



# PatientTouch® Communications - Web Messenger User Guide

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.

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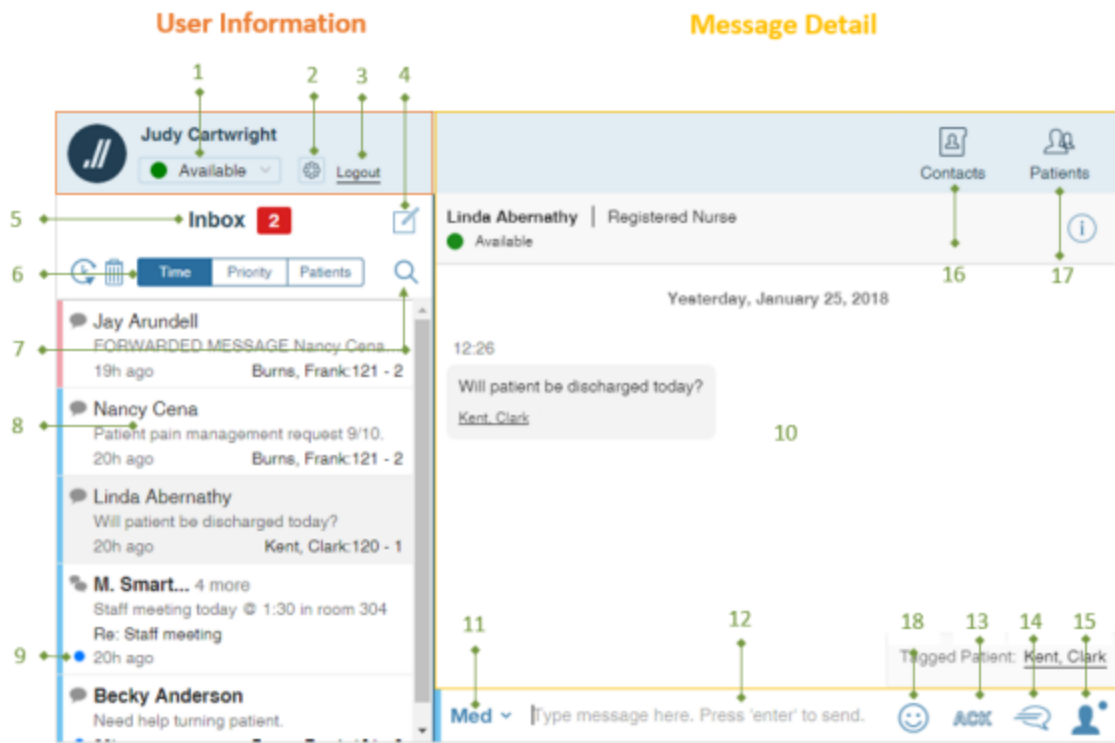
## PatientTouch Communications - Web Messenger

The PatientTouch Communications - Web Messenger is designed to bridge the communication gap between frontline, mobile caregivers and desktop-based care team members.

The Web Messenger allows you to:

- Access your Inbox
- Send, receive, and forward text messages
- View, search, and manage your Contacts
- View and search for patients
- View your assignments
- Set your presence and availability

Use the diagram and descriptions below to learn more about the Web Messenger application.



**1. User Availability:** Select to change availability.

**2. Options:** Click to reset your password, access assignments, or set Inbox reminders.

**3. Logout:** Click to log out.

**4. Compose:** Click to compose a new message.

**5. Inbox:** The Inbox tab displays all of your messages.

**6. Pivot Views:** Select the pivot button to sort your inbox messages by:

Time—Sorts your messages by Time

Priority— Sorts your messages by message priority

Patient—Sorts your messages by Patient Name

**7. Search:** Search messages in your Inbox.

**8. Message Summary:** Displays a summary of system notification or sent/received text messages. Click on a message summary to display the message detail.

**9. Unread Icon:** Displays the number of unread messages in your Inbox.

**10. Selected Message:** Displays message details.

**11. Priority:** Click to select the message priority for a reply.

**12. Reply Text Field:** Type a reply to a message here (Text Message Only).

**13. ACK:** Click to request acknowledgement of your text message

**14. Quick Text:** Click to select a pre-defined text message to reply quickly.

**15. Patient Tagging Icon:** Click to tag a patient to a message.

**16. Contacts Browse:** Favorites allows you to create a customized list of “Favorite” contacts. Groups allows you to browse contacts by Role, Unit, or Facility.

**17. Patient Browse:** View your assigned patients or browse for patients in a nursing unit.

**18. Emoji Icon:** Click to add an emoji to text messages.

# Technical Specifications

The following technical specifications are required for the installation of Web Messenger 4.7:

## Supported Operating Systems

- Windows 10
- MAC OS X

## Supported Browsers

- Microsoft Edge 44+
- Internet Explorer (IE) 11
- Chrome 74+

# Logging In

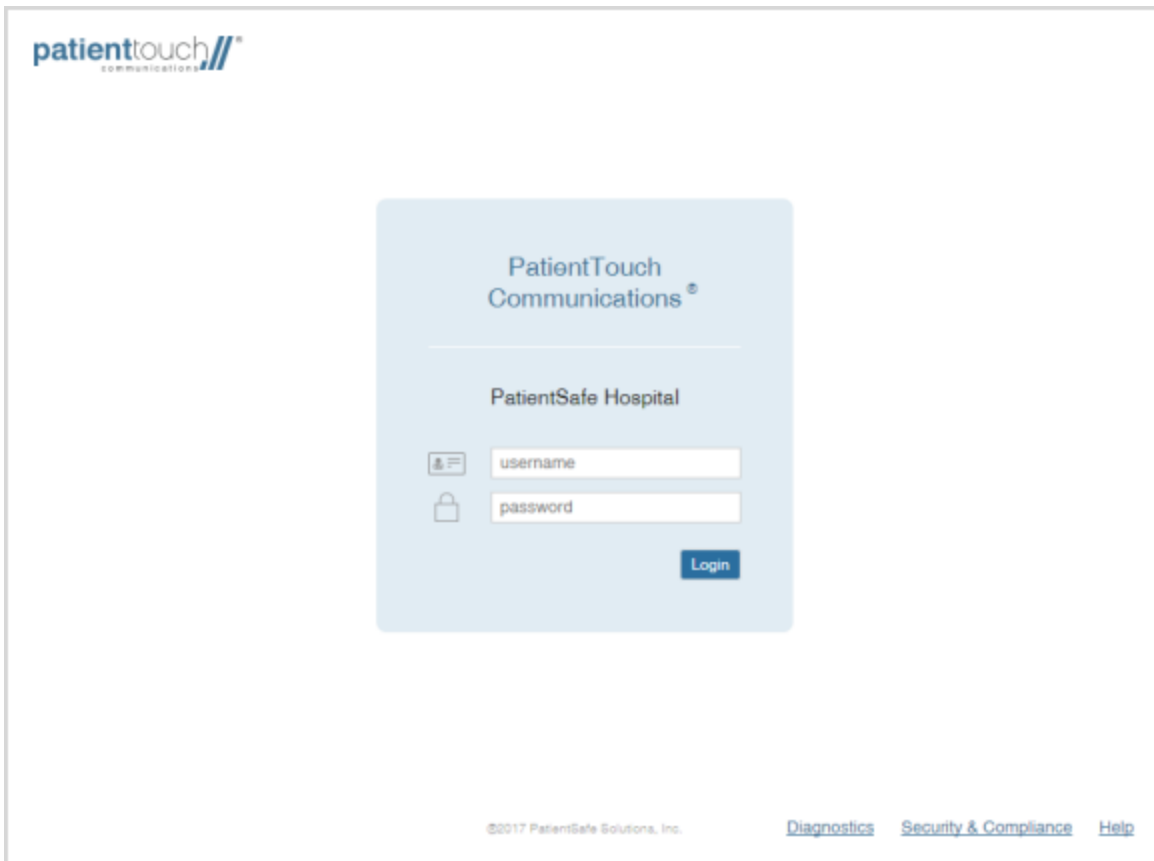
1. Enter your User name and Password.
2. Click **Login** or press **Enter** on your keyboard.



**The Web Messenger uses the same login credentials as your PatientTouch Clinical Manager, Enterprise Manager, and PatientTouch Communications mobile application.**

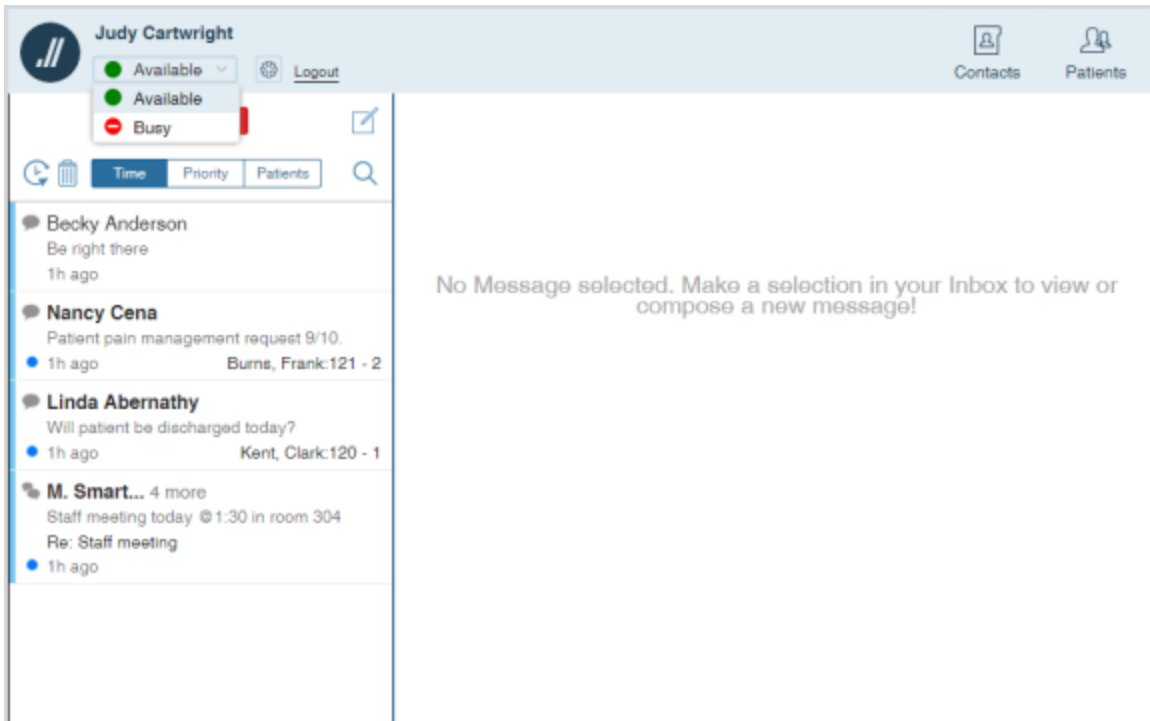


**The same user can be logged into both the mobile application and Web Messenger at the same time.**



## Changing Your Presence

1. Change your presence between **Available** and **Busy** by selecting it from the header bar. The status defaults to **Available** when you are logged in.



2. You cannot change your presence using the Web Messenger if you are logged into the PatientTouch clinical handheld application with the same user name. The presence shown on the handheld will take precedence.



## Viewing Your Inbox

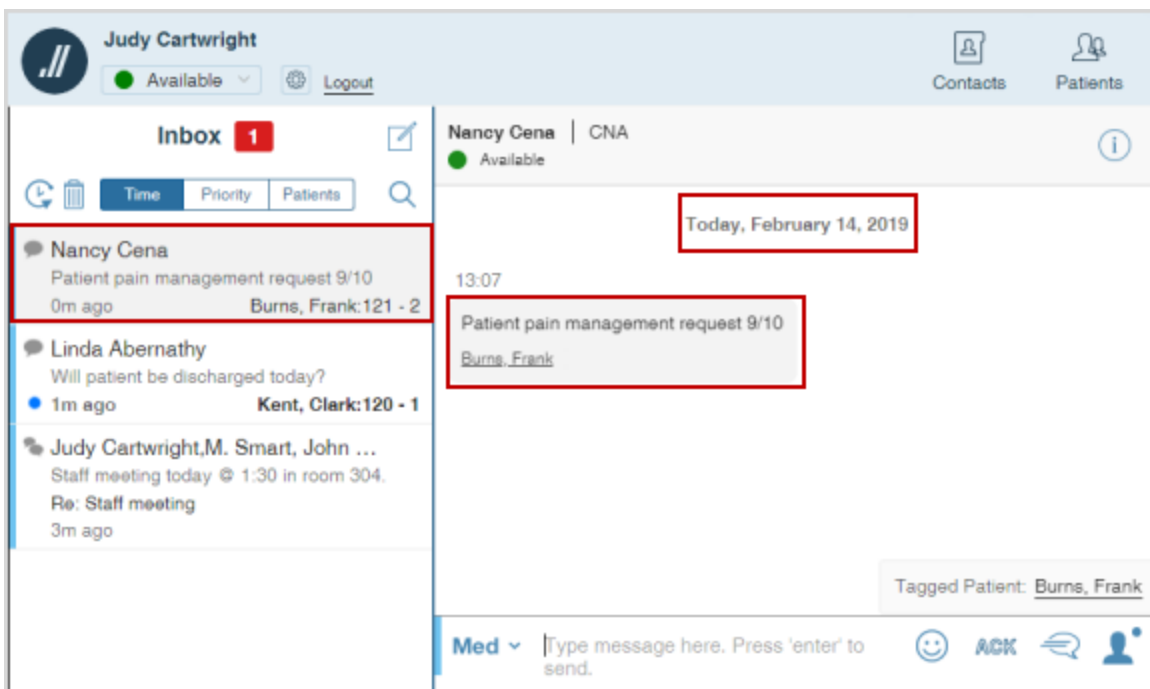
The Web Messenger provides visibility to your full Inbox.

### Message Summary

1. Click a message summary to view message details. The message displays in the right side of the message pane. The detailed message displays:
  - Image attachments
  - Audio Clip attachments
  - Patient Tag information
  - Current Date and Time



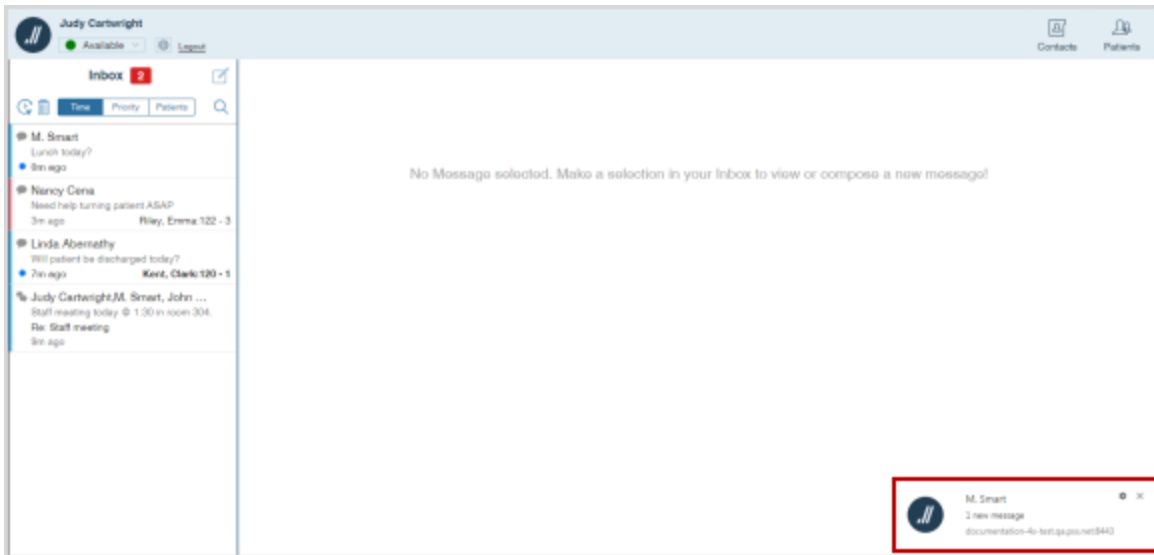
**You cannot capture and attach audio or image files to messages you generate in Web Messenger.**




The screenshot displays the user interface for Judy Cartwright. At the top, the user's name and status (Available) are shown, along with a Logout button and icons for Contacts and Patients. The main area is split into two panes. The left pane shows the 'Inbox' with a red notification badge '1'. It lists three messages: one from Nancy Cena (highlighted with a red box), one from Linda Abernathy, and one from Judy Cartwright, M. Smart, John ... The right pane shows the details of the selected message from Nancy Cena, including the date 'Today, February 14, 2019' (highlighted with a red box), the time '13:07', and the message content 'Patient pain management request 9/10 Burns, Frank' (highlighted with a red box). At the bottom right of the message pane, it says 'Tagged Patient: Burns, Frank'. The bottom of the interface features a 'Med' dropdown, a text input field with the placeholder 'Type message here. Press 'enter' to send.', and icons for emojis, ACK, and a patient icon.

