PatientTouch® Communications Application User Guide (iOS)

PatientTouch Communications redefines how caregivers communicate with the first smart, unified, and connected collaboration experience designed with you in mind. A fully integrated mobile solution, PatientTouch Communications delivers secured messaging, voice, and clinical context to enable true collaboration versus fragmented communications.

This user guide will walk you through the basics of how PatientTouch Communications helps you facilitate communications so you can spend more time on taking care of patients.

PatientTouch® Communications Application User Guide - Version 4.7 November 2019

Table of Contents

Getting Started

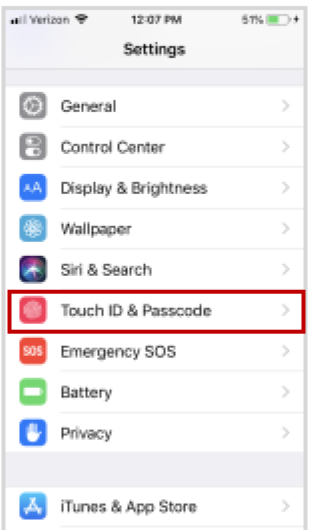
Log in by Touch ID

PatientTouch Communications provides Biometric Authentication as an option to log into the application.

- iPhone 6, 7, 8 supports Touch ID
- iPhone X supports Face ID

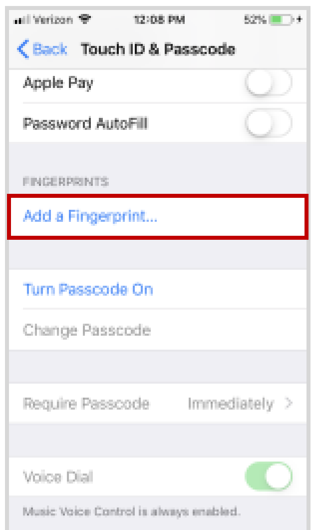
Users must have Touch ID configured on their device to use this feature. Use the instructions below to add a fingerprint.

You will need your Apple ID to complete the fingerprint sign in process.

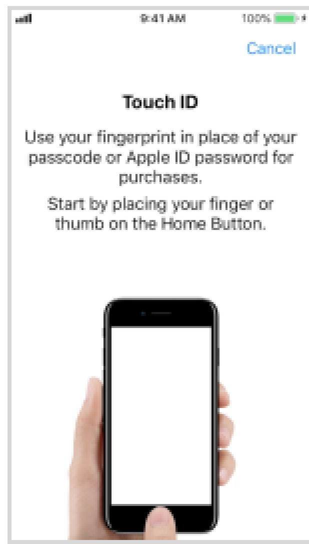


1. On your iPhone, select:

Settings>Touch ID & Passcode.



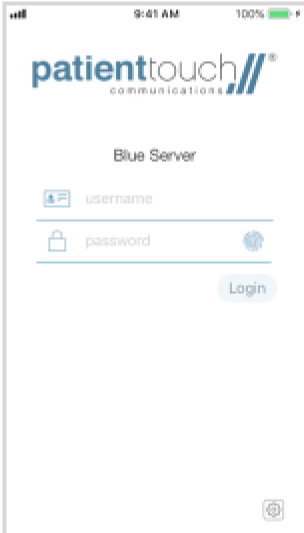
2. Select **Add a Fingerprint.**



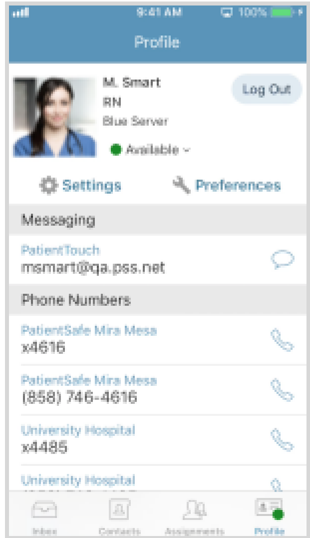
3. Place your finger/thumb on the Home button, repeating as the instructions allow, and follow the prompts (including the ones to enter a passcode).

After setting up your fingerprint profile, navigate to the PatientTouch Communications log in screen. You should see a blue thumbprint in the password line.

If you do not see a thumbprint on the password line, your facility may not have this feature enabled.



4. Log into PatientTouch Communications.

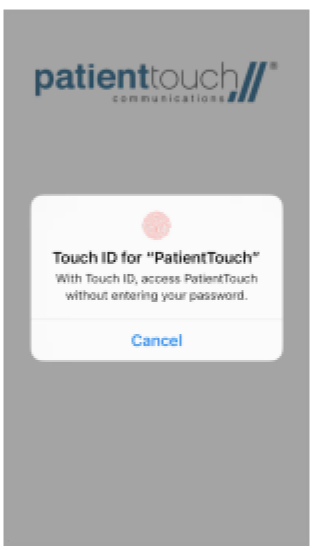


5. Navigate to your profile and touch Preferences.

6. Select Touch ID and enter your PatientTouch password to enable the process.

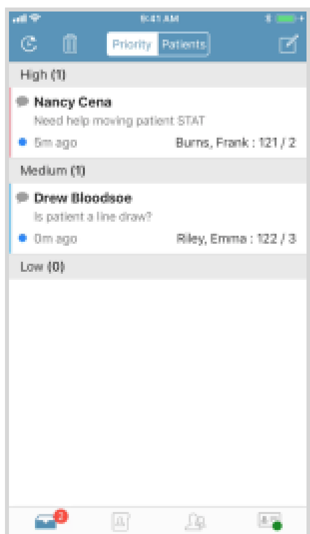
Log out and log back in. Use the instructions below to log in using Touch ID.

Login with Touch ID



1. When the application is launched, an alert displays, asking you to use **Touch ID**.

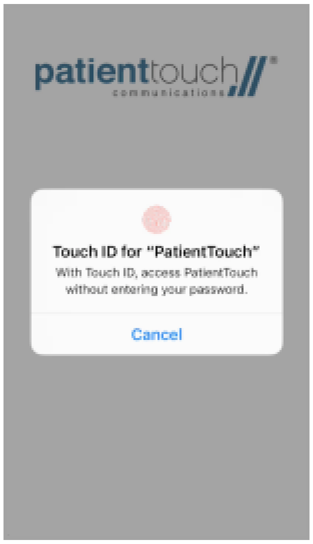
2. Press your finger/thumb on the **Home** button of your device.



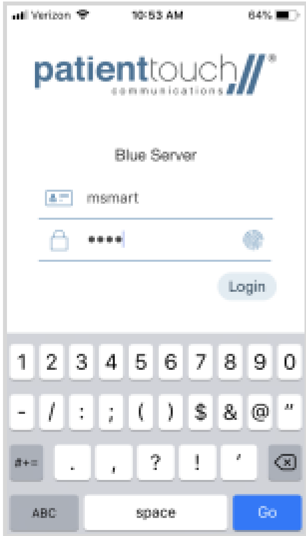
3. You automatically advance to the PatientTouch Communcations Inbox.

How to Login with User Name and Password

For users who do not want to login using Touch ID, please use the instructions below.

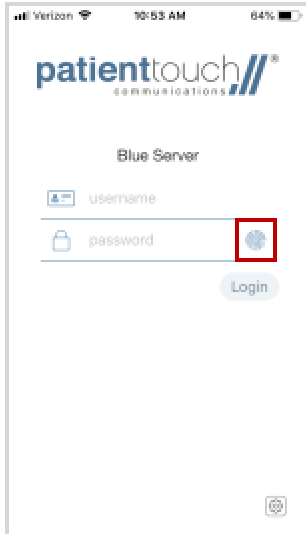


1. Touch **Cancel** on the Touch ID Sign In alert to log in with your user name and password.



2. Enter your user name and password.

3. Touch Login.



4. Or, if you change your mind and want to use Touch ID, touch the fingerprint icon to bring up the alert and log in with Touch ID.

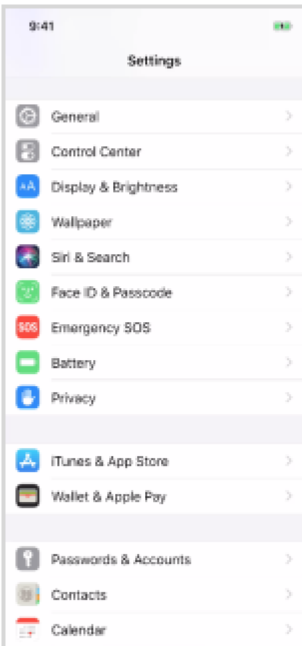
Log in by Face ID

PatientTouch Communications provides Biometric Authentication as an option to log into the application.

- iPhone 6, 7, 8 supports Touch ID
- **iPhone X** supports Face ID

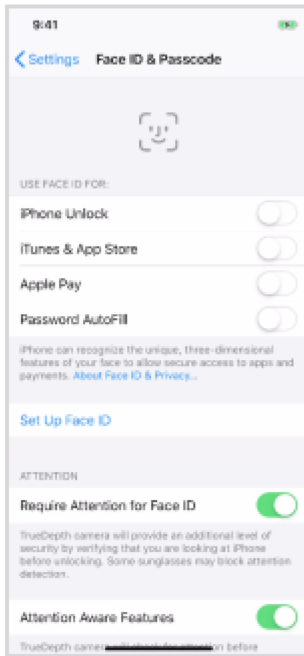
Users must have Face ID configured on their device to use this feature. Use the instructions below to add Face ID.

You will need your Apple ID to complete the fingerprint sign in process.

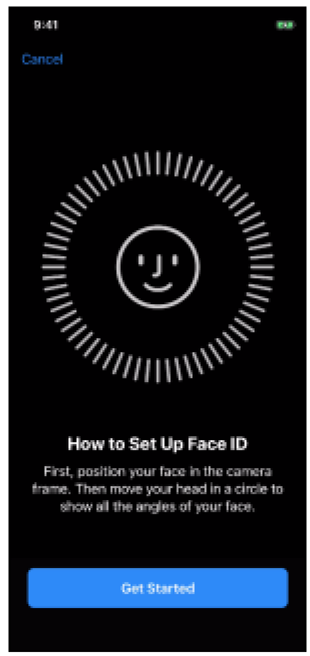


1. On your iPhone, select:

Face ID & Passcode.



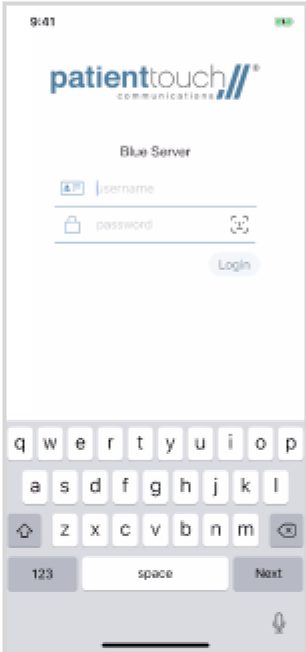
2. Select **Set Up Face ID.**



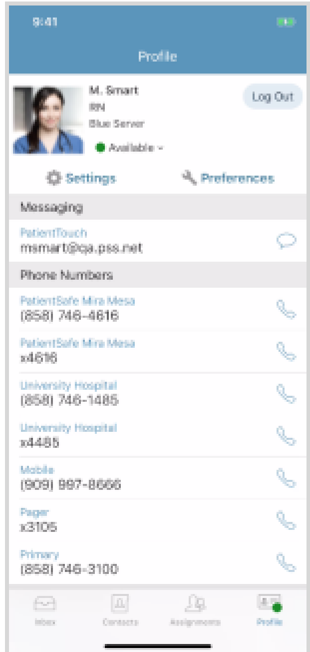
3. Place your face in the camera frame, repeating as the instructions allow, and follow the prompts.

After setting up your Face ID, navigate to the PatientTouch Communications log in screen. You should see a blue thumbprint in the password line.

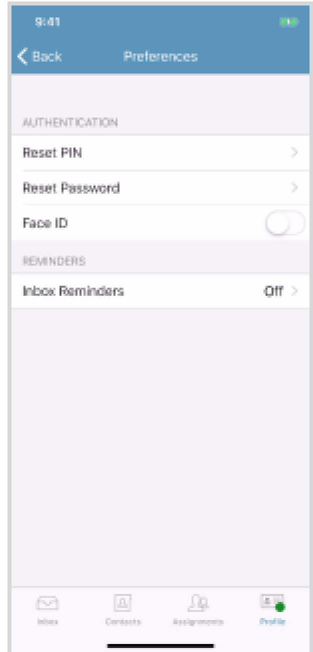
If you do not see a thumbprint on the password line, your facility may not have this feature enabled.



4. Log into PatientTouch Communications.



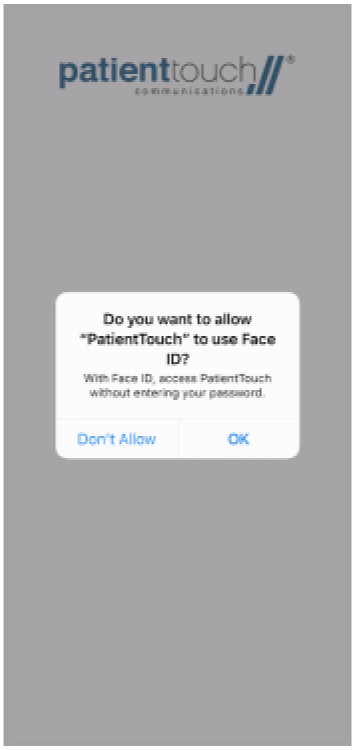
5. Navigate to your profile and touch **Preferences**.



6. Select **Face ID** and enter your password to enable the process.

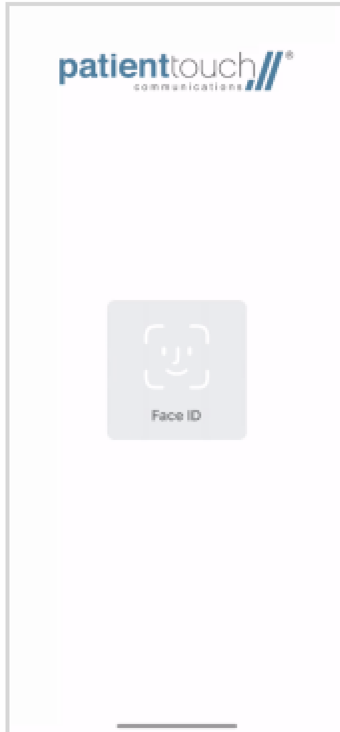
Log out and log back in. Use the instructions below to log in using Face ID.

Login with Face ID Sign In

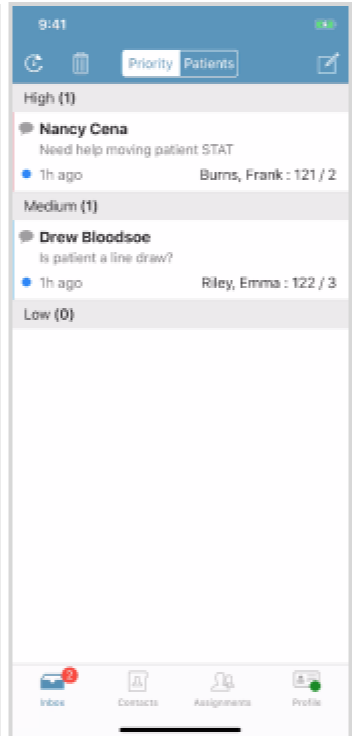


1. Upon first launching the application with Face ID enabled, a message displays asking if you want to allow PatientTouch to use Face ID.

