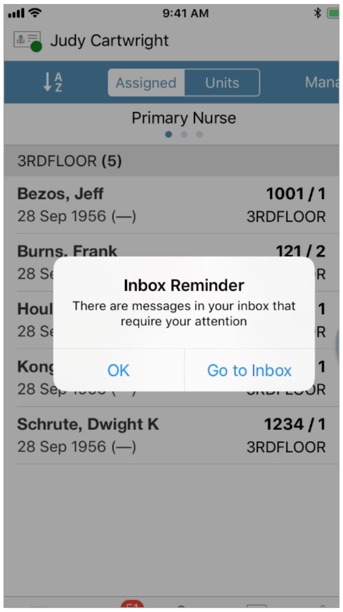
Scroll down to see more icons.



Keep scrolling.

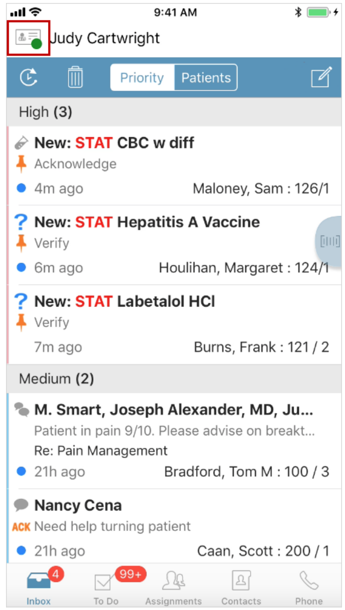
Setting Inbox Reminders

If configured, users can choose to receive inbox reminder notifications, as seen in the first image below. You can enable or disable the setting using the Profile tab>Preferences.

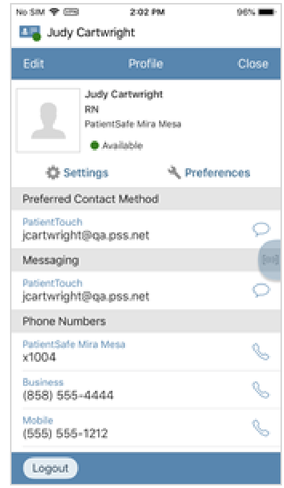


An **Inbox Reminder** notification displays on your device, even when the application is in the background or is in lock screen.

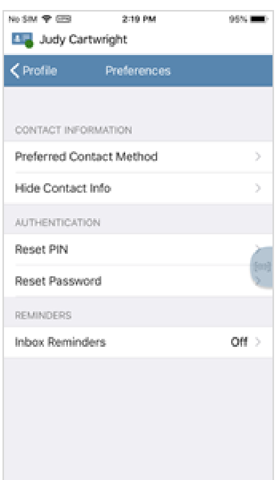
Touch **Go to Inbox** to see your messages.



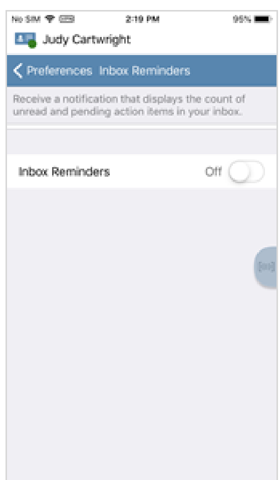
To configure your settings, touch the **Profile** tab.



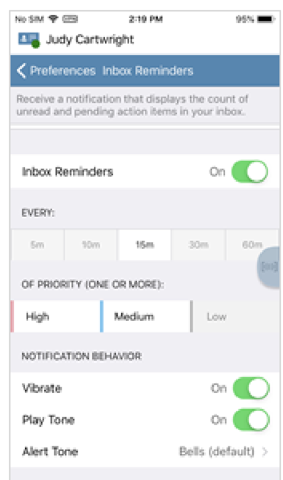
Touch **Preferences.**



Touch **Inbox Reminders.**



Toggle **Inbox Reminders** to "On."



Select the **time frame** for which to receive a reminder notification.

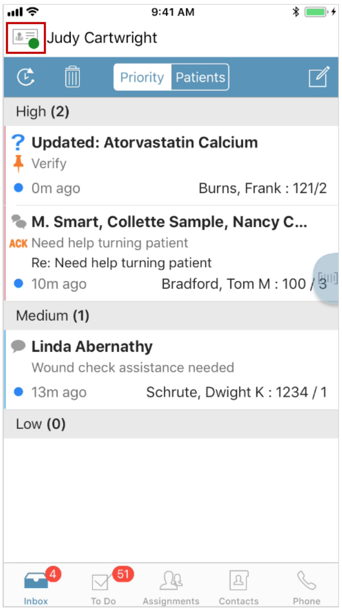
Select the **message priority** for which you want to receive reminders.

Select the **notification behavior** to vibrate or select an auditory alert.

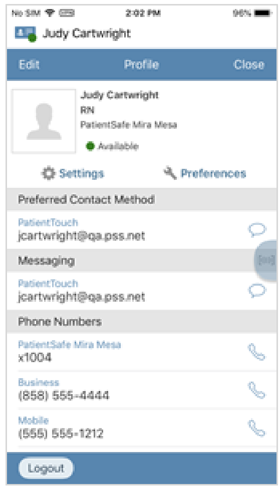
These settings will be retained even if you disable and re-enable reminders.

Changing Your Password

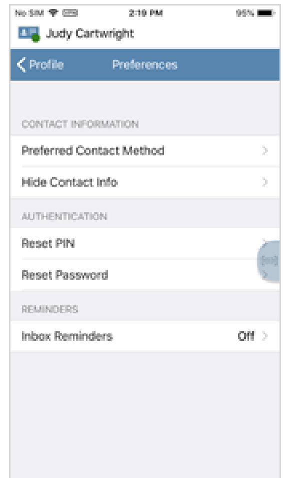
PatientTouch allows you to change your password using the handheld.



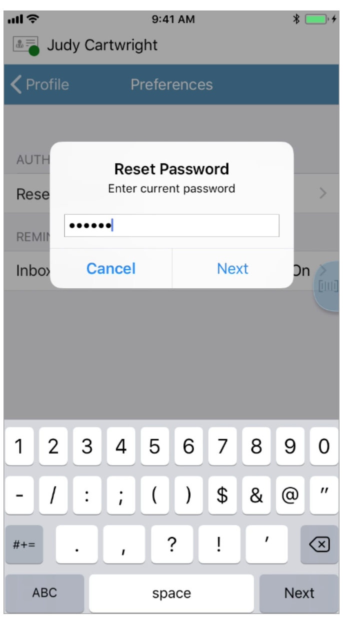
Touch the **Profile** icon located in the upper left-hand corner of all Caregiver Context screens.



Touch **Preferences.**

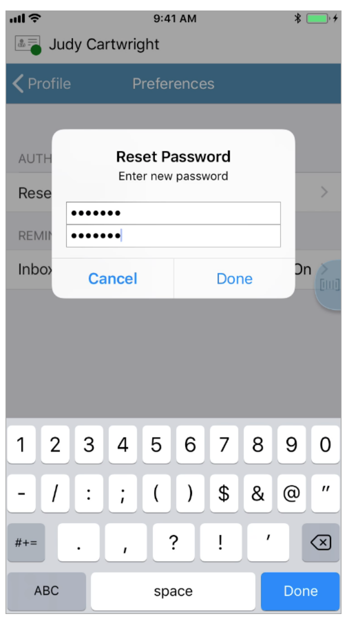


Touch **Reset Pasword.**



Enter your current password.

Touch **Next.**



Enter your new password twice.

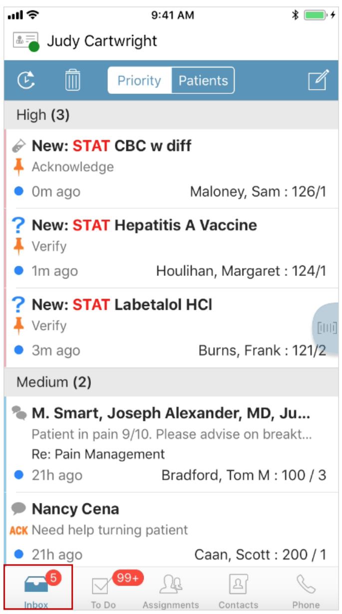
Touch **Done**.

Inbox and Messaging

Viewing the Inbox

All users of the PatientTouch application will be able to view their Inbox. Depending on the installed modules and system configurations, users will have the visibility into a variety of communication messages. These messages can include order notifications for assigned patients and text messages from other caregivers. You can sort and view messages by priority or patient.

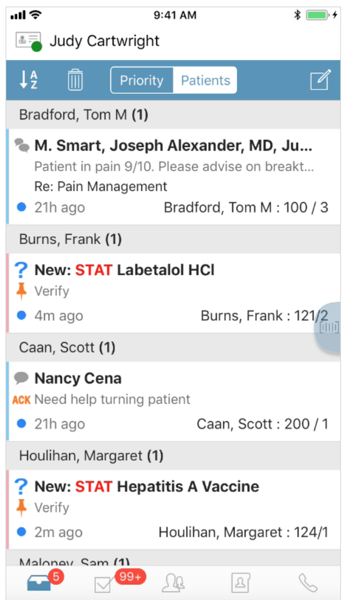
Users may not see messages/notifications until they have assigned patients/locations.



Your **Inbox Badge Count** indicates the total number of unread messages. The count displays messages related to your assigned patients.

It shows all messages associated with all module types.

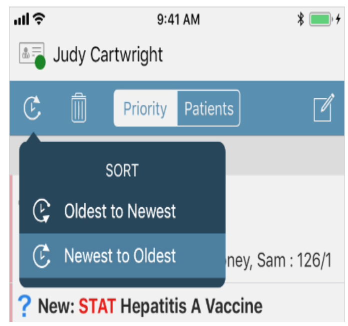
View messages by **Priority** (High, Medium, Low).

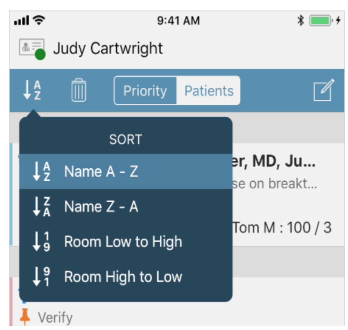


Unread messages display a blue globe icon, which remains until the message is read.

Action item messages display a "pin" icon, which remains until the action is taken.

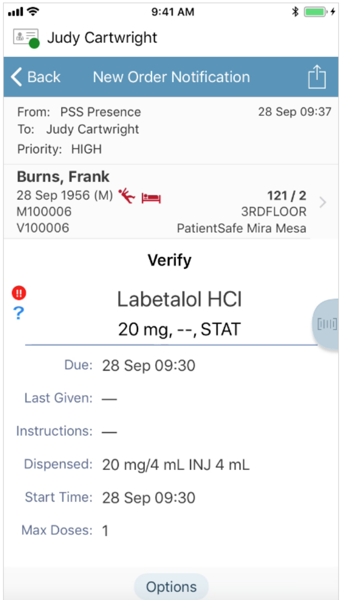
View messages by **Patient** name.





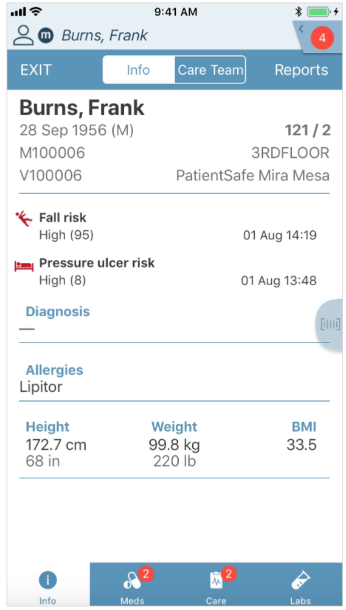
Filter messages by **Priority**>Oldest to Newest or Newest to Oldest.

Filter messages by **Patients/Rooms** in ascending or descending order.



Touch an order notification to view order details.

Touch the patient tag to view the Patient Info screen.



View patient information. Touch the Meds, Care, or Labs tab.

Unread Message Count

PatientTouch Communications supports the display of unread message count on conversation details for all types of notifications, including external notifications, broadcast messages, new order notifications, and so on. This is to help decrease missed notifications.

If you are in one conversation that has one unread message, the #1 will display as the unread message count.

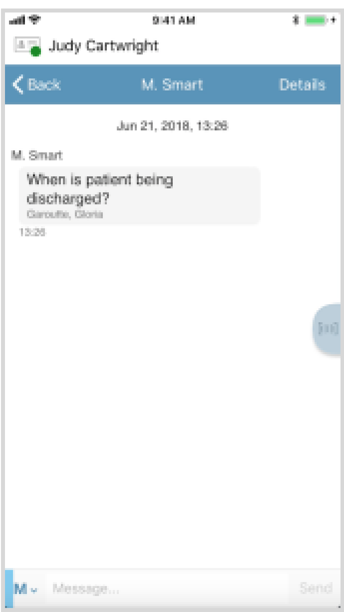
If you have multiple conversation going at once and have unread messages from any of these conversations, the unread message count will reflect the total number of unread messages from all conversations.

In this image, the total number of unread messages in the Inbox is 1.

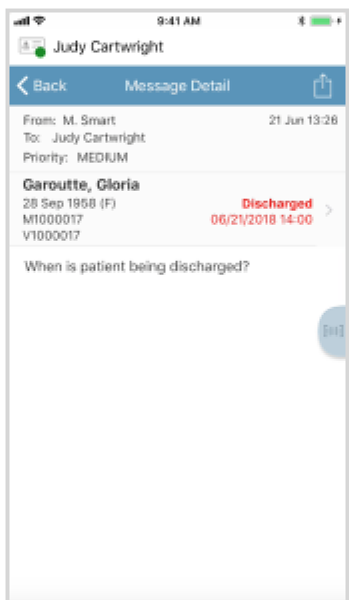
In this image, the total number of unread messages in the Inbox is 2.

Messages with Inactive Patients

If you receive a message with a tagged patient who has since become inactive (discharged or no activity within 40 days), the message will indicate the patient's status.



Touch the message bubble to view the content.



The patient status displays along with the discharge date.

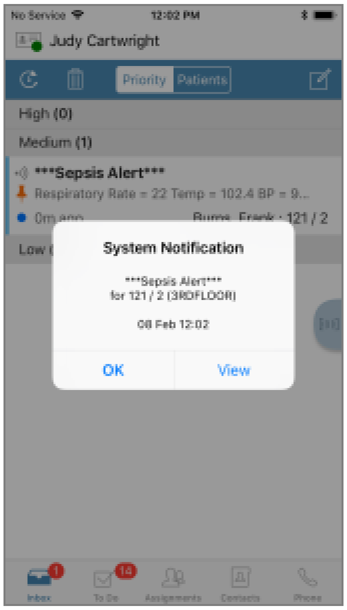
Touch the gray arrow to the right of the patient name.

The Patient Info screen displays along with the inactive status.

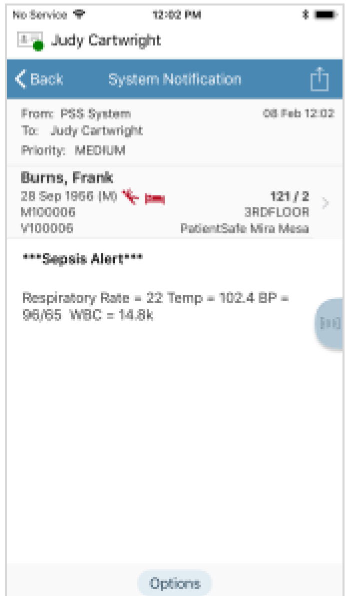
Multi Action Notification Buttons

The PatientTouch System provides the ability to perform multiple actions with one touch of a button. When users receive an external alert notification, they will be able to touch **Options** on the message details and touch "Accept & Call" for example. With that one button press, PatientTouch will accept the alert and communicate back to the nurse call system to prevent escalation. In addition, a call will be placed to the lab, patient's physician, or patient's room to silence an alarm.

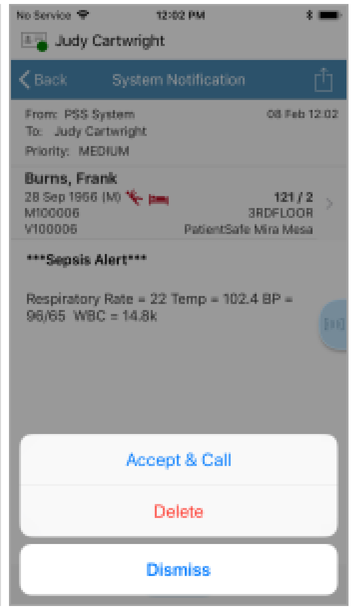
The screens below provide an example of screens the caregiver will see.



Touch **View**.



Touch **Options**.



Touch **Accept & Call** and the alert is accepted and communicated back to the nurse call system to prevent escalation.

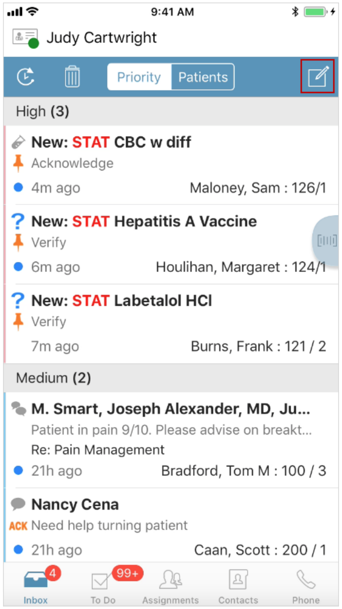
With the same button press, a call is placed to lab, physician or the patients room for example.

Composing a New Message

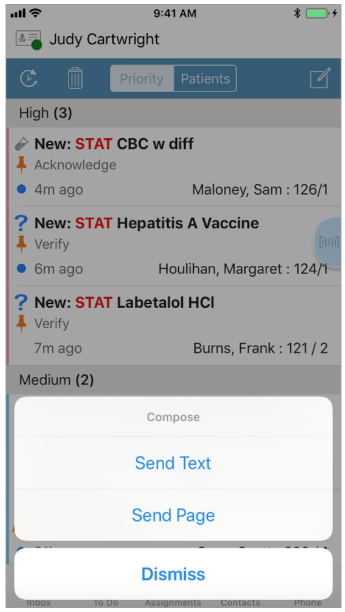
In order to compose a new text message, you must have the Clinical Communications module installed and Secure Messaging must be enabled in the Enterprise Manager>Settings>Secure Messaging tab.

You can initiate a secure, multi-media message from the following three places: **Inbox** tab, **Contacts** tab, or the **Care Team** tab of a specific patient.

Inbox Tab

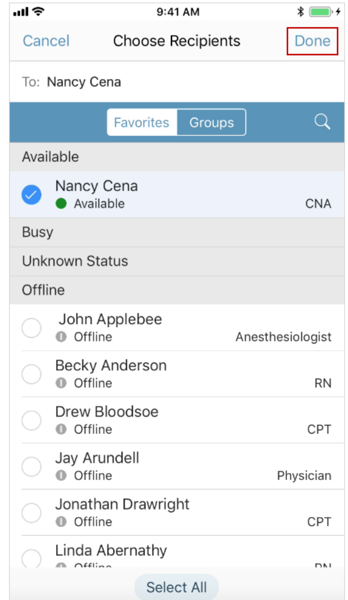


From the **Inbox**, touch the **Compose** icon.



Touch **Send Text.**

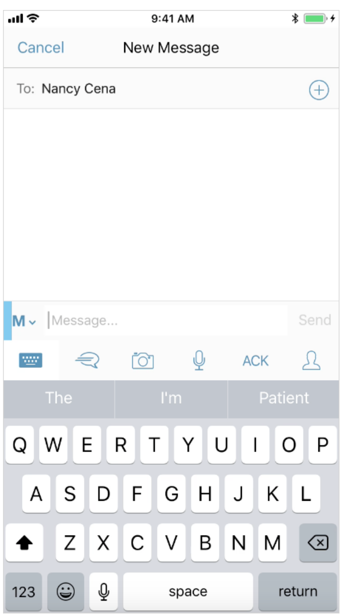
Note: You will learn about sending a page in SMS Paging.



Touch a recipient from your **Favorites** or **Groups** list.

Or, touch anywhere in the "To" field and search for a contact by name.