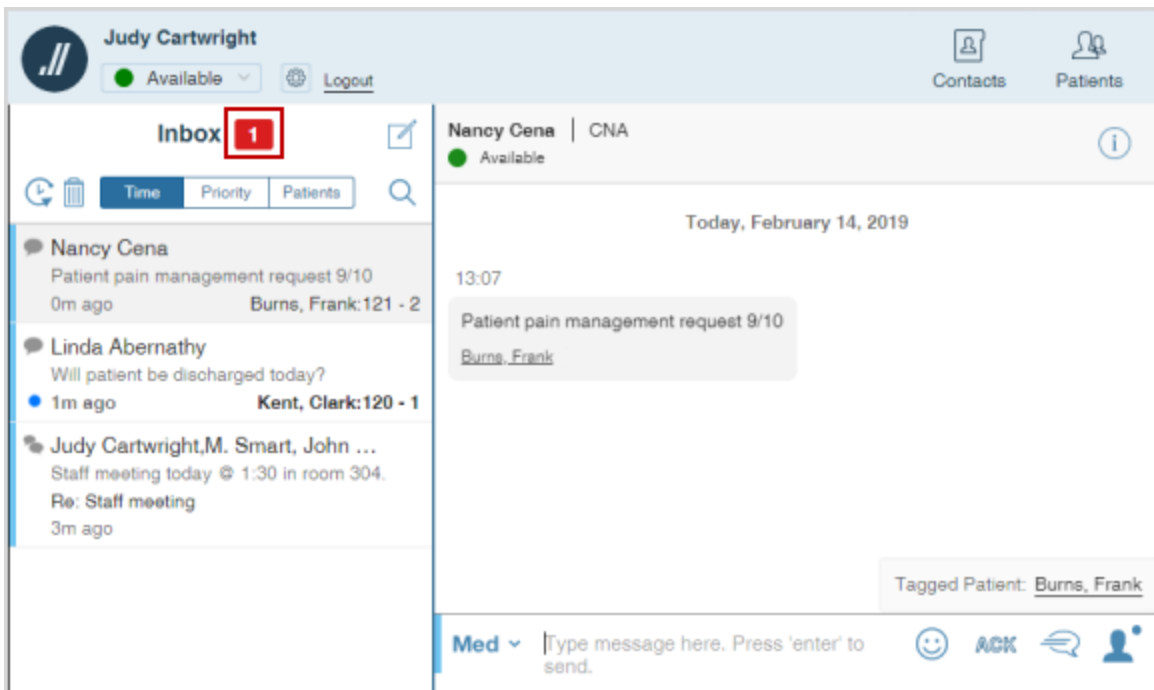
### New Message Notification

When caregivers receive a new message, a notification pop-up displays in the lower right hand corner of their desktop. The message displays even if the PT Communications application is in the background or you are in another application altogether.



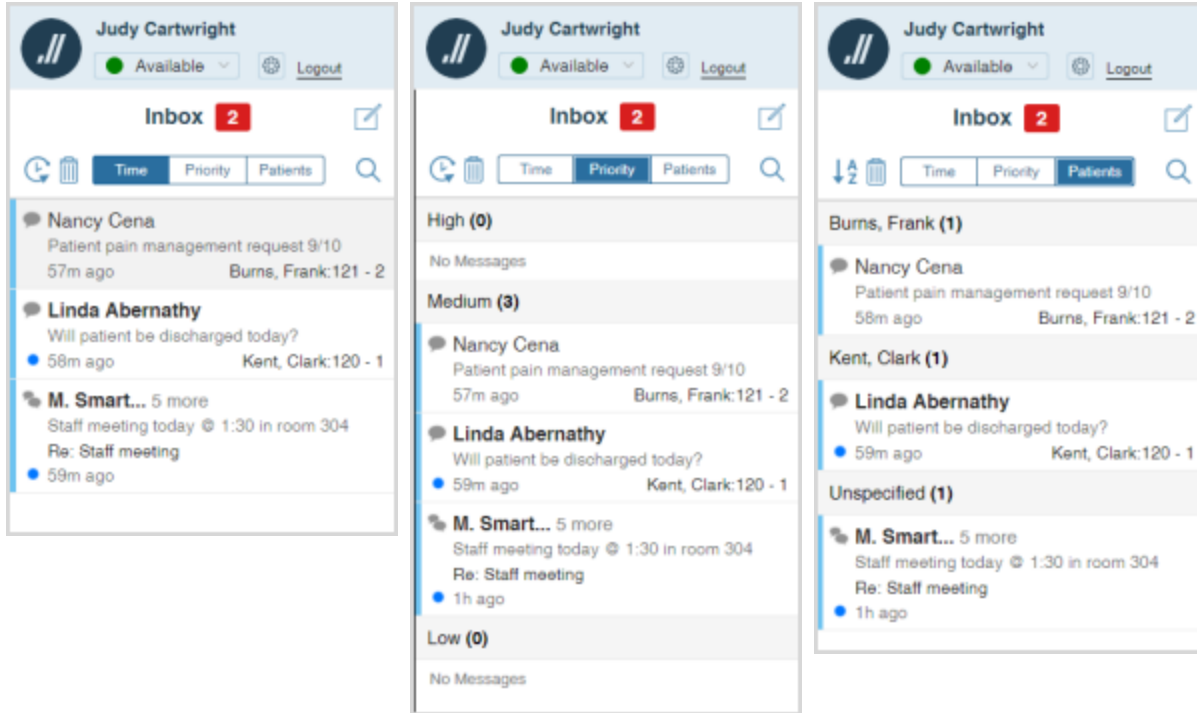
## Badge Count

The badge count is updated when a new message is received. The Inbox Badge Count displays a total of all unread text messages in your Inbox, as indicated by the Unread Message icon . In the screen capture below, the badge count is 1.



## Pivot

Select a pivot button to sort your **Inbox** using the instructions below.




**Time:** Sorts your Inbox messages by time. This is the default display.

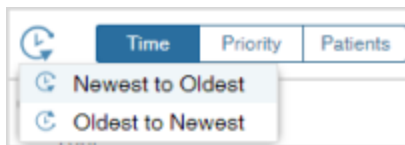
**Priority:** Sorts your Inbox messages by message priority (High, Medium, Low).

**Patients:** Sorts your Inbox messages by Patient Name.

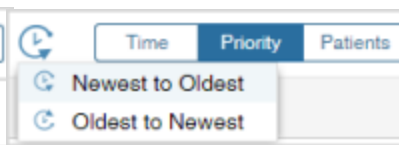
## Sort

Sort  messages using the following parameters:

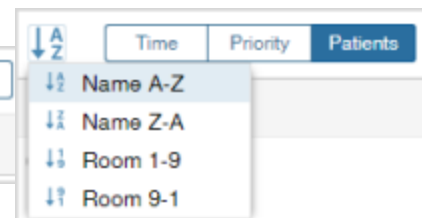
### Time




### Priority



### Patients



## Search

Click the **Search** icon  to search for a message in your Inbox. Search by sender name, subject, or tagged patient name.

### Search Inbox

✕ 🔍Done


**Results (1)**

**Linda Abernathy**

Will patient be discharged today?

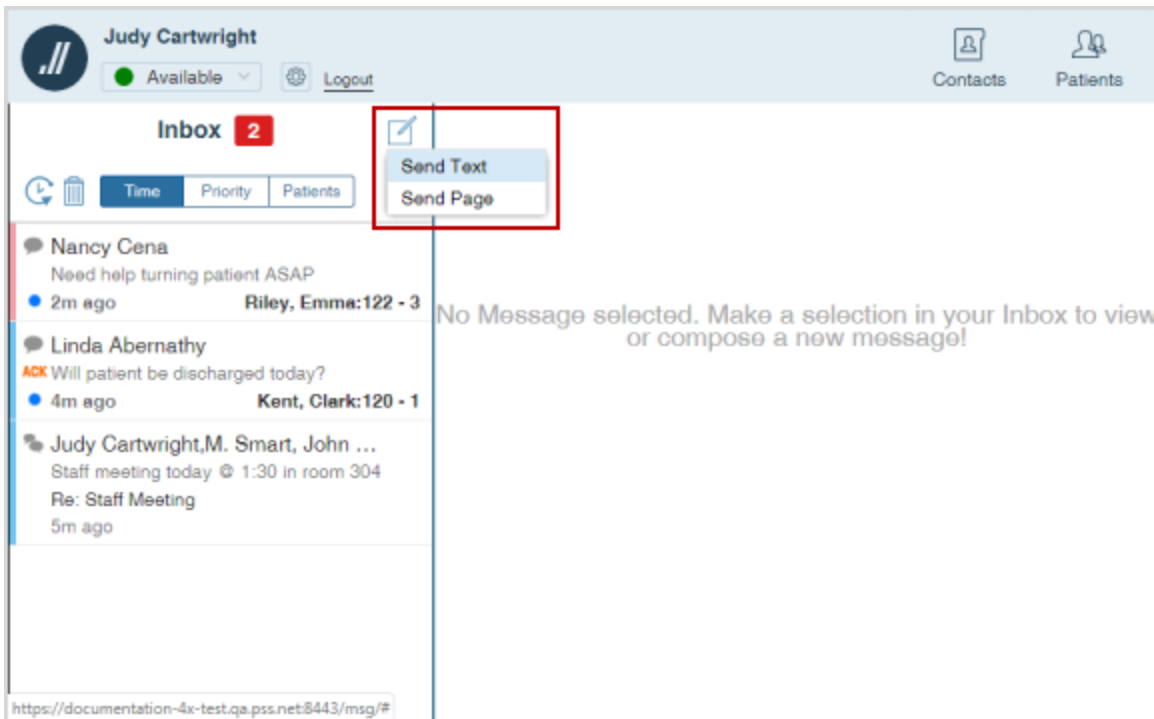
8m ago Kent, Clark: 120 - 1

## Composing a New Text Message

1. Click the **Compose** icon  and click **Send Text** to send a text message to one or more recipients.



Instructions for **Send Page** are displayed in the section [SMS Paging](#).

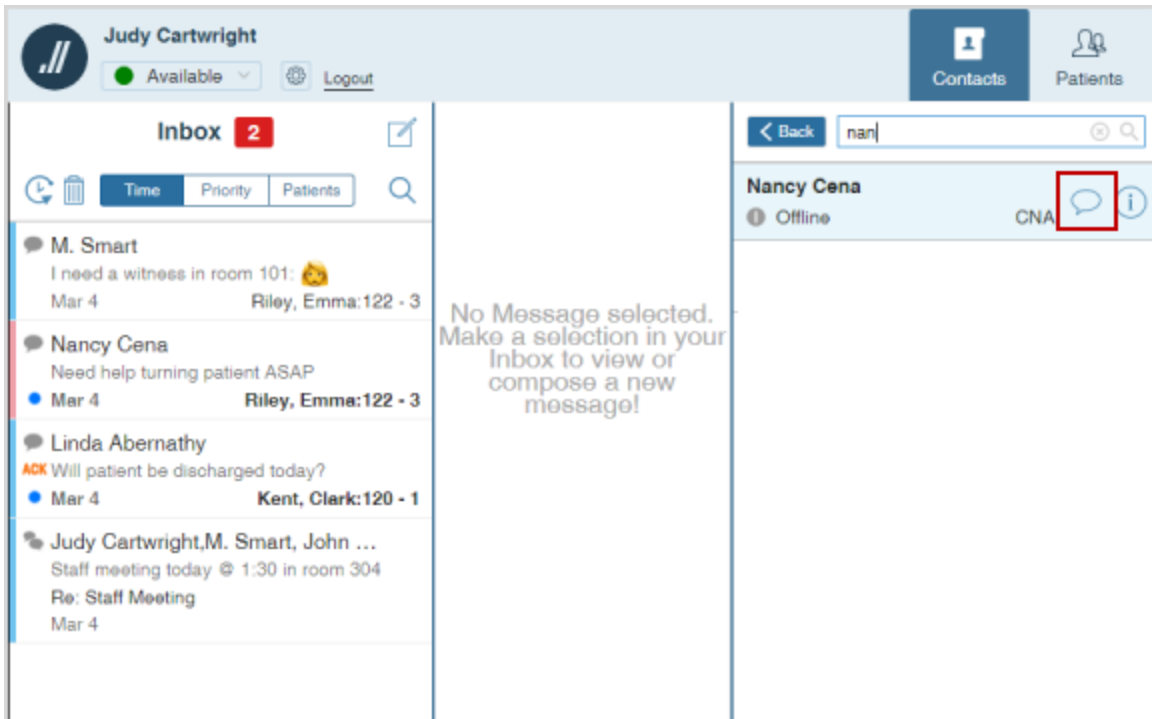


## Add Recipient(s)

Use one or more of the following methods to add recipients.

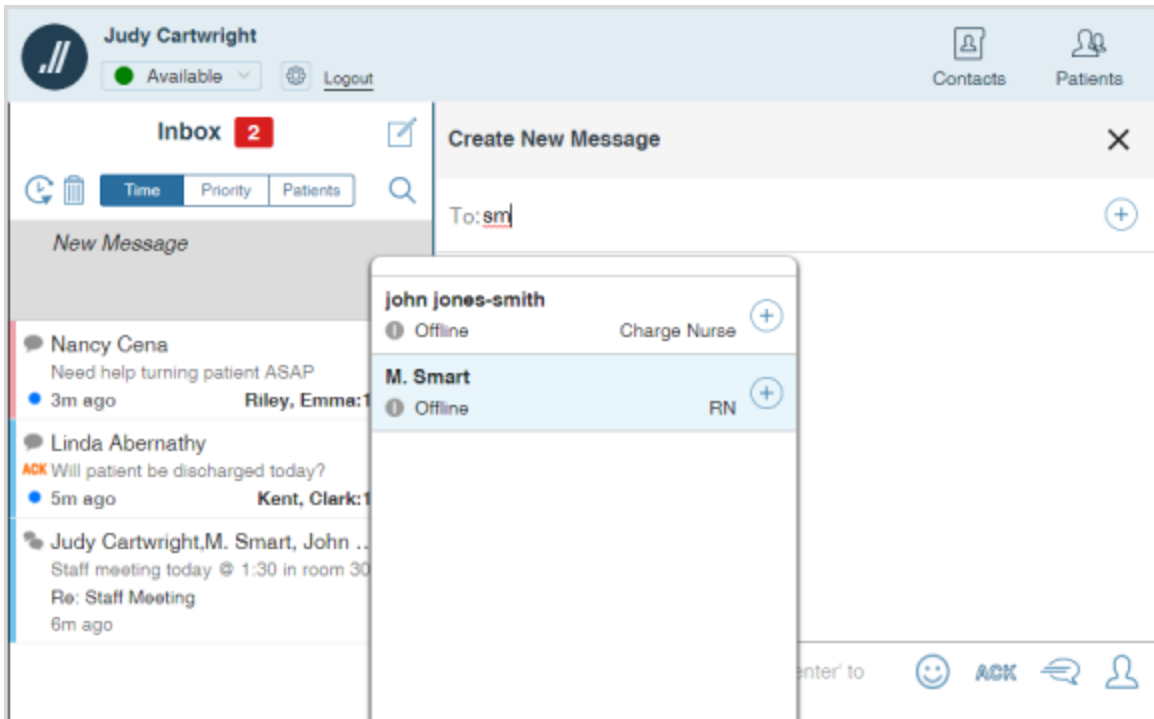
### Search

1. Type the first few characters of the recipient name into the search field.
2. Touch the message bubble to send a text.



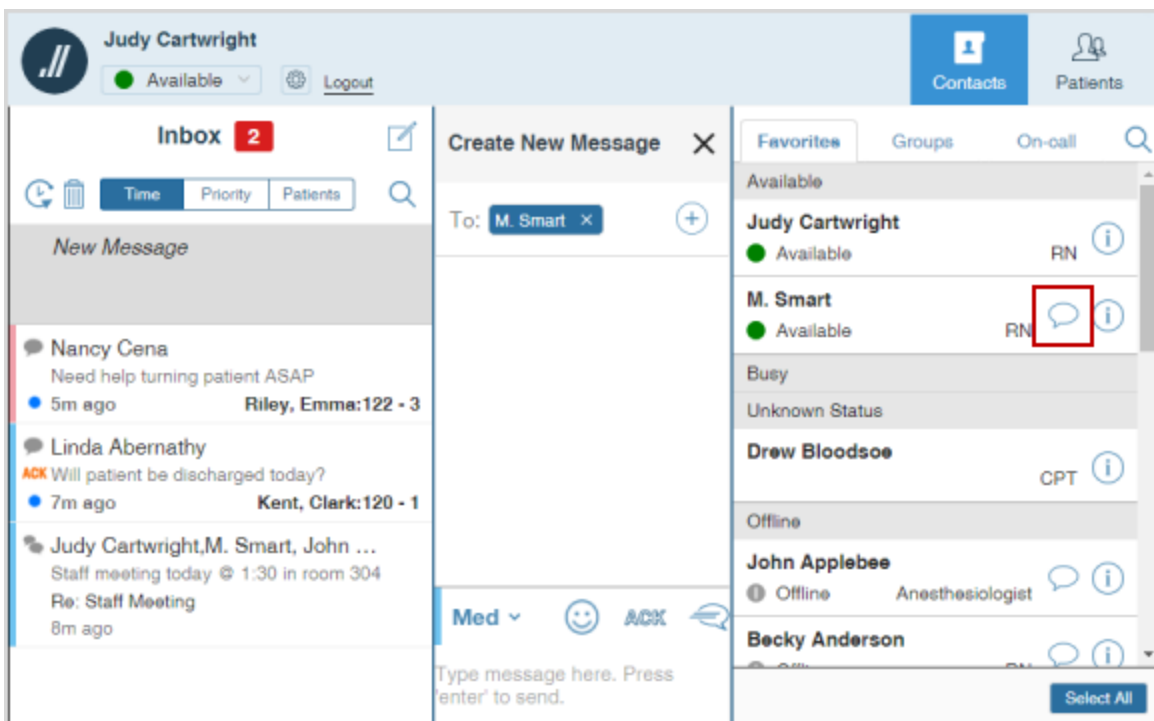
## To field

1. Type directly in the "To" field to bring up a popup box with the names of the recipients.
2. Use your Up/Down arrow keys on your keyboard to navigate names on the popup.
3. Press Enter on your keyboard to select the recipient name once it is highlighted.