2. Touch OK.



3. Place your face in front of the camera and wait for PatientTouch Communications to log you in.

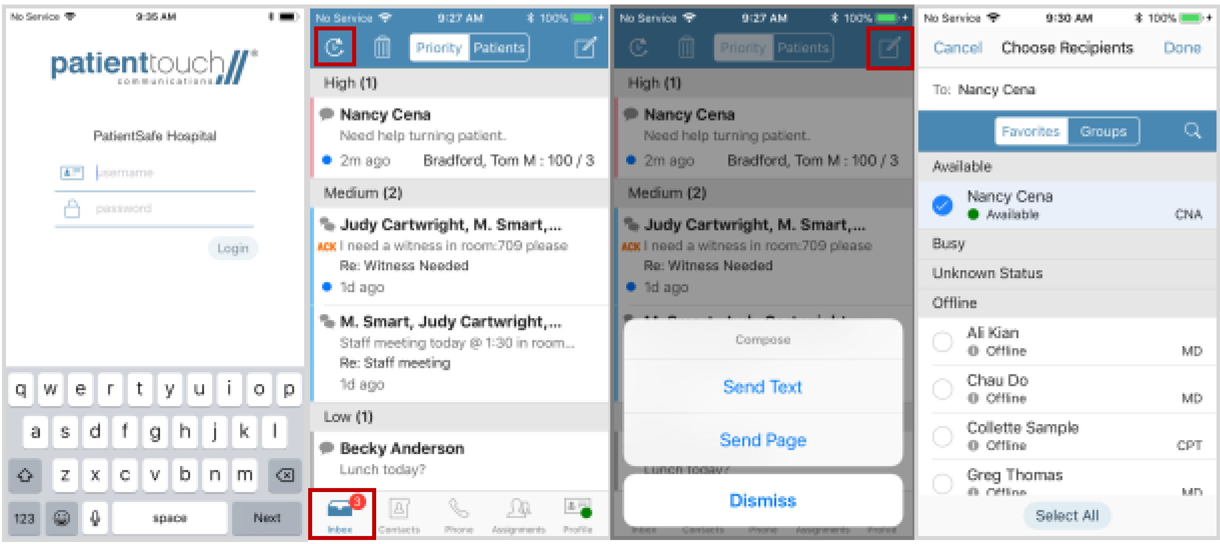


4. You automatically advance to the PatientTouch Communcations Inbox.

Sending a Text Message

Log into the PatientTouch Communications - iOS client. Learn how to send a new text message using the instructions below.

Please refer to the section SMS Paging to learn how to send a page.



1. Enter your Username and Password.

2. Touch **Login**.

Note: Upon initial download you may be prompted to enter your hospital domain.

View all messages in the **Inbox** tab.

Your **Inbox Badge Count** indicates the total number of unread messages.

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

Sort messages.

The **Compose** icon allows you to send a new text message, or page, to those with the appropriate privileges.

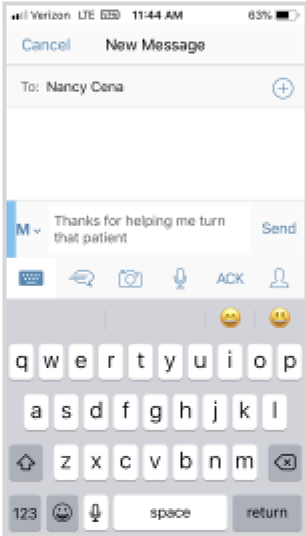
1. Touch **Send Text**.

2. Type the recipient name in the "To" field.

3. Or, touch the empty circle next to the desired recipient(s) from the list of Favorites.

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

Enter your message using the table below.



									
Search/Add Recipients	Set Message Priority	Type Message	Select Quick Text Msg	Take/Attach Image	Record/Attach Audio	Request acknowledgment	Search & Tag Patient	Send Message	Attach emoji's to text messages.

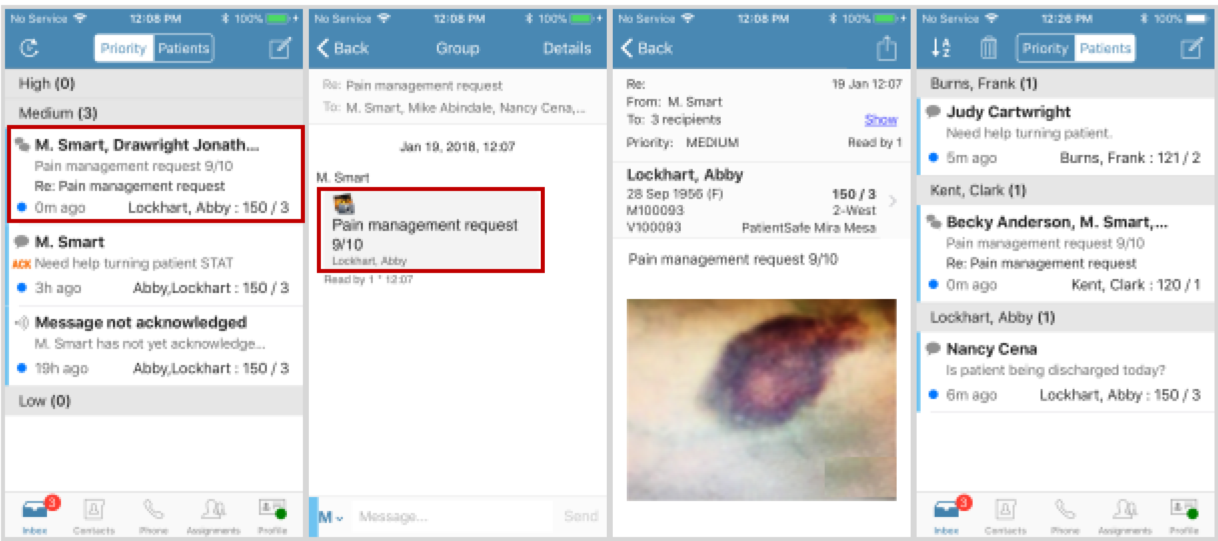
Inbox and Messaging

Viewing the Inbox

PatientTouch Communications keeps track of all your messages, alerts, and notifications. By prioritizing your **Inbox**, PatientTouch Communications directs your attention to the most critical messages first.

Message Summary

Touch a message summary to view the full message.



Group messages display with two gray bubble icons.

Single text messages display with one gray bubble icon.

You can view your **Inbox** by Priority (and sort by time).

Touch a message to view it.

Touch individual message bubbles to view message details.

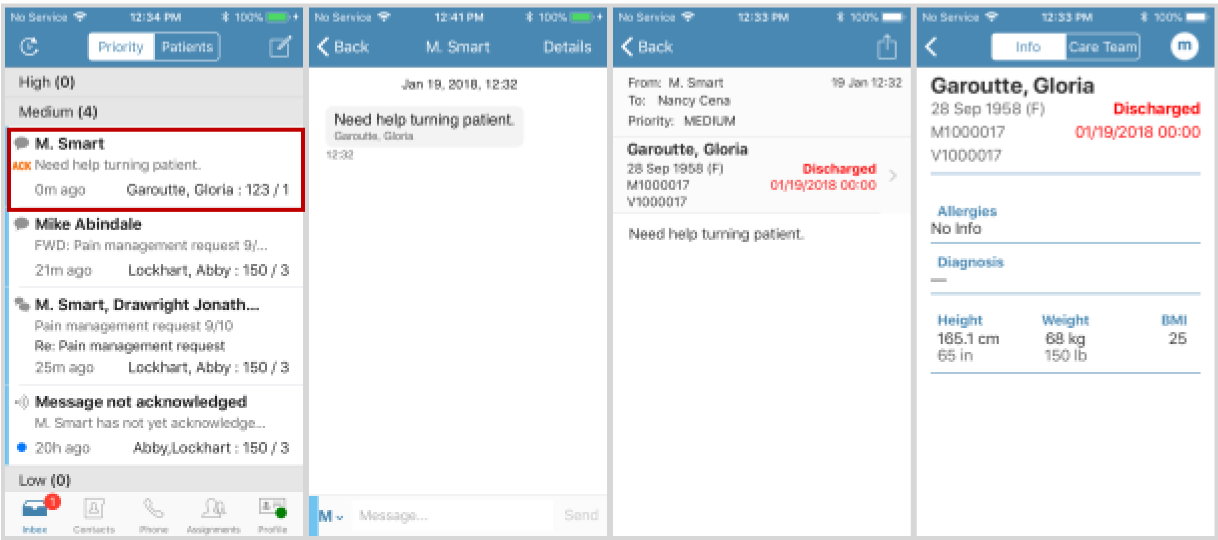
This is where all audio clips, images, and patient tags will be displayed.

Touch an image to view it full screen. Pinch and zoom to view the image up close.

View messages by **Patient** name (and sort by name or room number).

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 to view its content.

Touch the message bubble.

The message displays with the patient's discharged status.

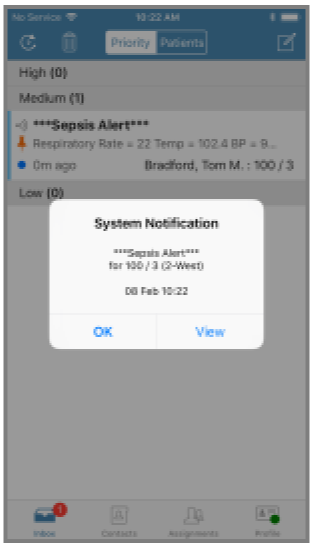
Touch the gray arrow to the right of the patient name.

The Patient Info screen displays with the discharged status.

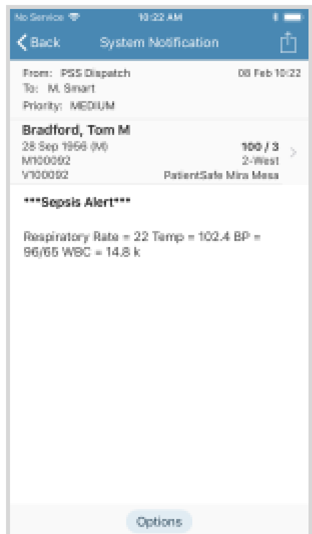
Multi Action Notification Buttons

PatientTouch Communications 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 Communications 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.

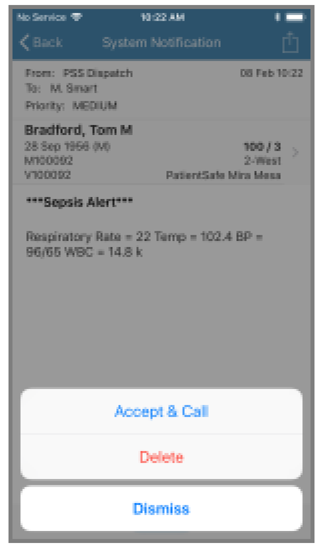
The screens below provide an example of screens the caregiver might see.



Touch **View**.



Touch **Options**.



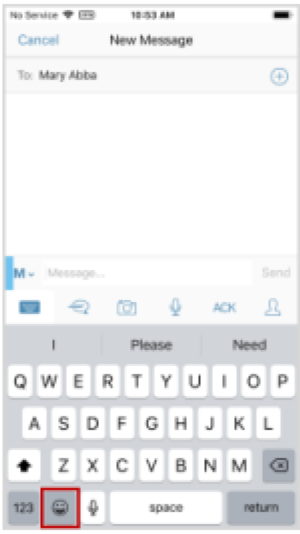
Touch **Accept & Call** and the alert is accepted and communicated back to the nurse call system to prevent escalation.

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

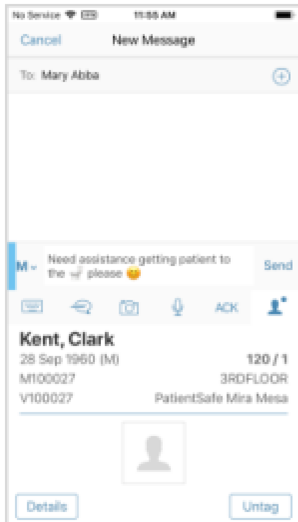
Emoji Support

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

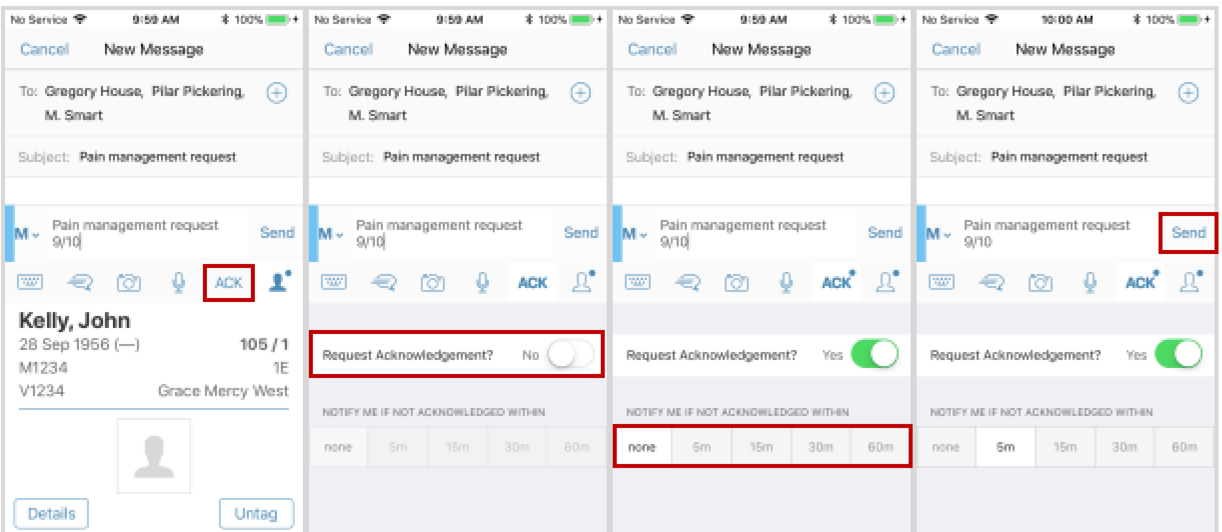
Users can compose a message and include an Acknowledgement Request, which allows the recipient of the message to acknowledge receipt. If desired, the sender can request notification if the recipient has not acknowledged the message within a designated time frame.

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

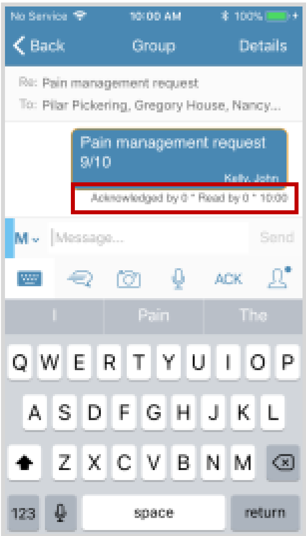


To include an acknowledgement request on a composed message, touch **ACK**.

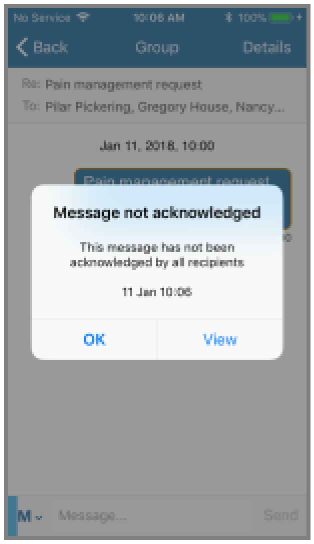
Toggle the **Request Acknowledgement** field to **Yes**.

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

Touch **Send**.

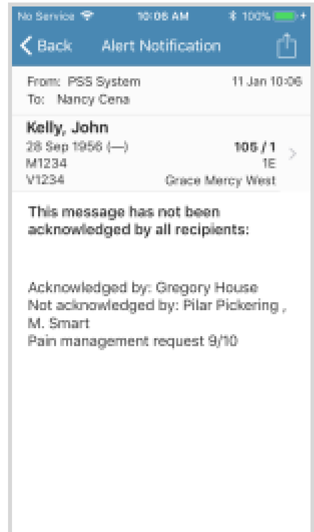


The message displays with the number of recipients who have read and acknowledged the request.



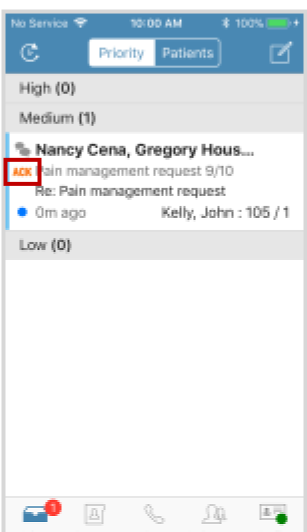
When one or more recipients have ***not*** acknowledged the message within the designated time frame, a notification displays.

Touch **View** to see the details.



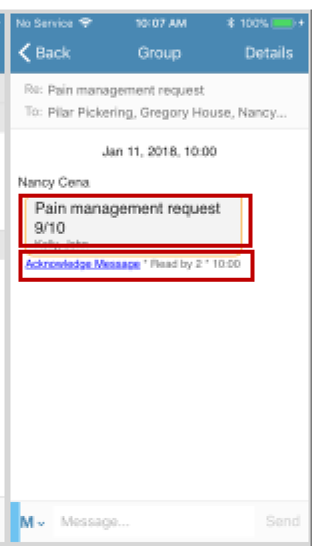
The Alert Notification displays the name(s) of the person(s) who have/have not acknowledged.