Touch **Done**.

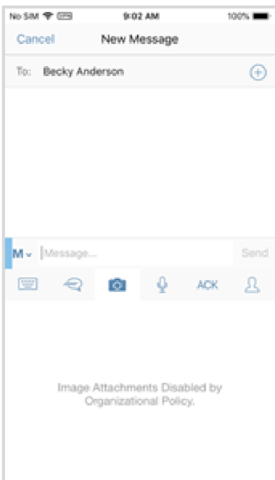


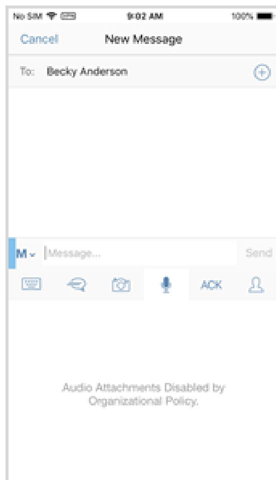
Compose your text message using the table below.

M					ACK		
Set message priority level to: High (H), Medium (M), or Low (L).	Keyboard	Select and insert a Quick Text message.	Take and attach an image.	Record and attach an audio clip.	Request acknowledgment	Tag a patient to your message. You can only tag patients who are available to you.	Attach an emoji to your text messages.

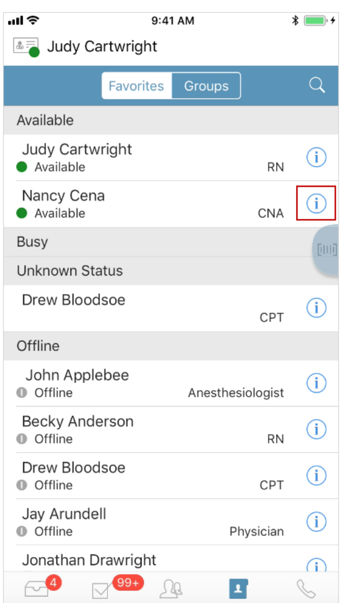
Enable or Disable Image and Audio Attachments

Customers may enable or disable image and audio attachments on messages, in accordance with hospital policies. These settings are controlled in Enterprise Manager. When disabled, touching the image or audio icon will display a message indicating the attachment has been disabled on organizational policy.

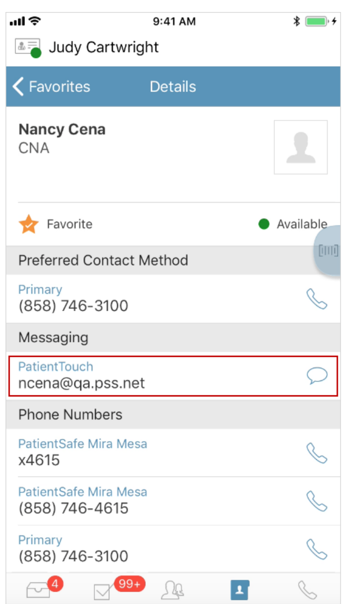




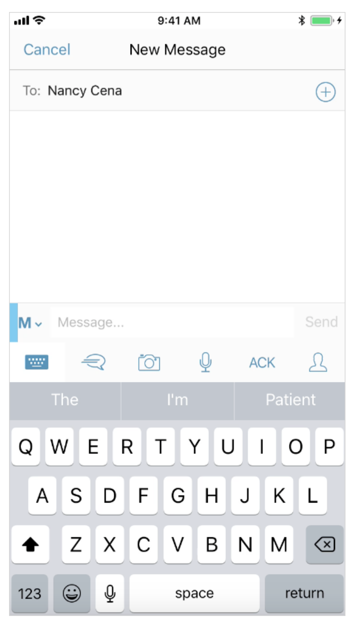
Contacts Tab



From the **Contacts** tab, touch the **Info** icon (i) next to your contact.

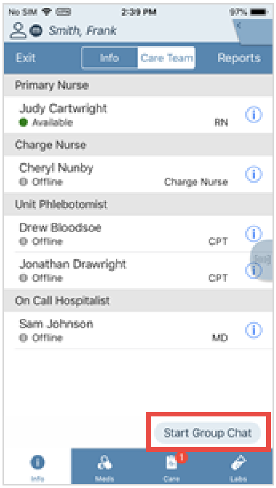


Touch the contact messaging name or the message bubble.



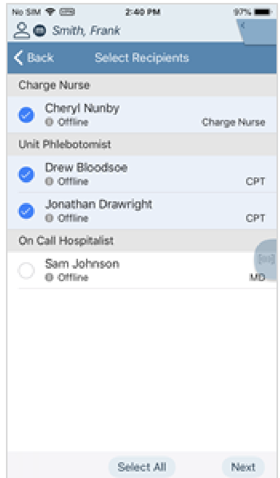
Compose your text message using the table above.

Care Team Tab



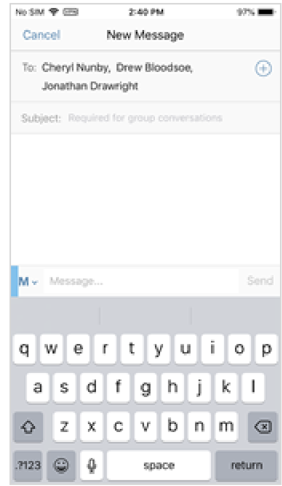
From the **Care Team** tab, touch the **Info** icon (i) next to your contact.

Or, **Start Group Chat,** which sends a message to all Care Team members.



Touch Select All to select all recipients.

Or, select one or more recipients and touch **Next**.

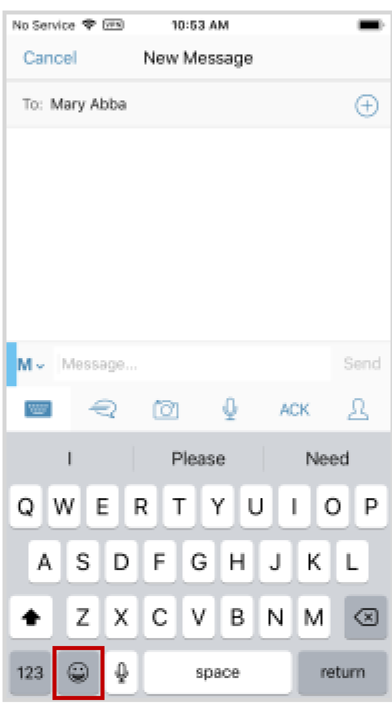


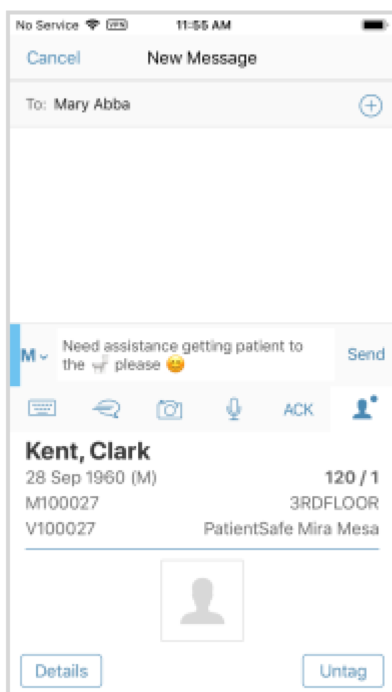
Compose your text message using the table above.

Emoji Support

Emoji support is for all end users of iOS Comms/Clinical, Android Comms and Web Messenger. It allows users to include emojis in messages.

Follow the instructions below to add an emoji.





1. Enter your message and click the "smiley face" icon to choose an emoji.

2. Click Send when you are ready.

Acknowledging a Request

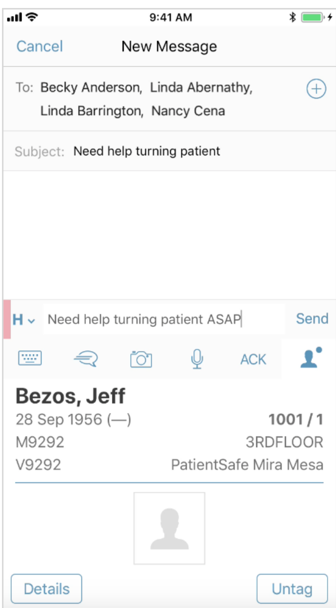
Users can compose a message and include an Acknowledgement Request, which allows the recipient of the message to acknowledge receipt. If desired, the sender can request notification if the recipient has not acknowledged the message within a designated time frame.

Acknowledgement requests can be included in a message to one or more recipients. In the case of a group message, the sender will receive a notification if not all messages are acknowledged within the designated time frame.

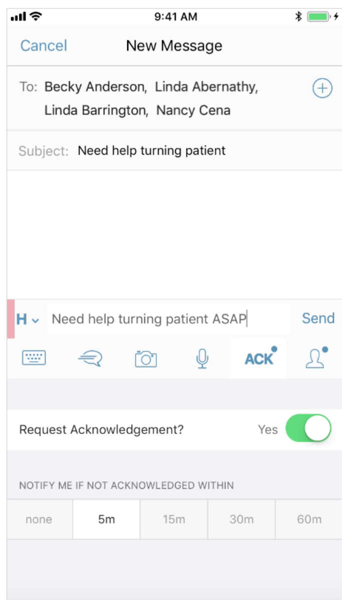
The scenario below is of a group message.

Users must have the appropriate privileges to use this feature.

Sender



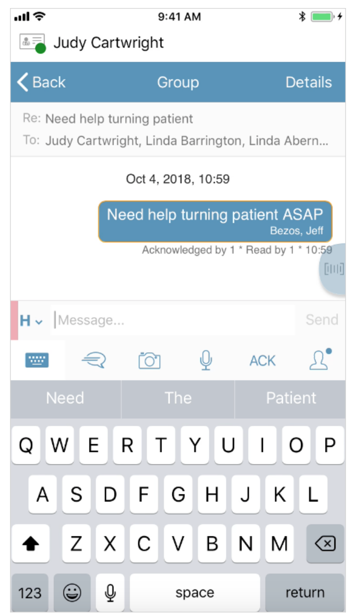
To include an acknowledgement request on a composed message, touch **ACK**.



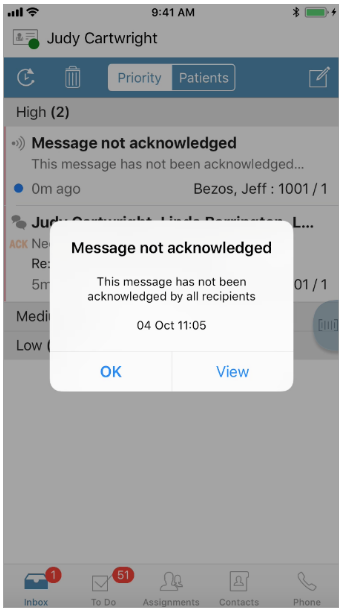
Toggle the **Request Acknowledgement** field to **Yes**.

Select the time frame for which you want recipients to acknowledge your message.

Touch **Send**.

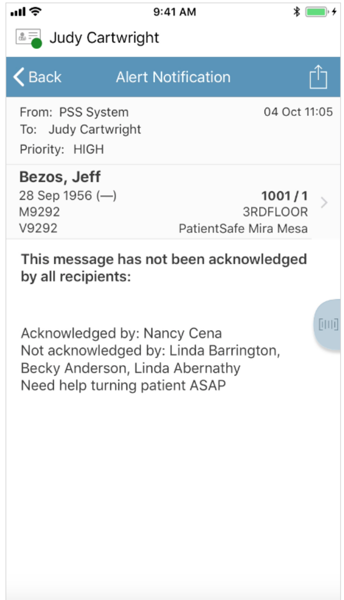


The message displays with the number of recipients who have read and acknowledged the request.



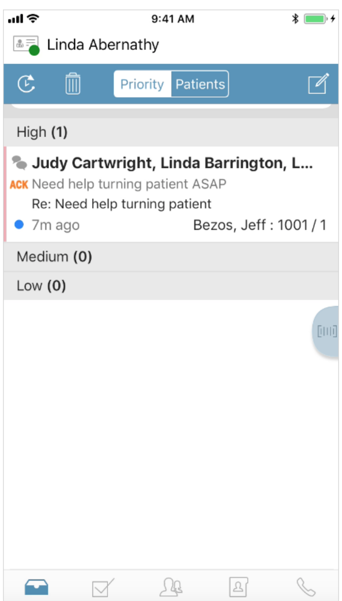
When one or more recipients have ***not*** acknowledged the message within the designated time frame, a notification displays.

Touch **View** to see the details.



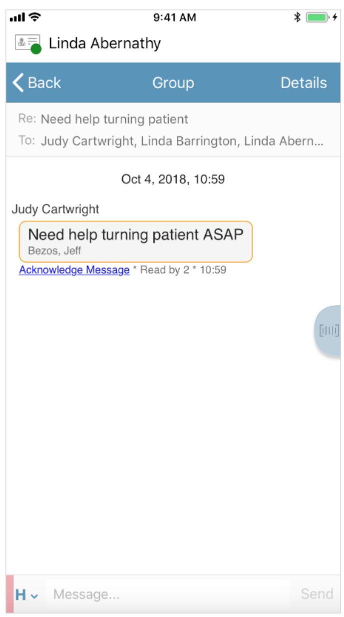
The Alert Notification displays the name(s) of the person(s) who have/have not acknowledged.

Receiver

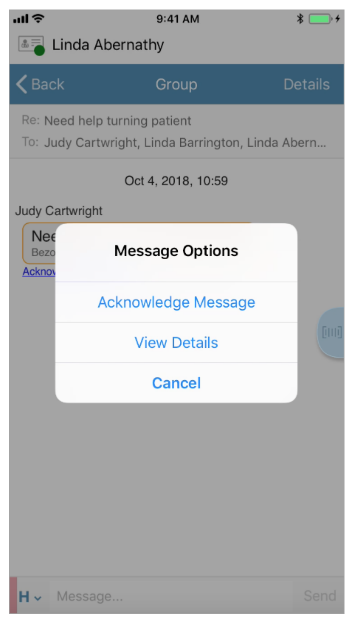


The inbox will display an **ACK** icon next to the message summary for messages that require acknowledgement.

Touch on the message summary.

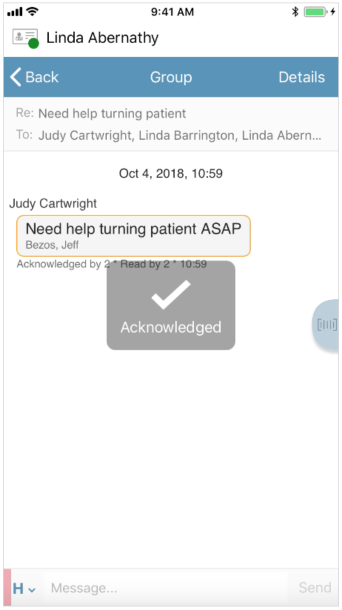


Read the message and touch **Acknowledge Message**.



A notification message displays with options to acknowledge, view details, or cancel.

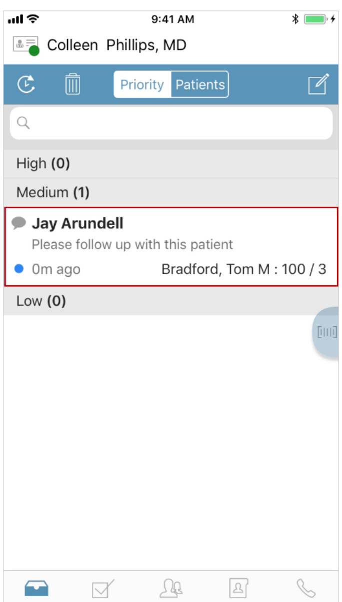
Touch **Acknowledge Message** again.



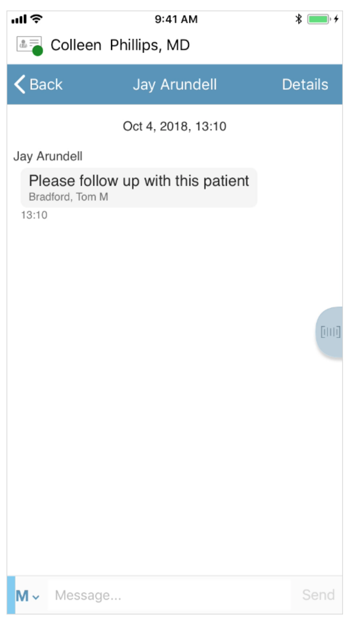
A check mark displays with a successful acknowledgement.

Forwarding Messages

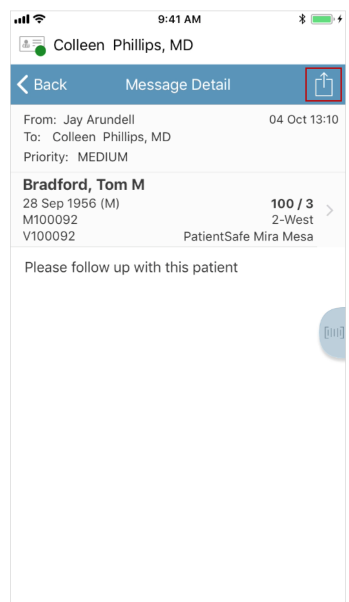
Caregivers can forward text messages to one another. For example, an attending physician may forward a text message to a resident for patient follow up.



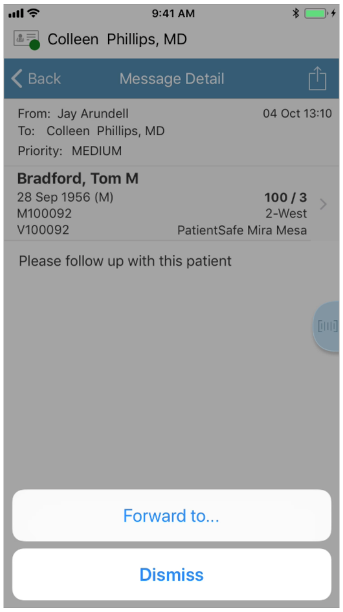
Touch a message from your **Inbox** to view it.



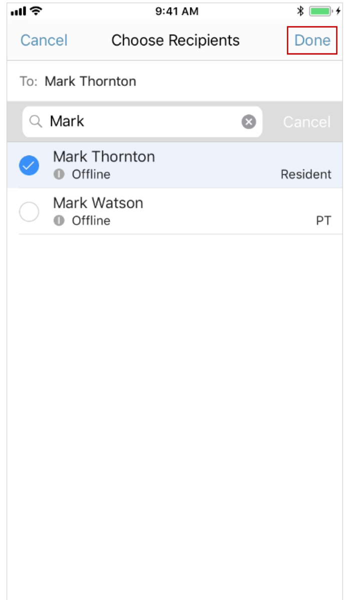
Touch the message to see message details.



Touch the **Forward** icon.

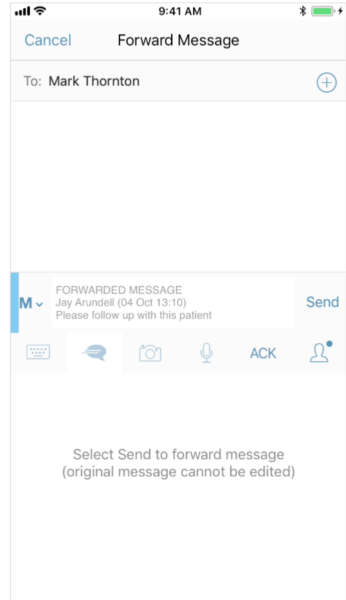


Touch **Forward to...**



Search for and select the recipient of the message.

Touch **Done**.



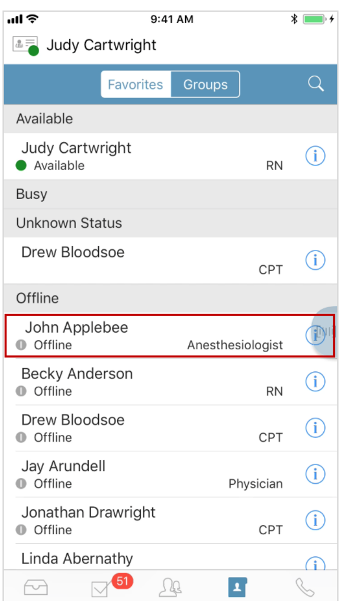
Touch **Send.**

You cannot edit the original message.