### Contacts tab

1. Click the Contacts tab to add one or more recipients using **Favorites**.
2. Click the message bubble next to the recipient's name.



## Add Quick Text Message

1. Click the Quick Text icon to add a pre-defined text message.



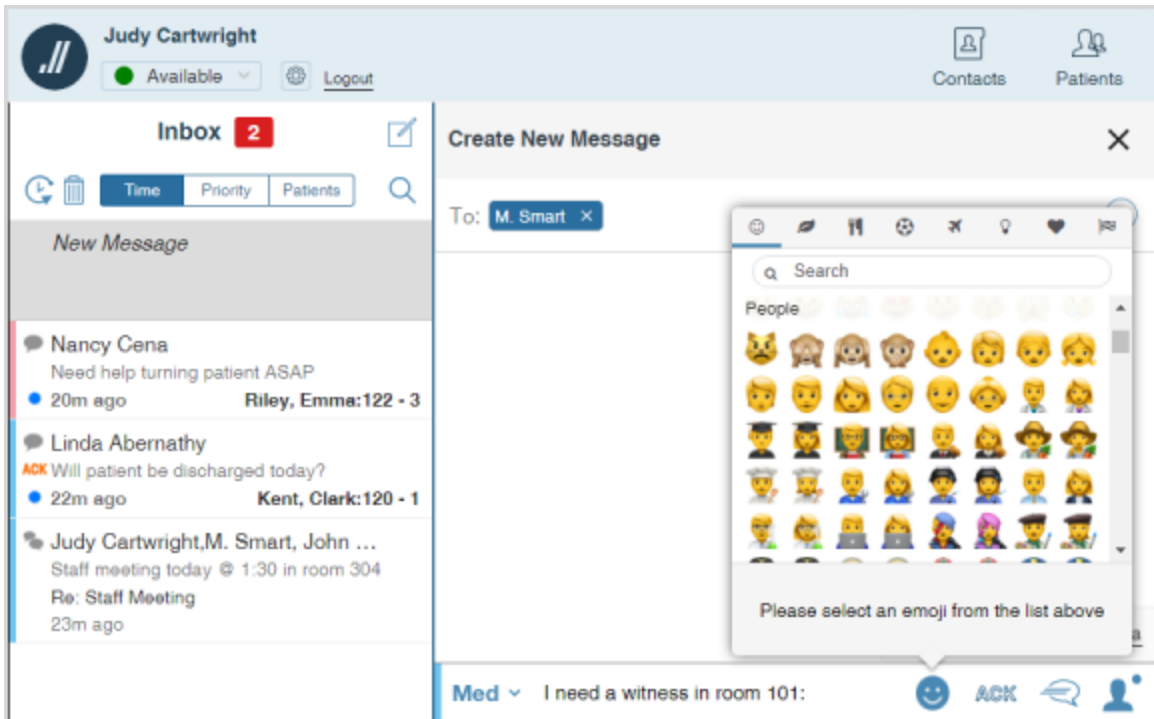
You can also type a message directly in the text message field.

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user's name "Judy Cartwright" is shown along with an "Available" status and a "Logout" button. On the right, there are "Contacts" and "Patients" icons. The main area is split into two panes. The left pane shows an "Inbox" with 2 messages. The first message is from Nancy Cena: "Need help turning patient ASAP" (6m ago, Riley, Emma: 122 - 3). The second is from Linda Abernathy: "Will patient be discharged today?" (8m ago, Kent, Clark: 120 - 1). The third is from Judy Cartwright, M. Smart, and John ...: "Staff meeting today @ 1:30 in room 304" (9m ago, Re: Staff Meeting). The right pane is titled "Create New Message" and shows the recipient "M. Smart". A dropdown menu is open, listing quick text options: "Accepted", "Acknowledge", "Be right there", "Busy, available in", "I am busy", "I am not available.", "I need a witness in room:", "Pain Management Request", and "Pain Management Request:". The "I need a witness in room:" option is highlighted. At the bottom, there is a text input field with the placeholder "Type message here. Press 'enter' to send." and a "Med" dropdown. To the right of the input field are icons for emojis, ACK, a speech bubble (highlighted with a red box), and a contact icon.

## Enter an Emoji

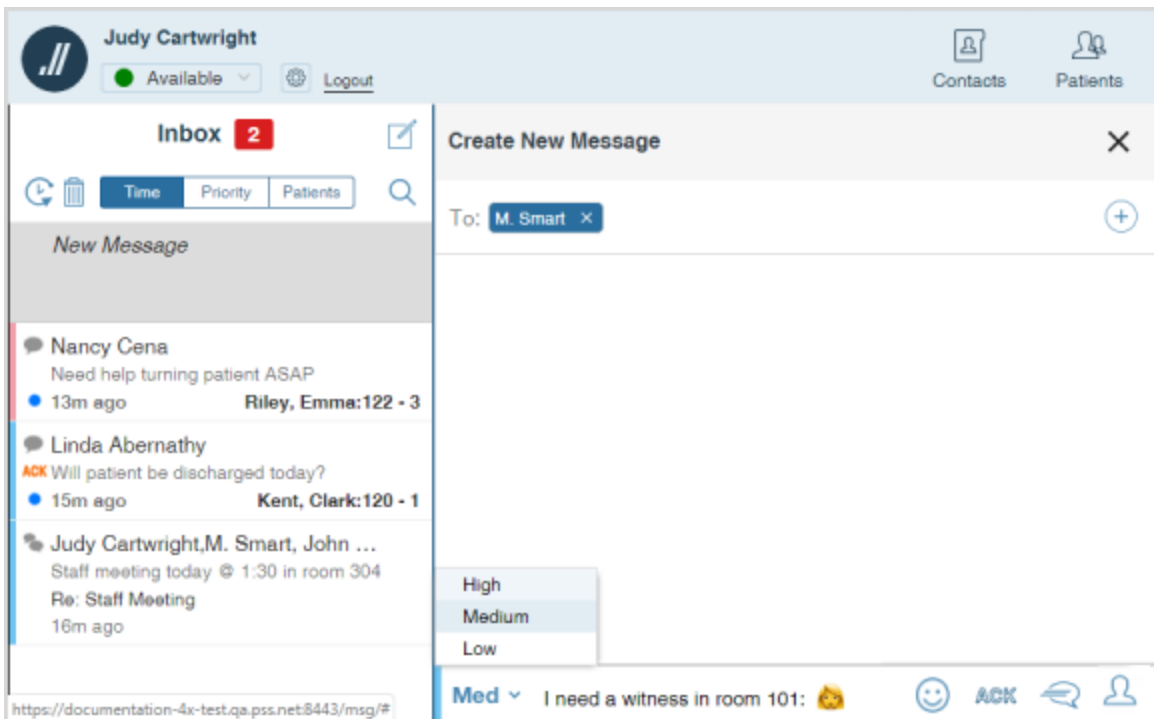
Click the Smiley Face icon and select an emoji to add to your text message.





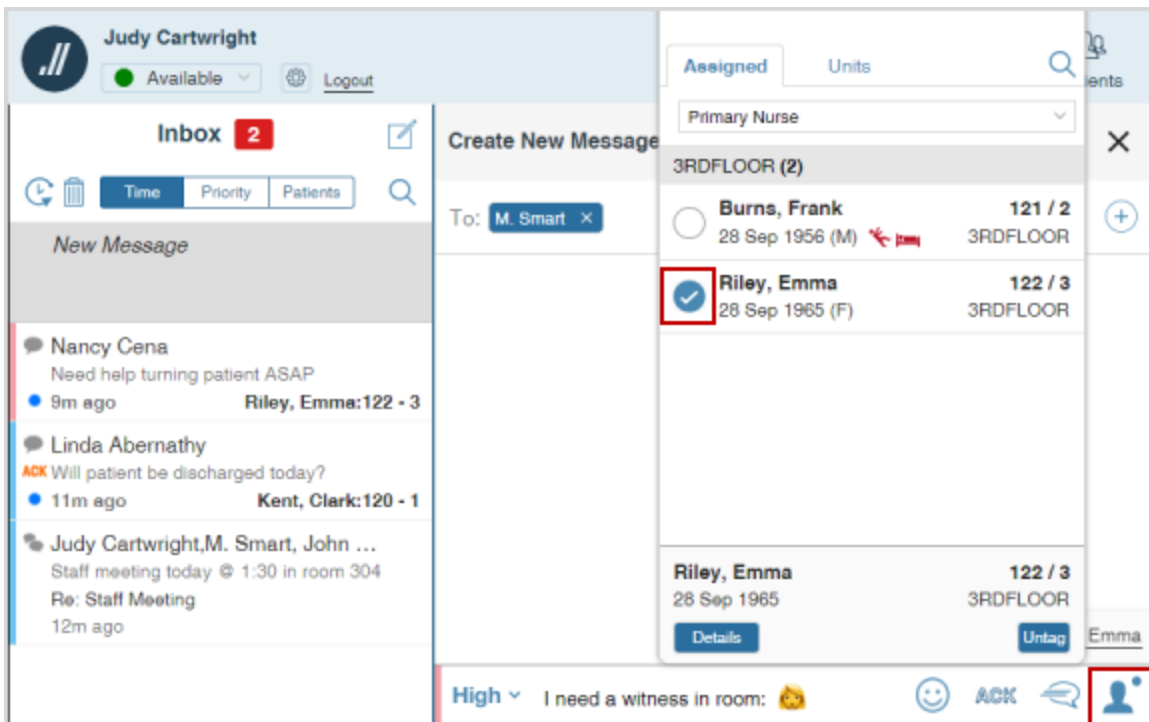
## Select Message Priority

1. Click the message priority drop down and select High, Medium, or Low.



## Tag a Patient

1. Click the Patient Tag icon and click the circle next to the patient name.



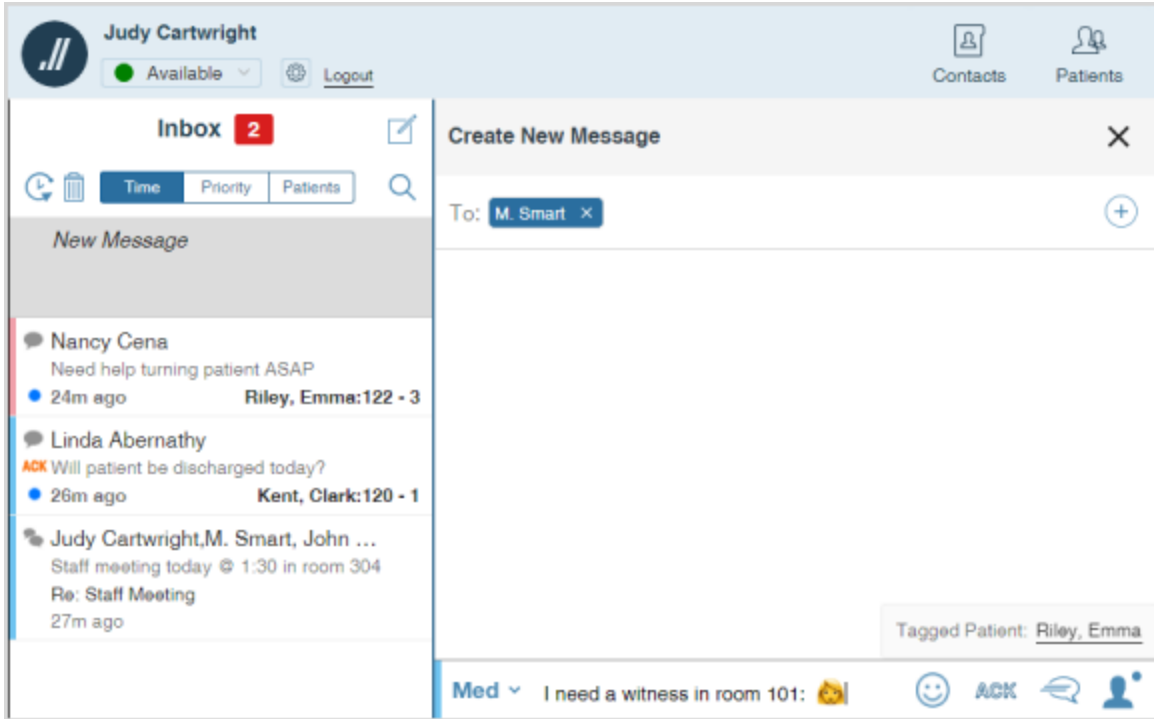
The screenshot displays the PatientTouch web messenger interface. At the top left, the user profile for Judy Cartwright is shown with a status of 'Available' and a 'Logout' button. Below this is an 'Inbox' section with a red notification badge showing '2' messages. The inbox contains three messages: one from Nancy Cena about a patient, one from Linda Abernathy about a discharge, and one from Judy Cartwright, M. Smart, and John ... about a staff meeting. A 'Create New Message' window is open, showing the recipient 'M. Smart'. To the right of the message window is a patient selection panel titled 'Assigned' and 'Units'. It features a search bar and a dropdown menu for 'Primary Nurse'. Below this is a list of patients on the 3RDFLOOR (2). The patient 'Riley, Emma' (28 Sep 1965 (F), 122 / 3, 3RDFLOOR) is highlighted with a red box and a checkmark in a circle. Below the list, the details for 'Riley, Emma' are shown, including a 'Details' button and an 'Untag' button. At the bottom of the interface, a message input area is visible with the text 'High I need a witness in room: 🙄'. A red box highlights the patient tag icon (a person icon) in the bottom right corner of the message input area.

## Request Acknowledgement

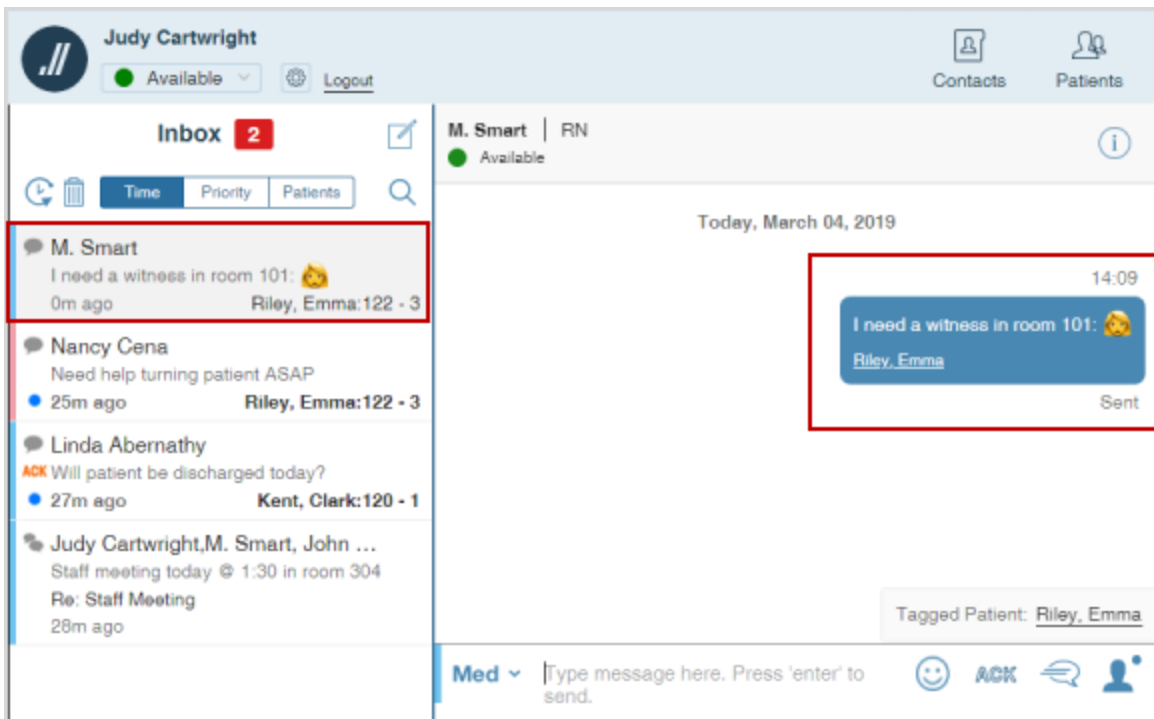
Please see the section on [Acknowledging a Request](#).

## Send the Message

1. Press the **Enter** key on your keyboard when you are ready to send the message.



The message displays in the right hand side of the message pane as well as in the Inbox.