Receiver

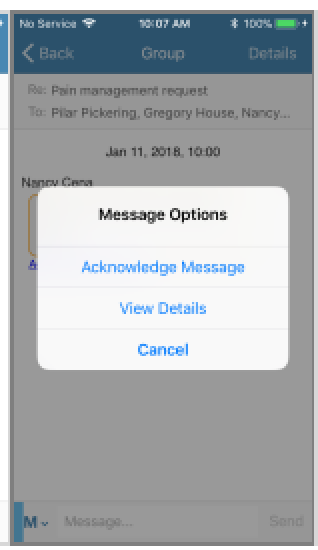


The inbox will display an ACK icon next to the message summary for messages that require acknowledgement.

Touch on the message summary.

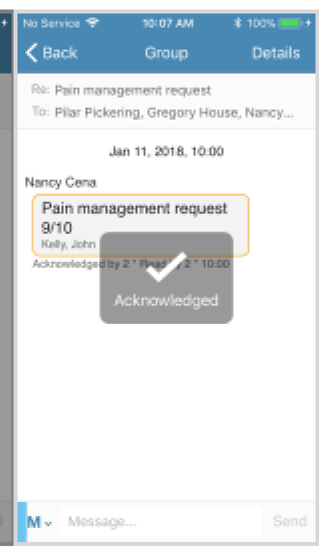


Read the message and touch the **Message** or touch **Acknowledge Message** link.



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

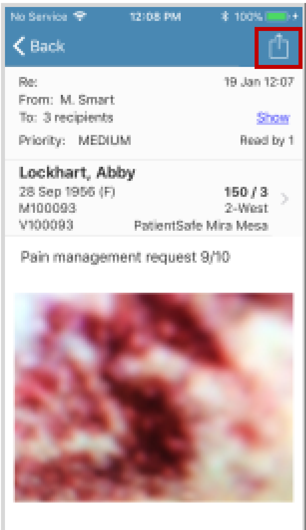
Touch **Acknowledge Message** again.



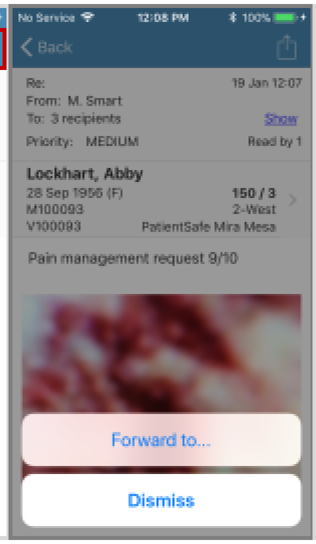
A check mark displays with a successful acknowledgement.

Forwarding Text Messages

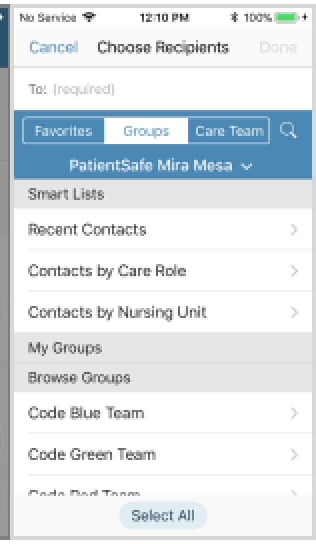
PatientTouch Communications allows you to forward text messages to another caregiver. For example, you can forward a message to a physician for consultation on a specific patient.



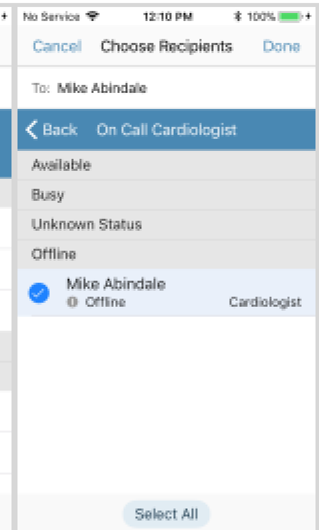
Touch the **Forward** icon to forward this message.



Touch **Forward to...**.

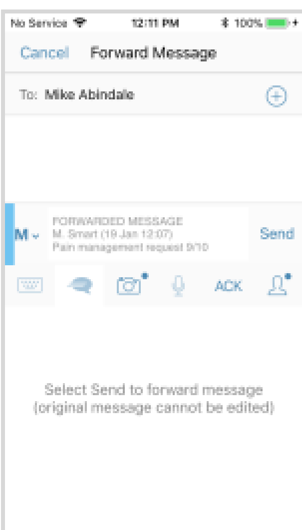


Type the recipient name in the "To" field, search for the caregiver, or touch a **Care Role** or **Nursing Unit**.



Touch the caregiver's name.

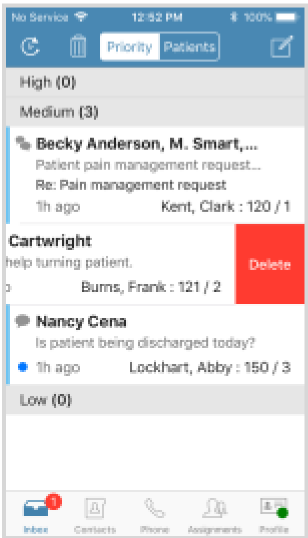
Touch **Done**.



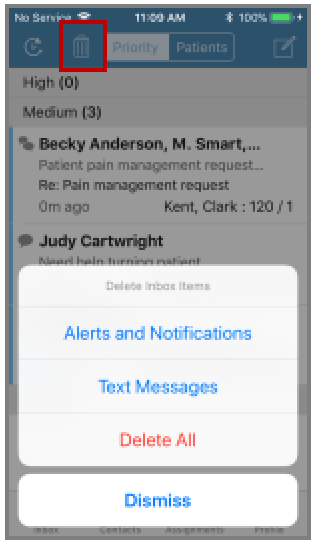
Since you cannot modify the original message, touch **Send**.

Deleting a Message

There are two methods you can use to delete messages: 1) Swipe left, or 2) Touch the Garbage Can icon.



To delete a conversation, swipe left on the message in the Inbox tab and touch **Delete**.



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

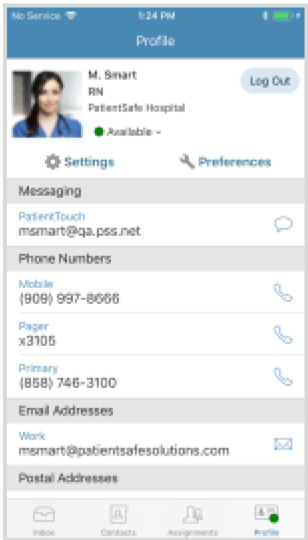
Delete all alerts and notifications/text messages. Or, delete all items in your inbox.

User Profile

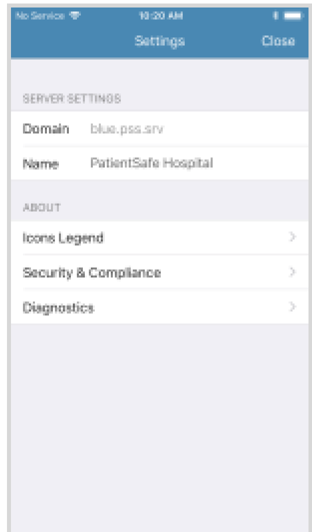
Accessing the Icons Legend

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

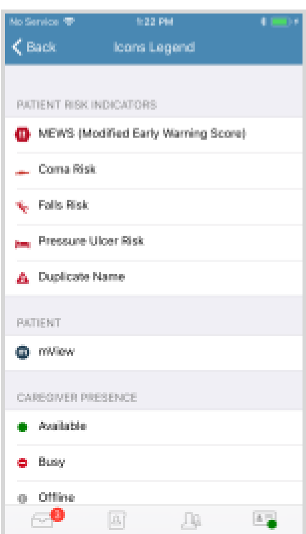
Touch the **Profile** tab.



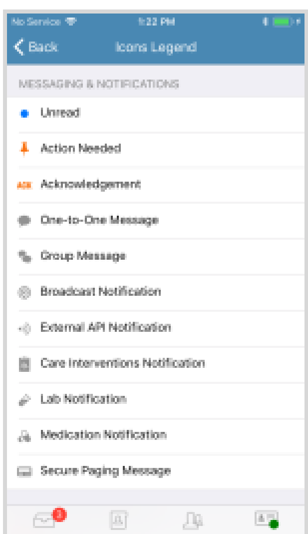
Touch **Settings.**



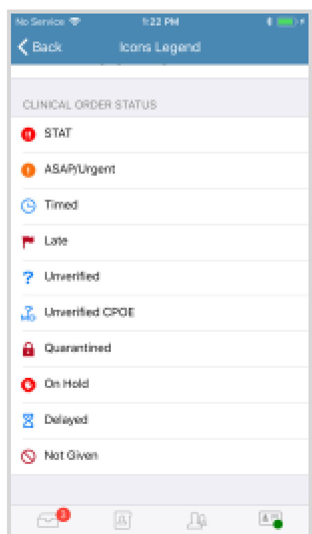
Touch **Icons Legend.**



All of the **PatientTouch Communications** icons display.

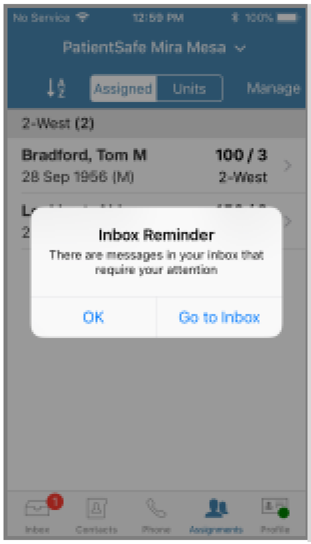


Scroll down to see the remaining icons.



Setting Inbox Reminders

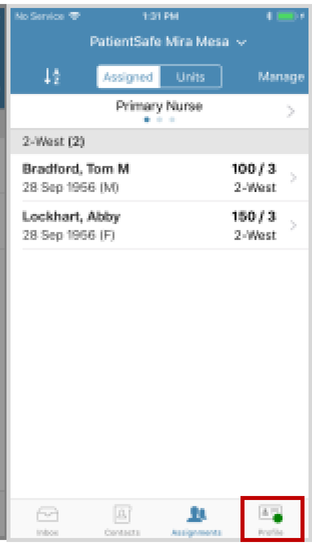
If configured, users can choose to receive inbox reminder notifications, as seen in the first image below. You can enable or disable the setting using the Profile tab>Preferences.



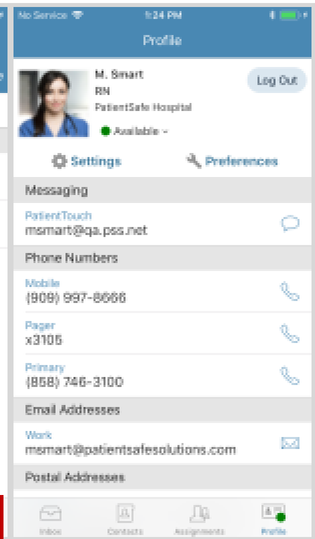
An **Inbox Reminder** notification displays on your device, even when the application is in the background or is in lock screen.

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

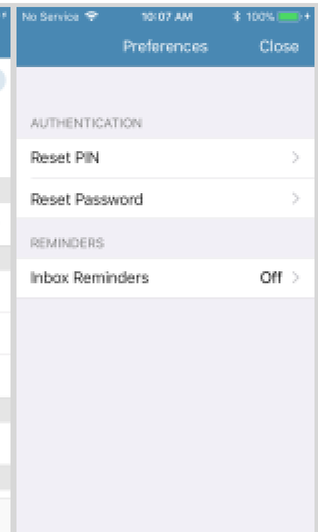
Touch **OK** to return to the previous tab.



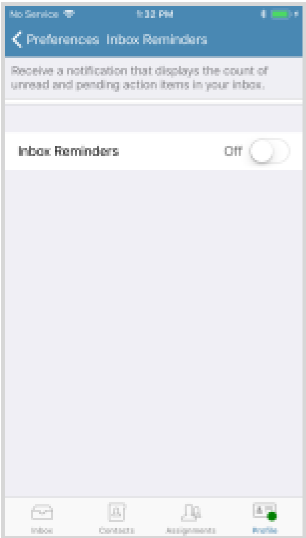
To configure your settings, touch the **Profile** tab.



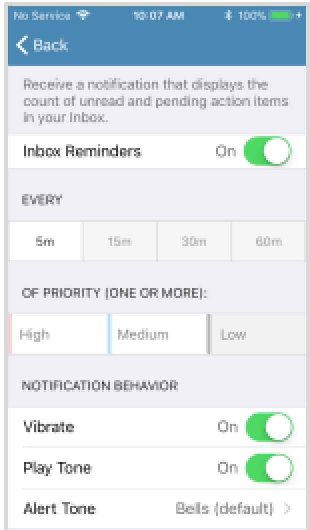
Touch **Preferences.**



Touch **Inbox Reminders.**



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



Select **time frame** to receive a reminder notification.

Select the **message priority**

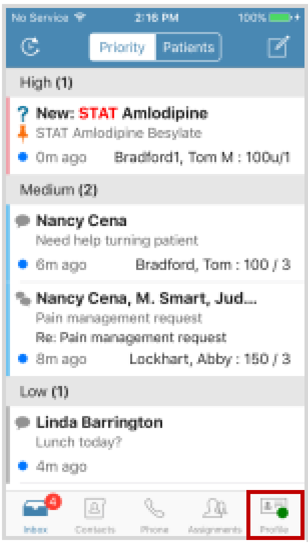
Select the **notification behavior** to vibrate or select an auditory alert.

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

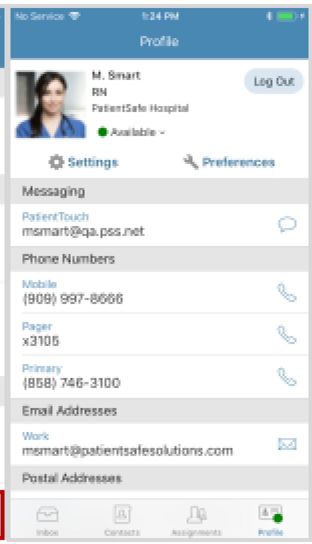
Changing Your Password

PatientTouch Communications allows you to change your password using the handheld.

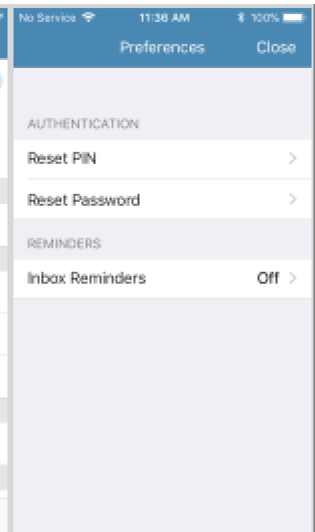
If you are using Active Directory (AD) you will not be able to change your password on the handheld.



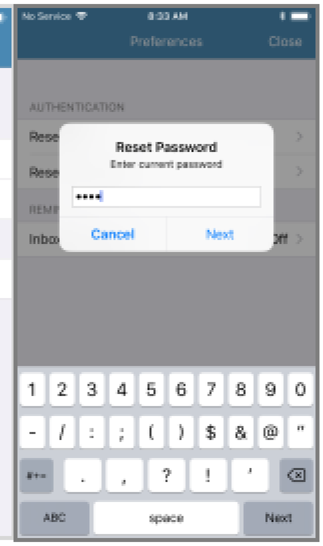
Touch the **Profile** icon to change your password.



Touch **Preferences**.

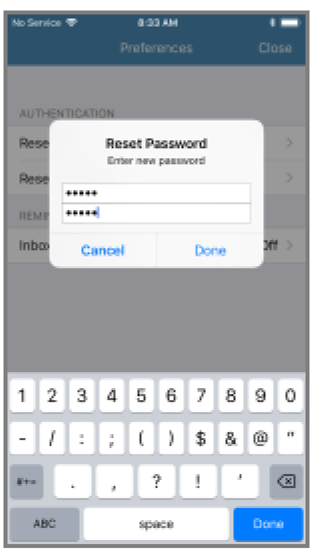


Touch **Reset Password.**



Enter your current password.

Touch **Next.**



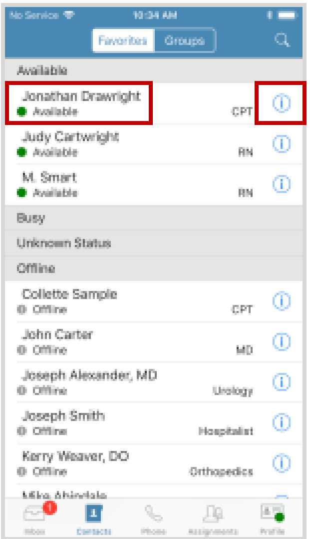
Enter your new password twice.