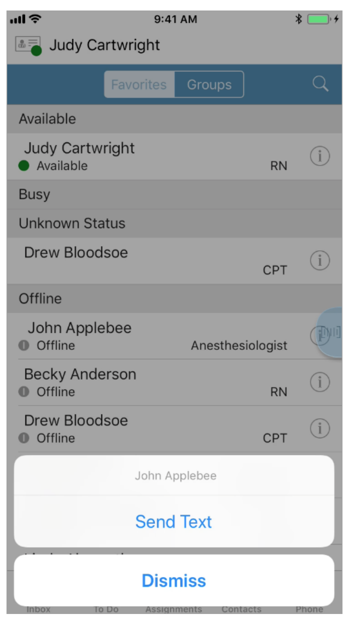
Offline Contact Notification

When configured, users will receive a "Contact Offline" message when sending a text message to recipients who are offline. The offline message displays on screens where users send text messages, for example, the Contacts tab.

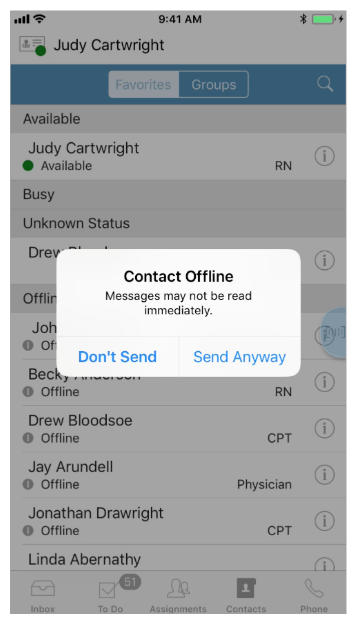
Contacts Tab-Touch Recipient Name



From the **Contacts** tab, touch the name of a Favorite who is offline.



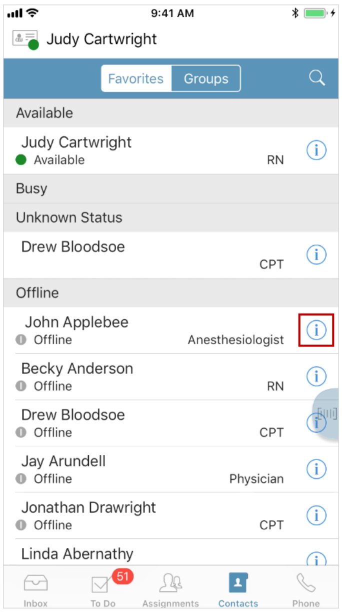
Touch **Send Text.**



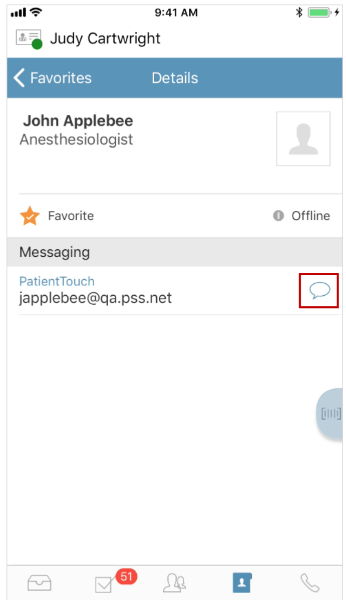
The **"Contact Offline"** message displays notifying users that their messages may not be read immediately.

Touch **Don't Send** or **Send Anyway.**

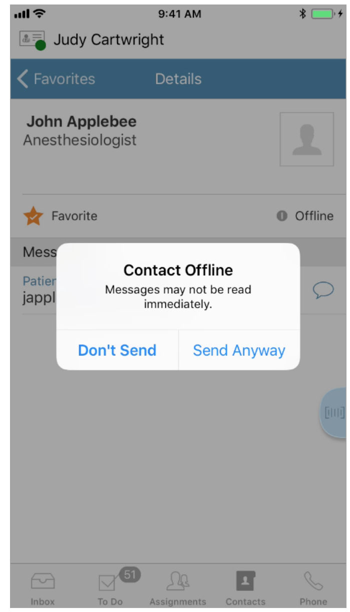
Contacts Tab-Touch Recipient Info Icon



From the Contacts tab, touch the Info (i) icon next to an offline contact.



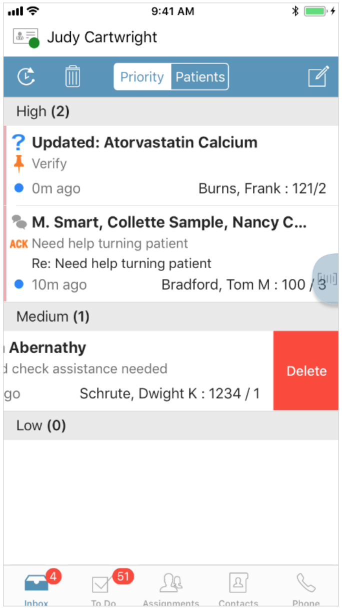
Touch the text messaging bubble.



The **"Contact Offline"** message displays.

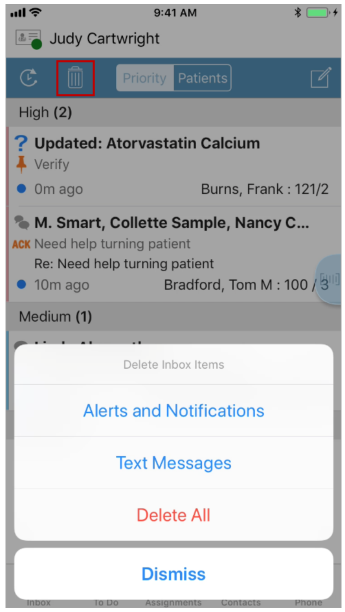
Deleting a Message

Use either of the following methods to delete messages.



Messages remain in your Inbox until they are deleted, accepted, verified, or quarantined.

Swipe left to **Delete** a message.



To delete multiple messages at once, touch the **Garbage Can** icon.

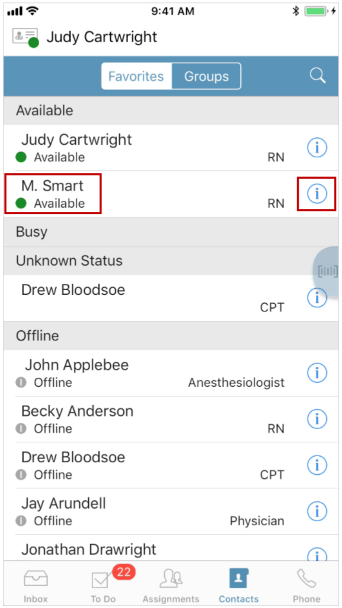
Delete all alerts and notifications/text messages. Or, delete all items in your inbox.

Contacts

Managing Contacts

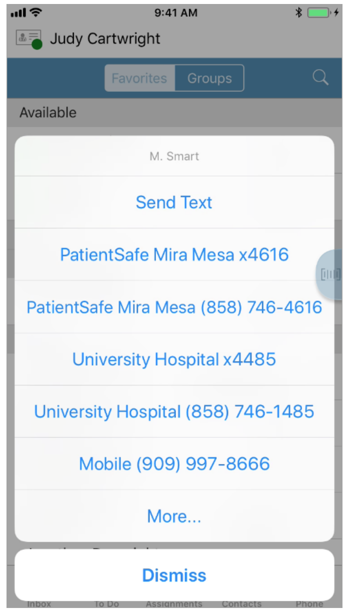
The Contacts tab provides **Favorites** and **Groups**. **Favorites** allows you to add favorites to your contact list and view contact details or select a method of communication.

Groups allows you quickly locate a team or group, view members, and send a **Group Chat.**



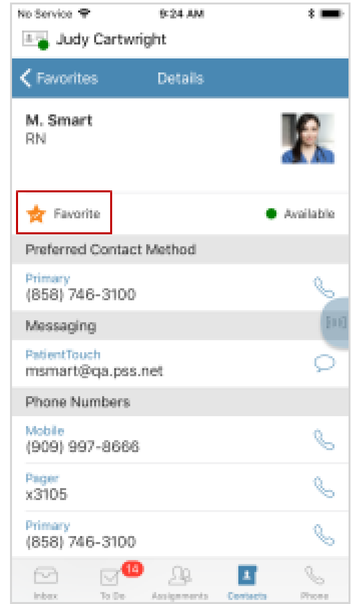
Favorites-Allows you to create a customized list of "Favorite" contacts.

Touch a contact name or touch the **Info** icon (i) to view Details.



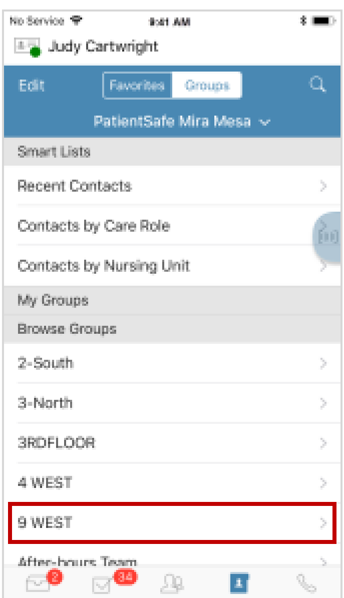
Touch the options available to send a text or place a call.

Touch **Dismiss** to close the overlay.



Add or remove contacts to your favorites by touching the **Star** icon.

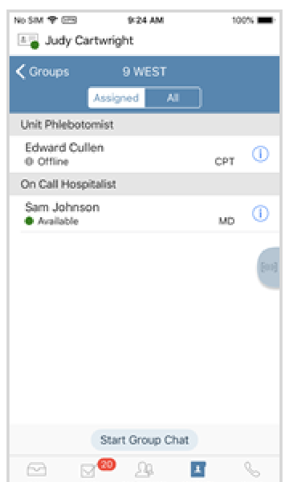
Touch the options available to communicate.



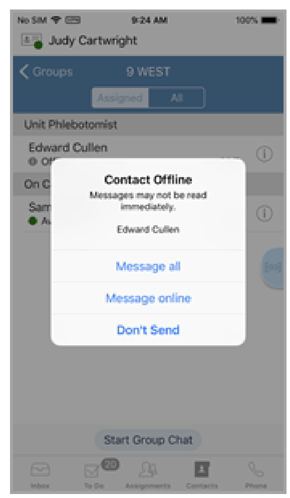
Groups-Allows you to browse by Contacts, Role or Unit.

Browse Groups display in the order of the "Care Role Order" setting in Enterprise Manager.

Touch a **Browse Group** to see group members.



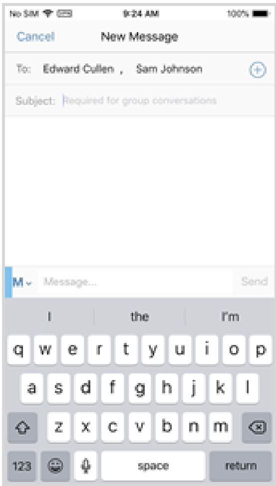
Start Group Chat with members of the group.



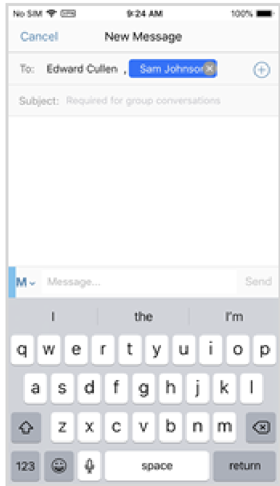
If some of the members are offline, a message displays the names of those users. In the image above, Edward Cullen is offline.

You can send to all recipients **(Message all)**, only those who are online **(Message online)**, or you can choose to not send the message **(Don't Send)**.

Touch **Message all.**

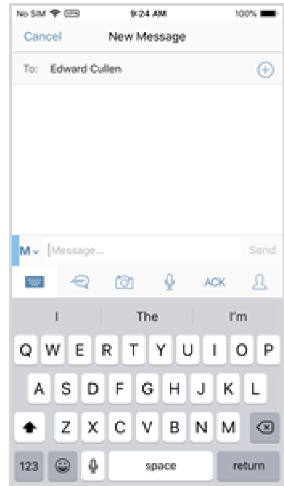


Both members of the unit 9-West display.



If you decide to remove a member, touch that member's name.

Touch the gray "X".



Write and send your message.

Notice the Subject line has been removed. The Subject line is only required for group messages.

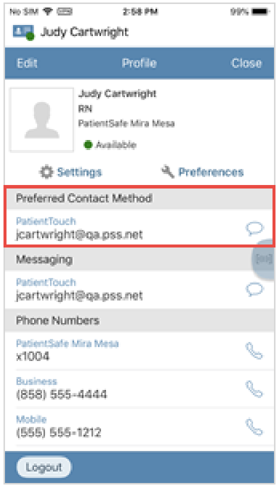
User Preferred Contact Method

User preferred contact method is for all users of PatientTouch. This feature lets users indicate how best to reach them.

For example, if one user prefers to be contacted by the primary phone number, they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select these options.

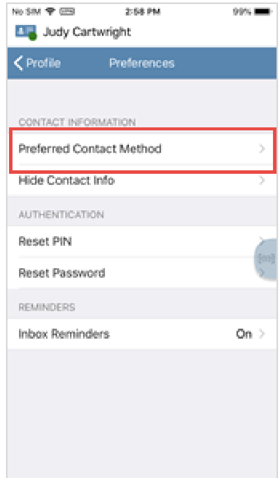
Preferred contact method can be set either globally in enterprise manager, or by the individual user through preferences.

To configure your **Preferred Contact Method** via Preferences, follow the instructions below.

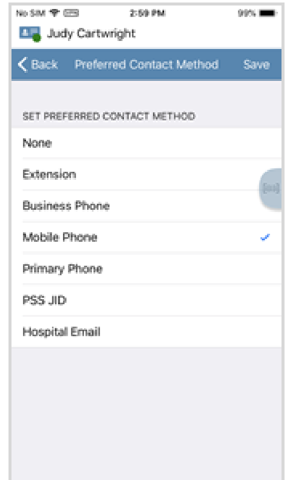


The **Preferred Contact Method** displays on the Profile screen.

1. To change it, touch **Preferences**.

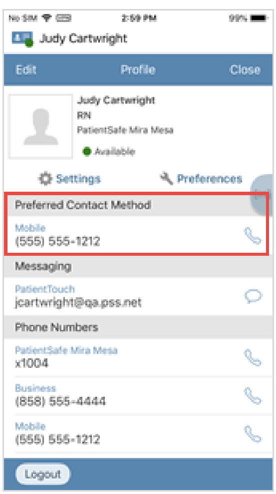


2. Touch **Preferred Contact Method.**



3. Select the desired method of communication.

4. Touch **Save**.



5. The updated **Preferred Contact Method** displays in the Profile screen. It also displays in Contact Details.

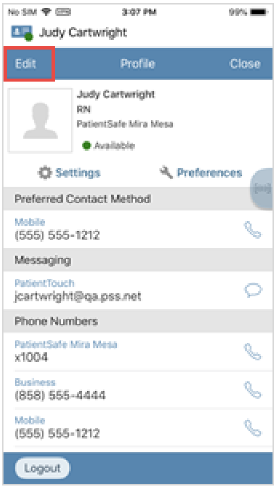
Edit and Hide Contact Info

Physicians and executives may want to edit or remove incorrect or out of date contact information. Or, they may wish to hide their contact information from other users for privacy reasons. PatientTouch provides the ability for each caregiver to do this.

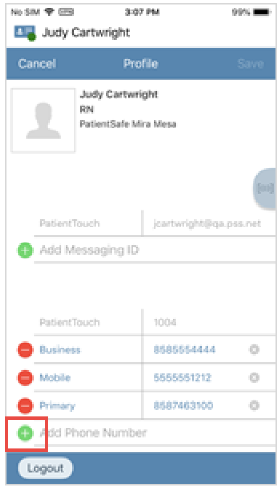
Edit

This feature is primarily targeted at physicians and executives and provides the ability for them to add/edit/remove contact methods. Users must have the Edit Contact Info permission.

To edit your contact information, follow the steps below.

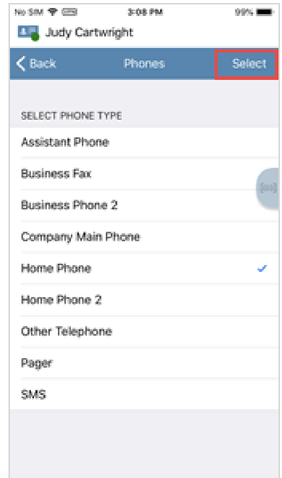


1. From the Profile screen, touch **Edit**.



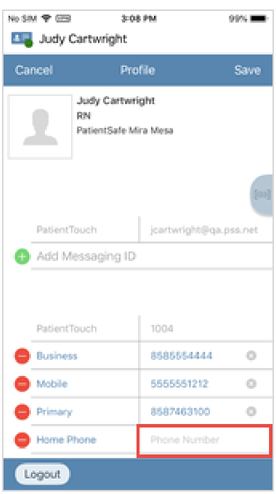
2. Select any of the choices available to modify. Touch the green plus sign to add. Touch the right side field to edit. Touch the red minus sign to delete.

3. For example, touch the green plus sign to add a phone number.

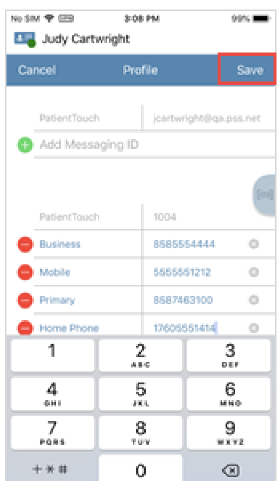


4. Select a type of phone number to add.

5. Touch **Select**.

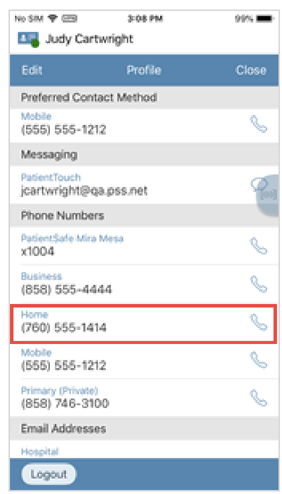


6. Touch the right side field next to Home Phone.



7. Use the keyboard to enter the phone number.

8. Touch **Save**.



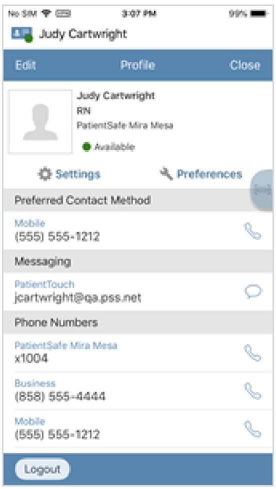
9. The new mobile phone number displays on screen.

Hide

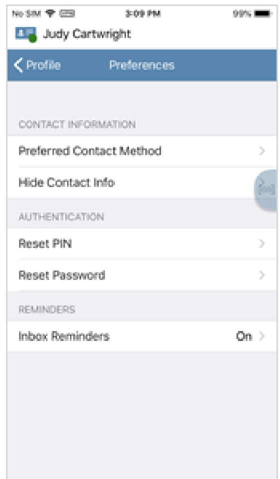
This feature lets users hide their personal contact information while still remaining accessible through the application. For example, physician's and executives may not want other caregivers to see their private phone number.

However, they may still wanted to be contacted via those means when they are logged into the application. Users can hide their contact information from other users with the Profile tab and the "Hide Contact Info" permission.

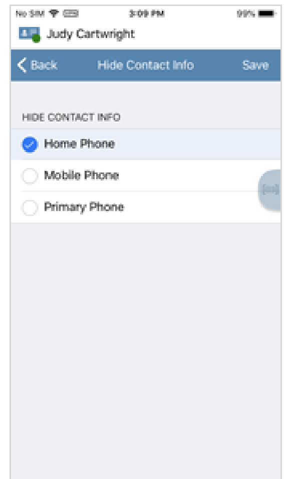
Use the instructions below to hide any of your contact methods.