## 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.

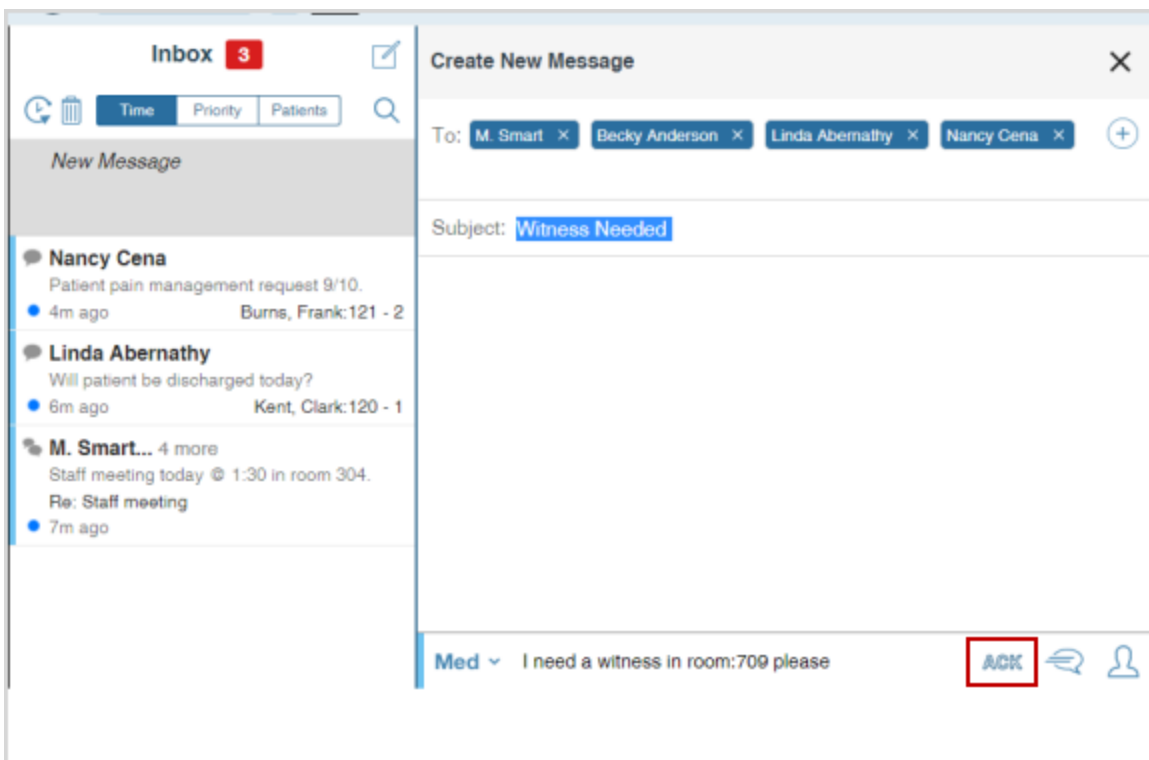
The scenario below is of a group message.



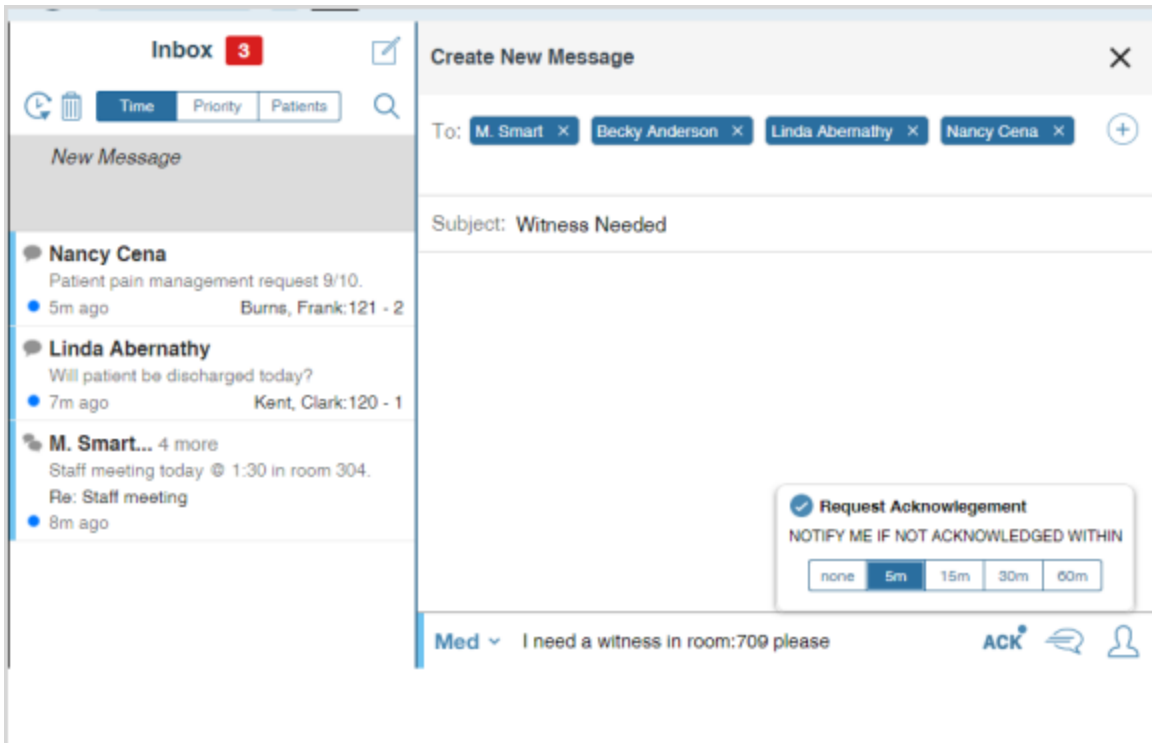
**Users must have the appropriate privileges to use this feature.**

### Sender

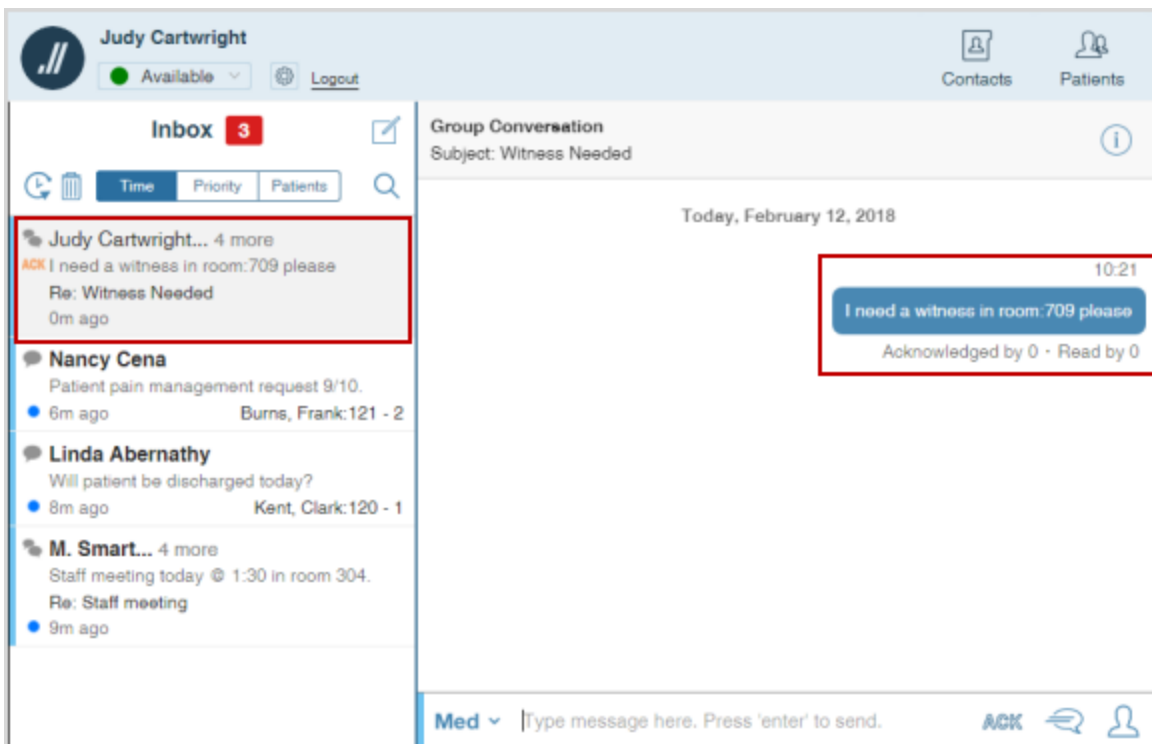
1. To include an acknowledgement request on a composed message, click **ACK**.



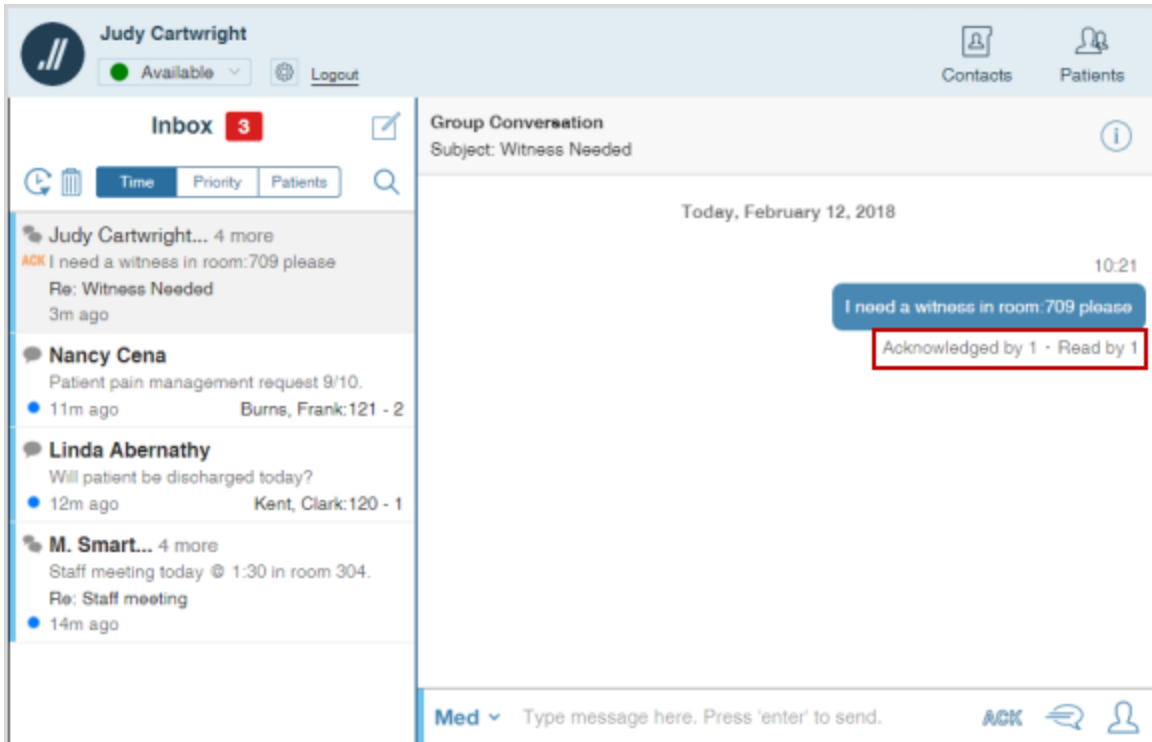
2. Click **Request Acknowledgement**.
3. Select the number of minutes to receive notification if the user has not acknowledged receipt.
4. Press the **Enter** key on your keyboard to send the message.



- The message displays on the right side of the window pane with "Acknowledged by/Read by" beneath the message. It also displays in the **Inbox** with the **ACK** icon.



- As soon as a user acknowledges the message, Web Messenger displays a notification of acknowledgement.

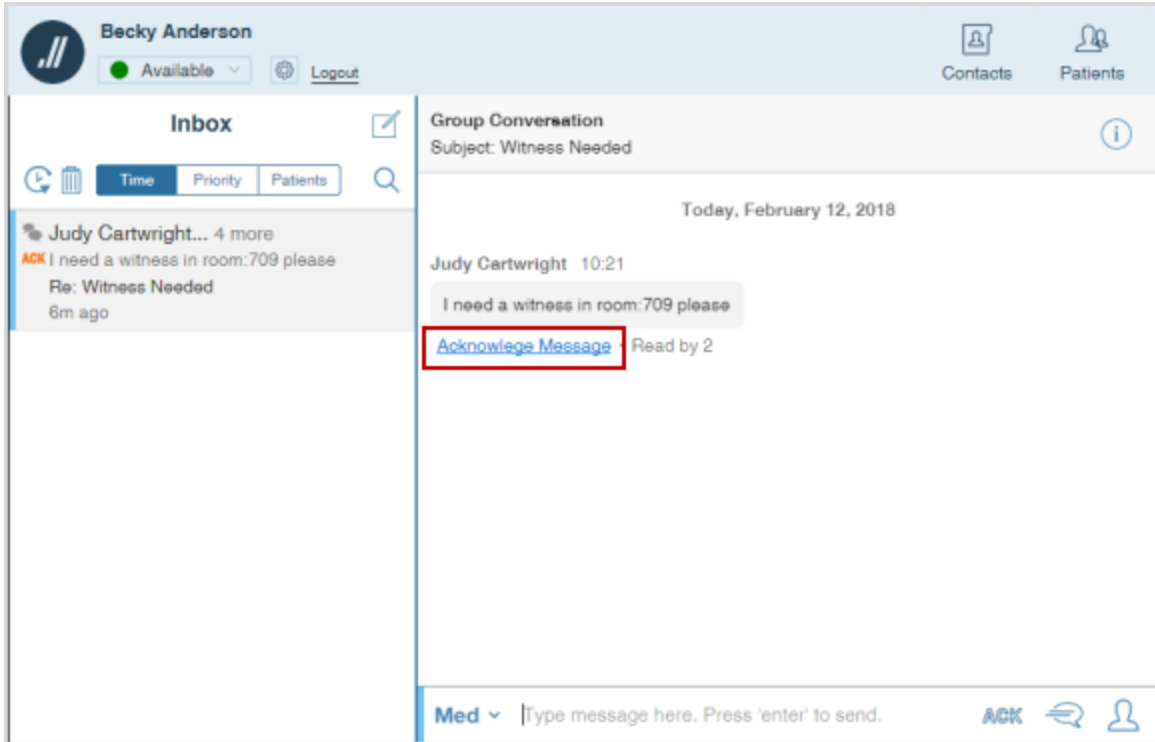


- After the designated time frame has passed and one or more users have not acknowledged the message, "Message not acknowledged" displays in the Inbox.
- Click the message to see who has/has not acknowledged receipt.

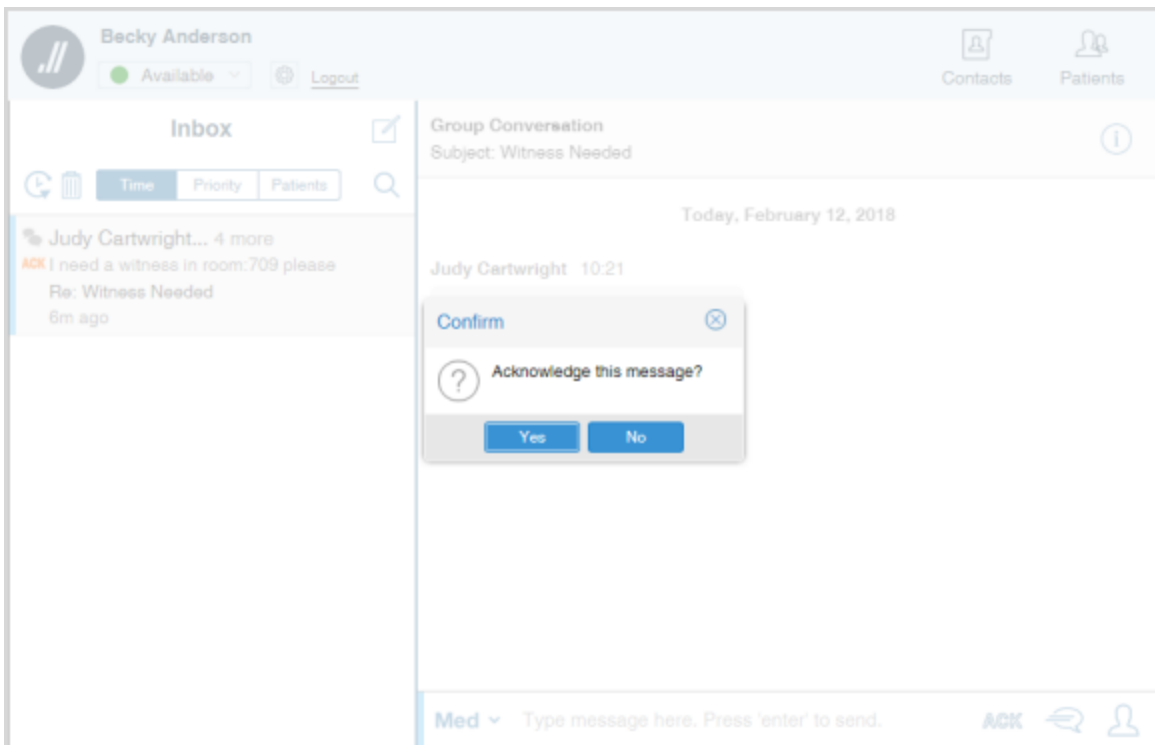
The screenshot displays a web messenger interface for a user named Judy Cartwright. The top header shows the user's name, a status indicator (Available), and a Logout button. On the right, there are icons for Contacts and Patients. The main area is split into two panes. The left pane shows an 'Inbox' with 3 messages. The first message is from the PSS System, dated 12 Feb 10:27. Below it, a message from Judy Cartwright is marked with an 'ACK' icon. The right pane shows the details of the selected message from the PSS System. It includes a red-bordered box with the following text: 'Acknowledged by: Nancy Cena' and 'Not acknowledged by: M. Smart, Becky Anderson, Linda Abernathy'. Below this box, the message content reads: 'I need a witness in room:709 please'.