Touch **Done**.

Managing Contacts

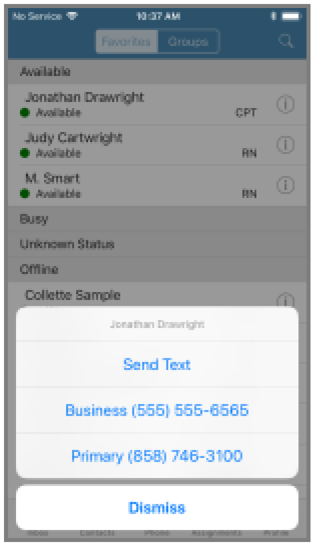
The Contacts tab provides **Favorites** and **Groups**. **Favorites** allows you to add favorites to your contact list and view contact details or select a method of communication.

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



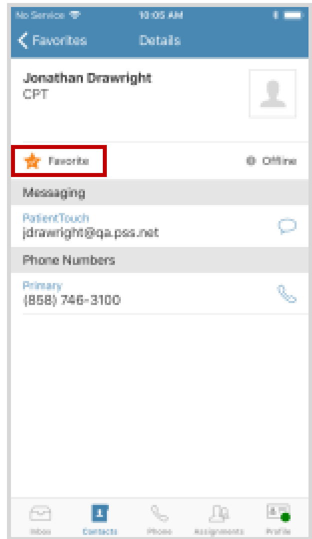
Favorites- Allows you to create a customized list of "Favorite" contacts.

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



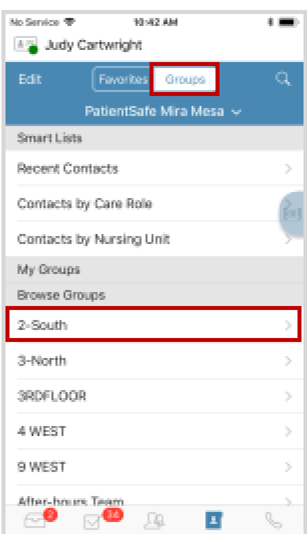
Touch the options available to send a text or place a call.

Touch **Dismiss** to close the overlay.

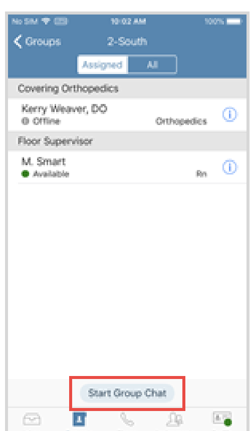


Add or remove contacts to your favorites by touching the **Star** icon.

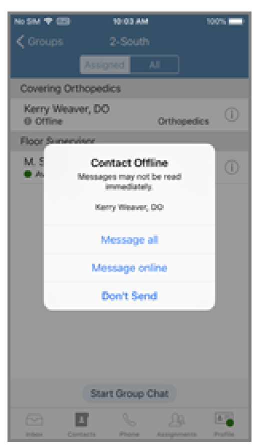
Touch the options available to communicate.



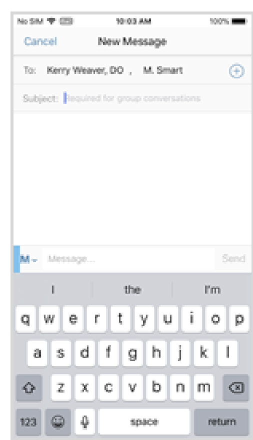
Groups-Allows you to browse by Contacts, Role or Unit.



Start Group Chat with members of the group.



If some of the members are offline, a message displays the names of



Both members of the unit 2-South display.

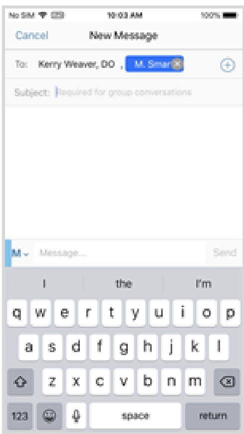
Browse Groups display in the order of the "Care Role Order" setting in Enterprise Manager.

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

those users. In the image above, Edward Cullen is offline.

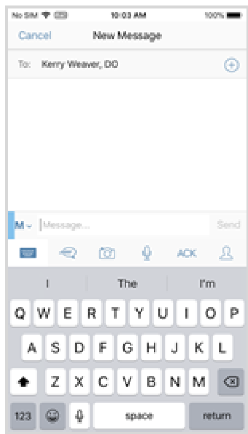
You can send to all recipients **(Message all)**, only those who are online **(Message online)**, or you can choose to not send the message **(Don't Send)**.

Touch **Message all.**



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.

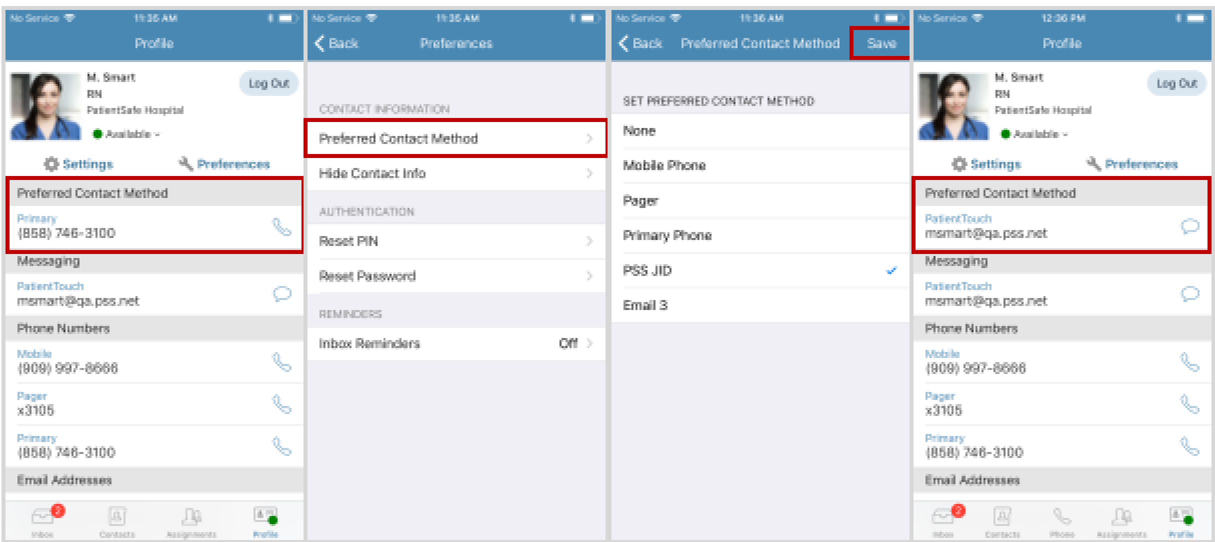
User Preferred Contact Method

User preferred contact method is for all users of PatientTouch Communications. 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** display in the Profile screen. It also displays in Contact Details.

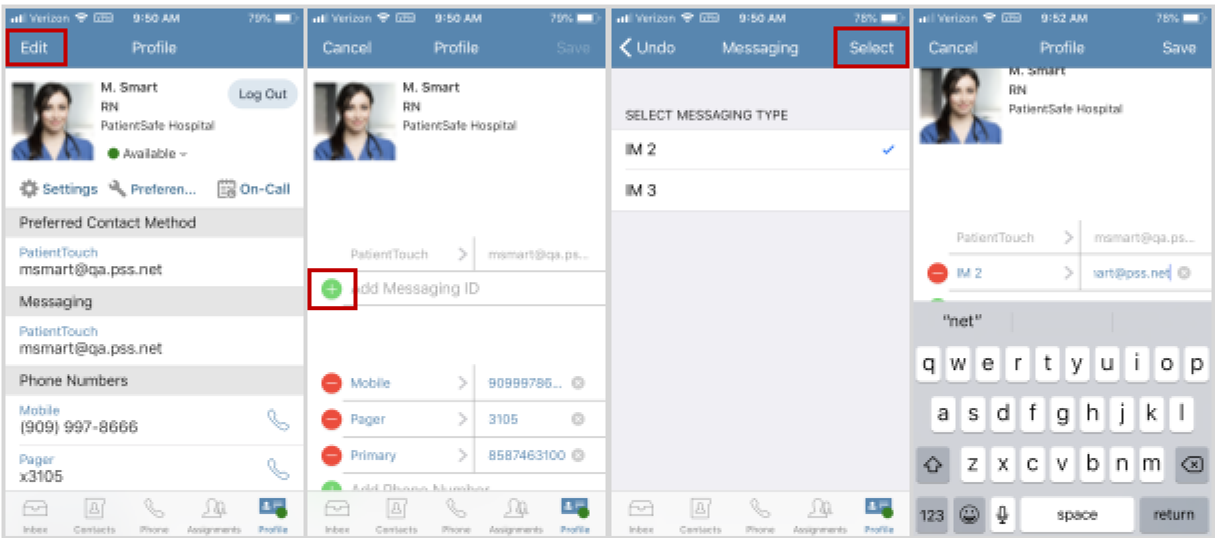
Edit and Hide Contact Info

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 Communications 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**.

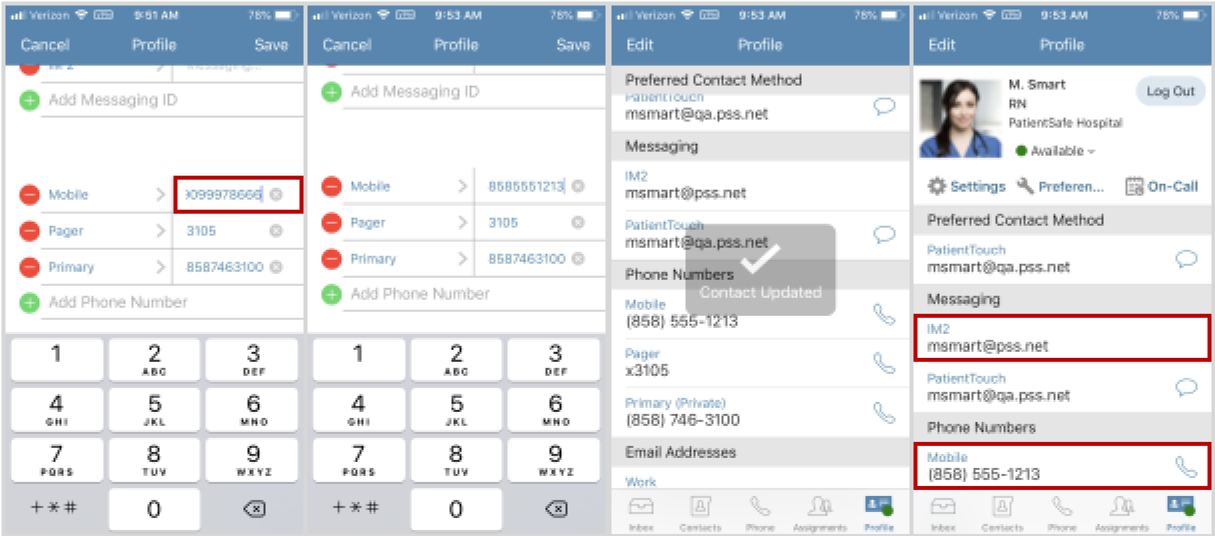
2. Select any of the choices available to modify. Touch the green plus sign to add. Touch the right side field to edit. Touch the red minus sign to delete.

3. For example, touch the green plus sign to add a **Messaging ID.**

4. Select one of the messaging types.

5. Touch **Select**.

6. Use the keyboard to enter the new Messaging ID.



7. To modify a phone number, touch the associated field.

8. Use the keyboard to enter the correct number.

9. Touch **Save**.

10. A gray check mark displays indicating a successful edit.

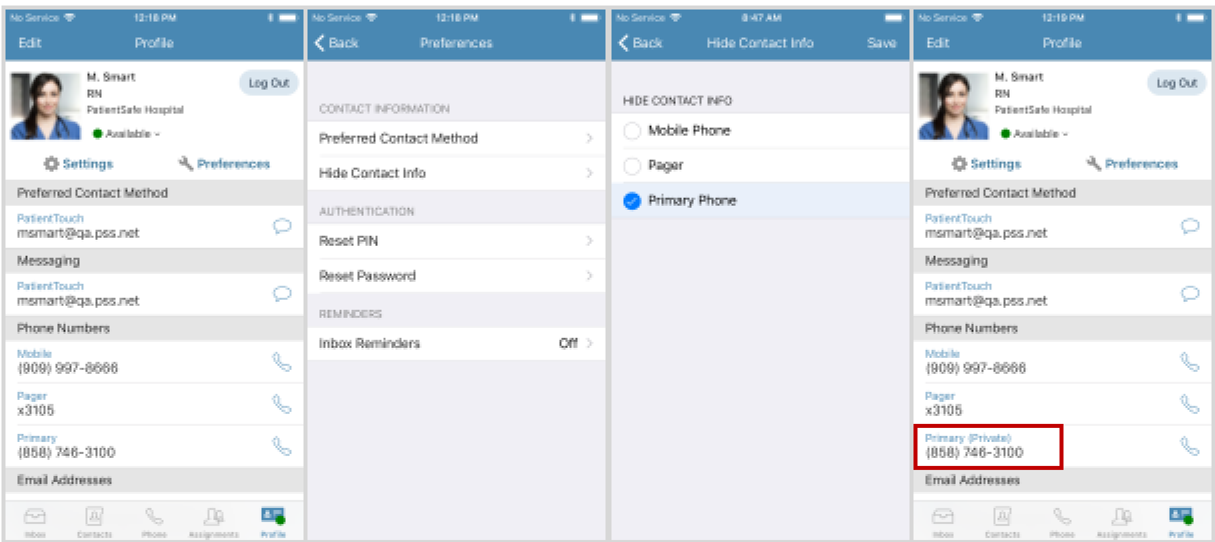
11. The new **Messaging ID** and **Mobile** phone number now display in the Profile screen.

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.



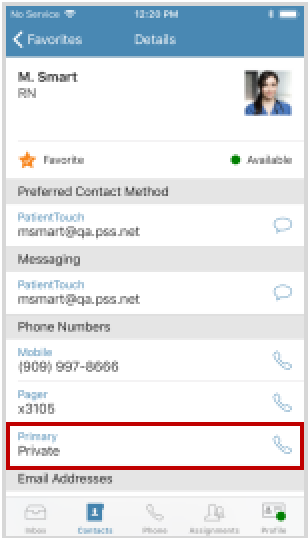
1. On the Profile tab, touch **Preferences**.

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.

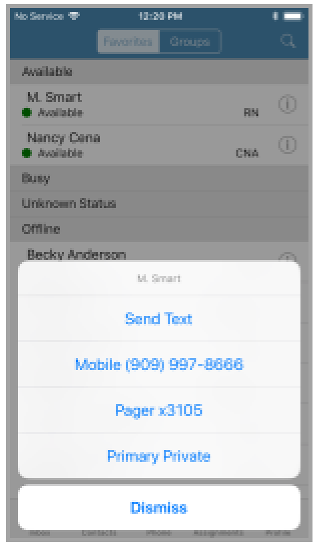
4. Touch **Save**.

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 this user touches the Phone icon to make a call, the call will go through but the phone number will remain hidden.

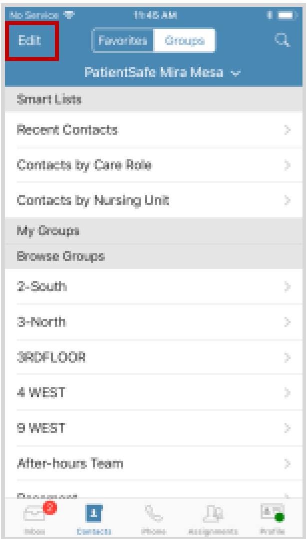


8. When they touch M. Smart's name from the list of Favorites, the action sheet also displays the "Private" label.

Managing Browse Groups

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

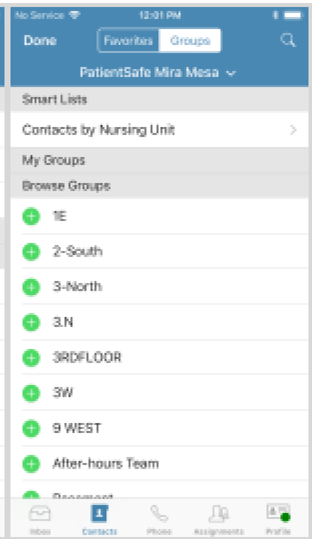
You can select to add yourself to **My Groups** using **Edit**. **My Groups** provides quick and easy access to all of the teams you want to locate.