1. On the Profile tab, touch **Preferences**.

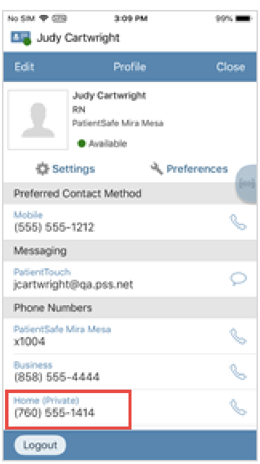


2. Touch **Hide Contact Info**.

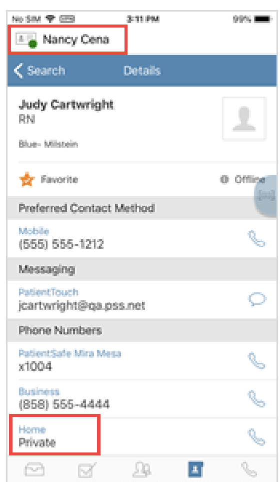


3. Select the phone number(s) you wish to hide from other users. At this time, phone numbers are the only method of contact you can hide.

4. Touch **Save**.

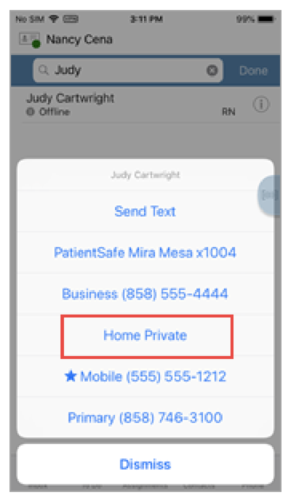


5. The hidden contact information displays as "Private" to the user on their own Profile screen.



6. In addition, the Contact Info screen of *another user* displays the "Private" label to indicate the contact information is hidden.

7. If Nancy Cena touches the Phone icon to make a call, the call will go through but the phone number will remain hidden.

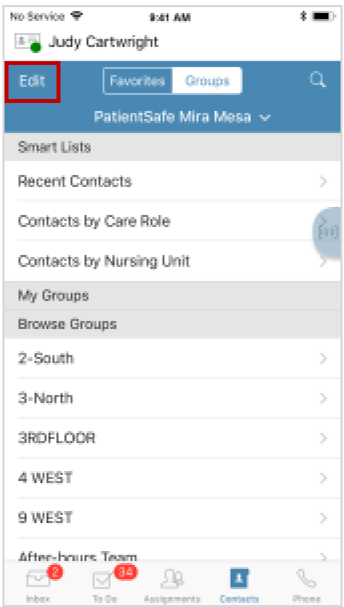


8. When Nancy Cena touches Judy's name from the list of Favorites, the action sheet also displays the "Private" label.

Managing Browse Groups

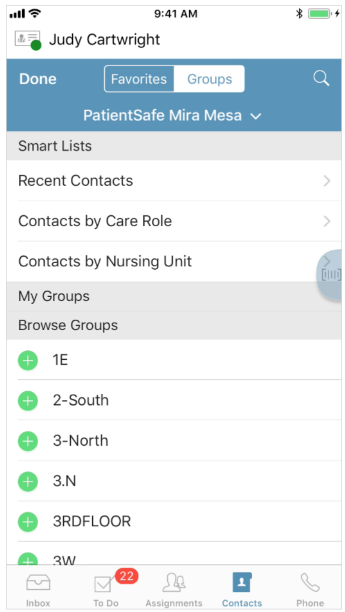
If configured, **Browse Groups** displays organization units like teams or on-call providers.

You can select to add yourself to **My Groups** using **Edit**. **My Groups** provides quick and easy access to all of the teams you want to locate.

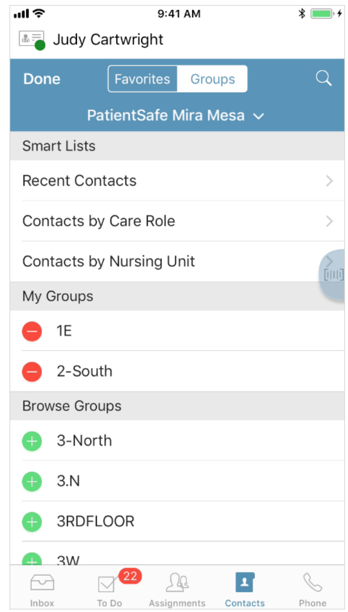


Edit allows you to insert a group under **My Groups**.

1. Touch **Edit.**

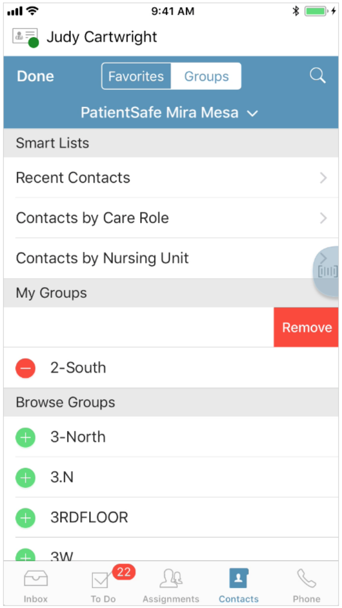


2. Touch the green insert button next to the unit(s) you want to add.



3. My Groups displays the 2 selected units .

4. Touch the red remove button to remove a group.



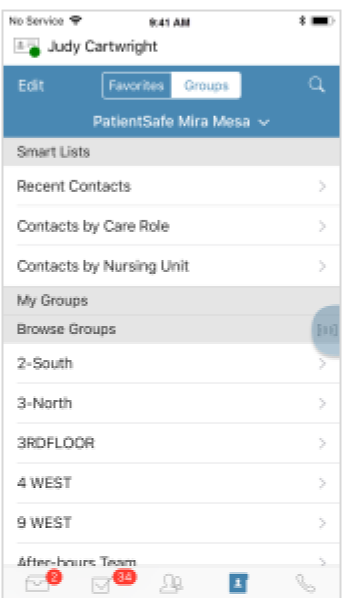
5. Touch **Remove.**

6. Touch **Done** when you are finished.

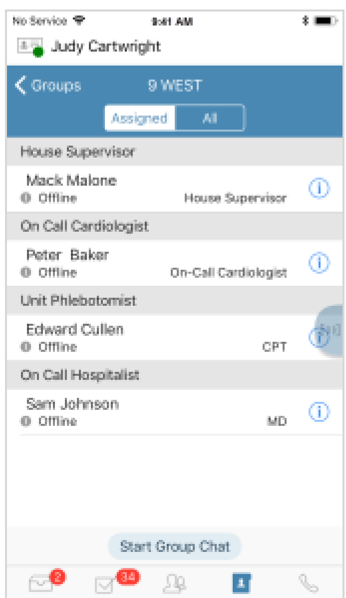
Assigned & All Pivots

PatientTouch Communications provides the **Assigned** pivot to view "assigned" caregivers in a Care Role, Nursing Unit, or Browse Group.

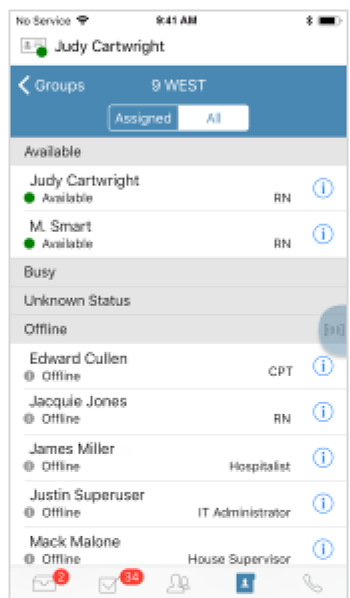
Touch the **All** pivot to view "all" caregivers who could be assigned to one of these groups.



1. Touch the desired **Browse Group.**



2. The **Assigned Pivot** displays all of the *assigned* members of 9 WEST.



3. The **All** Pivot displays all caregivers who *could be assigned* to 9 WEST.

On Call Schedules

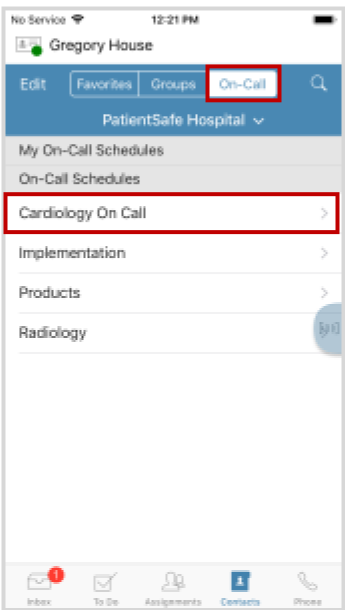
You must have On-Call Integration configured in the Enterprise Manager to use this feature. Please contact PatientSafe Solutions Technical Support team for more information.

On Call Schedules are for system administrators and schedulers. This feature lets organizations configure an integration with an on-call scheduling system such as AMiON.

For example, PatientTouch On-Call Schedules allow caregivers to easily find who is currently on-call as well as look ahead to future on-calls for the next shift and the next few days after. Caregivers who go on-call can also see their own schedule within the app.

To learn more about On Call Schedules, follow the instructions below.

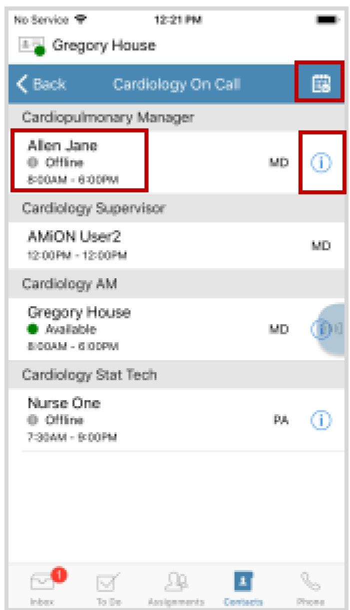
Contacts Tab



If your site is setup for On Call Scheduling, you will see the On-Call pivot at the top of the Contacts screen. If your site is not setup for On Call Scheduling, you will only see Favorites and Groups.

Select the schedule you want to view from the list.

1. Touch **Cardiology On Call.**

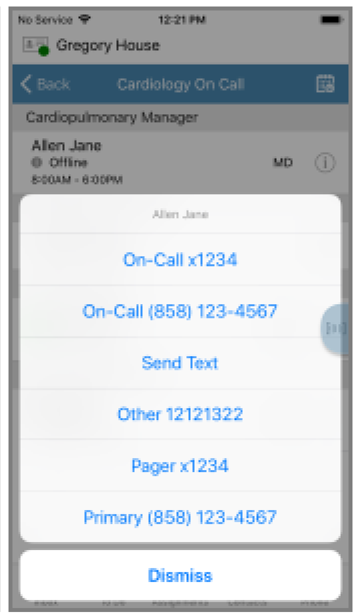


A list of caregivers who are currently on-call in the Cardiology schedule display.

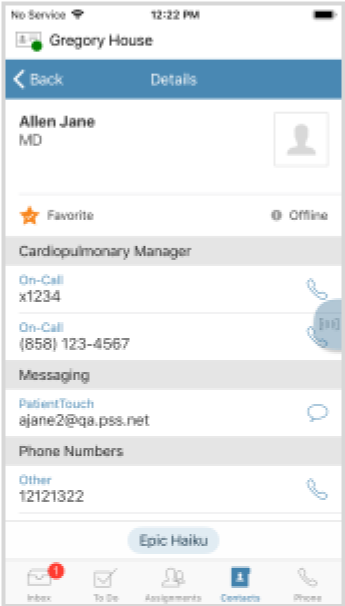
2. Touch a name to view their contact action sheet.

3. Touch the **Info** icon to view Contact Details.

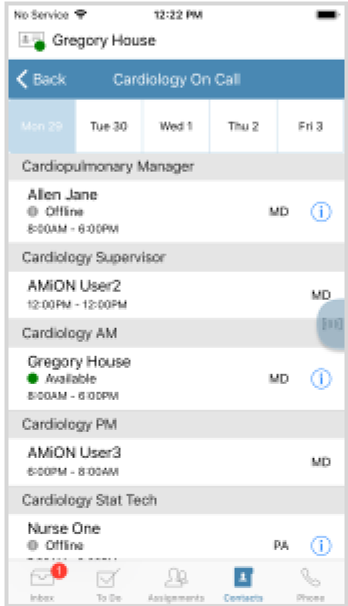
4. Touch the **Calendar** icon to see who will be on call next.



2a. Their contact information displays for you to call, text, or page.

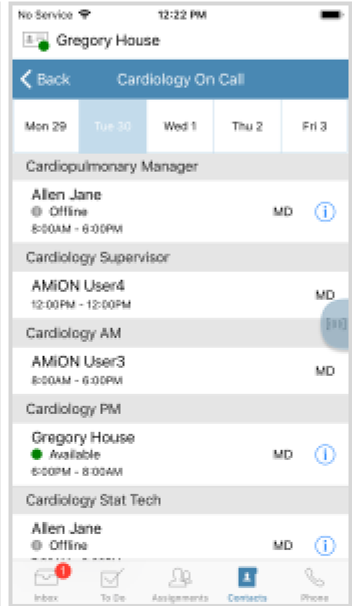


3a. Their contact information displays for you to call, text, or page.



4a. The calendar displays who will be on call for that day plus the next four days.

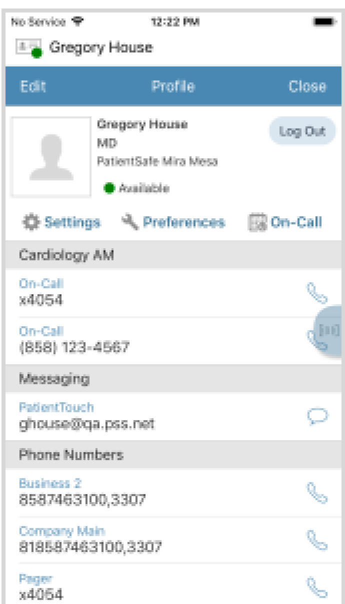
5. Touch Tue 30 to see who is on call for that day.



6. The on call caregivers display for that day.

Note: If a shift has ended, the contact data for that user will be grayed out.

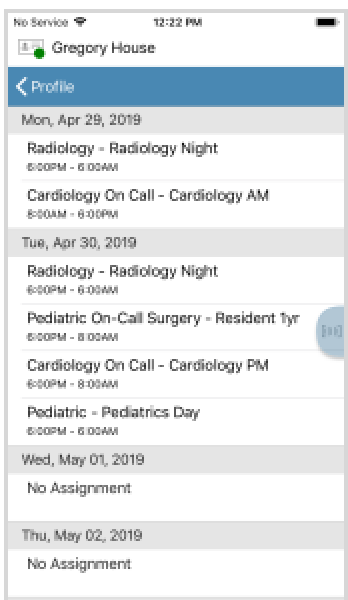
Profile Tab



Physicians, or anyone else who has on call responsibilities, can view their own schedule.

Users will see **On-Call** at the top of the **Profile** screen.

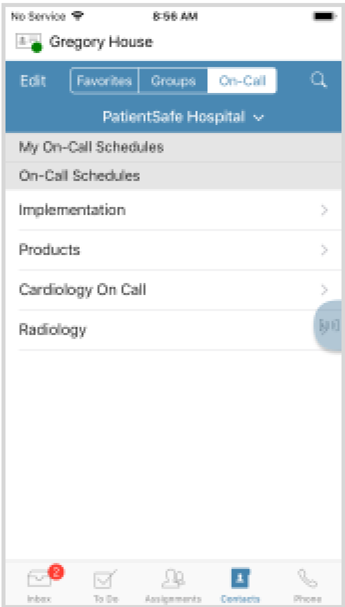
1. Touch **On-Call.**



2. The physician's schedule displays for the next 7 days.

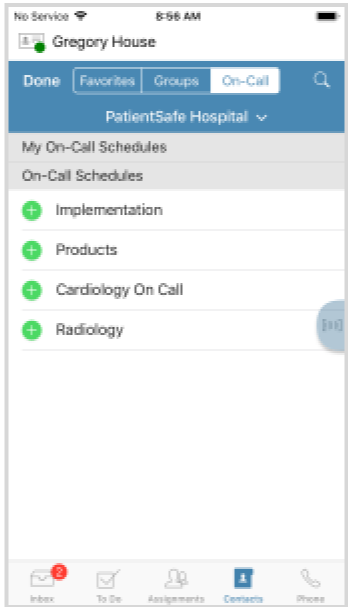
My On-Call Schedules

My On-Call Schedules provides quick and easy access to on-call schedules that you frequently view.

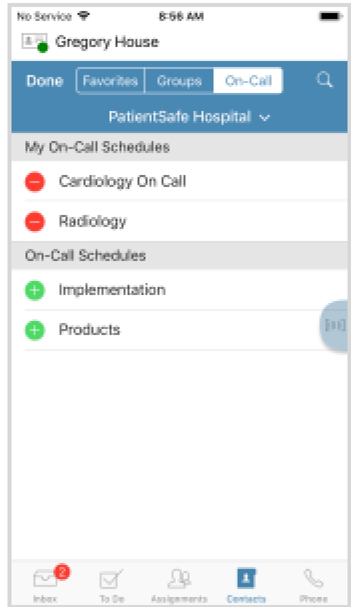


Edit allows you to insert a schedule under **My On-Call Schedules.**

1. Touch **Edit.**



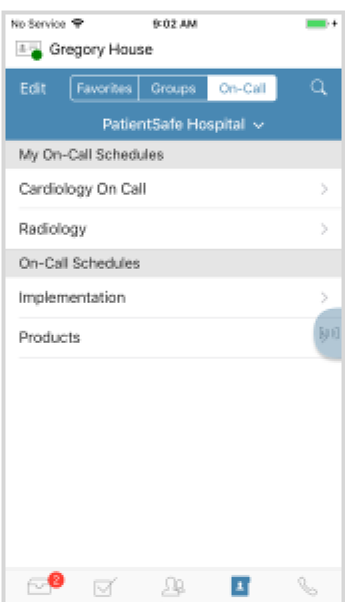
2. Touch the green insert button(s) next to the schedule (s) you want to add.



3. The 2 selected units display under **My On-Call Schedules**.

4. Touch **Done**.

Note: Touch the red remove button to remove a schedule.



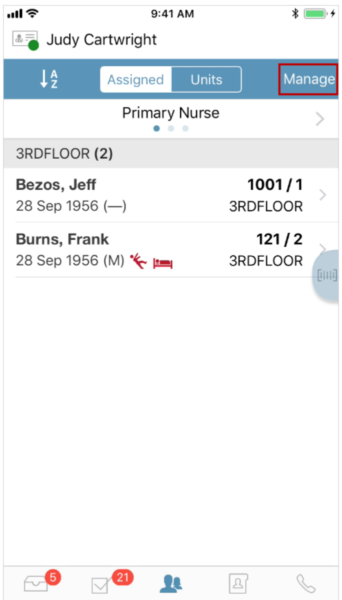
5. The newly selected schedules display.

Managing Assignments

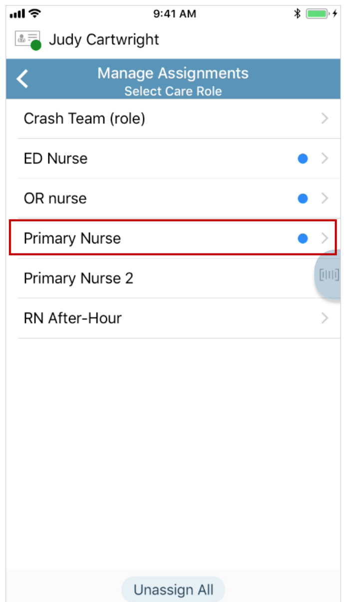
Orchestrating Your Assignments

Users with the appropriate permissions can manage assignments. You can assign patients, locations, and nursing units using the Enterprise Manager, Clinical Manager and the PatientTouch application. The process of assigning and un-assigning using the mobile application is described below.

Assigning_Unassigning Patients

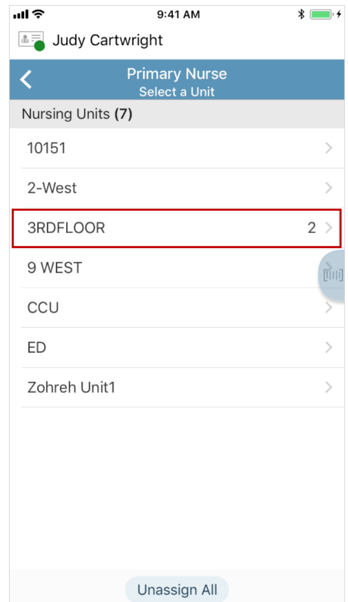


From the Assignments tab, touch **Manage** to add/remove patients from your list.