## Receiver

1. The inbox will display an **ACK** icon next to the message summary for messages that require acknowledgement.
2. Click on the message summary.
3. Read the message and click **Acknowledge Message**.



4. Click **Yes** on the confirmation message.



5. Web Messenger increases the number of acknowledged receipts.



The screenshot displays the PatientTouch Web Messenger interface. At the top, the user profile for 'Becky Anderson' is shown with a status of 'Available' and a 'Logout' button. Navigation options for 'Contacts' and 'Patients' are also visible. The main area is split into an 'Inbox' on the left and a 'Group Conversation' on the right. The 'Inbox' shows a message from 'Judy Cartwright...' with the subject 'Witness Needed' and a timestamp of '6m ago'. The 'Group Conversation' has the subject 'Witness Needed' and a date separator for 'Today, February 12, 2018'. A message from 'Judy Cartwright' at 10:21 reads 'I need a witness in room:709 please'. Below this message, a red-bordered box highlights the text 'Acknowledged by 2 · Read by 2'. At the bottom, there is a 'Med' dropdown menu, a text input field with the placeholder 'Type message here. Press 'enter' to send.', and buttons for 'ACK', a speech bubble icon, and a person icon.

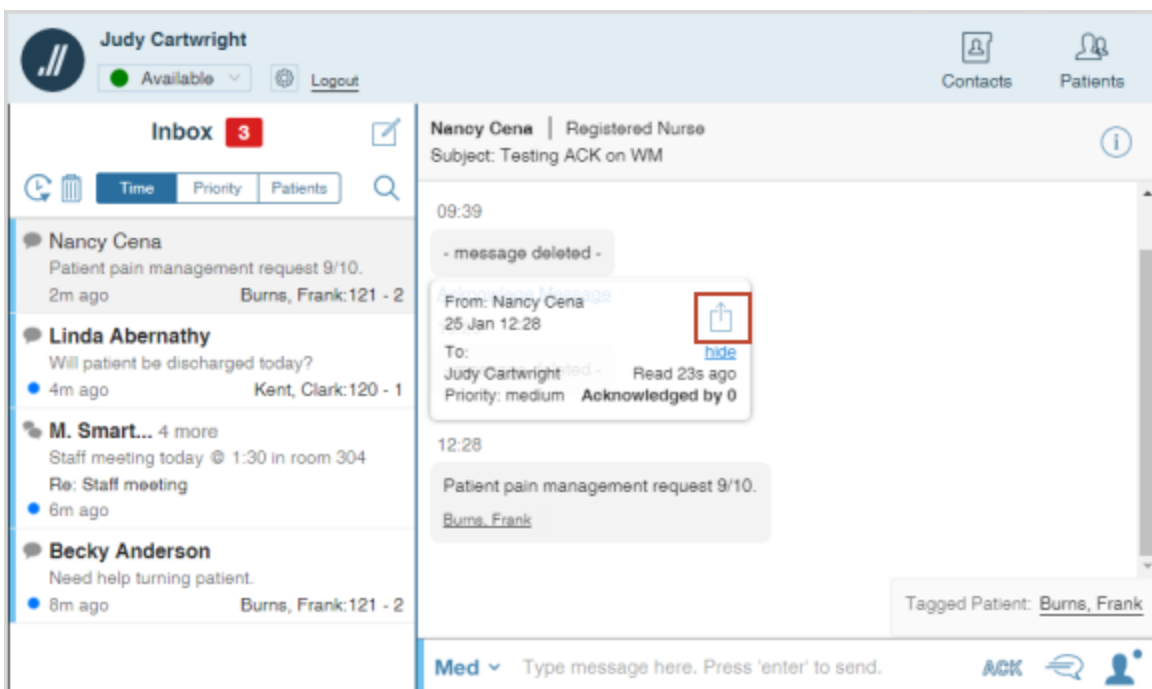
## Forwarding a Message

Users may want to forward text messages in a number of situations. The scenarios below represent a few examples:

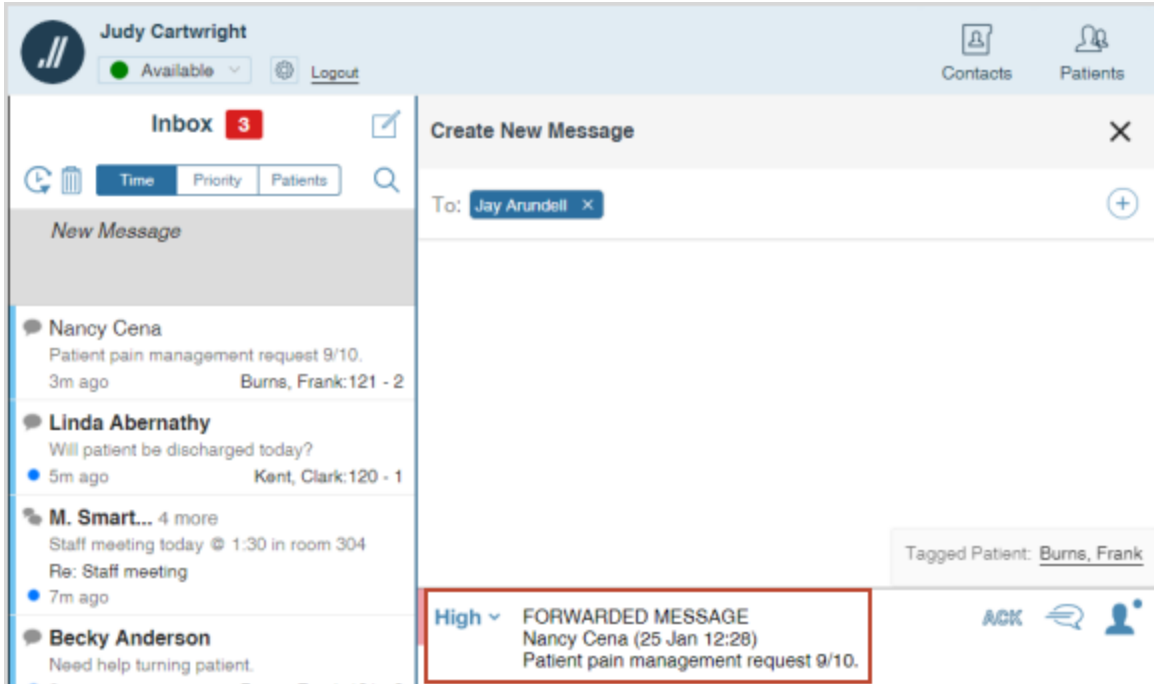
1. As a Nurse, I want to be able to forward a text message in my conversation with my physician to the case manager for my patient.
2. As a Nurse, I want to be able to forward a system message like a critical lab result to my physician.
3. As a Nurse, I want to be able to forward a text message concerning a patient's pain level to my physician.

To forward a text message, follow the instructions below.

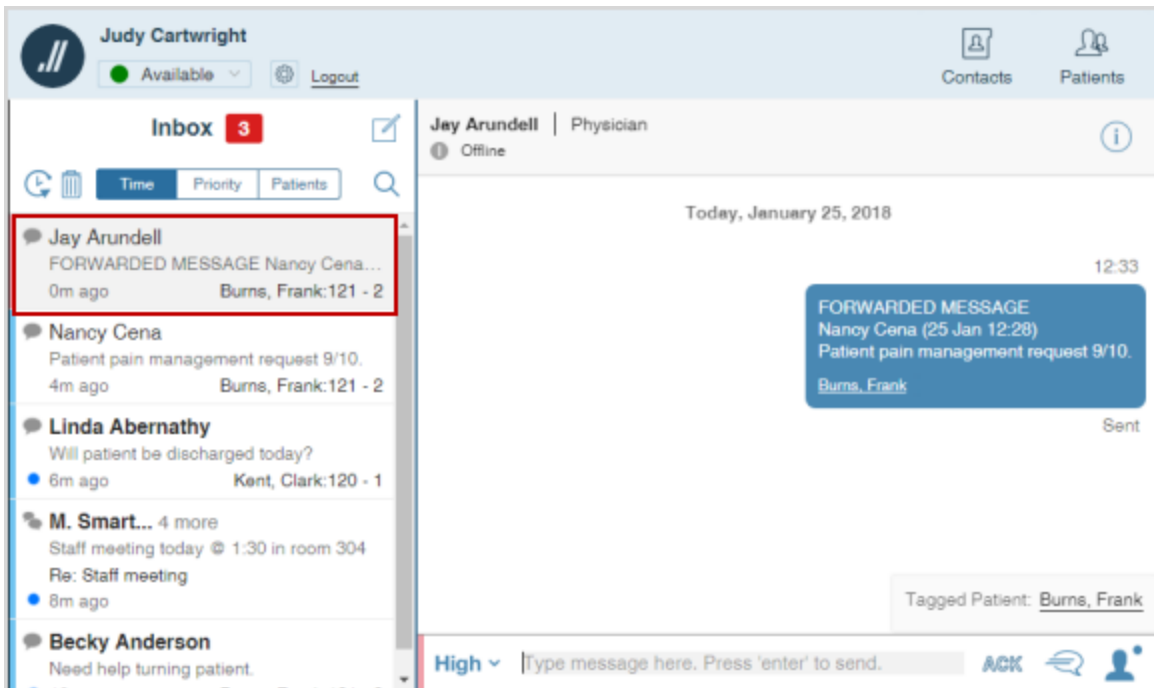
1. Click the received message from the middle pane.
2. Click the forward icon.



3. Select the recipient from your contacts list or type the name in the **To** field.
4. Select the message priority.
5. The original message cannot be modified therefore, you cannot choose **Quick Text** or edit the original message.
6. Press the **Enter** key on your keyboard to send the message.



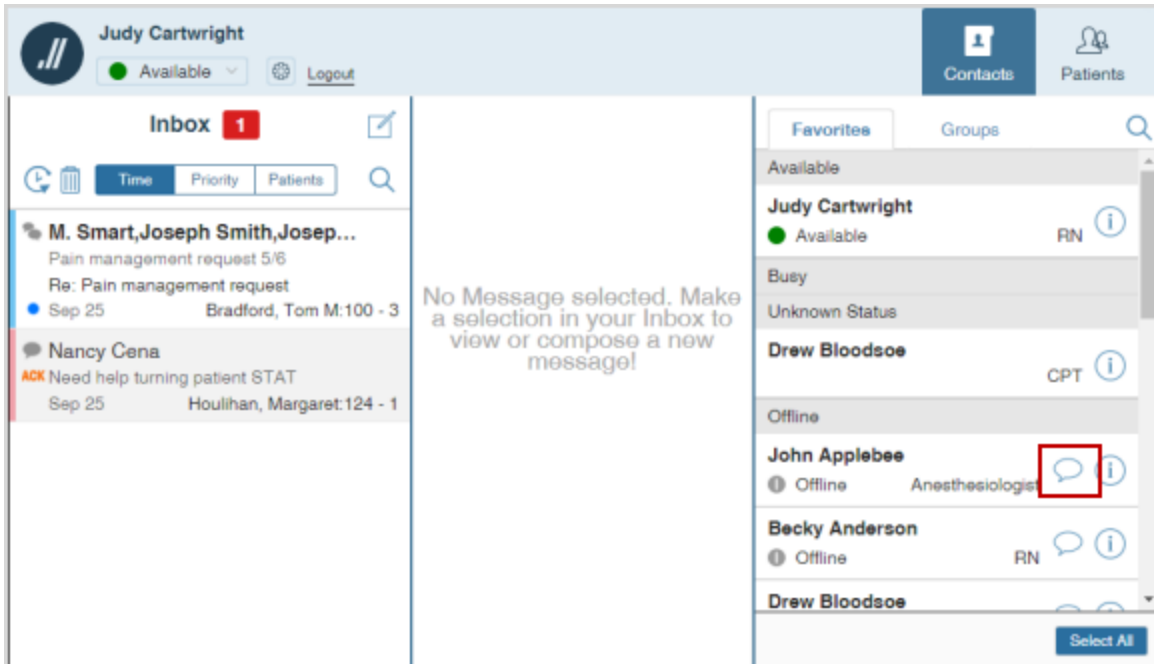
7. The message displays on the right hand side of the window pane and also in the **Inbox** as a forwarded message.



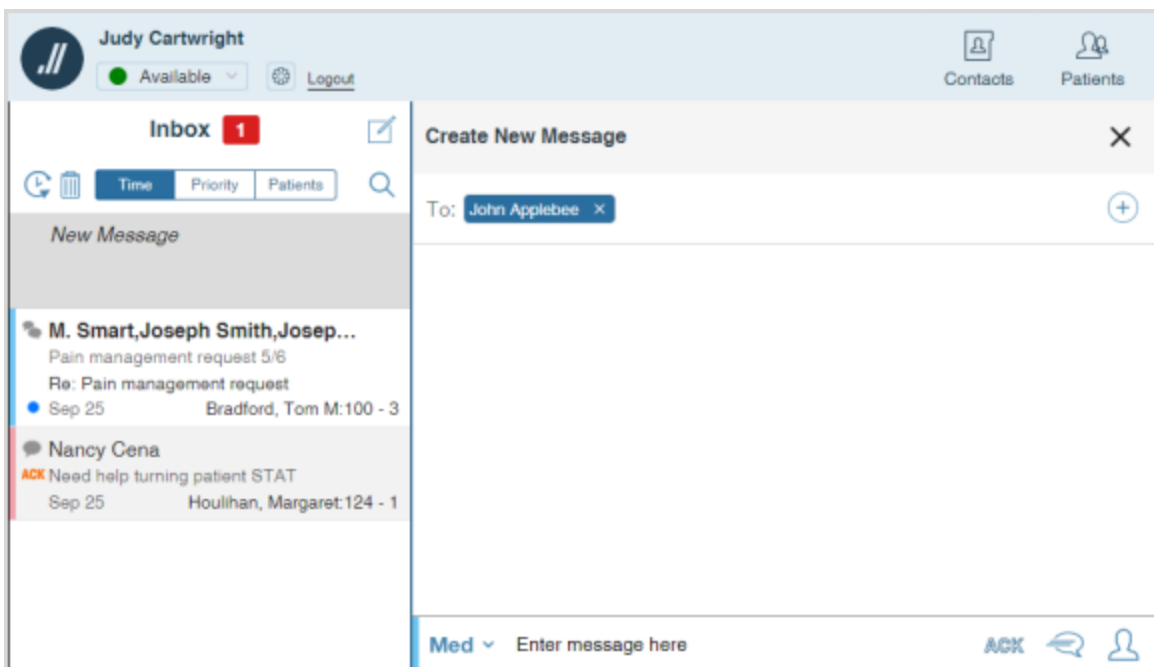
## Offline Contact Notification

When configured in the Enterprise Manager, users will receive a "Contact Offline" message when sending a text message to recipients who are offline.

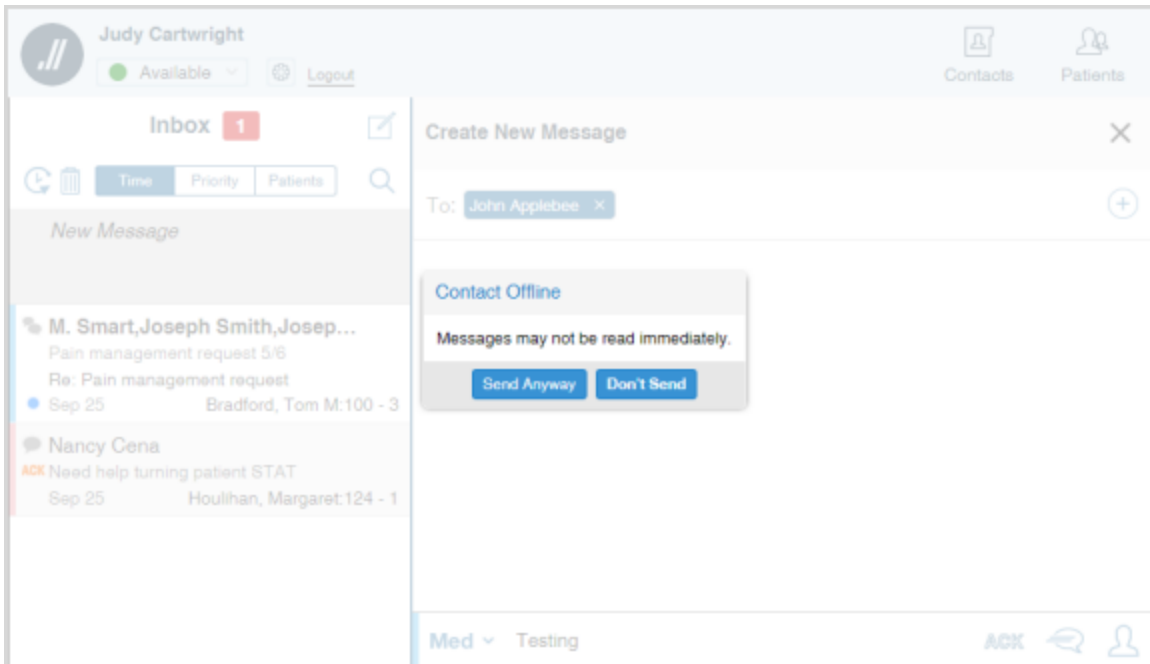
1. From the **Contacts** tab, click the text message bubble of a **Favorite** who is offline.