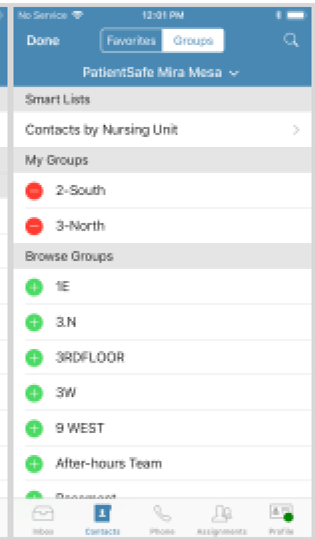
Select the Contacts tab>Groups.

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

Touch **Edit.**

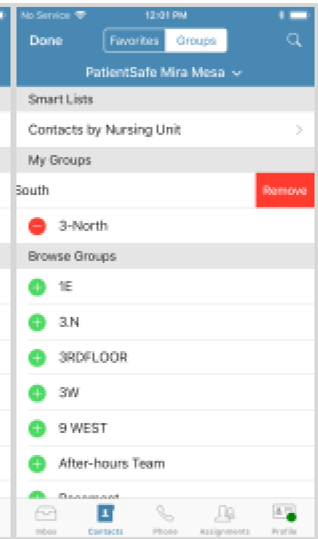


Touch the green insert button next to the unit(s) you want to add to **My Groups.**

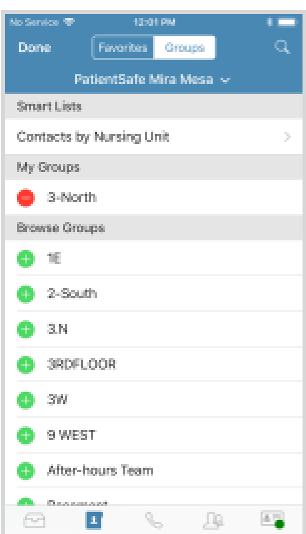


The 2 selected units display under **My Groups**.

Touch the red remove button under **My Groups** to remove a group.



Touch **Remove.**

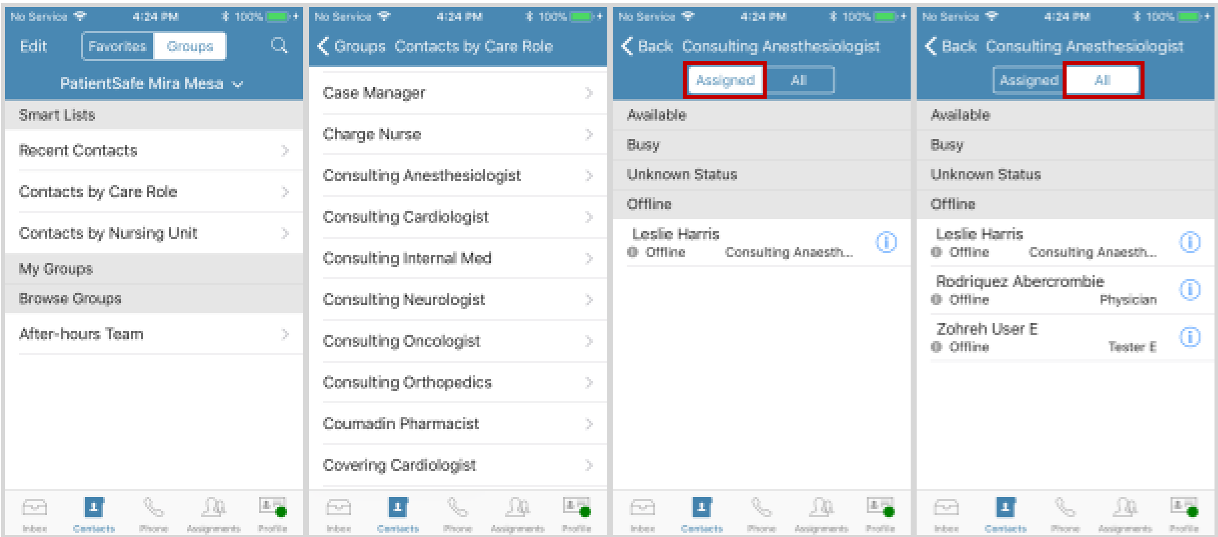


Touch **Done** when you are finished.

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.



Touch **Contacts by Care Role**.

Touch the desired Care Role.

The **Assigned** Pivot displays the assigned Consulting Anesthesiologist.

The **All** Pivot displays all caregivers who could be assigned.

On Call Schedules

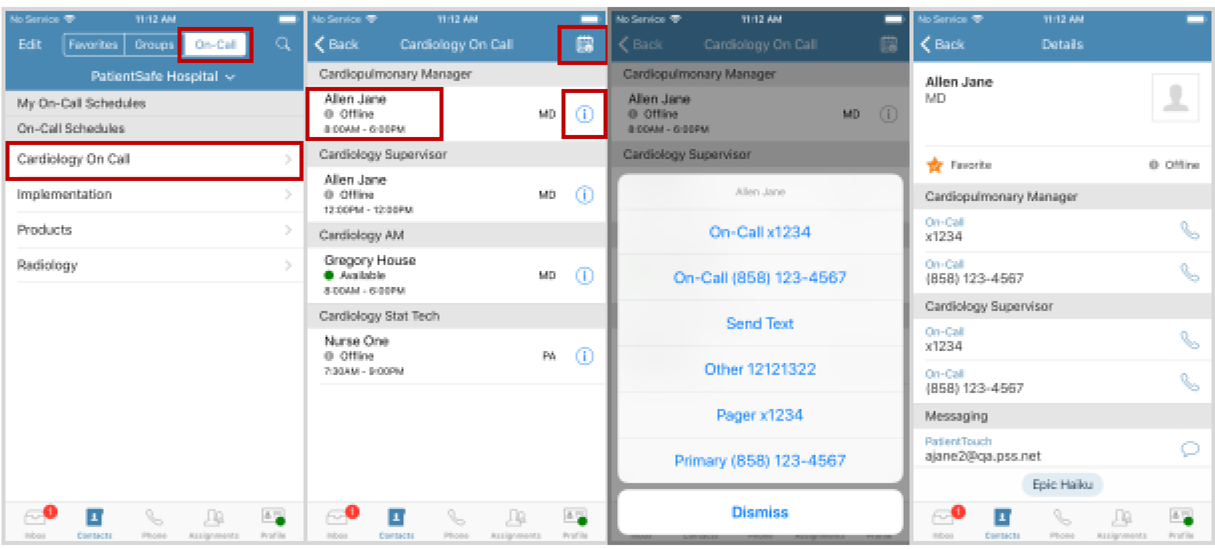
You must have On-Call Integration configured in the Enterprise Manager to use this feature. Please contact PatientSafe Solutions Technical Support team for more information.

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 Communications 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.

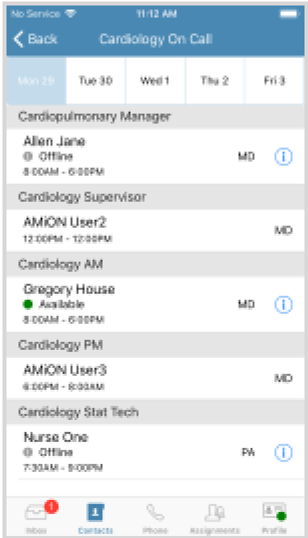
2. Touch a name to view their contact action sheet.

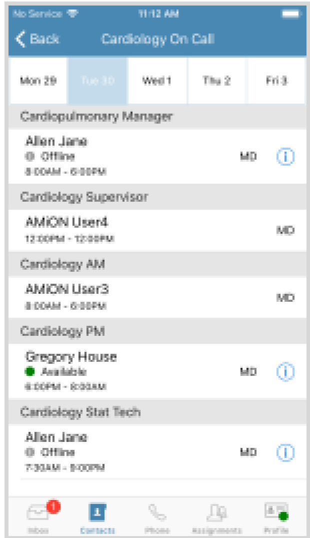
3. Touch the **Info** icon to view Contact Details.

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.





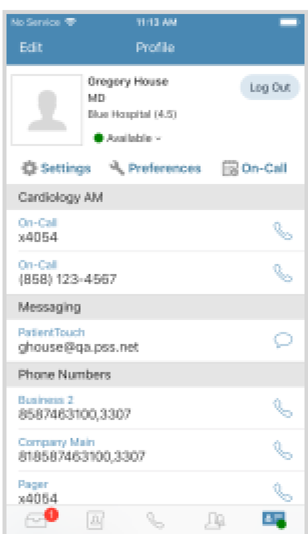
4a. The calendar displays who will be on call for that day plus the next four days.

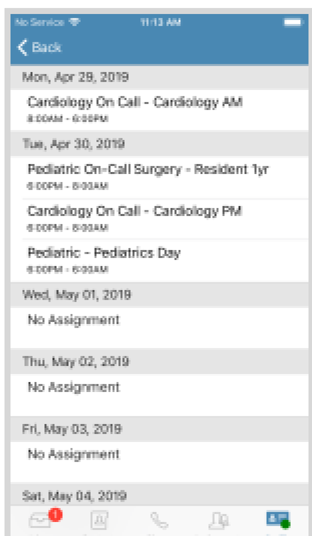
5. Touch Tue 30 to see who is on call for that day.

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.

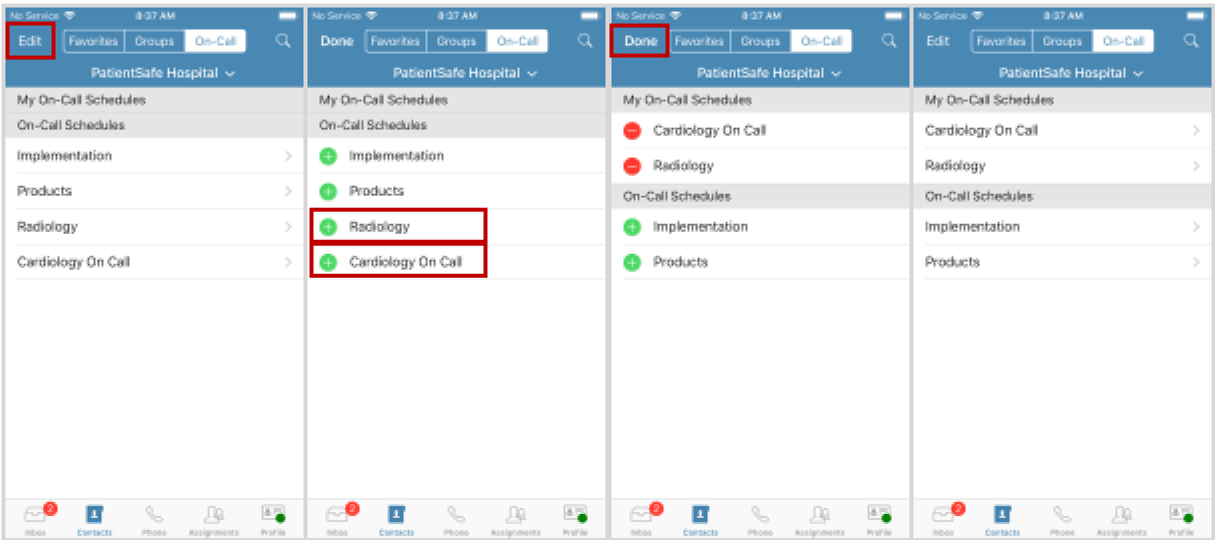
Users will see **On-Call** at the top of the **Profile** screen.

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.

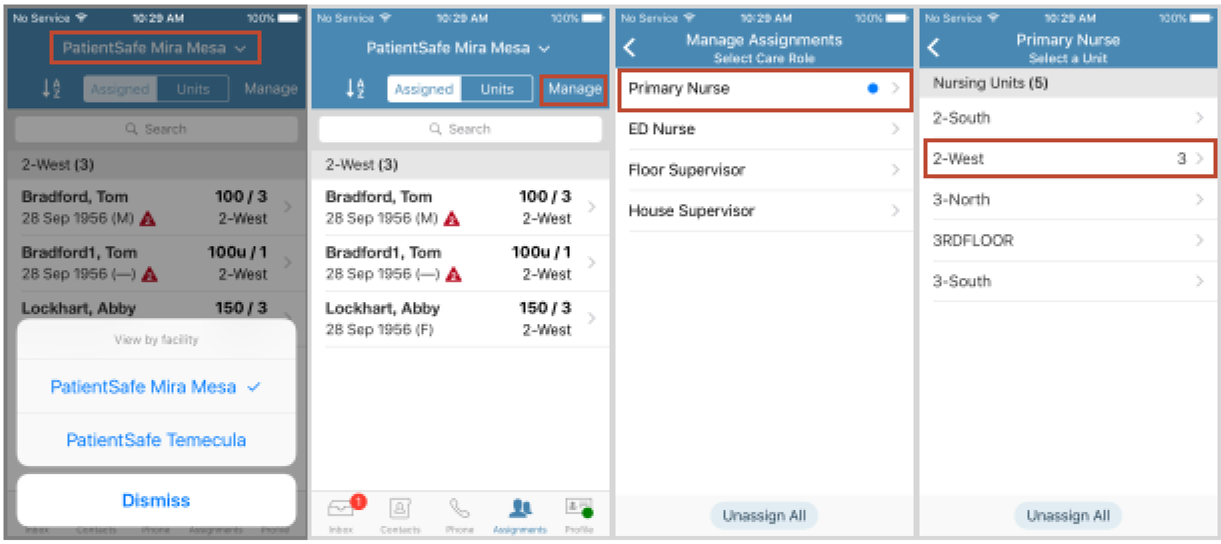
5. The newly selected schedules display.

Managing Assignments

Orchestrating Patient Assignments

The **Assignments** tab displays patients and nursing units assigned to the logged in user. To assign or unassign patients, use the instructions below.

Users must have the appropriate permissions to Manage assignments.



The Assignments screen displays a list of patients assigned to you.

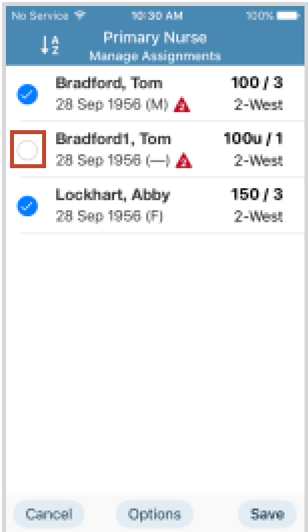
If you are associated with more than one facility, the **Facilities** menu displays.

Touch it and select the desired facility for which you want to manage patients.

Touch **Manage** to add/remove patients from your list of assignments.

Select the Care Role.

Select the Nursing Unit.



The list of patients displays.

Select or deselect a patient to add/remove them from your list.

Touch **Save**.

Restricting Assignments

Restricted Assignments is primarily used for assignments received from an integrated system. Care Roles will 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.

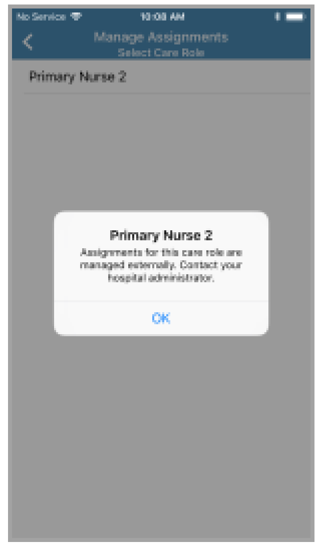
The functionality of assignments will differ, if one or more care roles have the "Restrict Assignment Management" selected in the Enterprise Manager. Please see the examples below.

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 what happens.

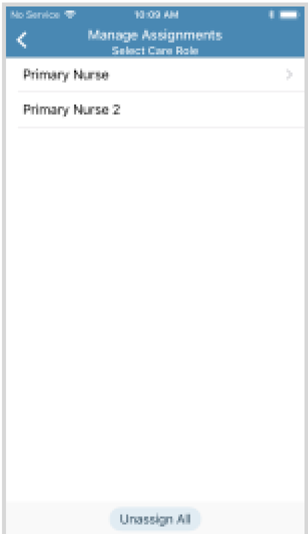
If users have only one care role and it has "Restrict Assignment" flag, then the **Unassign All** button will not display.

Touch **Primary Nurse 2**.