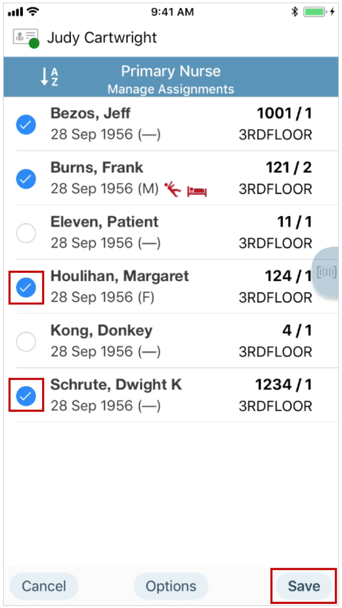


If you have more than one associated Care Role, select the role for which you want to manage assignments.

Note: Touch **Unassign All** to remove assignments from all Care Roles.



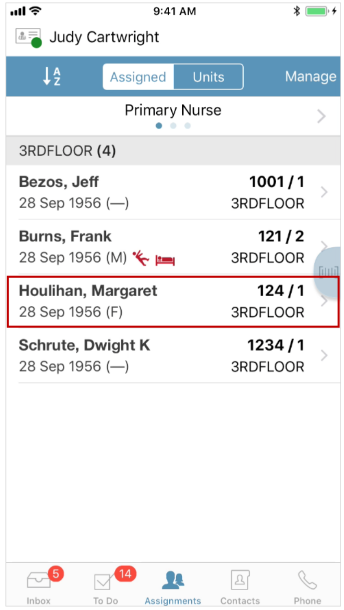
Select the specific nursing unit to which the patient(s) is assigned.



Select the radio button next to the patient name.

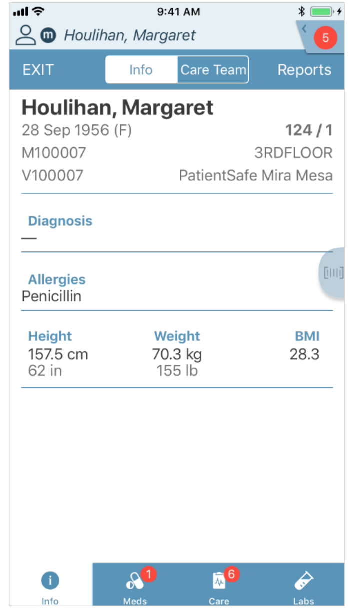
Note: To unassign a patient, deselect the radio button.

Touch **Save**.



The newly assigned patient displays in your Assignments.

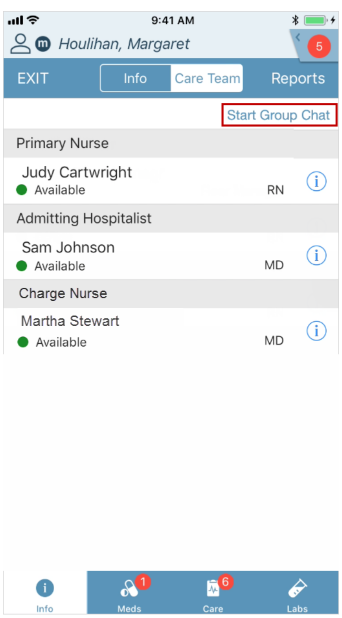
Touch a patient name to see patient details.



Patient context provides access to the **Info,Meds,** and **Care** tabs. If your patient has a lab order, the **Labs** tab also displays.

Touch **Reports** to display a list of commonly used reports.

Touch **Care Team** to see the patient's other assigned caregivers.



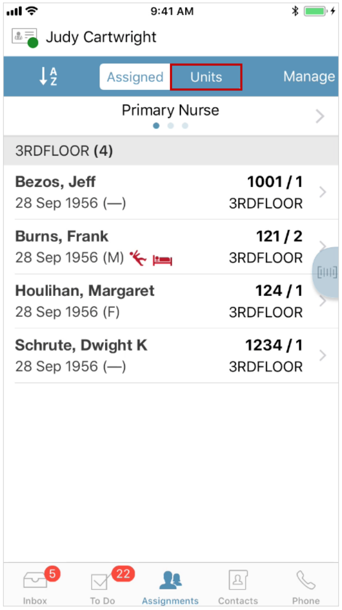
Touch the **Info** icon (i) next to a caregiver name to contact.

Start Group Chat to text a message to all Care Team members.

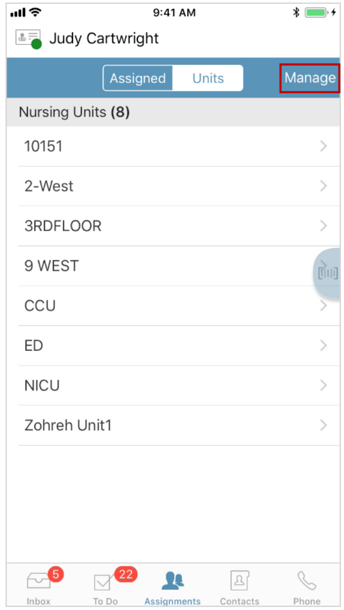
Note: When you text a message from the Care Team screen, the patient will automatically be tagged.

Touch **Exit** to return to your assignments.

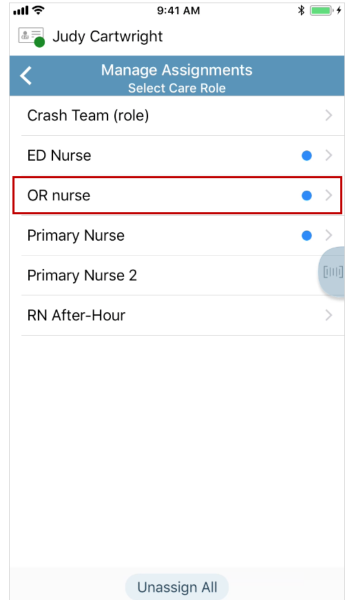
Assigning Locations



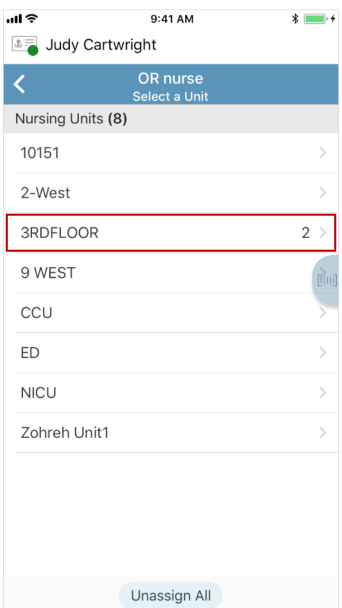
Touch **Units** to assign rooms or beds.



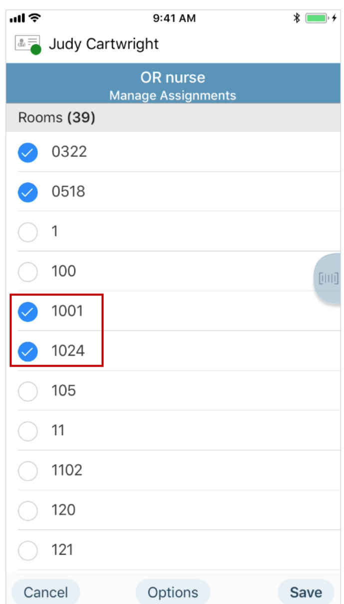
Touch **Manage.**



Select a **Care Role**.



Select a nursing unit.



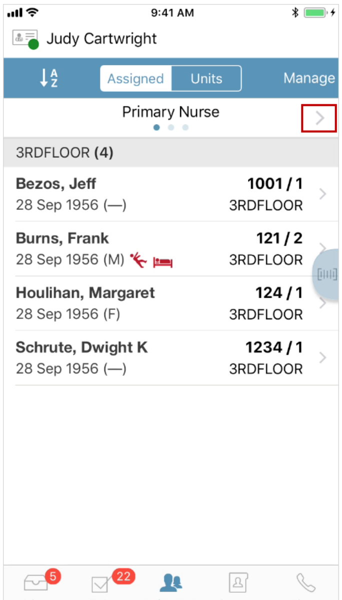
Select the desired room numbers to assign these locations to yourself. Deselect rooms numbers to remove these locations.

Touch **Save.**

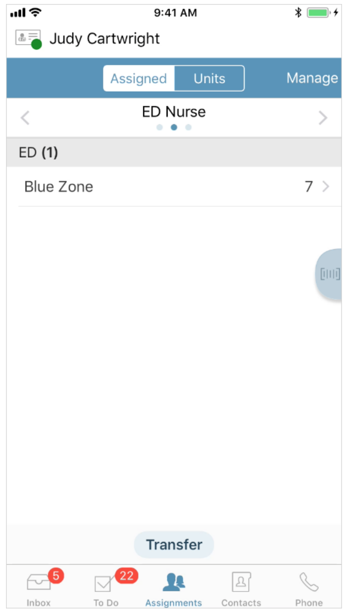
Touch **Options** to Select/Deselect All.

Multiple Care Roles

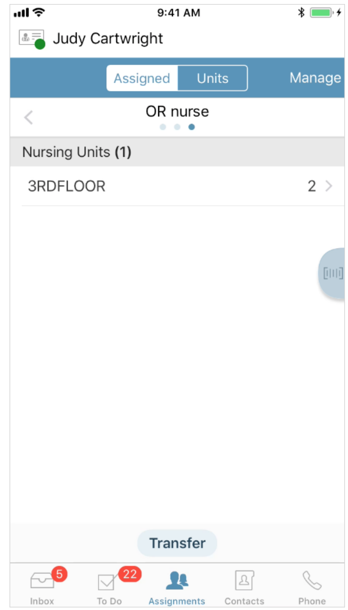
The user below is assigned to multiple Care Roles (Primary Nurse, ED Nurse, and OR Nurse). Two of the Care Roles (ED Nurse and OR Nurse) have been assigned to an organization unit while the Primary Nurse Care Role has been assigned to patients. The screens below show how they display in the Assignments tab.



Touch the right arrow to see the other assigned care roles.



These are the assignments of the ED Nurse care role.

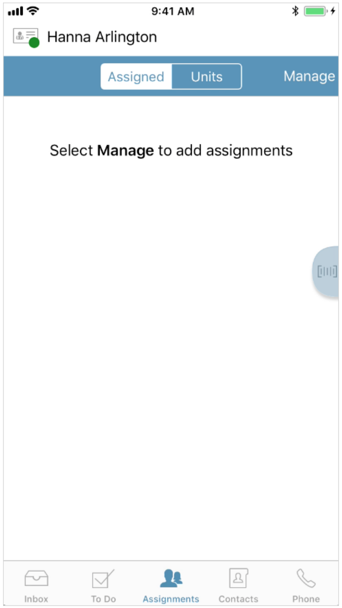


These are the assignments of the OR Nurse care role.

Restricting Assignments

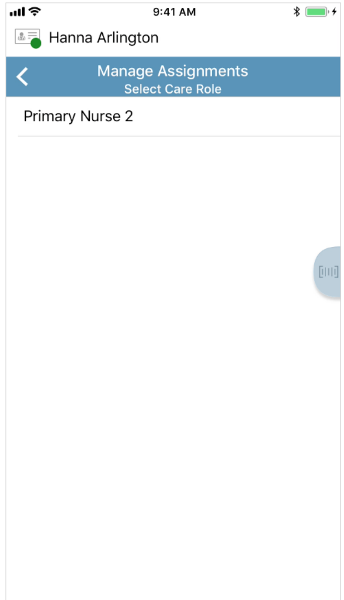
Care Roles have the ability to be "restricted" so that the assignments for the care role cannot be modified when they are using an on-call scheduling system.

The functionality of Assignments will differ, if one or more care roles have the "Restrict Assignment Management" selected in the Enterprise Manager.



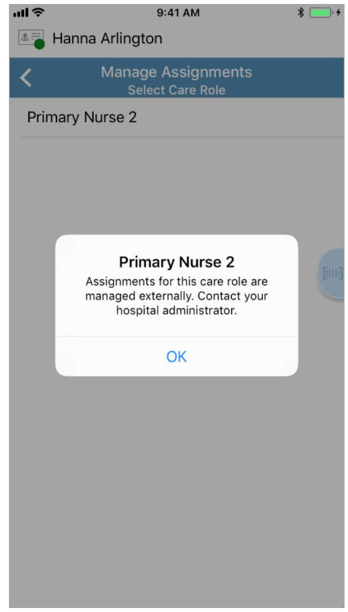
When caregivers have the "Restrict Assignment" flag on their assigned Care Role, they will not be able to manage their assignments.

Touch **Manage** to see the behavior on the handheld.



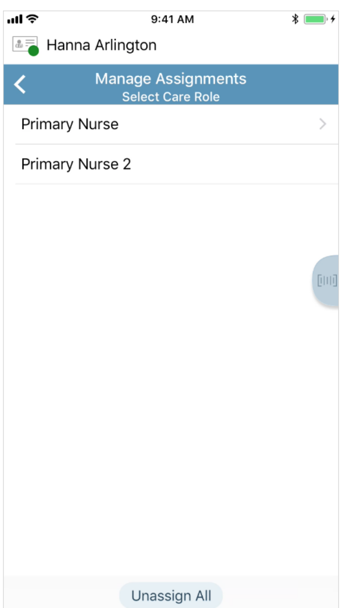
If users have only one care role and it has "Restrict Assignment" flag, then the **Unassign All** button will not display.

Touch **Primary Nurse 2**.



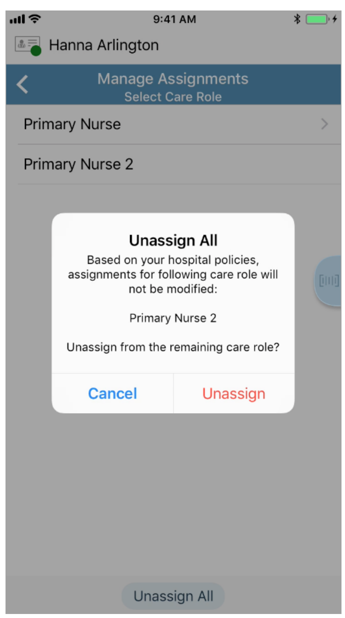
A message displays stating that the assignments for this care role are managed externally.

Touch **OK** to return to the **Assignments** tab.



If users have multiple care roles and one of them has "Restrict Assignment" flag, then touching **Unassign All** should only unassign care roles without flag.

Touch **Unassign All**.



A message displays stating that the assignments for the care role with the "Restrict Assignment" flag will not be modified.

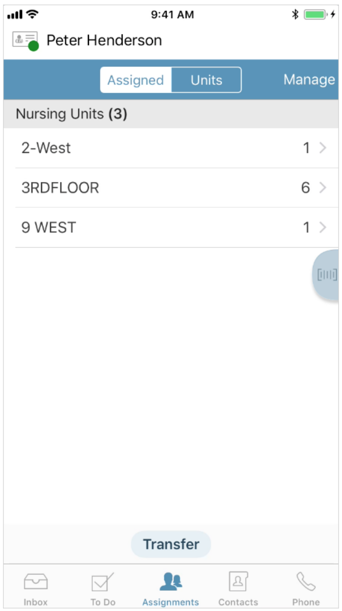
To unassign patients from the other care role, touch **Unassign**.

Transferring Assignments

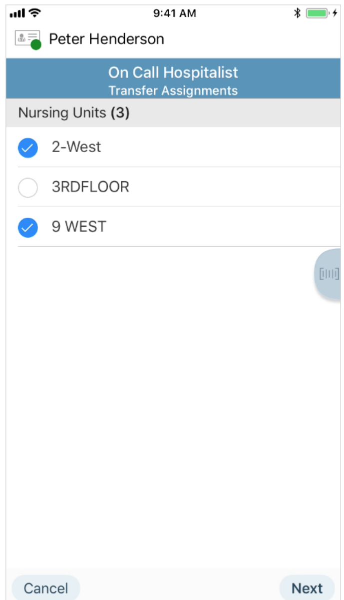
Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist.

Users must have the "Assign Transfer" permission in order to transfer assignments.

On-Call Hospitalist



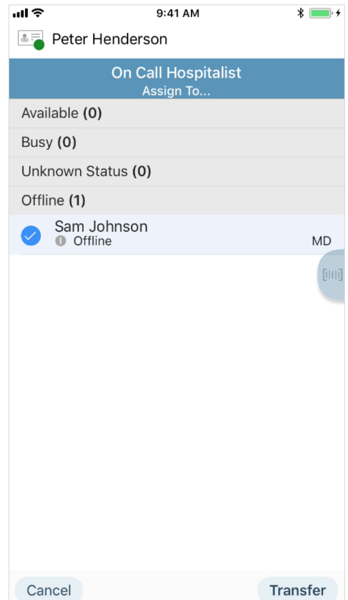
From the Assignments tab, touch **Transfer**.



The nursing units display that are ready for transfer.

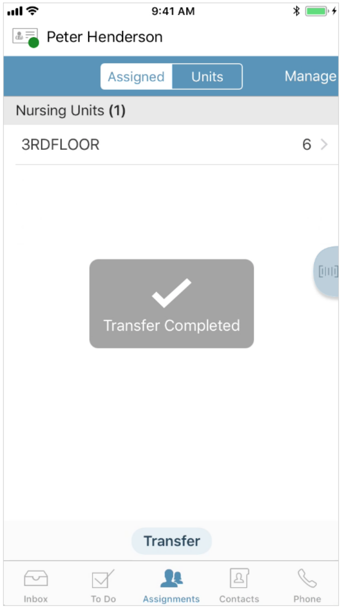
If desired, deselect a unit.

Touch **Next**.



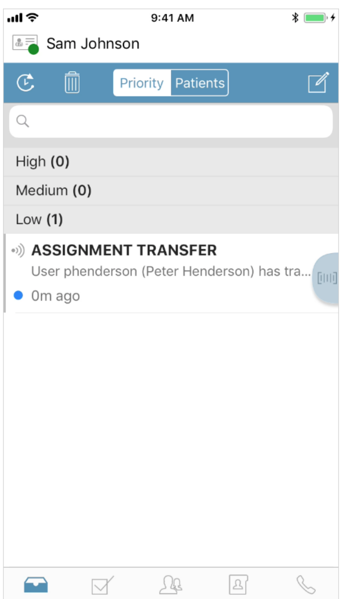
Select the recipient of the transfer. In this case, it is the Admitting Hospitalist.

Touch **Transfer**.



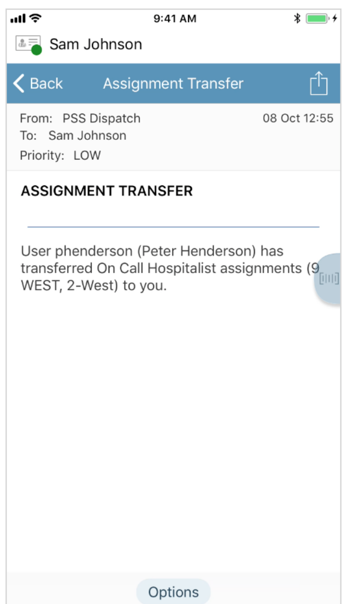
A check mark displays indicating a successful transfer.

Admitting Hospitalist



The recipient of the transfer receives a notification of the transfer.

Touch **View**.

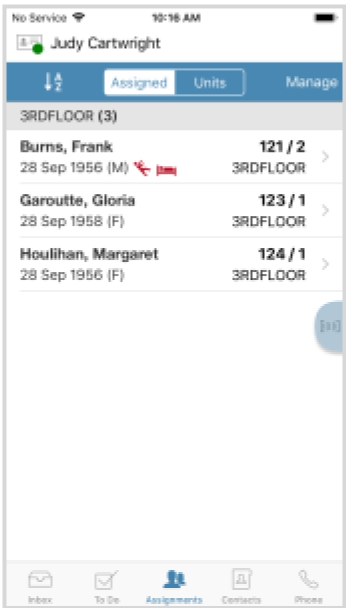


The details of the assignment display.