2. Enter your text message and press **Enter** on your keyboard to send.



3. The **"Contact Offline"** message displays notifying users that their messages may not be read immediately.
4. Click **Don't Send** or **Send Anyway**.



## Short Message Service (SMS) Paging

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.

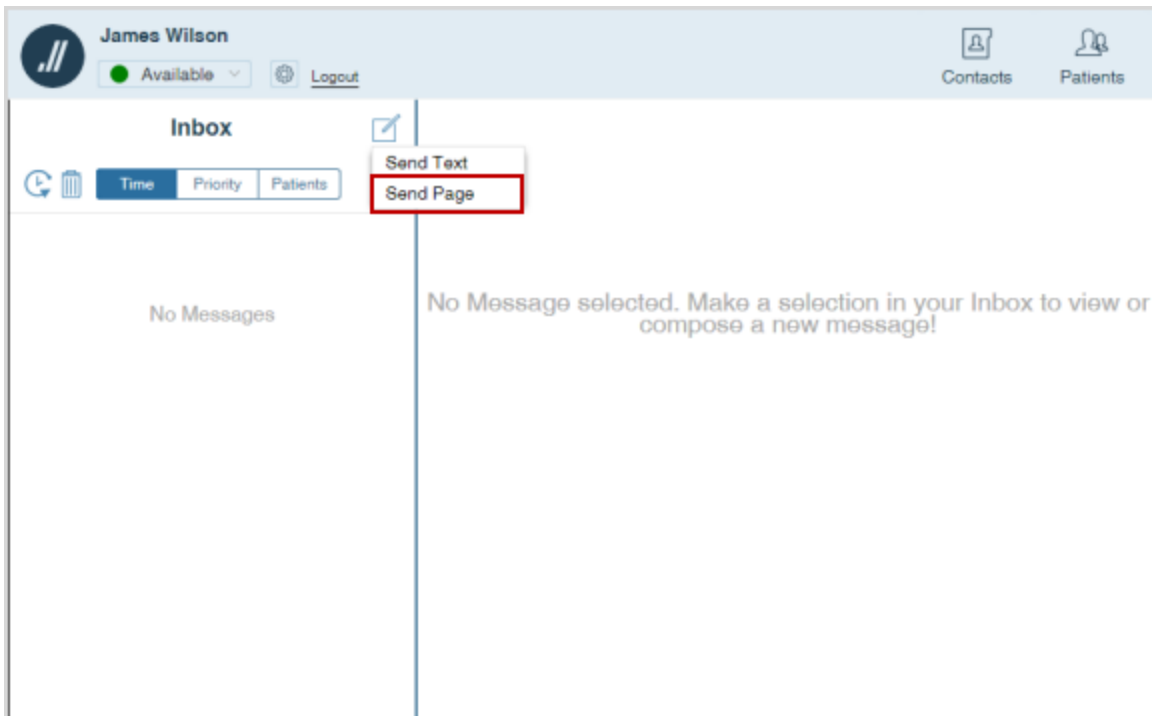


**Users must have the appropriate privileges to use this feature.**

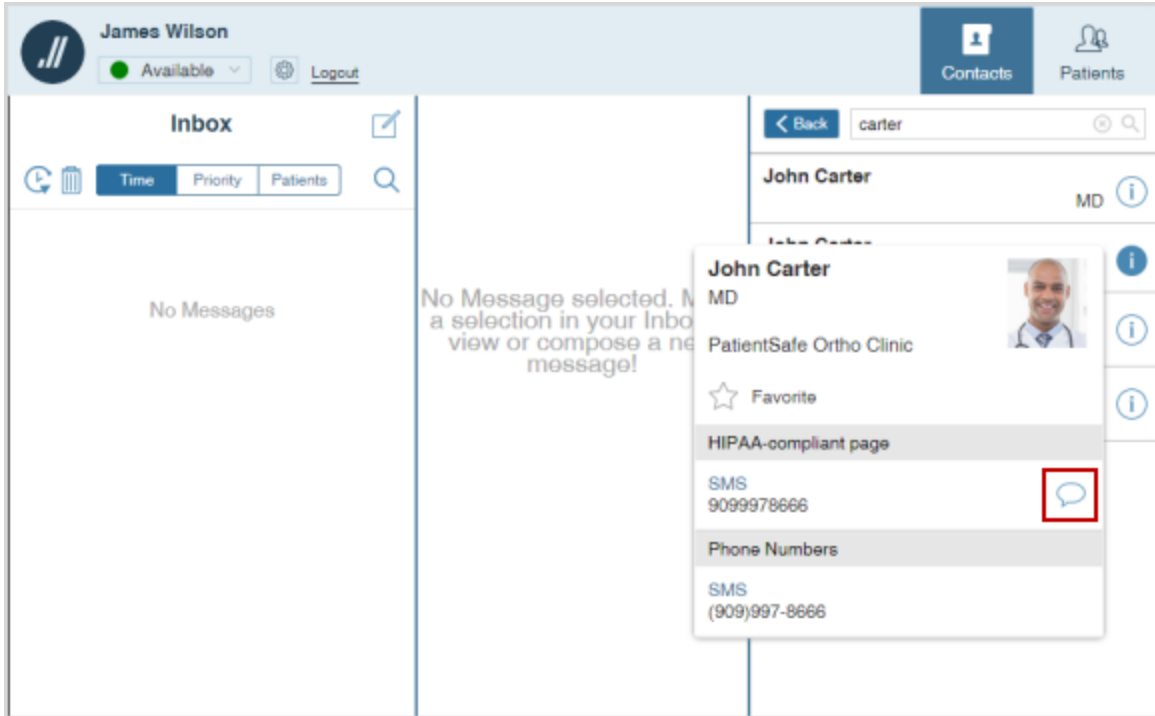
### Sender - Dr. Wilson (User of PatientTouch Communications)

You can access SMS Paging using one of the following two methods:

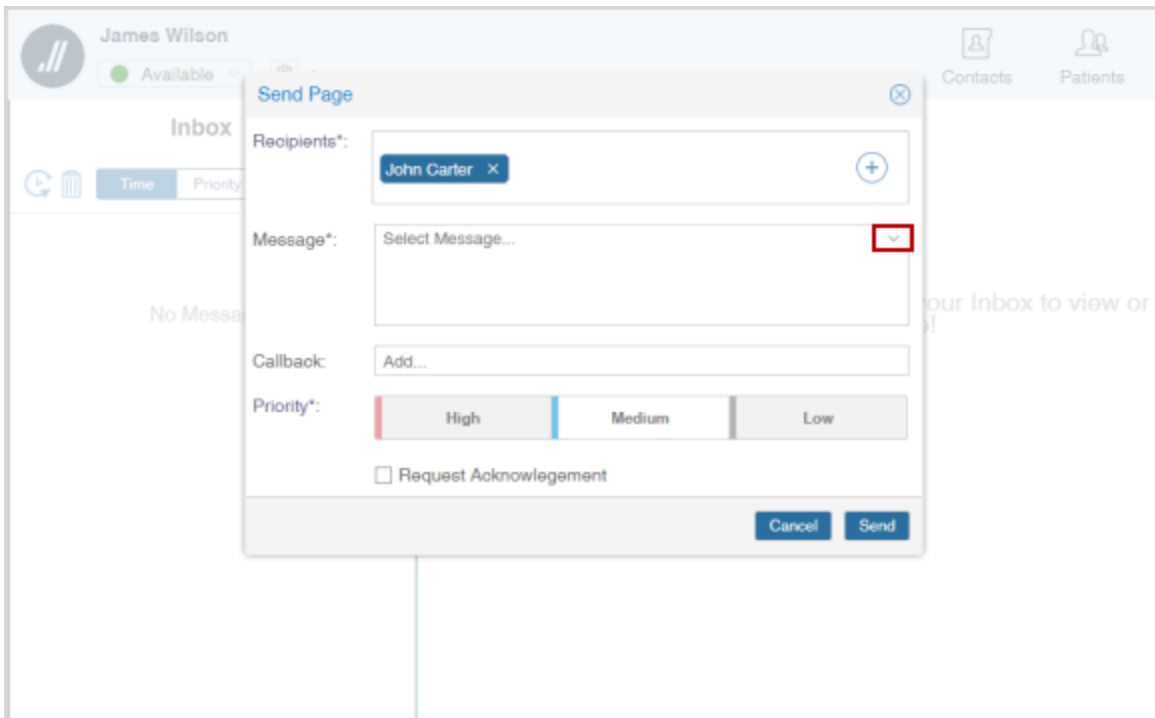
1. Use the **Compose** icon>**Send Page**



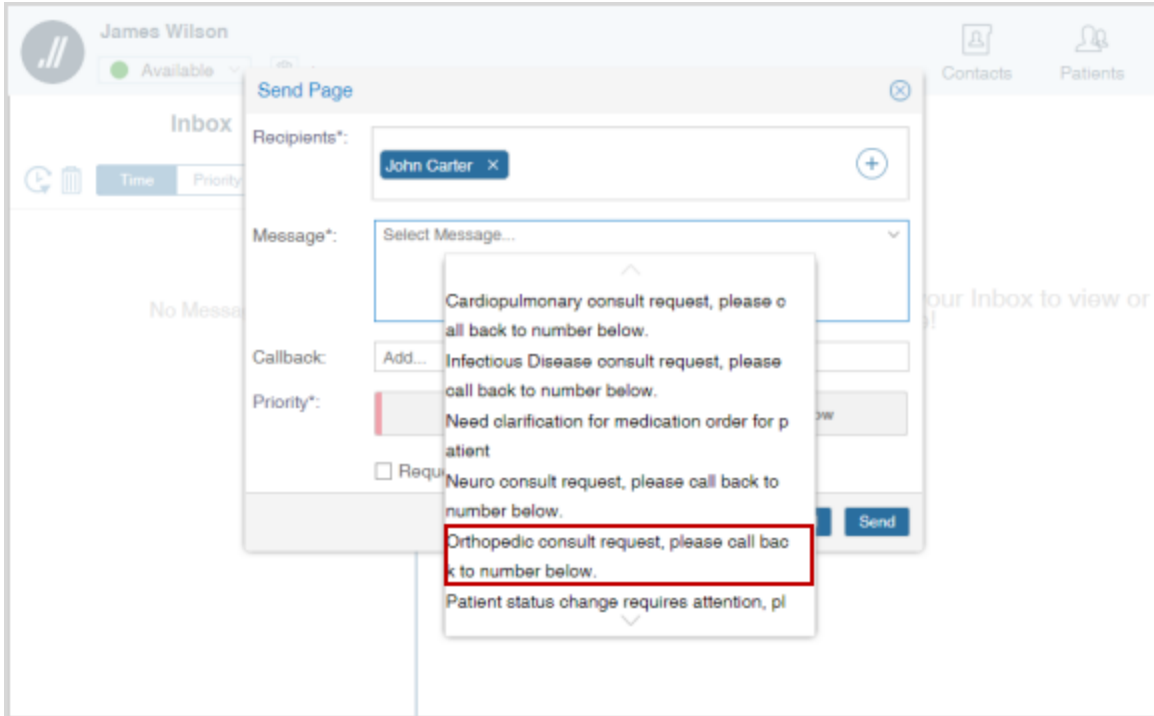
2. Or, use the **Contacts** tab and search for the individual. Then click the Info icon>SMS bubble.



3. Once you have the recipient, select a **Quick Text** message.
4. Click the **Message** chevron icon.

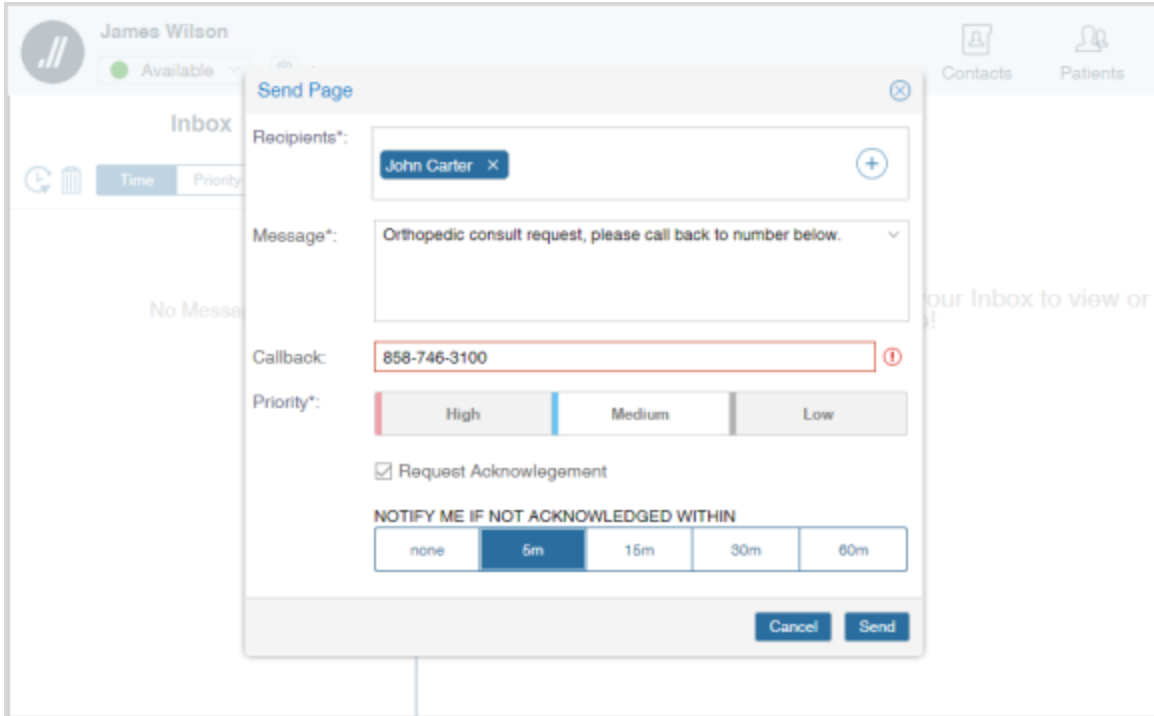


5. Select one of the pre-existing messages.

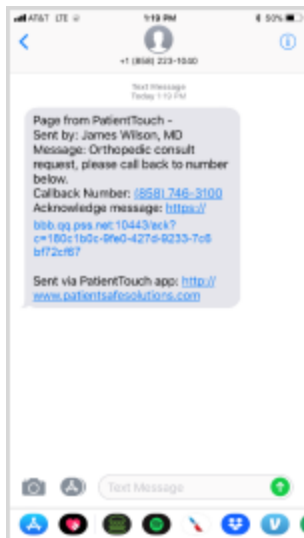


6. Enter a **Callback** number.
7. Select the message Priority.
8. If desired, click **Request Acknowledgement** and select the time frame for which to receive a notification of acknowledgement.
9. Click **Send**.





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



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

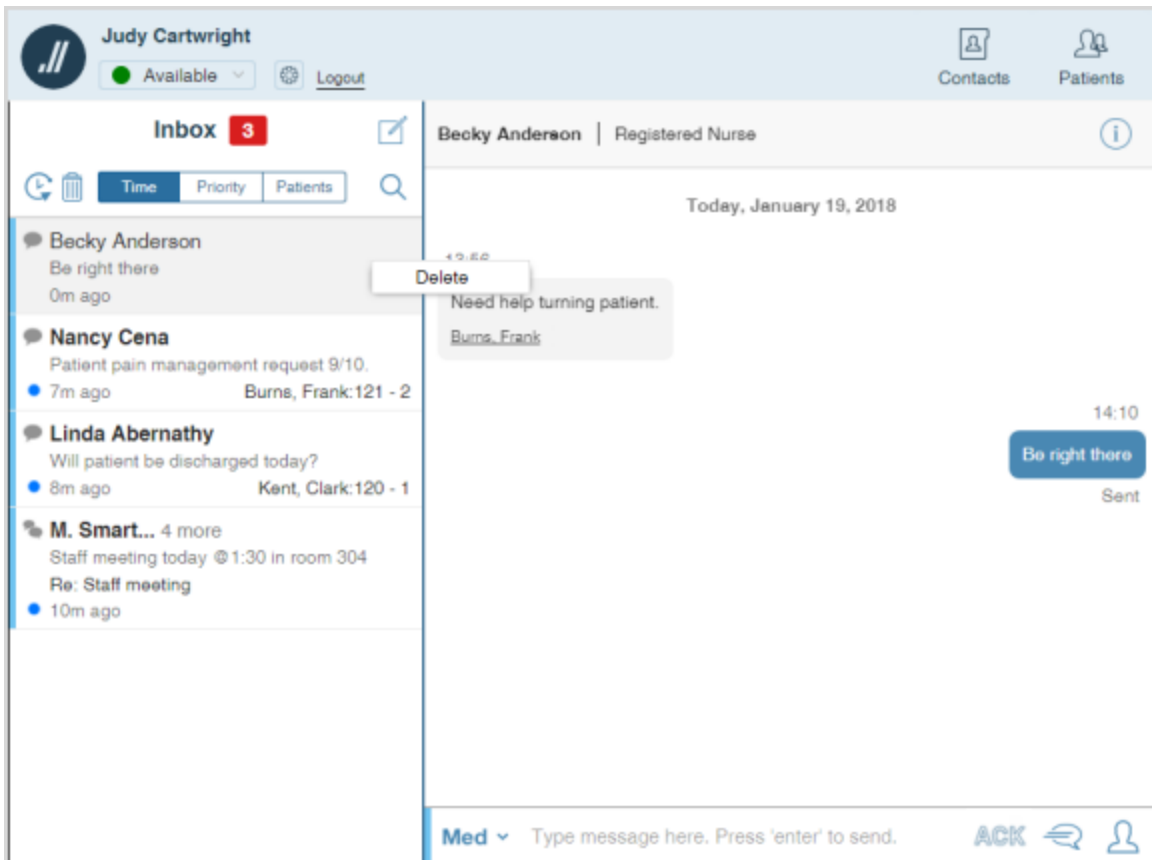


When the recipient acknowledges the page, he/she receives an Acknowledgement Successful! message.