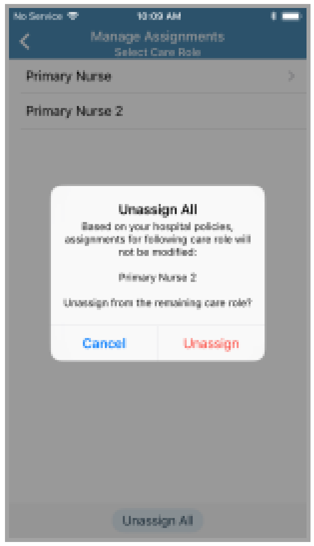
A message displays stating that the assignments for this care role are managed externally.

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.

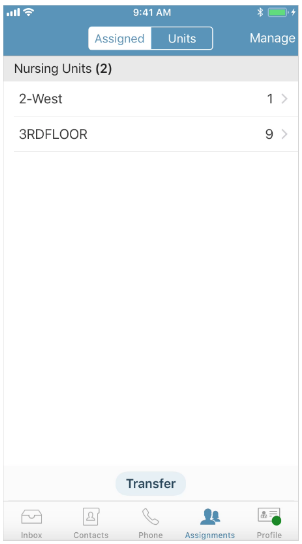
To unassign patients from the other care role, touch **Unassign**.

Transfer Assignments

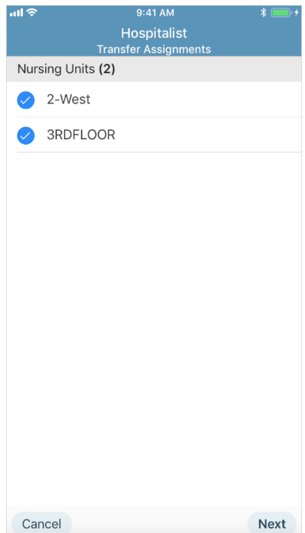
Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like an On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist.

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

On-Call Hospitalist

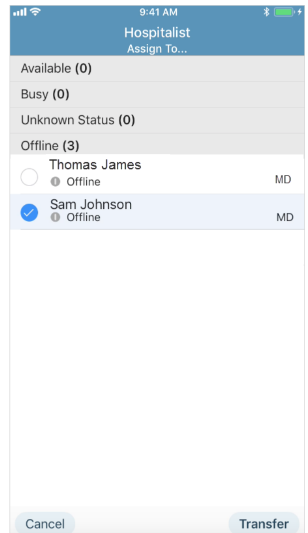


From the Assignments tab, touch **Transfer**.



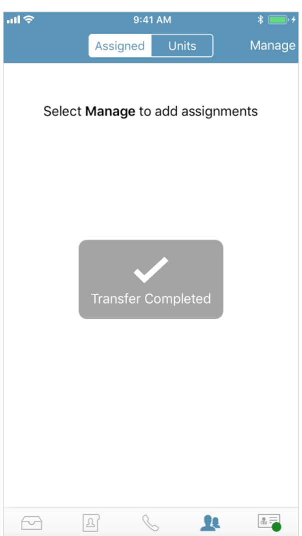
The nursing units display that are ready for transfer. Deselect any unit you do not want to transfer.

Touch **Next**.



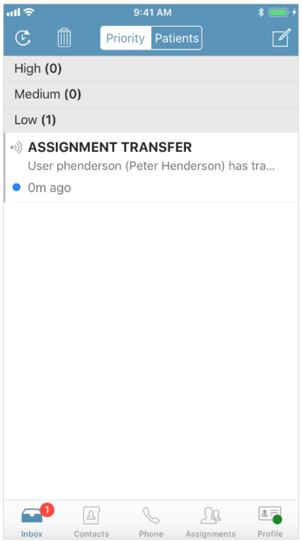
Select the recipient of the transfer. In this case, it is the Admitting Hospitalist.

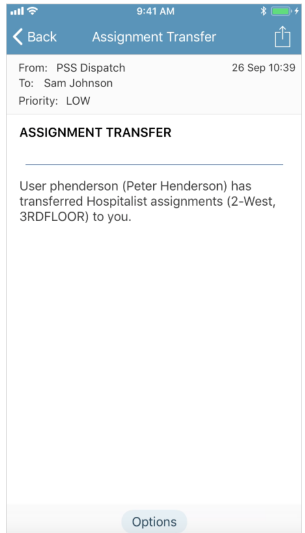
Touch **Transfer**.



A check mark displays indicating a successful transfer.

Admitting Hospitalist





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

Notice the message is low priority. This is configurable for each facility.

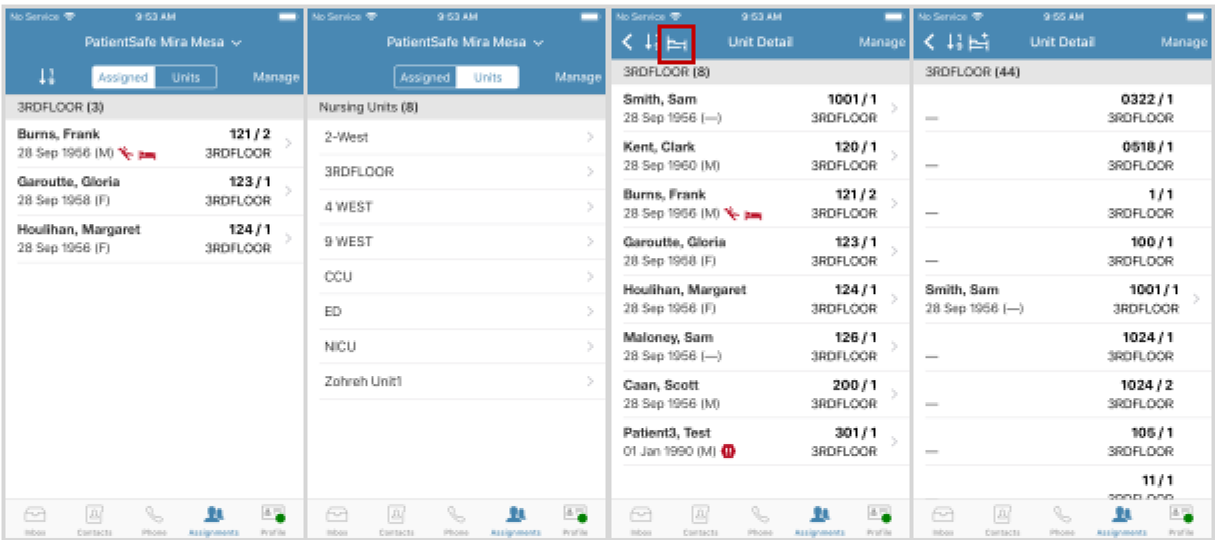
Touch the message summary.

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.

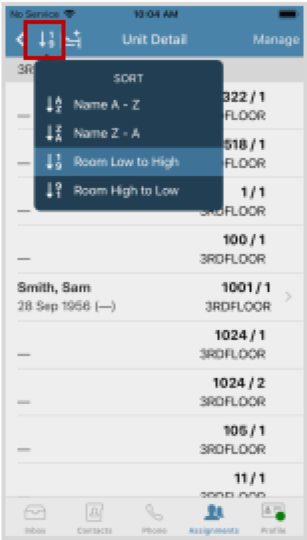


1. From the Assignments tab, touch **Units**.

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.

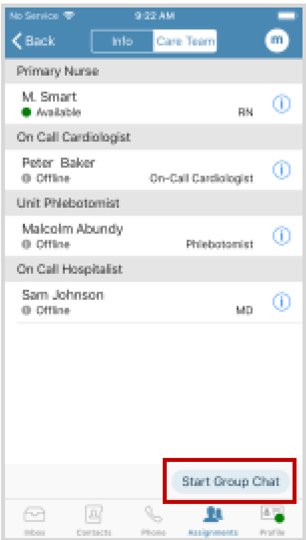


5. Touch the **Sort** icon to display beds in ascending or descending order.

Or, select to display patients in alphabetical order.

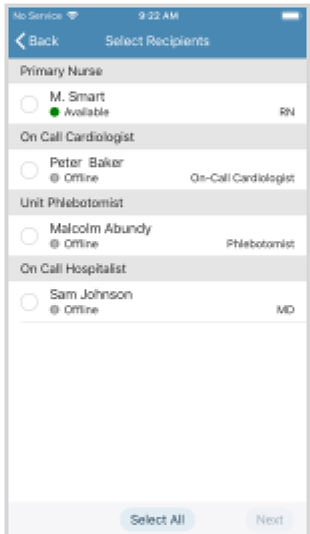
Partial Care Team Group Chat

Use **Group Chat** to send a text message to all or only selected care team members.



From the Assignments tab, select a patient and click the Care Team pivot. The **Care Team** displays all members of the patient's care team.

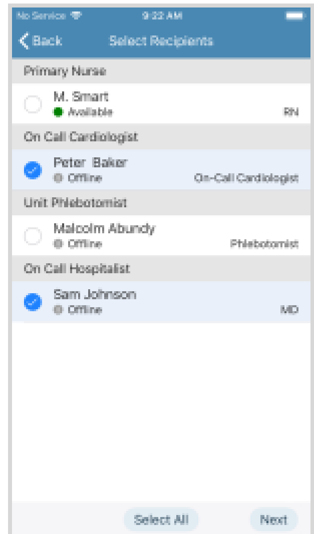
Touch **Start Group Chat** to send a message to **Care Team** members.



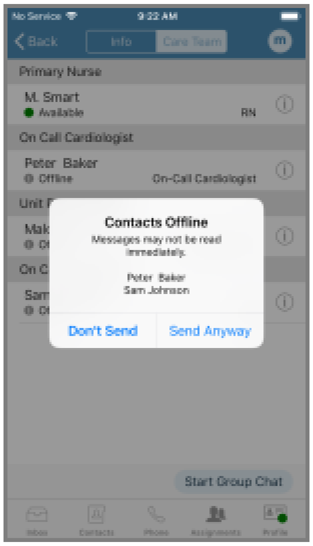
The list of care team members displays.

Touch **Select All** to send a message to all members.

Or, select the empty circle(s) next to the members you want to contact.

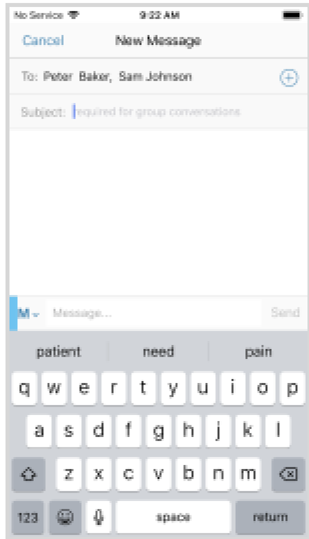


Touch **Next.**



If configured, a **Contacts Offline** message displays indicating that not all members are online.

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

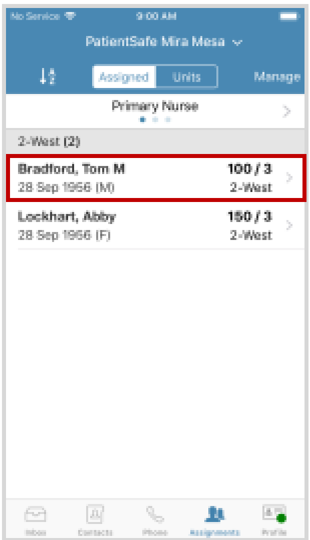


Compose your message to the selected recipients.

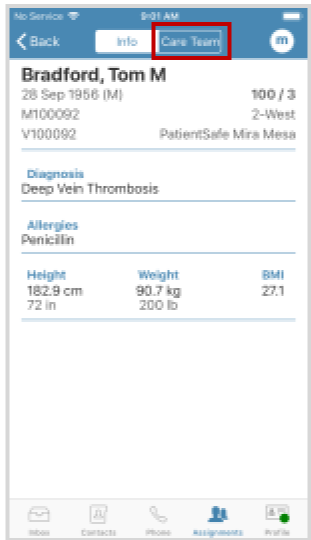
Patient Information

Viewing Patient Information

Use the **Assignments** tab to view your patient assignments and patient information.

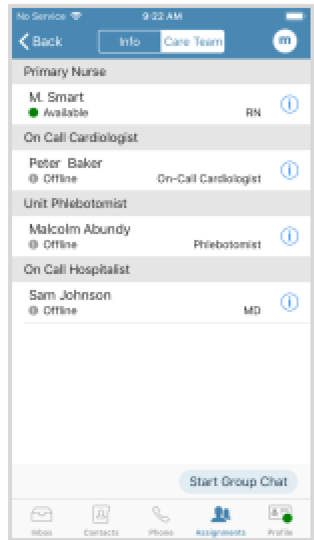


From the Assignments tab, touch a patient name to view the **Patient Info** screen.



The **Patient Info** screen displays detailed patient information including the date of birth, MRN, Visit ID, nursing unit, room and bed number, Duplicate Name icon, and so on.

Touch **Care Team** to see members of the patient's care team.

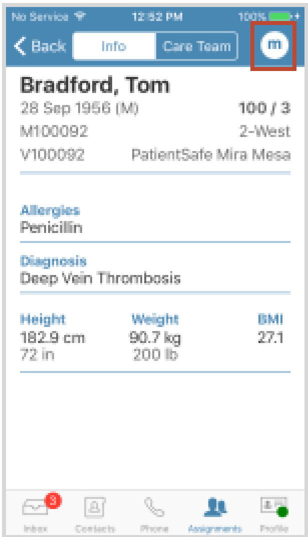


All **Care Team** members display.

Touch the **Info** icon to view Care Team member's communication methods.

Viewing Patient Information via mView

PatientTouch Communications provides a “mobile view” of patient information known as “mView”. The patient’s mView displays the last documented values for data such as medication administrations, care interventions (vital signs, assessments, etc.) and lab results.



In the Patient Info screen touch **mView**.

mView tabs (Meds, Resp, VS, Labs) are configured using the Clinical Manager.

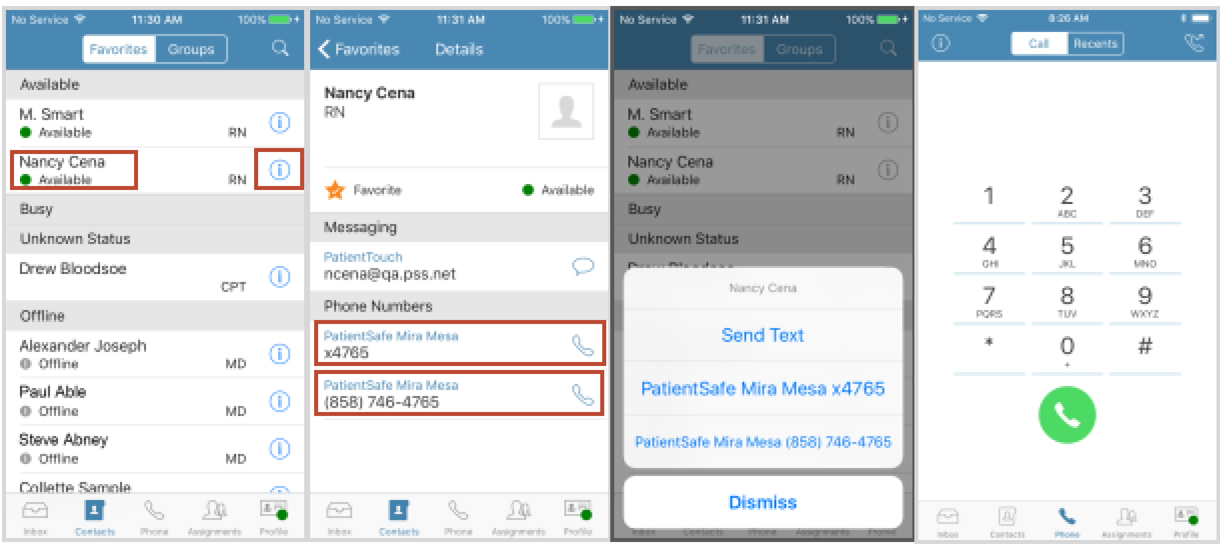
Touch each tab to view detailed information.

Phone

Placing and Receiving a Call

Placing a Call

Hospital issued shared devices have VoIP capabilities, but personal device users do not have VoIP capabilities and will be using their native cellular phone application for calls.



There are three ways to place a call:

1. Touch on the **Info** icon (i) of the contact you wish to reach.

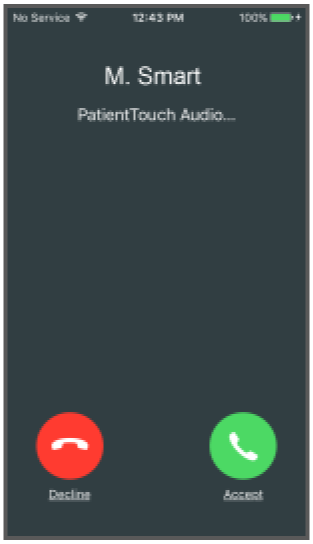
1. Touch on the contact name.