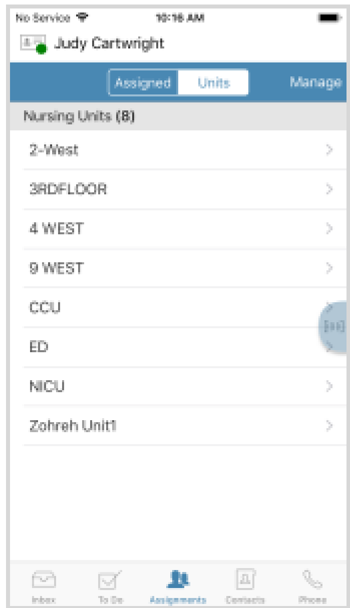
Filter Empty Beds

PatientTouch Communicatios has a filter that allows users to hide or display empty beds. This feature may help prevent users from scrolling too much if their hospital has a lot of nursing units with empty beds.

To hide or display empty beds, follow the instructions below.

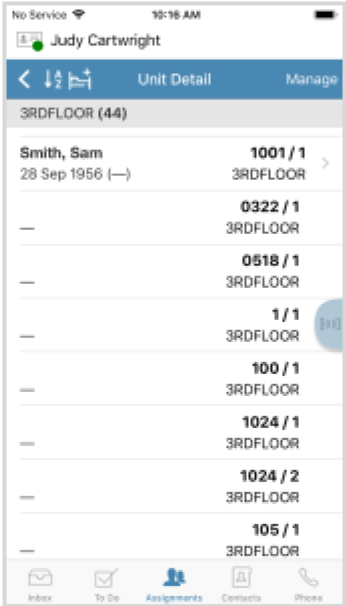


1. From the Assignments tab, touch **Units**.

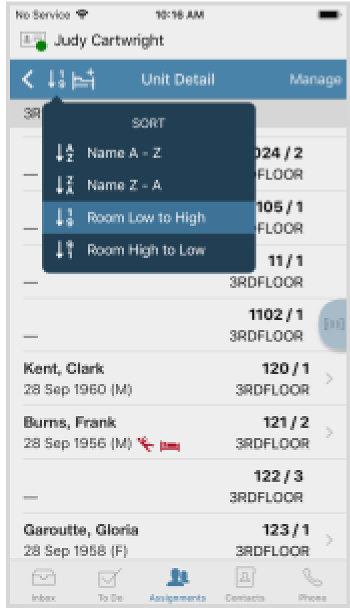


2. Select the desired nursing unit for which you want to display empty beds.

3. Touch the **Bed** icon.



4. All of the empty beds for this nursing unit display.



5. Touch the **Sort** icon to display beds in ascending or descending order.

Or, select to display patients in alphabetical order.

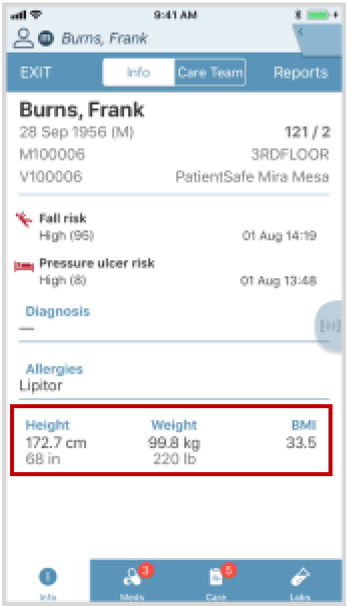
Display Preferences

Clinical Display Preferences is for users configuring the system to align with their display preferences for BMI or BSA as well as Metric and/or Imperial values for height and weight data. The information will display for any user who has access/visibility to patient info in Enterprise Manager, Clinical Manager, Online MAR, printed reports, Web Messenger, Clinical app (iOS), and Communications app (Android and iOS).

In order for BSA to display, it must be sent via the interface.

This feature allows customers to customize the display of BMI or BSA as well as Metric and/or Imperial values for height and weight data.

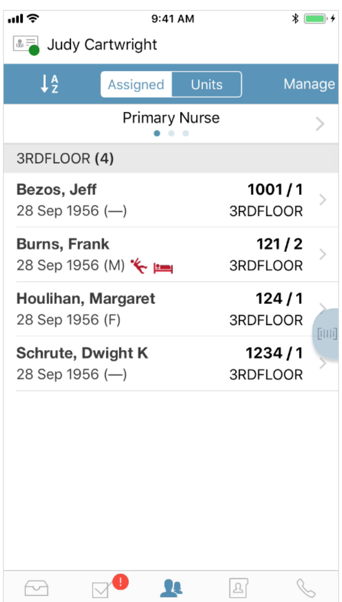
The screen below shows BMI as well as metric and imperial units for the patient's height and weight.

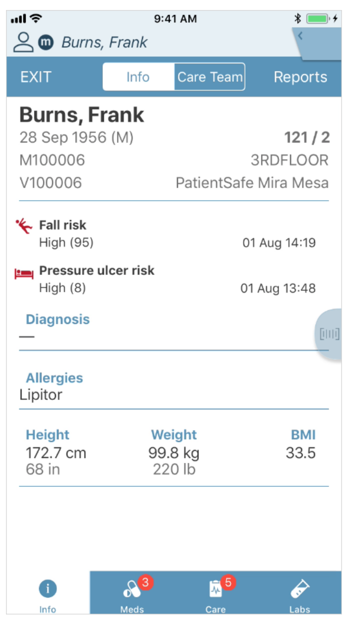


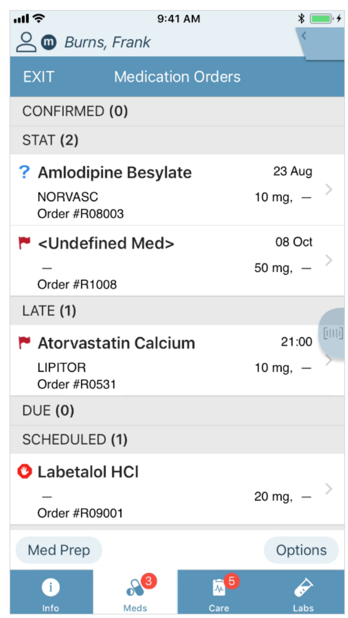
Patient Information

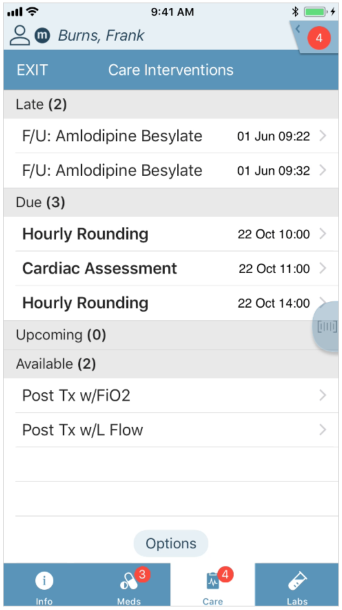
Viewing Patient Information

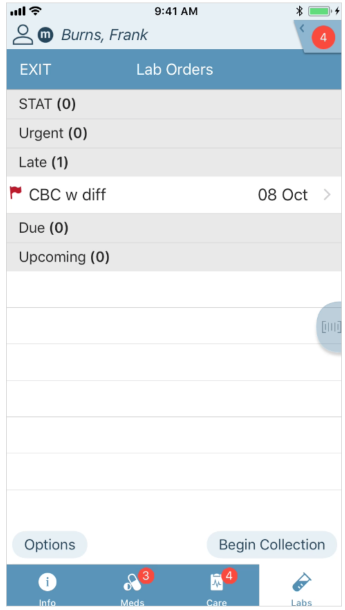
PatientTouch provides access to patient information. From the Assignments tab, touch the name of your assigned patients and the Patient Info screen displays. Depending on your installed modules, you will see the Meds, Care, and Labs tabs. Touch each tab to begin a workflow.









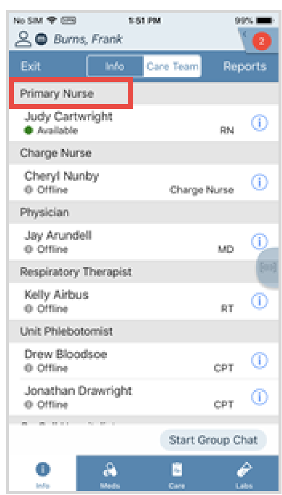


Patient Care Team

The patient's care team members display when you touch the Care Team tab from the top of the screen. Caregivers can use the Info icon to select a method of communication. Touch **Start Group Chat** to communicate with all care team members.

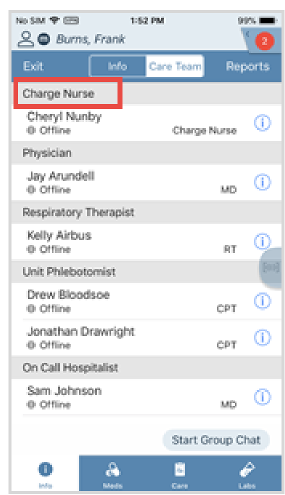
When enabled, the Care Roles display in the care team list. When disabled, a care role will not display in the care team list. See below.

Touch **Care Team** from the Patient Info screen.



All care team members display. However, a Care Role may be configured to not display.

For example, the **Primary Nurse** care role displays in the image above.



But when the Primary Nurse care role is configured in the Enterprise Manager to not display, caregivers will not see it in the Care Team list.

Instead, the next care role displays.

Accessing Patient Results via mView

mView, which stands for mobile view, can be configured to display patient-specific clinical data to clinicians on the handheld. The power of *mView* is in bringing information to the user instead of the user having to go to various locations (computers, pieces of paper, another person, etc.). *mView* includes user-entered documentation including medication administrations, medication orders, vital sign collection, interventions, assessments, lab values, and so on.

Users access mView using the icon located on the top left corner of the Patient Info screen, as seen below.

The information displays in tab groups as seen in the following image (Resp, Vitals, Meds, Labs). Touch a Tab Group to see patient specific information.

On the Patient Info screen, or anywhere within the patient context, touch the **mView** icon to view detailed clinical data.

The mView tabs display and are configured in the Clinical Manager.

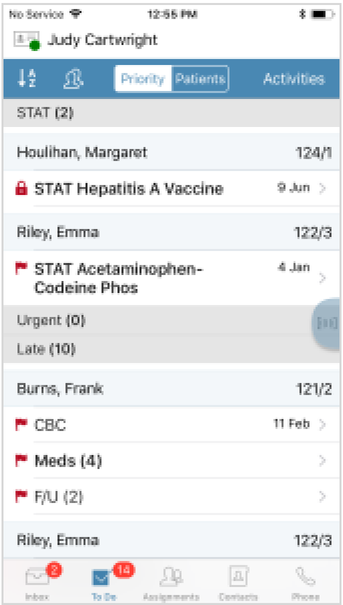
The **Meds** tab displays the last documented medication for the patient.

To Do List

Managing Your To Do List

The To Do List consists of tasks related to the patient(s) for whom you are assigned as the caregiver. You will be able to view those tasks assigned directly to you as well as tasks of others who may also be providing care to the same patient(s).

The tasks are categorized in the following ways: STAT, Late, Due, Upcoming, and Verification (if applicable). Tasks may include medication doses, specimen collections, care interventions/assessments, follow-ups, and /or orders that need to be verified. You can sort and view tasks by priority or patient.



Your **To Do Badge Count (14)** provides the number of your outstanding tasks for your assigned patient(s)/locations(s).

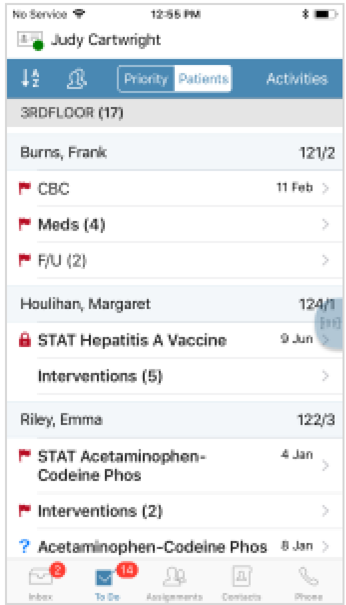
View the list by **Priority**.

Task assignment is indicated with typeface:

- Your assigned tasks are **bold**.

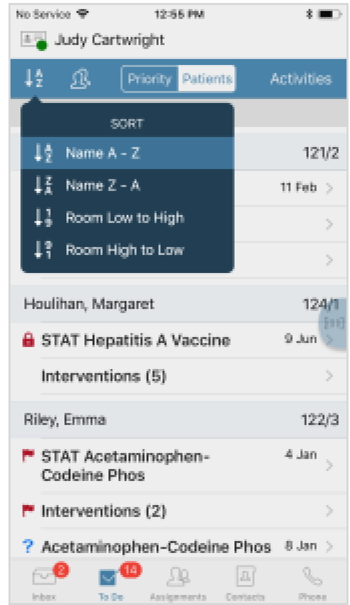
- Tasks in gray *italic* are assigned to another user in the same unit.

- Tasks in plain type are not assigned to any user.

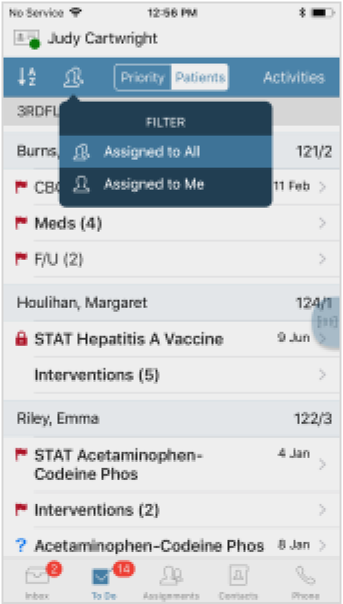


View the list by **Patients**.

The patients are listed according to their assigned nursing unit.



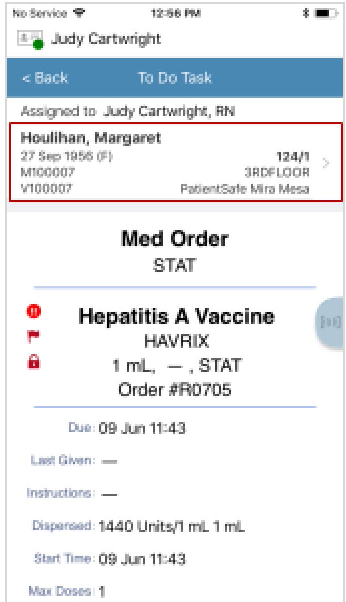
Sort to display tasks in order from patient Name A-Z, Z-A or Room (Low to High) or (High to Low).



Filter for tasks **Assigned to All** users.

Filter for tasks **Assigned to Me.**

Touch on a specific task to see the **To Do Task** details.

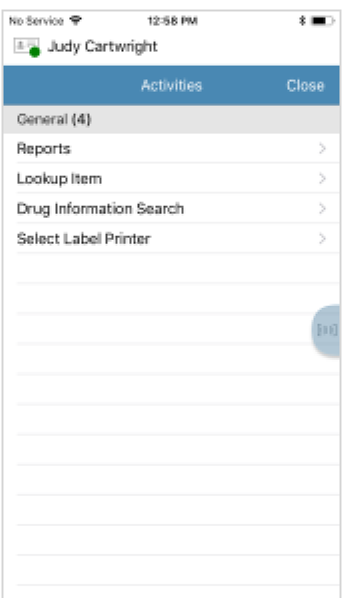


The To Do Task details displays information about the medication and dosage.

Touch the patient tag to directly access the **Patient Detail** screen.

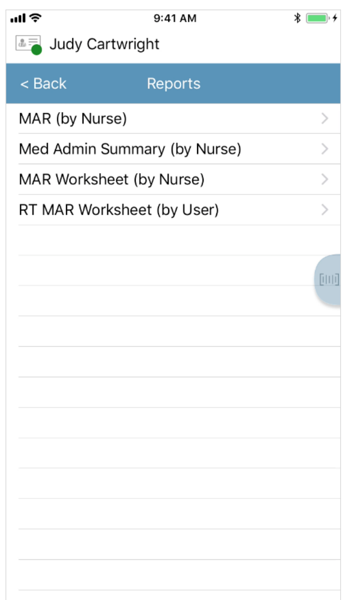
Patient Details allows you to document a medication, intervention, or lab workflow.

The **Care Team** tab provides all caregivers assigned to this patient.



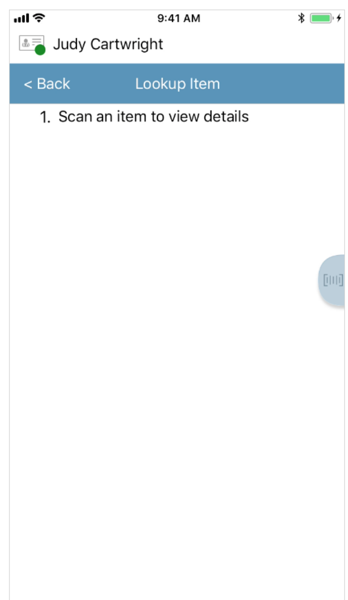
Activities provides **Reports**, **Lookup Item**, and **Drug Info Search**.

If you have the necessary privileges, you may see **Test Label Printer** as well.

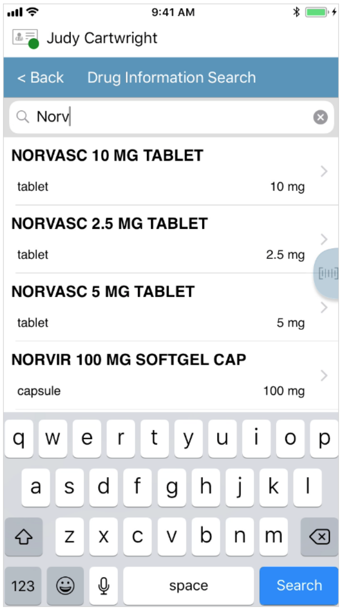


Reports displays a list of commonly used reports.

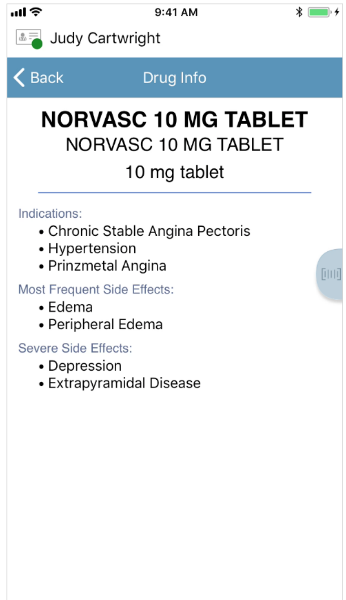
Touch the small right facing arrow to edit information.



Lookup Item allows you to scan a medication's barcode to see information about that medication.



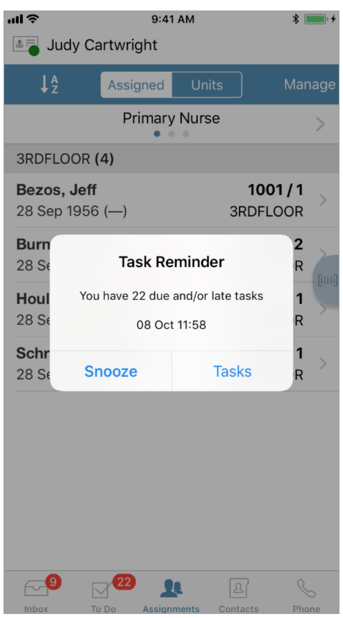
Drug Info Search displays a list of drugs containing your search information.



Select the desired drug from the list and indications and side effects display.

Task Reminders, To Do's, Notifications, and Badge Count

Task Reminders



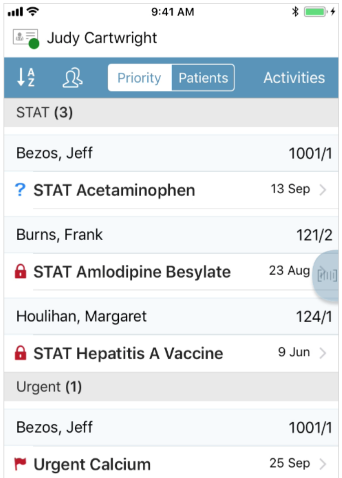
Reminders are messages you receive when you have tasks that are due, almost late, late, or have a follow-up due. These reminders are driven by the defined lead and lag times and follow -up intervals as well as tied to the snooze interval setting in the Clinical Manager>Configuration>Settings>Global Settings tab.