## Deleting a Message

Use any of the following methods to delete Inbox messages:

1. Right-click the message summary and click **Delete**.



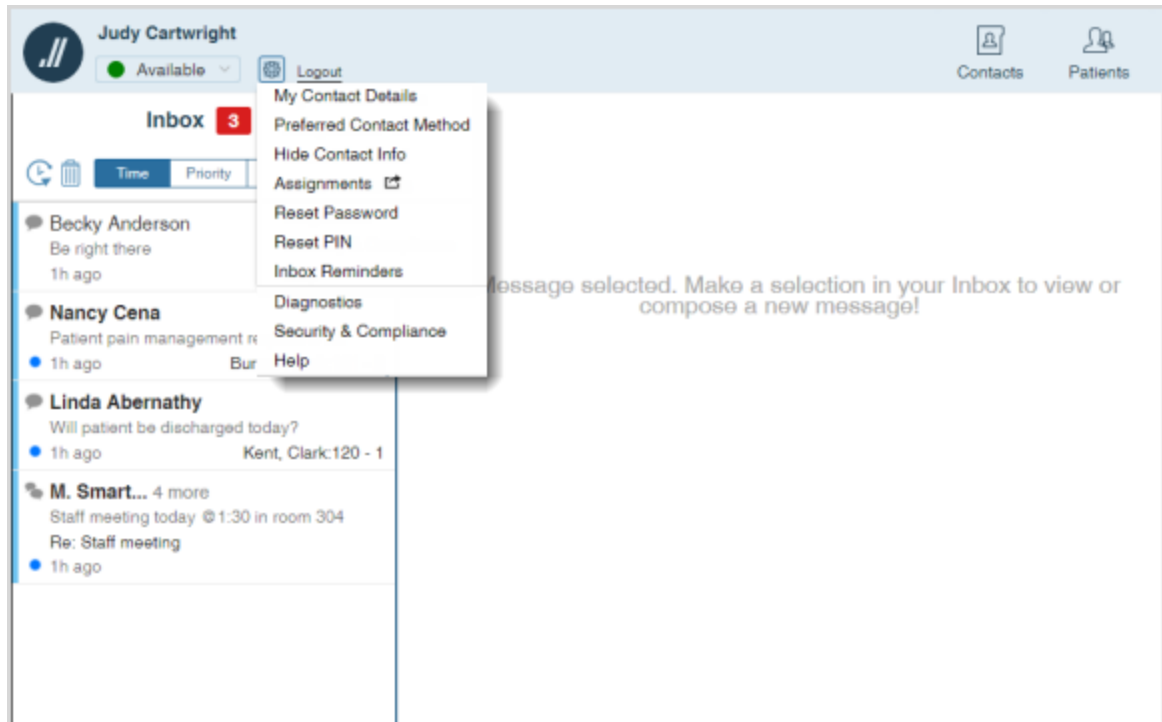
2. Click the **Garbage Can** icon and select any of the methods provided. Delete all alerts and notifications, all text messages, or delete all items in your inbox.

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user's profile is shown as **Judy Cartwright**, with a status of **Available** and a **Logout** button. Navigation options for **Contacts** and **Patients** are visible. The main chat area is titled **Becky Anderson | Registered Nurse**. A date separator indicates **Today, January 19, 2018**. A message from **Burns, Frank** at **13:56** reads: "Need help turning patient." A response from **Judy Cartwright** at **14:10** says: "Be right there". The interface includes an **Inbox** sidebar with 3 items, a search bar, and a bottom input field with a **Med** dropdown and **ACK** button.

## Managing Your Options

The **Options** menu provides you with the following choices:

1. **My Contact Details:** Click to access to the Enterprise Manager.

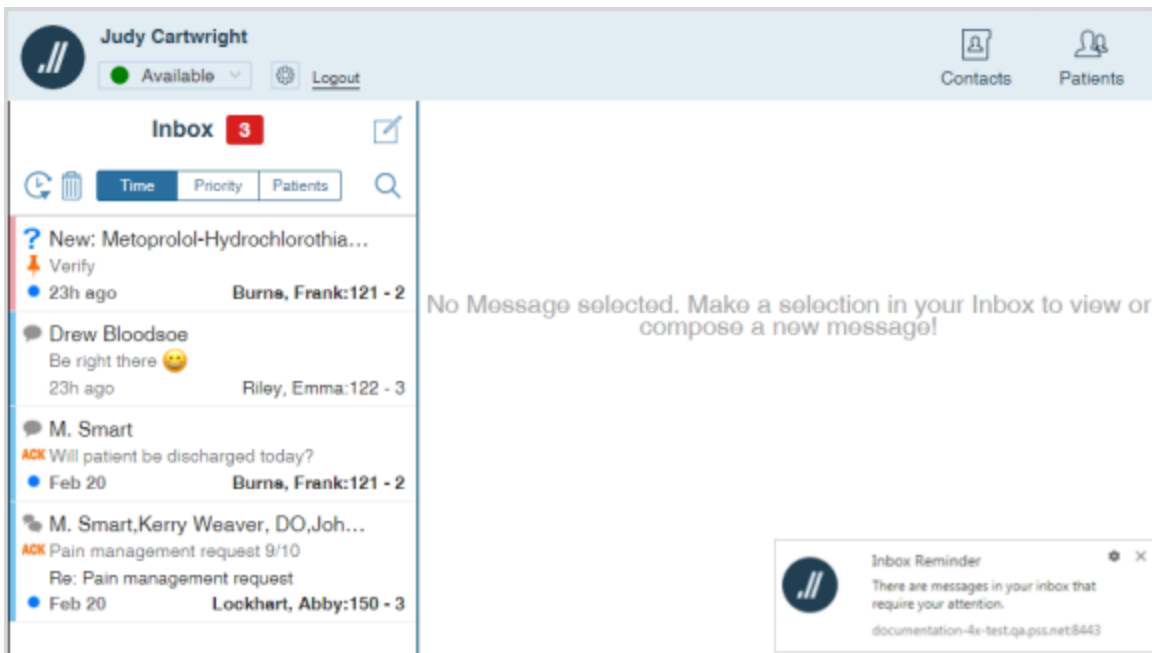


2. **Preferred Contact Method:** Click to bring up a window where you can select your preferred method of communication.
3. **Hide Contact Info:** Click to bring up a window where you can select the method(s) of communication you want hidden from other users.
4. **Assignments:** Click to launch the Enterprise Manager>My Assignments screen.
5. **Reset Password:** Click to access a dialog box that allows you to change your password.
6. **Reset PIN:** Click to bring up a dialog box that allows you to change your PIN.
7. **Inbox Reminders:** Click to bring up a dialog box that allows you to enable or disable Inbox Reminders. Please refer to the next section: [Setting Inbox Reminders](#).
8. **Diagnostics:** Click to see operating system and application version information.
9. **Security & Compliance:** Click to see a statement from PatientSafe Solutions on our commitment to HIPAA privacy.
10. **Help:** Click to access an online user guide that provides detailed information on how to use the Web Messenger.

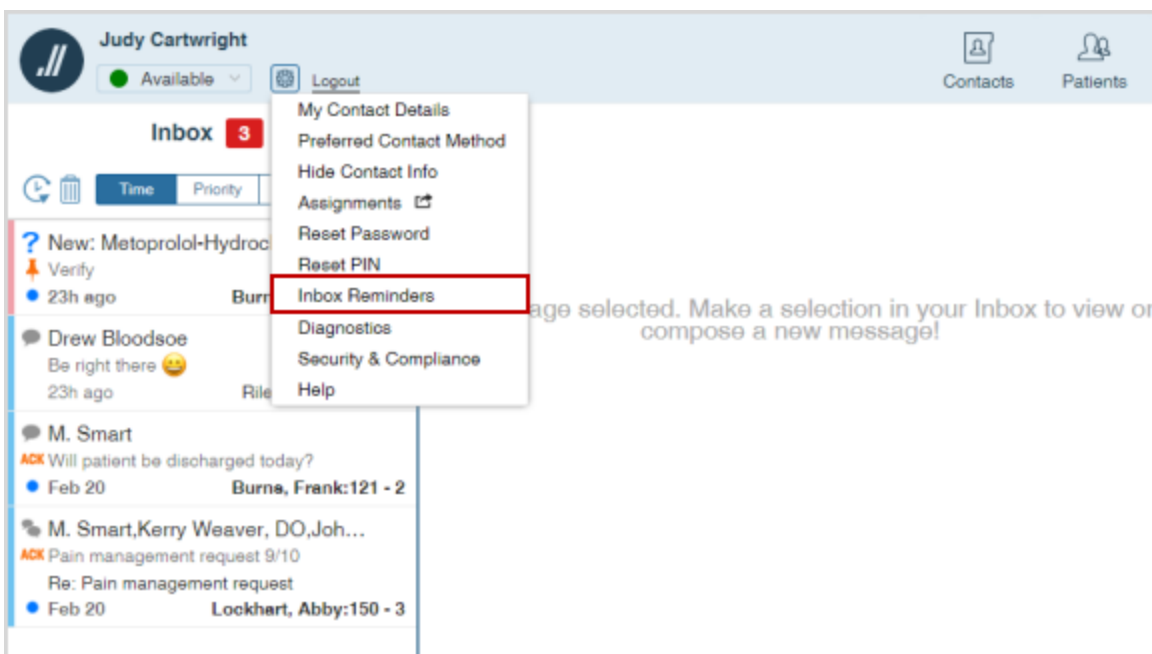
## Setting Inbox Reminders

If configured, users can choose to receive inbox reminder notifications. You can enable or disable the setting using the **Options** menu.

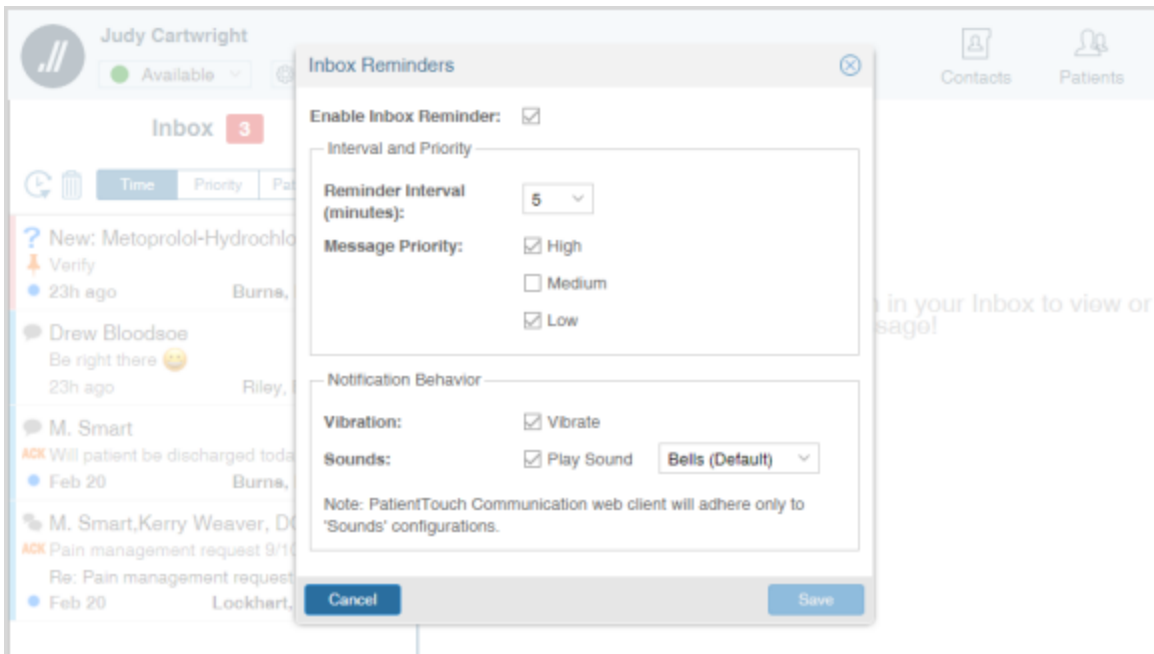
An **Inbox Reminder** notification displays on the lower right hand side of the your desktop. It lets you know there are messages that require your attention.



1. To configure Inbox Reminders, click the **Options** menu>**Inbox Reminders**.



- Use the instructions below to configure reminder notifications.



<b>Enable Inbox Reminder</b>	Toggle to enable or disable Inbox Reminders.
<b>Reminder Interval (minutes)</b>	Select the <b>time frame</b> in minutes for which to receive a reminder notifications.
<b>Message Priority</b>	Select the <b>message priority</b> High, Medium, or Low for which to receive reminder notifications.
<b>Notification Behavior</b>	Select the <b>notification behavior</b> for the reminder notifications to play an auditory sound or vibrate.

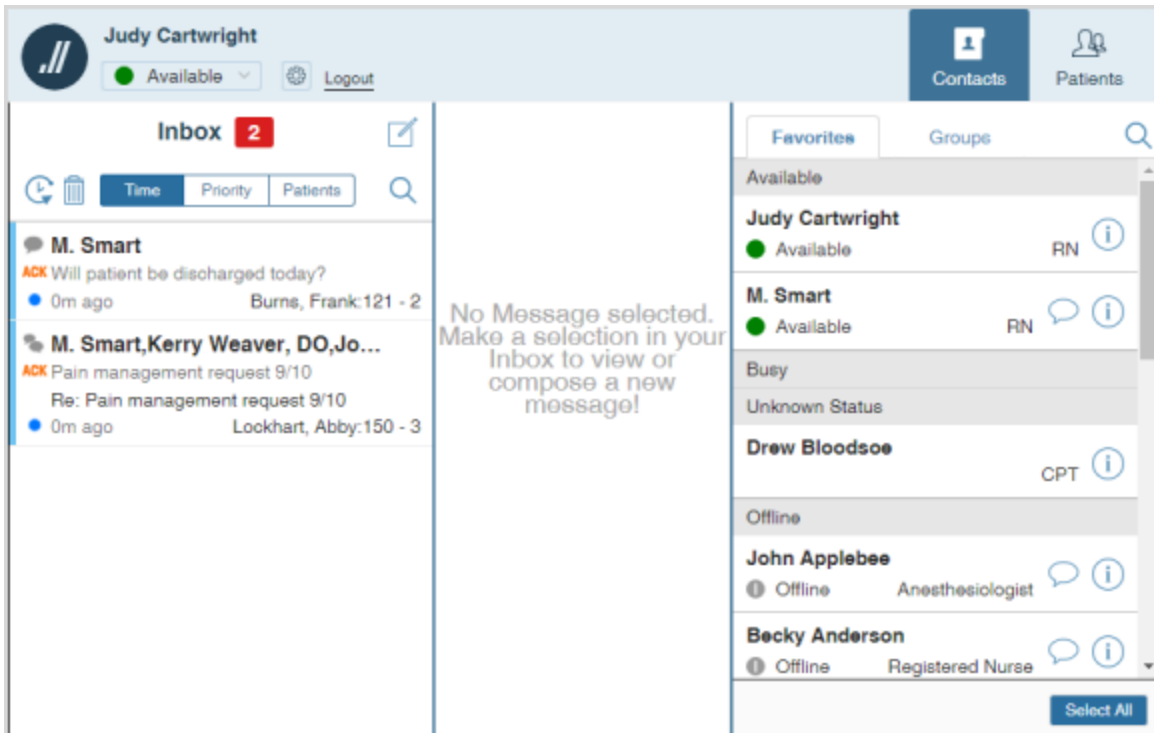
- Click **Save**.