1. The **Info** icon (i) provides Contact Details where you can touch the area in red above to dial the person's extension.

2. Touching on the contact name provides a list where you can touch the designated number to directly dial the individual.

3. Dail the phone number manually on **Phone** tab.

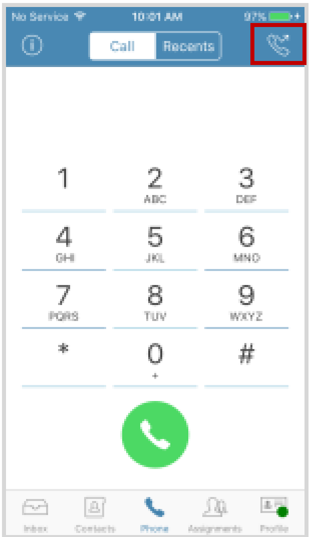
Receiving a Call



With CallKit Integration, you can press a hardware button (power, volume, etc) to silence the ringer.

Touch **Accept** or **Decline** to respond to the call.

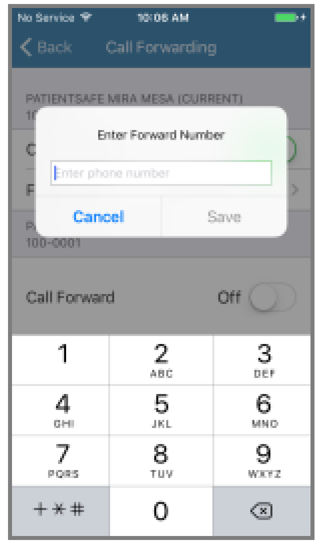
Call Forward



Touch the **Call Forwarding** icon to forward missed calls.

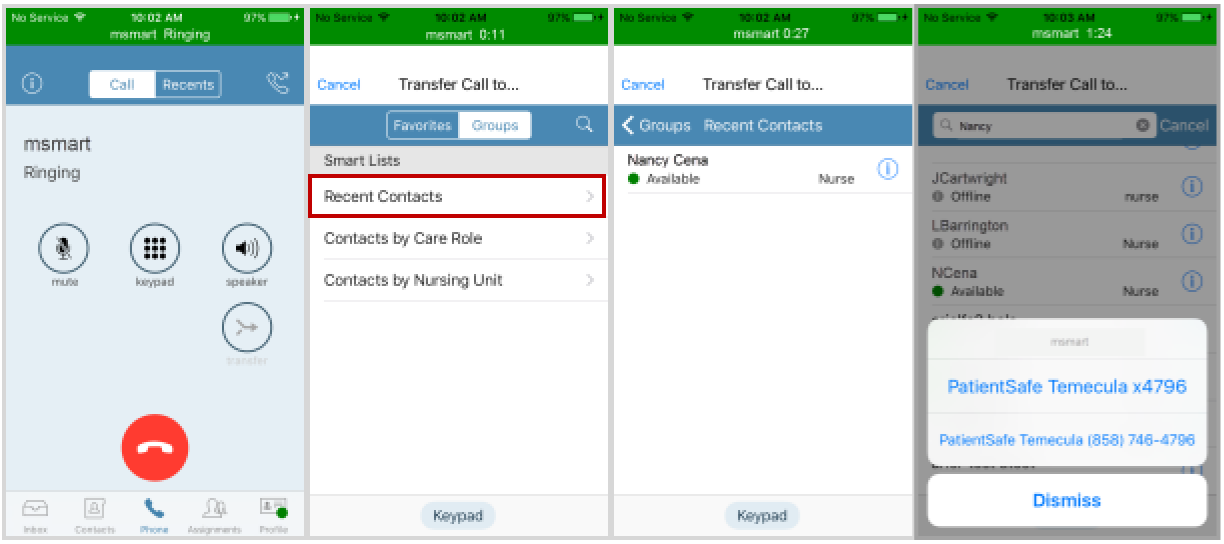
If you are assigned to more than one facility, each one displays here.

Move the Call Forward from **Off** to **On**.



PatientTouch Communications can route missed calls to a number you specify in the **Call Forward** configuration.

Call Transfer



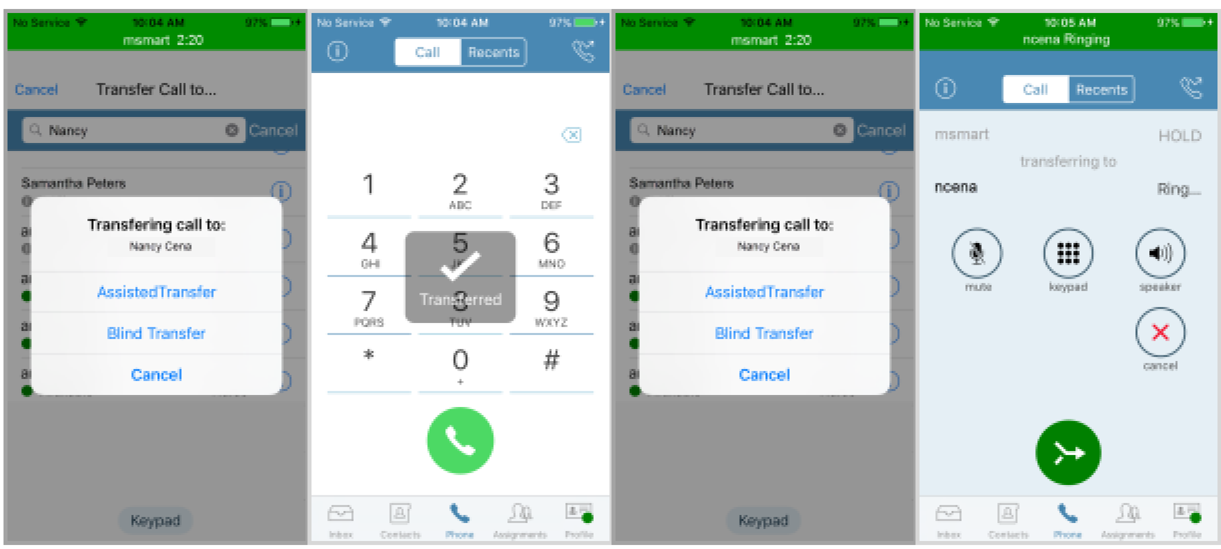
Dial the extension from the **Phone** tab.

Touch **Transfer**.

Select **Recent Contacts**.

Touch the recent contact name.

Select the extension or direct number to call.



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

A check mark displays when the call is transferred.

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

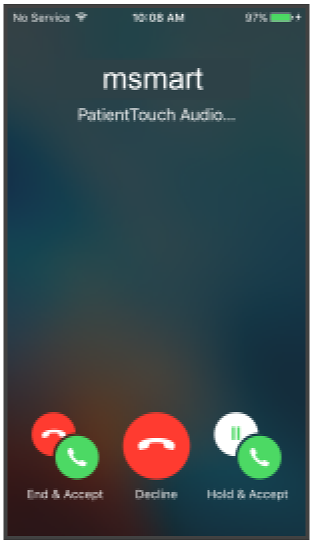
The Caller ID displays.

Once the call is transferred you will see the Phone tab display with the "Transferred" check mark.

Call Waiting

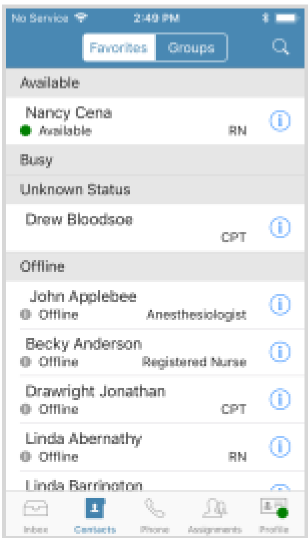
Users can receive an incoming call when already on a call. The incoming call can be received at any time that there is less than two callers connected.

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



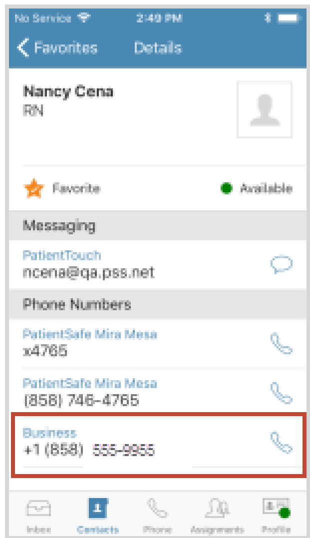
Cellular Calling

If you belong to a facility where users want to make and receive phone calls using their native phone carrier, contact your hospital's IT department to configure your phone settings. When Cellular Calling is enabled, all VoIP service features (Call Forwarding, Recents) will be disabled and all calls will be routed through the user's native cell phone.

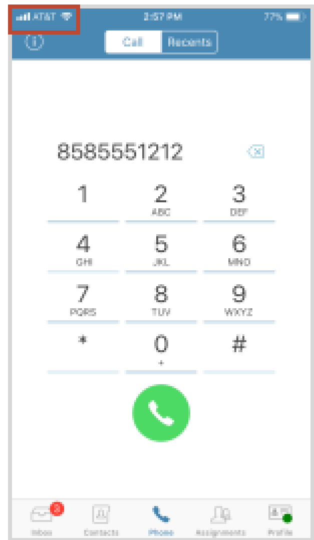


When cellular calling is configured, the user's native cell phone number displays in Contact Details.

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



The native cell phone number displays in Contact Details under "Business" as long as the user is logged into PatientTouch Communications. When the user logs out, the phone number disappears.

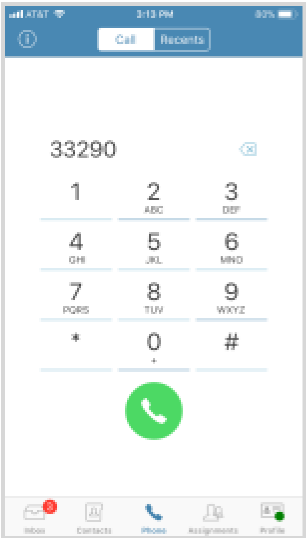


Cellular calling allows you to use your cell phone carrier to make and receive calls.

Dial the number and touch the Call icon.

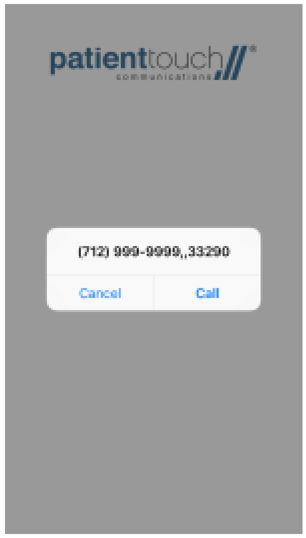
The cell phone carrier displays in the upper left hand corner.

Extension Dialing



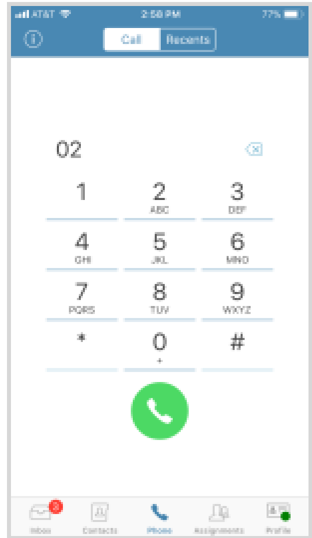
With cellular calling, you can use your hospital shared device to dial another caregiver's extension using your cell phone carrier.

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



A ten digit prefix is added to the extension, which is a centralized number.

Touch **Call**.

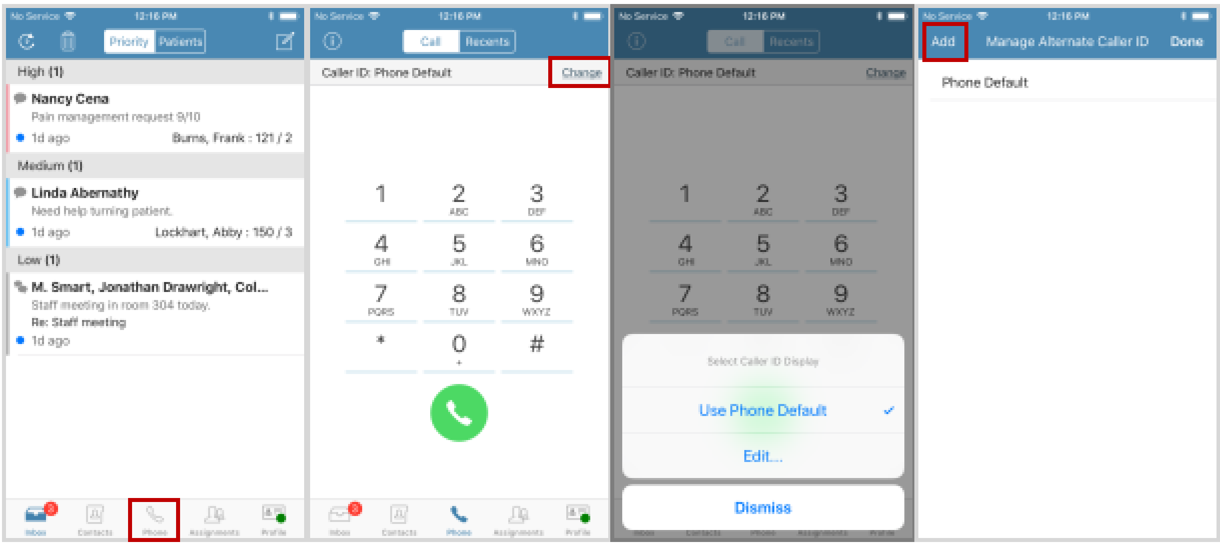


You can also dial special extensions. For example, your hospital's custom two-digit codes.

Custom Caller ID

Please contact PatientSafe Solutions Technical Support or Interface Group regarding Twilio integration for SMS Paging and Custom Caller ID.

Users can choose to have their phone number display as the caller ID when placing a call using the Phone tab. This is the "Default" value. Or, if configured, they can hide that number and enter a new value to display instead.



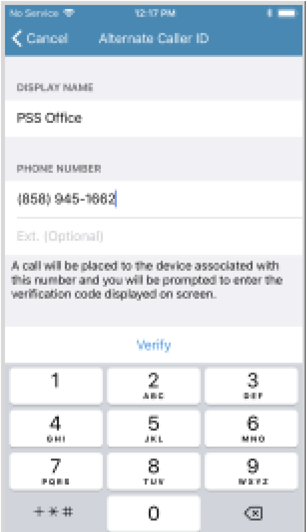
Touch the **Phone** tab.

The Caller ID in this example is set to "Default."

Touch **Change** to enter a new number to display instead.

Touch **Edit**.

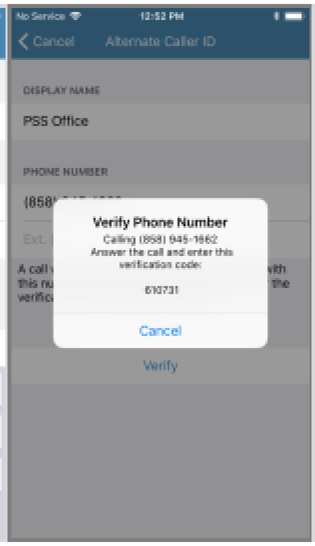
Touch **Add**.



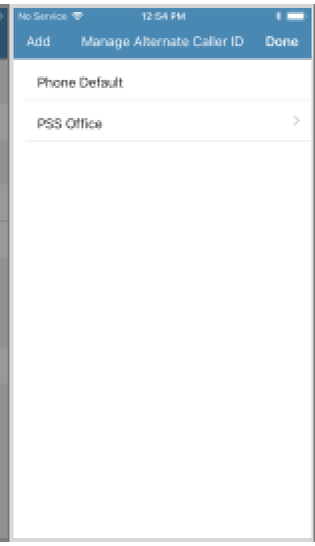
Enter a display name.

Enter the phone number to display instead of the default value.

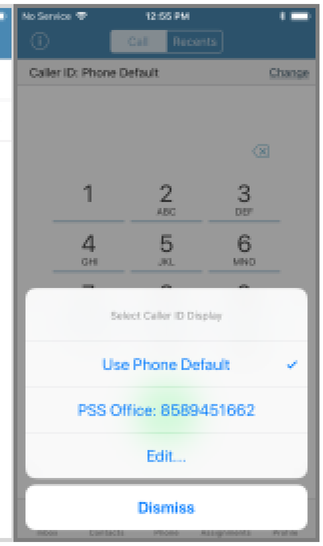
Touch **Verify**.