The hospital can customize the behavior of Reminders in the Clinical Manager, which may include a popup window, audible alert, and vibration of the iPhone device.

Reminders are suppressed while the user is in the Clinical Workflow (green screen workflow).

When the user is presented with a Reminder pop-up, there are two options: **Snooze** and **Tasks**. If the user does not want to immediately review the To Do tasks, they can select **Snooze**. The Reminder pop-up will display again after the defined snooze time has passed. To immediately review the details of the To Do tasks from the Reminder pop-up, touch **Tasks**. This will take you to the To Do list.

To Do Task List

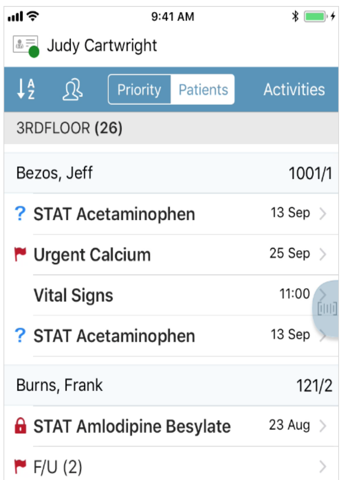


The **To Do Tasks** screen allows caregivers to view all tasks scheduled for their assigned patients that they are able to perform, based on their user role privileges. For example, nurses might see all scheduled medication orders and care intervention tasks when scheduled for their patients.

The To Do Badge Count increases with each scheduled task and should match the Reminder pop-up count, however, this is not always the case. For example, a nurse may also be reminded of late RT medications.

The To Do Tasks list is also driven by the Upcoming Task Lead Time (Clinical Manager>Configuration>Settings>Global Settings tab). For example, if it's set to 12 hours, the To Do List will show any tasks that are "upcoming" within the next 12 hours.

Caregivers can view their tasks sorted by priority or by patient name.

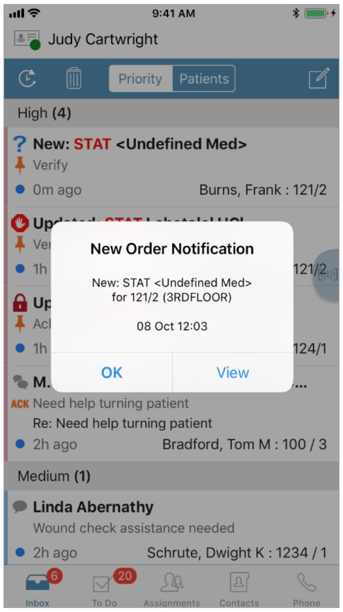


The **Priority** view displays tasks in the following order: Stat, Urgent, Late, Due, and Upcoming. Bold tasks are tasks assigned to the logged in user. Tasks in italics are assigned to another caregiver.

The **Patients** view shows tasks for each patient assigned to the caregiver. The patients are grouped based on the nursing unit in which they are located.

Both the **Priority** and **Patients** view can be sorted in the following ways: Name A-Z, Name Z-A, Room Low to High, Room High to Low.

Notifications



Notifications are direct messages to the user. These messages may be communication from another caregiver (text messages) order-specific (order notifications).

The way(s) in which notification messages are presented to the user will depend on the configuration settings determined by the facility. The user may receive a pop-up window, sound, and/or vibration.

Text message notification behavior is defined in the Enterprise Manager>Settings>Notification Behavior.

Order notification behavior is defined in the Clinical Manager>Configuration>Settings>Notification Settings.

The types of order notifications you receive are defined in the Clinical Manager>Configuration>Nursing Units>Settings tab.

Unlike task reminders, order notifications are one-time events that occur at the time of the event.

Order notifications can consist of the following: New/Updated Stat Orders, New/Updated Routine Orders, Discontinued Stat Orders, and Discontinued Routine Orders.

Badge Count

The Inbox badge count increases with each order notification, unread text message, and/or external alert (if integrated). Conversely, as each notification is addressed, the badge count decreases.

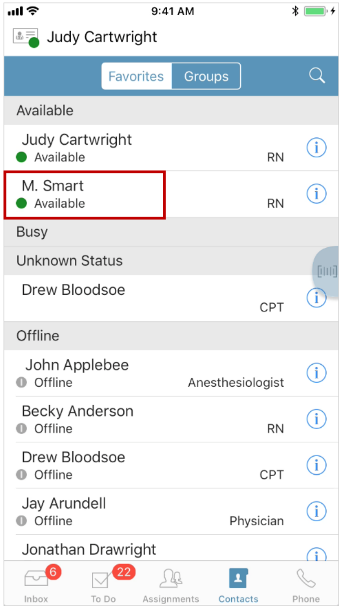
External alerts (if integrated): PatientTouch can integrate into your external alerting system to receive, route, and consolidate various alerts into the user's Inbox. Examples of external alerts are nurse call, telemetry, and patient monitors.

Phone

Placing a Call

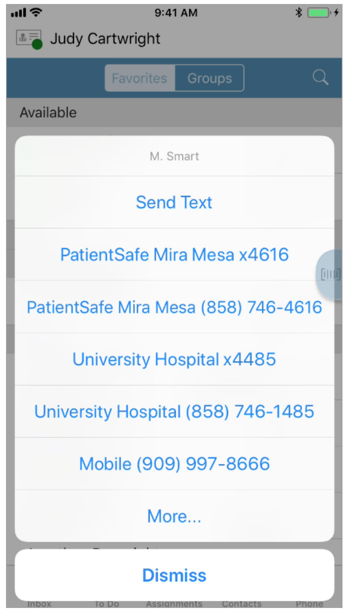
In order to place a call, you must have the Clinical Communications module installed.

Follow the instructions below to place a call using the methods provided.

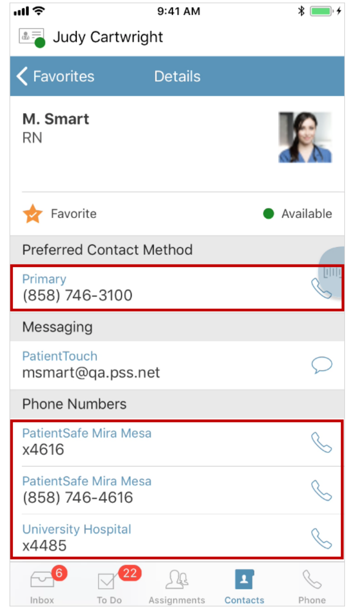


Access the **Contacts** tab to see who is available or busy.

Touch the **contact name** to display the action sheet.

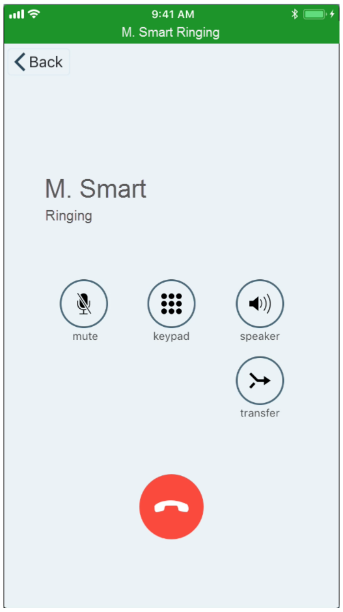


Touch any of the listed extensions or phone numbers to place a call.

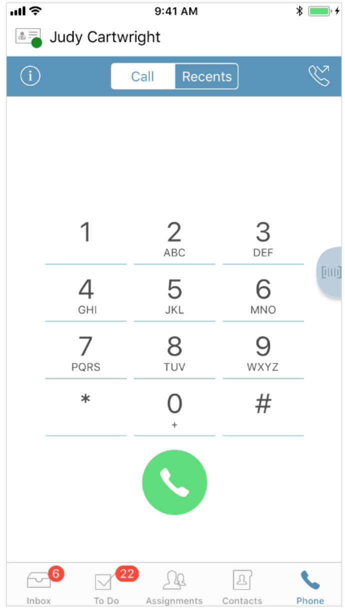


Touch the Info (i) icon to display contact details.

Touch anywhere in the highlighted area to place a call.

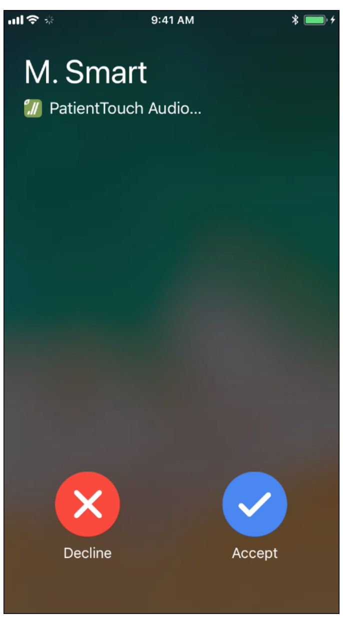


Once a call is placed, wait for the contact to pick up.



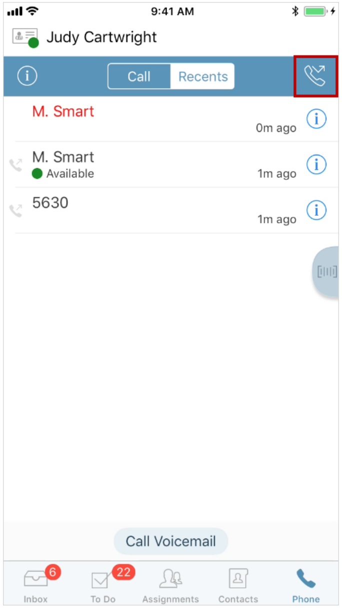
Or, you can dail the phone number manually on the **Phone** tab.

Receiving a Call



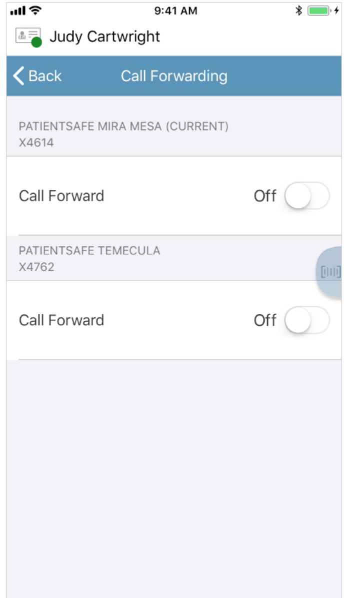
To receive a call, touch **Accept** or **Decline**.

Call Forward



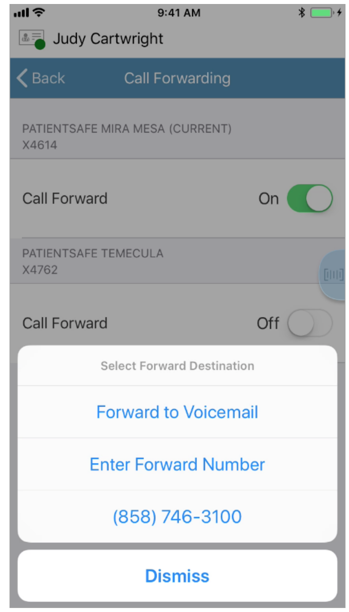
In Recents, view your placed, received, and missed calls.

Touch the **Call Forward** icon to enable Call Forwarding.



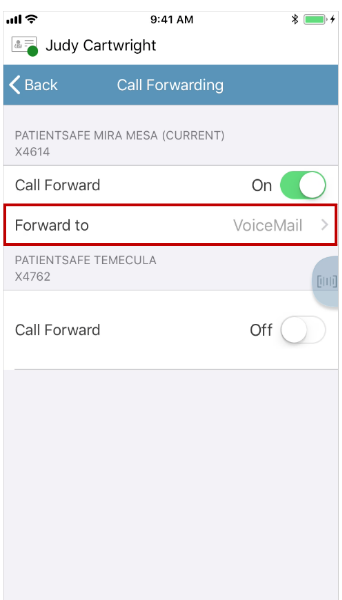
If you are associated with more than one facility, those facilities display here with the **Call Forward** option.

For the Mira Mesa facility, turn **Call Forward** to "On."

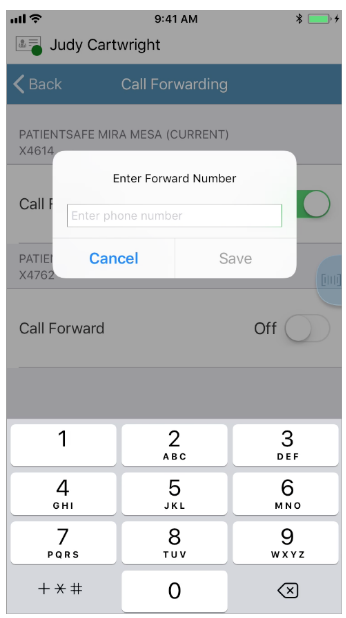


Select **Forward to Voicemail** to have your calls forwarded to an automatic voice messaging system. See Screen #1 below.

Select **Enter Forward Number** to route calls you miss to the designated number. See Screen #2 below.



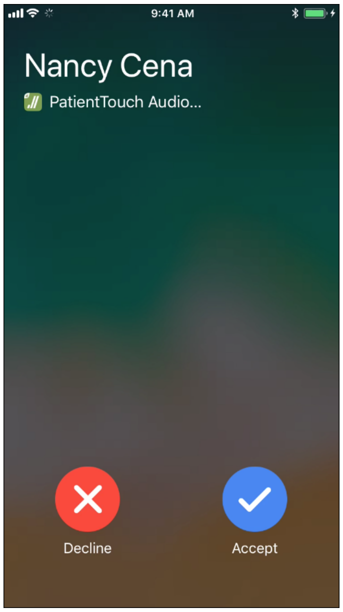
Screen #1



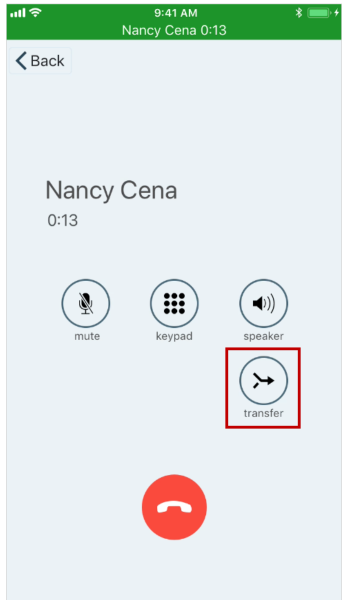
Screen #2

Call Transfer

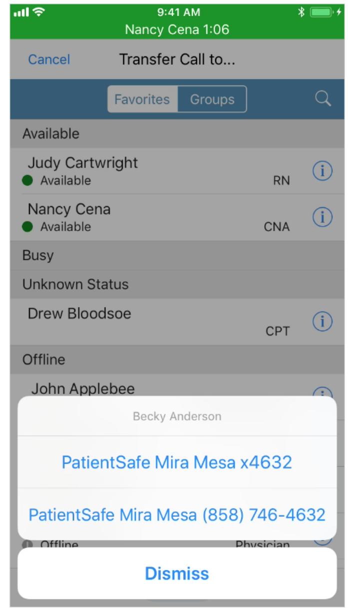
Transfer calls to another caregiver.



When you have an incoming call, touch **Accept**.

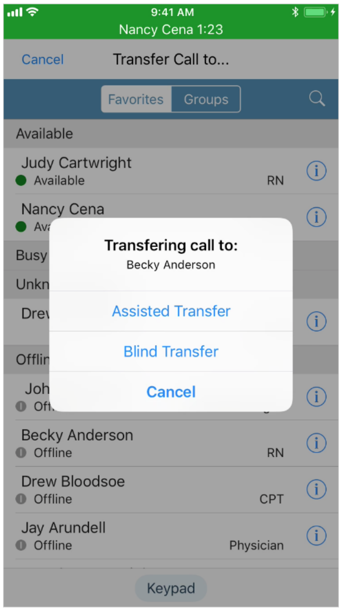


Touch **Transfer**.



Touch the **caregiver's name** to receive the call.

Touch the **extension/phone number** from the action sheet.



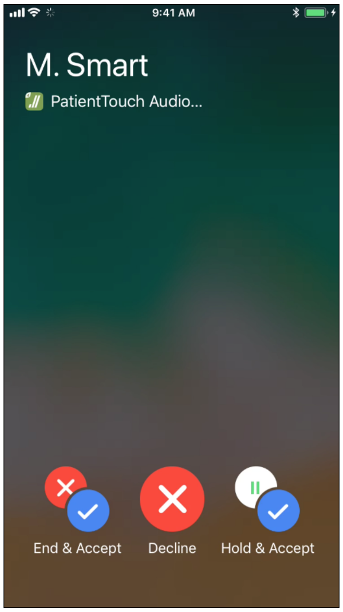
Touch **Assisted Transfer** to hold current call of the person transferring the call.

Touch **Blind Transfer** to end current call of the person transferring the call.

Call Waiting

Users can receive an incoming call when already on a call. The incoming call can be received at any time that there is less than two callers connected.

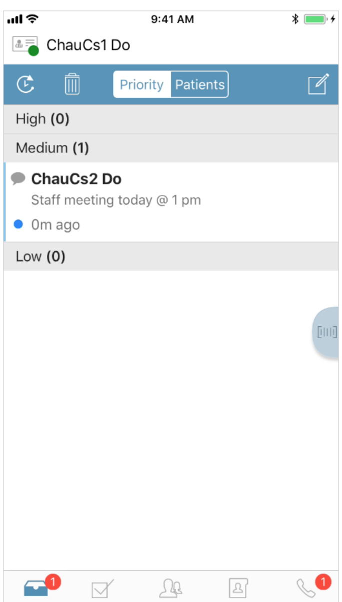
Users will see the screen shot below when on a call and another call comes in.



Voice Mail Indicator

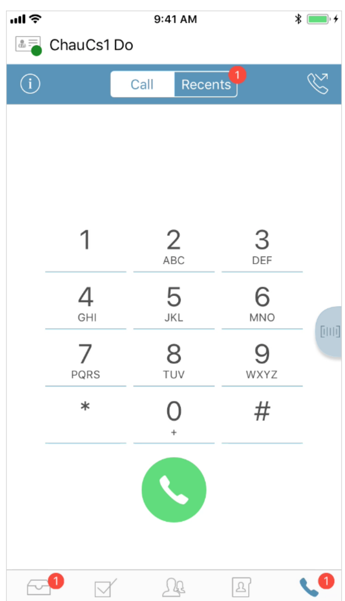
Users with voicemail will receive a banner in the Phone tab and their badge count will increase according to the number of new voice mail messages.

Voicemail Banner

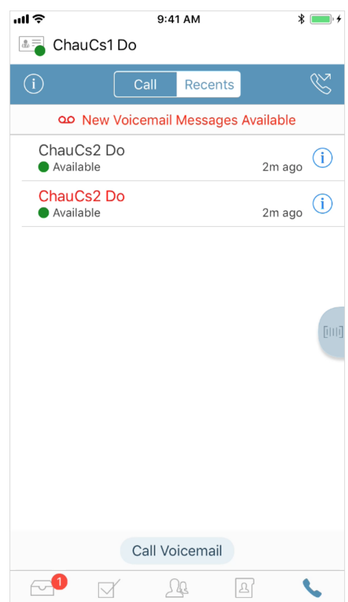


When you have missed calls or voicemail, the Badge Count increases on the **Phone** tab.

Touch the **Phone** tab.



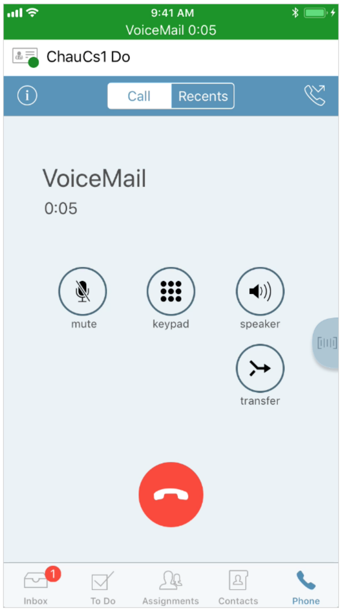
Touch **Recents** .



Touch the red banner on the top of the screen or touch **Call Voicemail** to access your voice mail box.