PatientTouch Communications calls the number you entered. Answer the call and enter the 6 digit code that displays on screen to verify.



Touch **Done**.

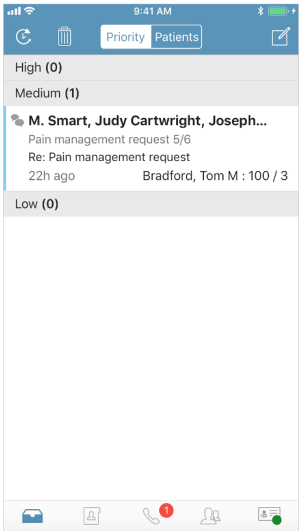


Notice that when you touch **Change** again, the new number displays for you to select the next time.

Voice Mail Indicator

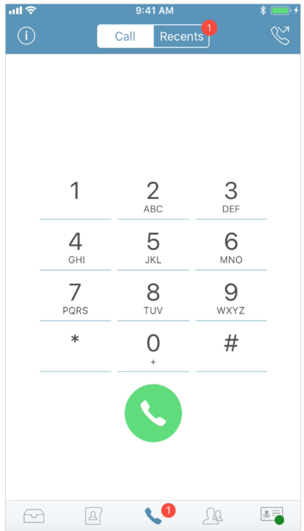
Users with voicemail will receive a banner in the Phone tab and their badge count will increase according to the number of new voice mail messages.

Voicemail Banner

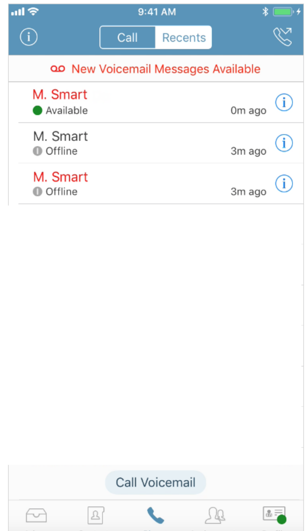


When you have missed calls or voicemail, the Badge Count increases on the **Phone** tab.

Touch the **Phone** tab.

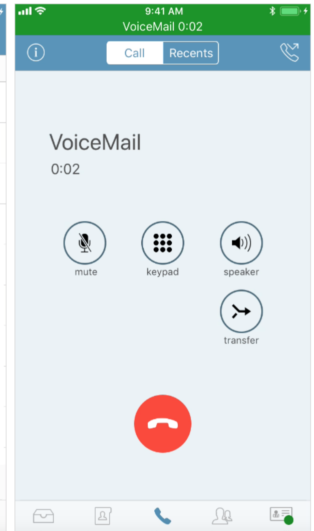


Touch **Recents** .



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

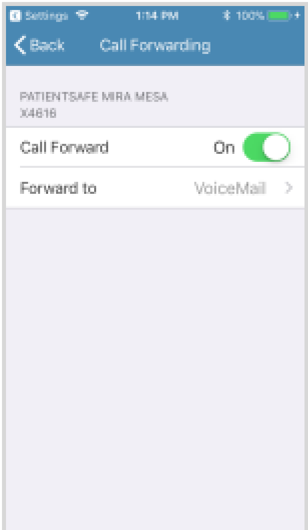
Note: Once you touch the voicemail banner, it is removed until you receive another voicemail message.



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

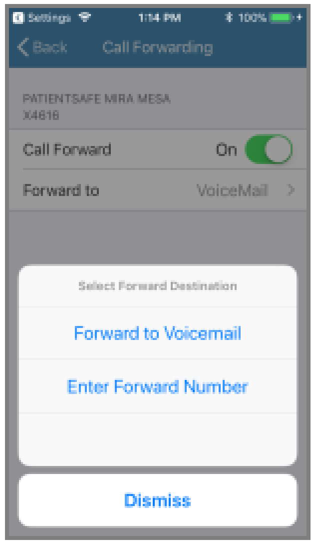
Touch the **Keypad** to enter data and retrieve your messages.

Forward Calls to Voicemail



Users can select voicemail as a forwarding destination.

Touch **Forward to**.



Touch **Forward to Voicemail** to have your calls forwarded to your voicemail box.

Touch **Enter Forward Number** to enter a phone number to have your calls forwarded to.

Paging

Short Message Service (SMS) Paging

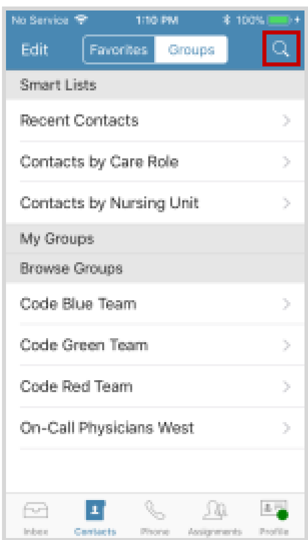
Please contact PatientSafe Solutions Technical Support or Interface Group regarding Twilio integration for SMS Paging and Masked Numbers.

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

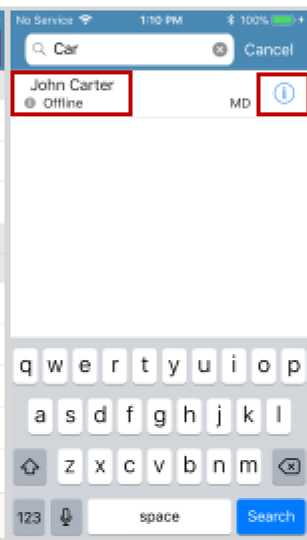
For example, Dr. Wilson (Head of Oncology and user of PatientTouch Communications) may want to consult with Dr. Carter (Orthopedic Surgeon and non-user) for a specific patient.

Users must have the appropriate privileges to use this feature.

Sender - Dr. Wilson (User of PatientTouch Communications)

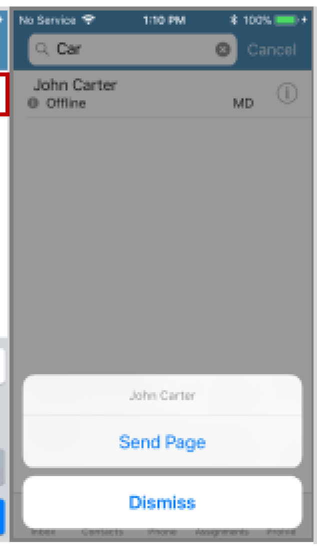


From the Contacts tab, touch **Search**.



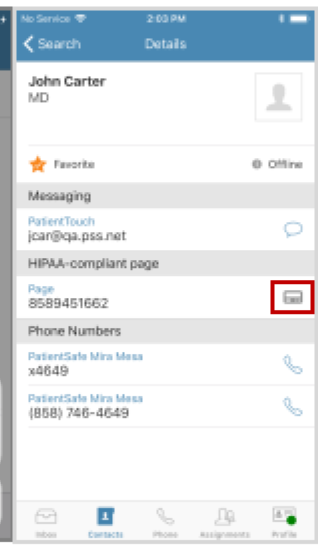
Enter the full name or the first few characters of the caregiver's first or last name in the search field.

Either touch the person's name or touch the **Info** icon (i).



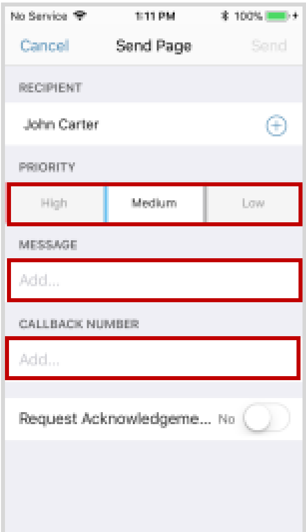
When you touch the person's name, a dialog pops up with the contact options.

Touch **Send Page**.



When you tap the Info icon, the Contact Details screen displays.

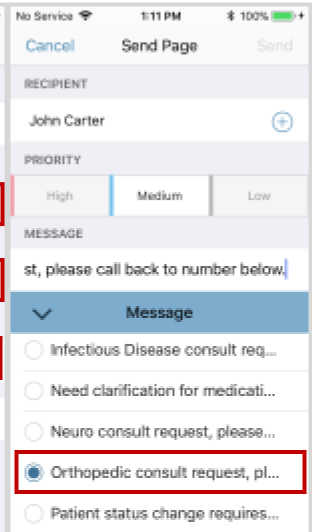
Touch **Send Page** icon.



Select the Priority: High, Medium, Low.

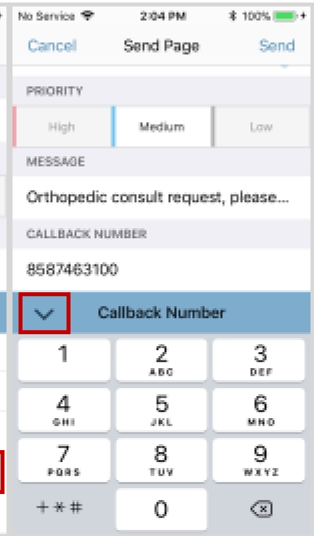
Touch the **Message** field to add a quick text message.

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



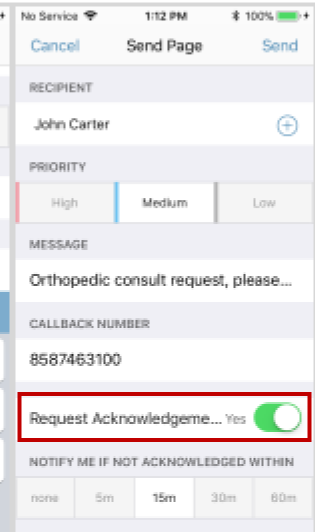
Select a message from the list.

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



Enter a callback phone number.

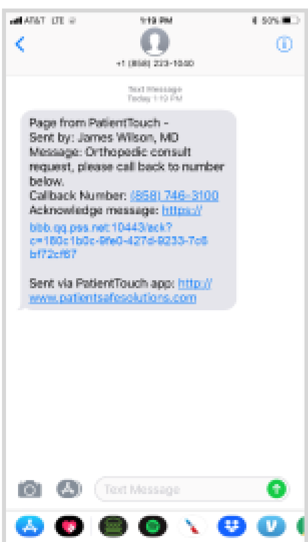
Touch the **Chevron** icon to dismiss the Callback Number field.



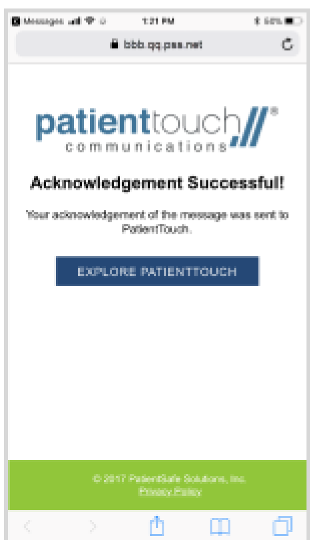
Users can enable **Request acknowledgment** and set a duration as needed.

Touch **Send**.

Receiver - Dr. Carter (Non-User of PatientTouch Communications)



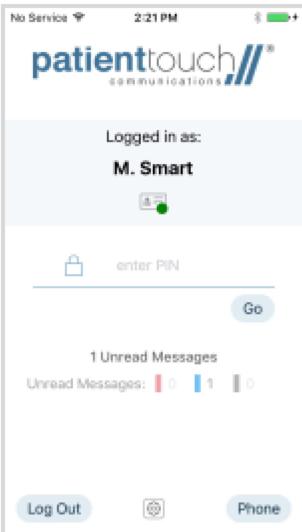
The page message displays on the recipient's mobile phone.



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

Security Mode and Logging Out

Security Mode and PIN Code Reauthentication

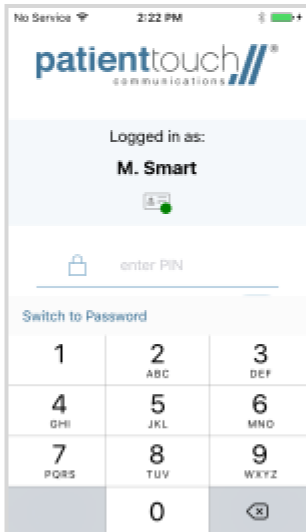


After 10 minutes of inactivity (configurable in Enterprise Manager), the application goes into Security Mode.

Touch **Phone** to quickly access the dial pad and make a call.

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

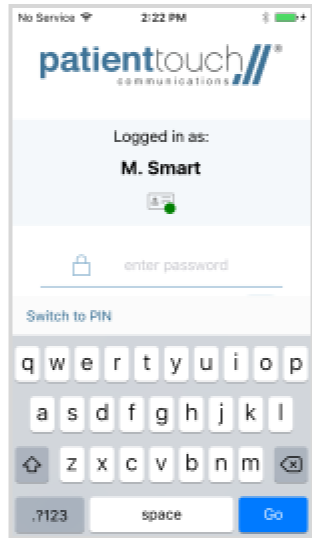
To reauthenticate, touch enter PIN.



You have two choices to reauthentice: Switch to Password or Switch to PIN.

The numeric keypad displays if you are using PIN to reauthenticate.

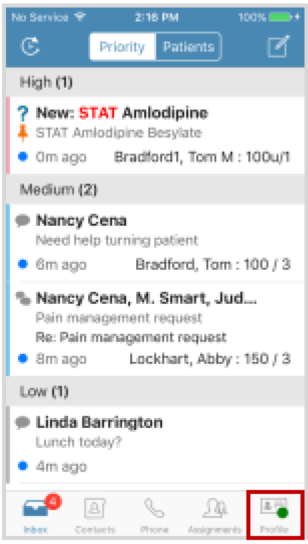
Enter your PIN or touch **Switch to Password** to enter your password.



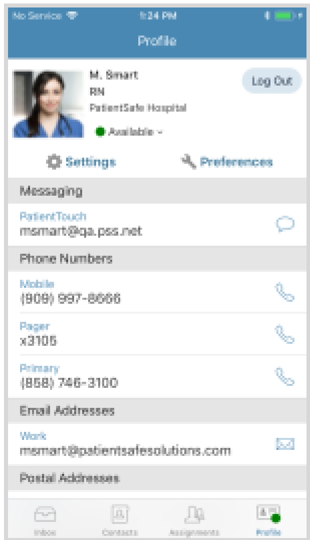
The alpha-numerical keyboard displays for you to enter your password.

Logging Out

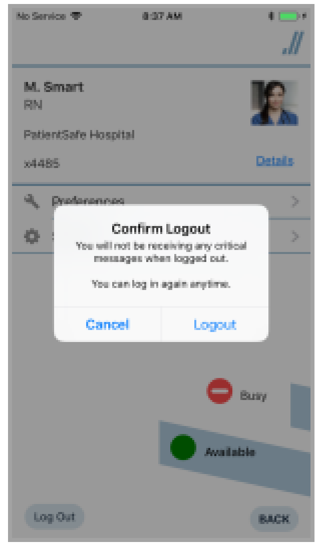
When it's time to end your shift or change devices, you will want to log out of the application.



Touch the **Profile** icon to log out.



Touch **Log Out.**



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

Connectivity Error Handling

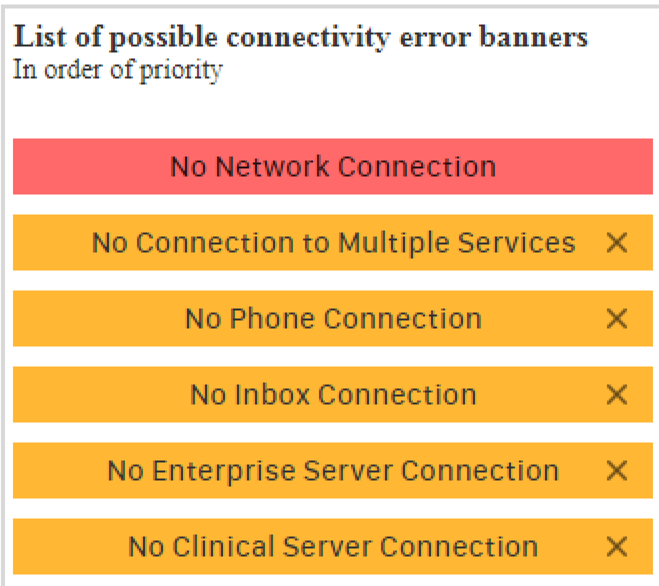
Banner Messages

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 no network connection

Yellow: indicates a service or feature is not available

Green: indicates a recovery success



Sample Screen Images