Note: Once you touch the

voicemail banner, it is removed until you receive another voicemail message.



When calling voicemail, you will hear a message asking for identification information prior to accessing your messages.

Touch the **Keypad** to enter data and retrieve your messages.

Paging

Short Message Service (SMS) Paging

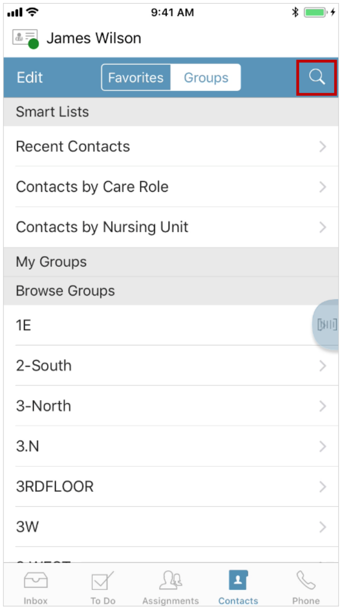
Please contact PatientSafe Solutions Technical Support or Interface Group regarding Twilio integration for SMS Paging and Masked Numbers.

When configured, SMS Paging allows users of the PatientTouch System to send a page to non-users (who are in the same hospital enterprise network) in a way that does not violate HIPAA protocols.

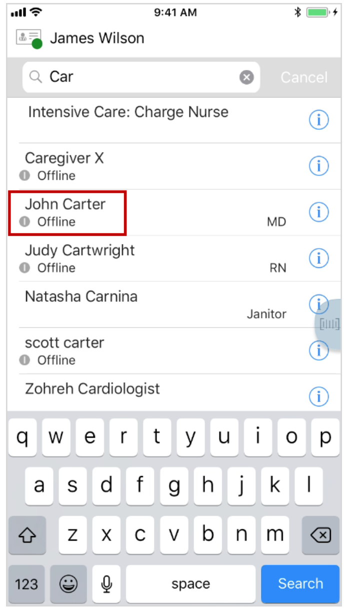
For example, Dr. Wilson (Head of Oncology and user of PatientTouch System) may want to consult with Dr. Carter (Orthopedic Surgeon and non-user) for a specific patient.

Users must have the appropriate privileges to use this feature.

Sender - Dr. Wilson (User of the PatientTouch System)

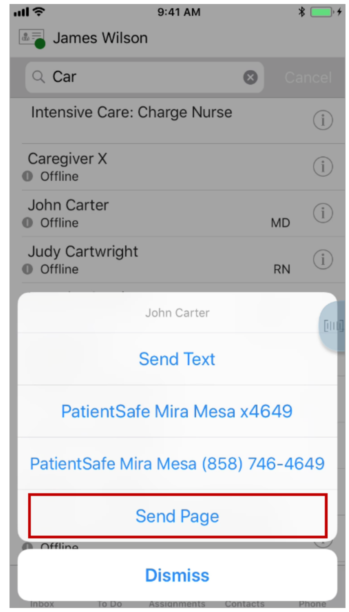


From the **Contacts** tab, touch **Search**.



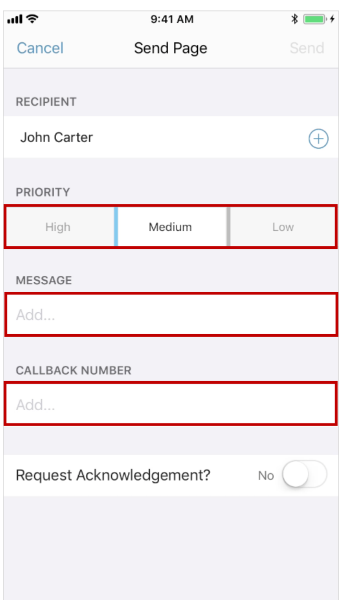
Enter the first few characters of the caregiver's first or last name in the search field.

Touch the contact name.



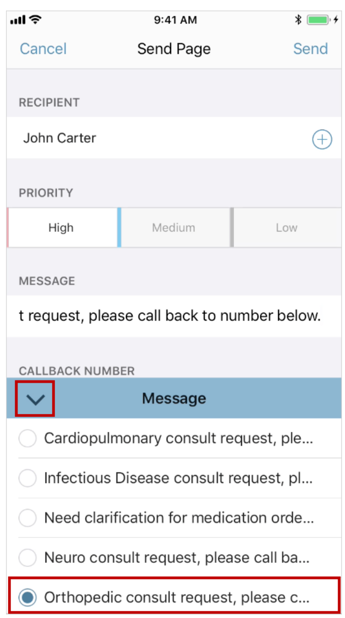
An overlay displays with the contact options.

Touch **Send Page**.



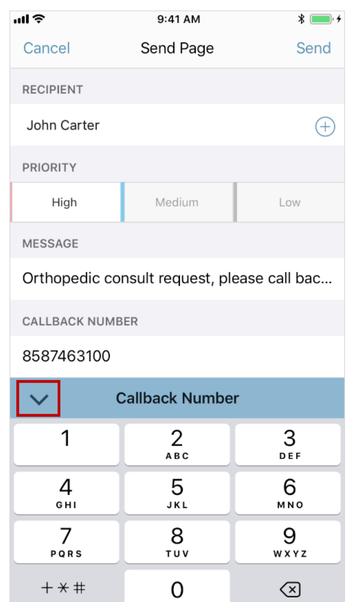
Select the Priority: High, Medium, Low.

Touch the **Message** field to add a



Select a message from the list.

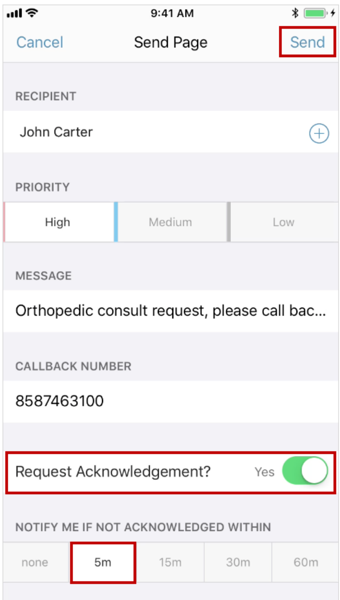
Touch the **Chevron** icon to dismiss the Message field.



Enter a callback phone number.

Touch the **Chevron** icon to dismiss the Callback Number quick text message. field.

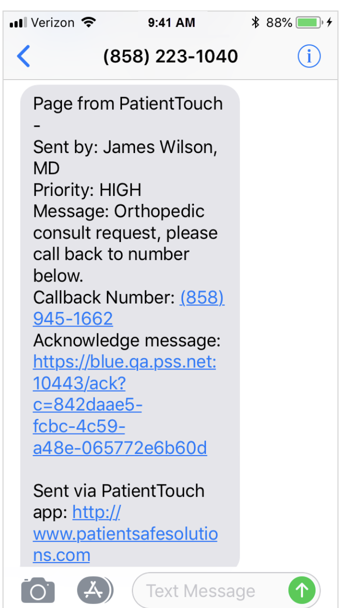
Touch the **Callback Number** field to add a callback phone number.



If you want the recipient to acknowledge the message, toggle to **Yes**.

Touch **Send**.

Receiver - Dr. Carter (Non-User of the PatientTouch System)



The page message displays on the When the recipient

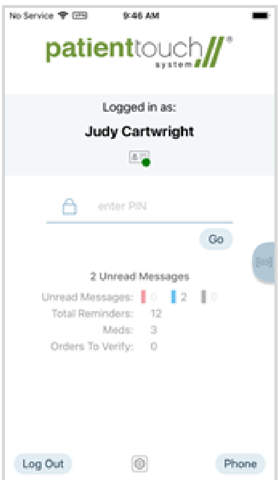
recipient's mobile phone.

Touch the link under **Acknowledge message**.

acknowledges the page, he/she receives the **Acknowledgement Landing Page**.

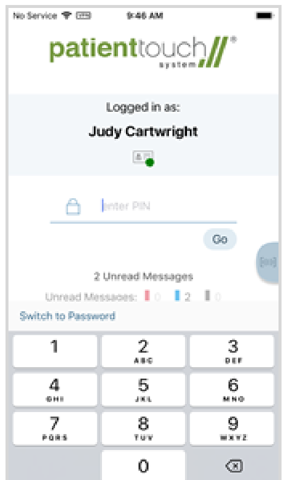
Security Mode and Logging Out

PatientTouch enters **Security Mode** after 10 minutes of inactivity, or whatever time frame your system administrator has entered in the Enterprise Manager.



Security Mode displays the number of unread messages, total reminders, meds to administer, and orders to verify for the logged in user.

Touch **Log Out** to log out of the application.

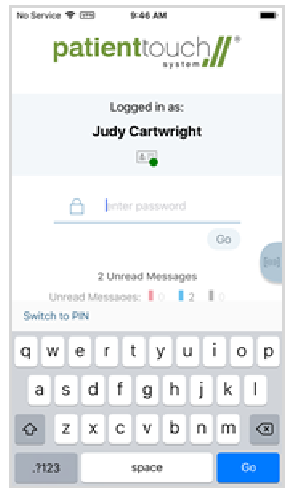


Or, you can reauthenticate back into the application using one of the following methods:

a. You may scan your badge to resume

b. You may enter your PIN, using the numeric key pad, if your PIN is configured in the Enterprise Manager or PatientTouch.

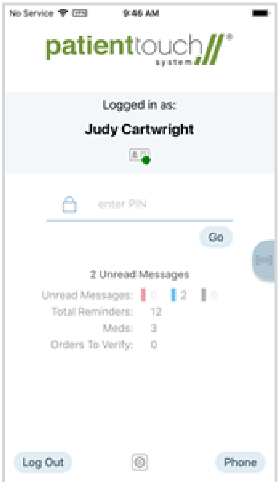
c. Or, touch **Switch to Password.**



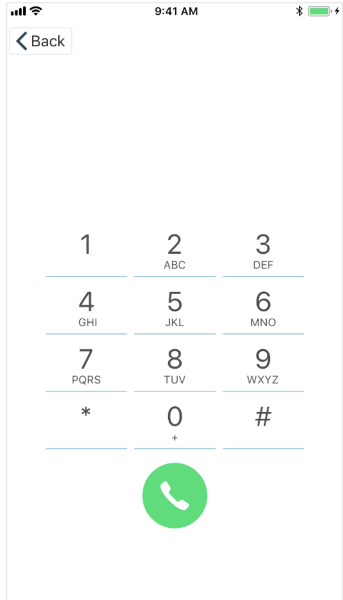
Enter your password using the alphabetical key pad.

Place Urgent Call in Security Mode

Security Mode provides a **Phone** button, to place urgent calls. The Phone tab is only available to those who have the Clinical Communications module installed.

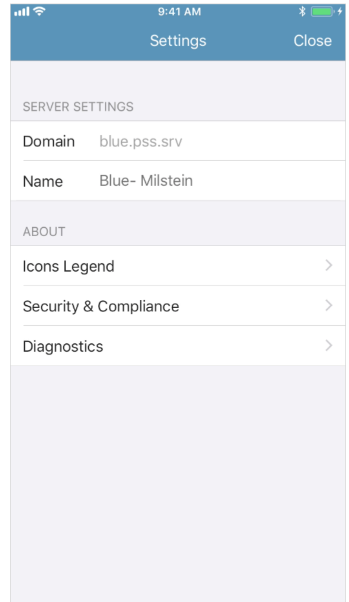


Touch the **Phone** button to place urgent calls.



The **Phone** button provides the dial pad to quickly make a call.

Enter the phone number or extension and touch the **Call** icon.

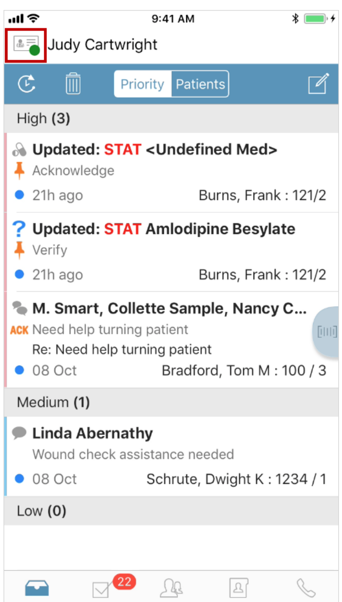


Options provides the Server Settings for your device.

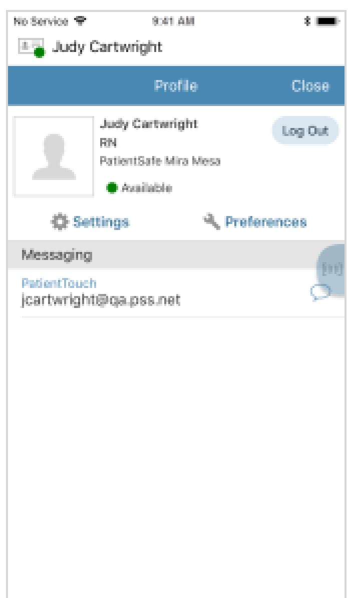
Access the Icons Legend, Security & Compliance, and Diagnostic information.

Logging Out

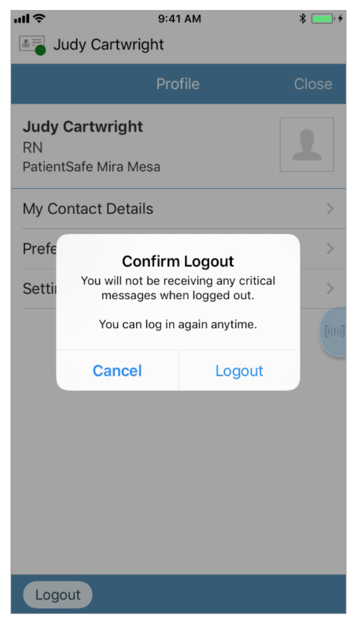
When it's time to end your shift or change devices, you will want to log out of the application.



Touch the **Profile** icon located in the upper left-hand corner of all Caregiver Context screens.



Touch **Logout** to logout of the PatientTouch application.



Touch **Logout** on the confirmation screen to exit the application.

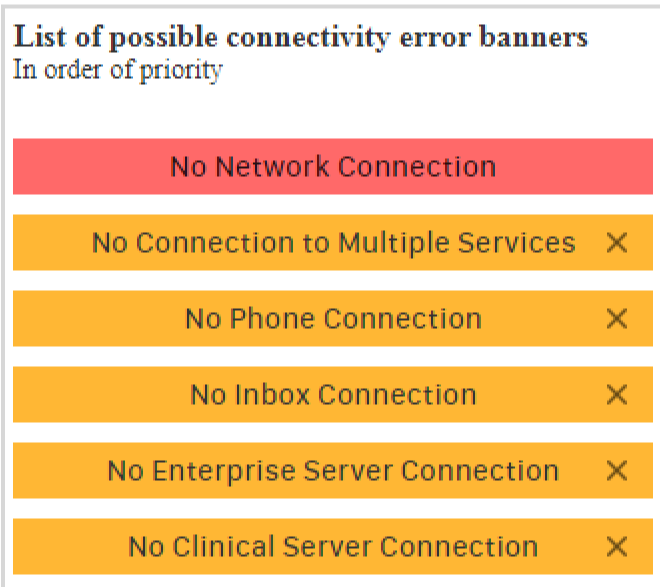
Connectivity Error Handling

You may see error messages that display at the top of your screen indicating a lost connection. These error messages are color coded for your convenience:

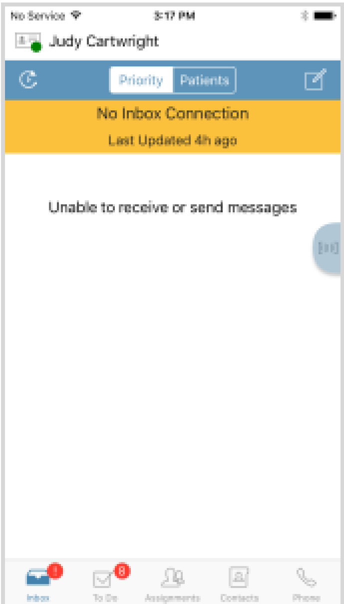
Red: indicates a major error

Yellow: indicates a transition or recovery process

Green: indicates a recovery success



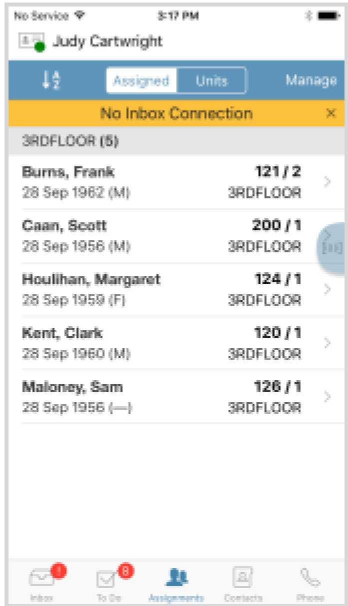
Sample Screen Images



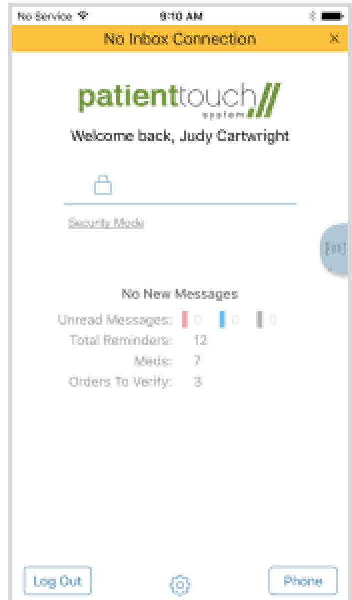
No Inbox Connection

Messages and notifications cannot be received or sent.

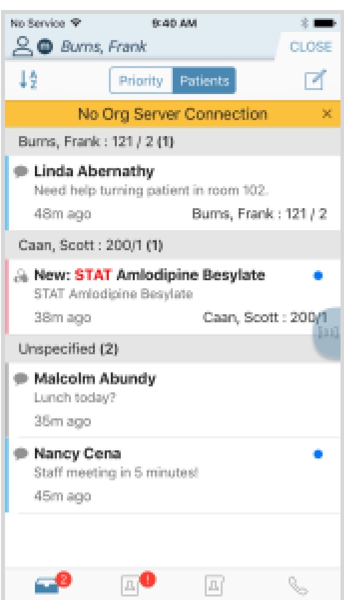
Contact the administrator if issue persists.



You may see the message **No Inbox Connection** on various PatientTouch application screens.

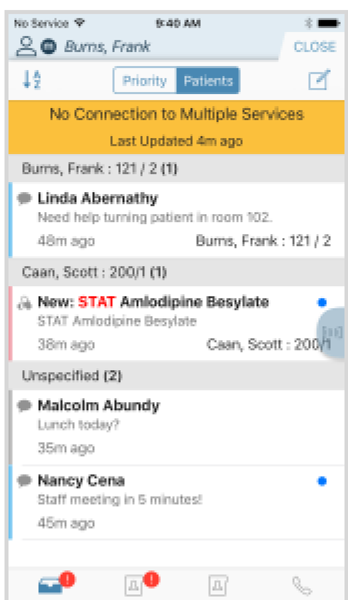


If you see this message before scanning your badge to login, contact your administrator.



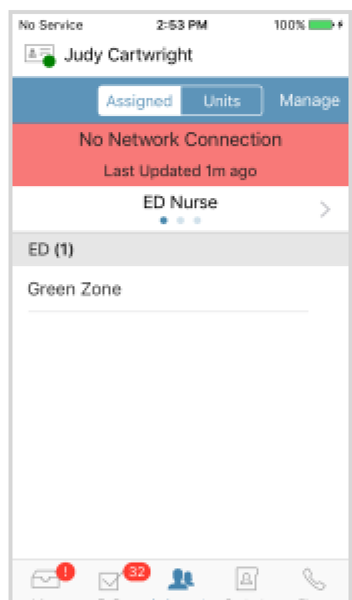
No Org Server Connection

Unable to get contacts and assignment information.



No Connection to Multiple Services

Messages and notifications cannot be received or sent.



No Network Connection

You receive this message when the Wi-Fi gets disconnected and you are

Contact the administrator if issue persists.	Unable to get contacts and assignment information. Contact the administrator if issue persists.	in the PatientTouch application. Please make sure you are in an area with adequate reception and network connections are enabled.