## Managing Contacts

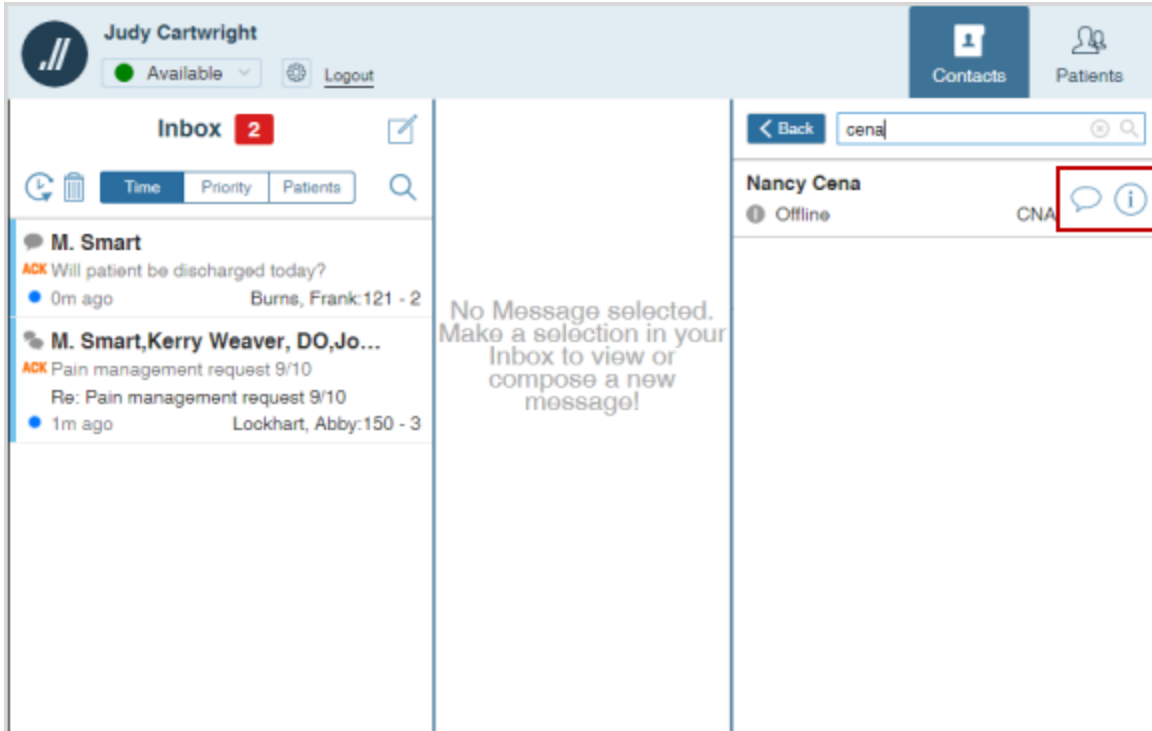
PatientTouch Communications allows you to search and add favorites to your contact list. You can then view contact details and select a method of communication.

### Search

1. Click the **Contacts** tab from the header bar to view, search and browse for contacts.



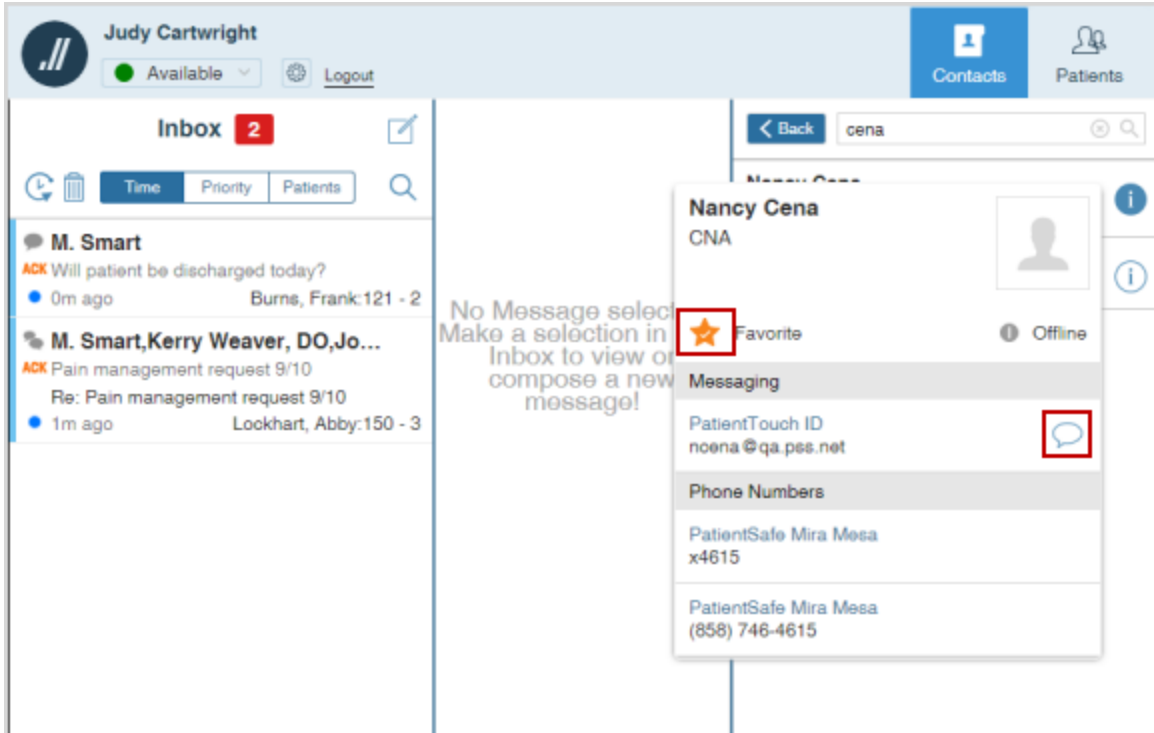
2. To search by name, click the Search icon  and enter a name or partial name in the search field.
3. The contact search result will display the option to text (message bubble) or view contact details. Click the (i) icon to view contact details.



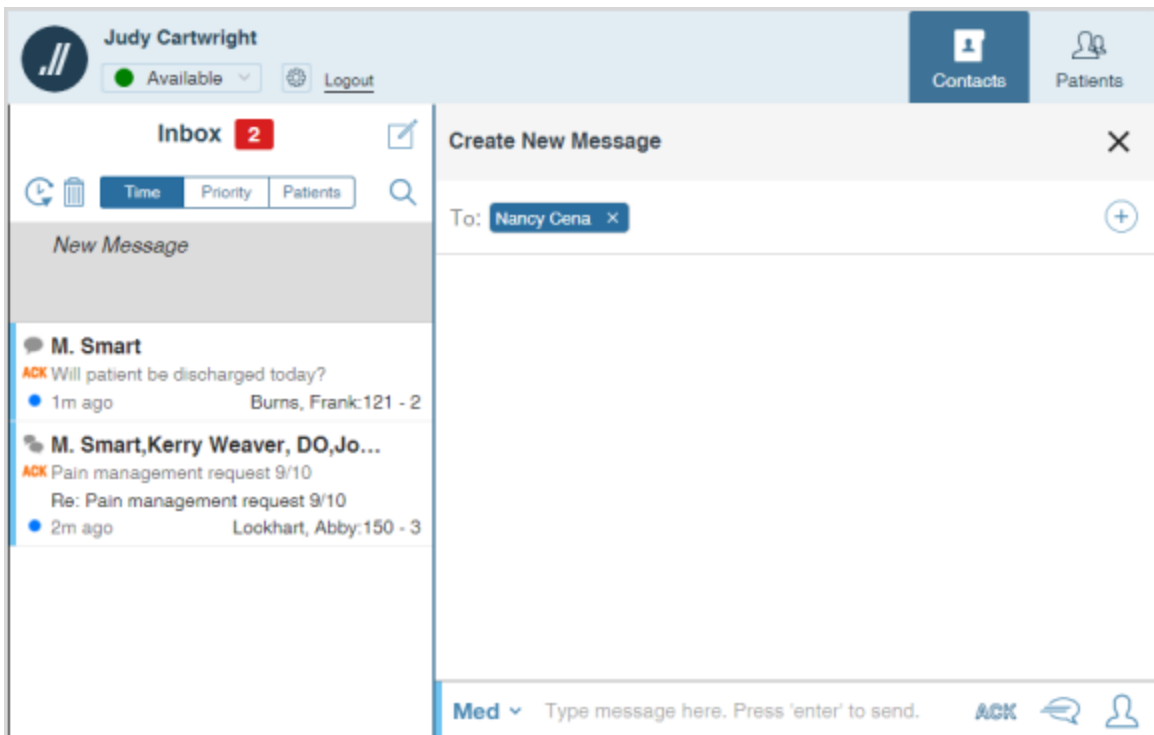
## Favorites

1. Click the **Favorite** star, which will turn orange, and add to your **Favorites** list. To remove a **Favorite** from your list, deselect the **Favorite** star.
2. Click the **Message** bubble to compose a new text message for this contact.
3. View voice communication methods like extensions and phone numbers for reference.





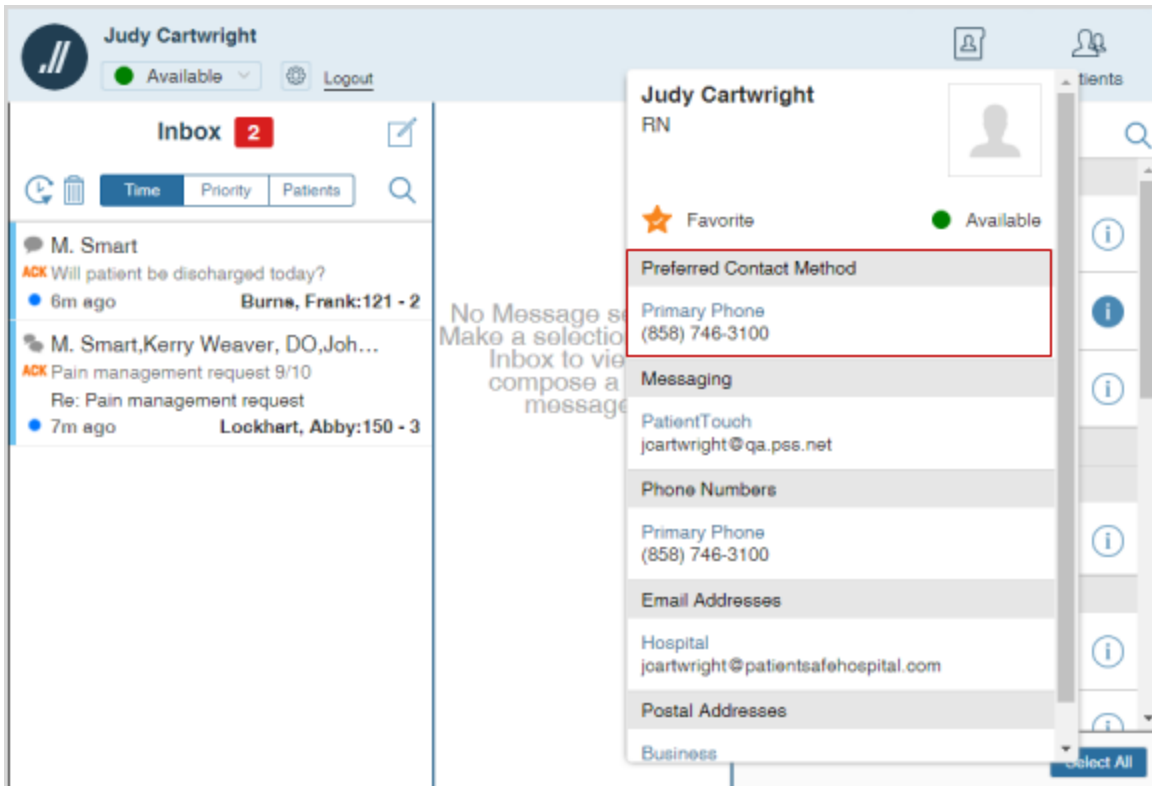
4. Compose your text message and press **Enter** on your keyboard to **Send**.



## Preferred Contact Method

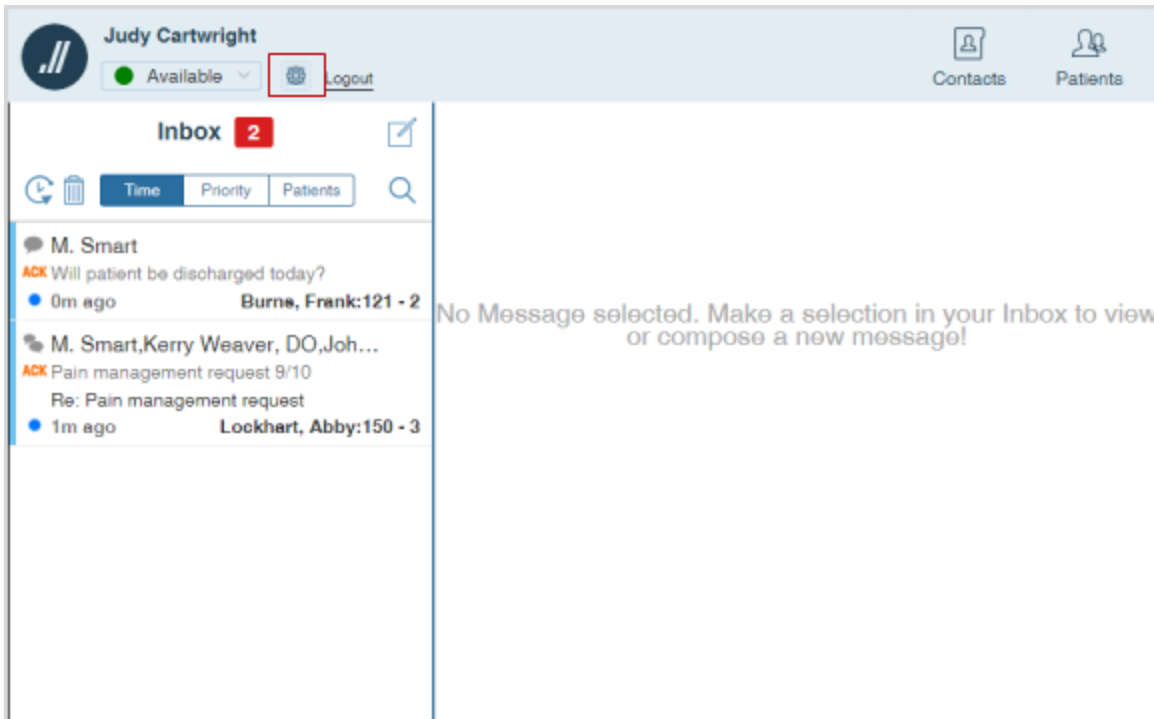
Users may choose a specific "preferred contact method" to help other users know how best to contact them. For example, one user may prefer to be contacted by the primary phone number, so they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select these options.

The preferred contact method is configured in the Enterprise Manager. When your preferred contact method is configured, it displays on the **Contact Details** screen.

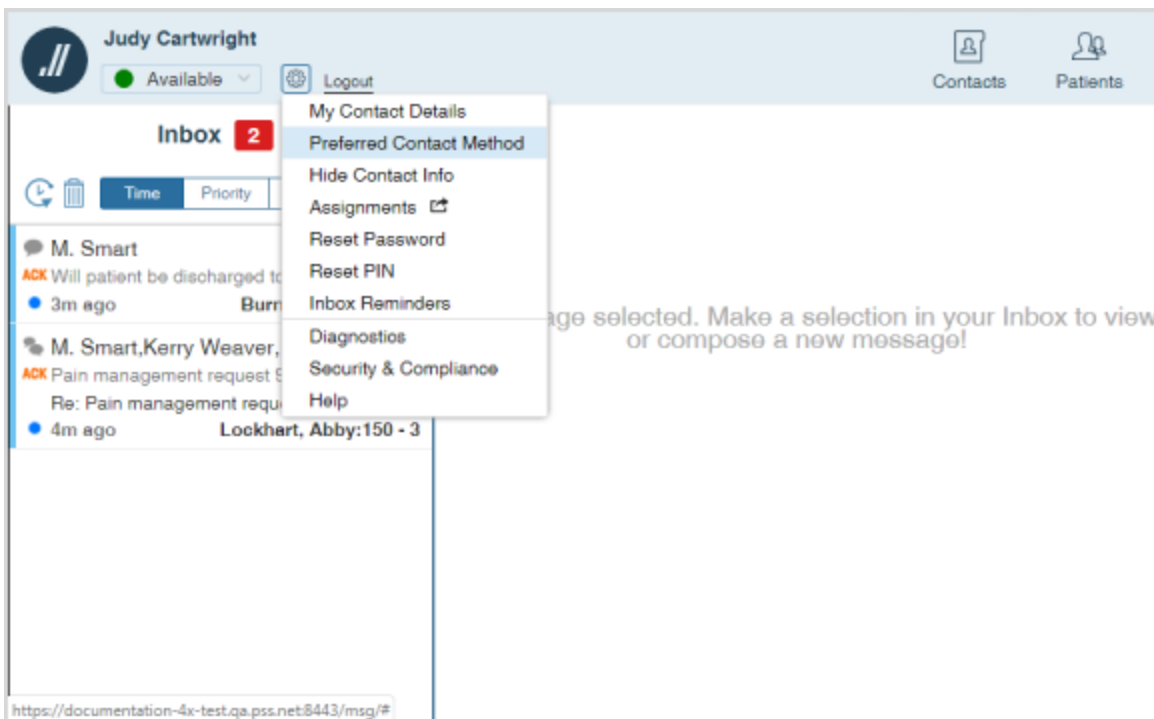


To configure your **Preferred Contact Method**, follow the instructions below.

1. Click the **Options** menu.

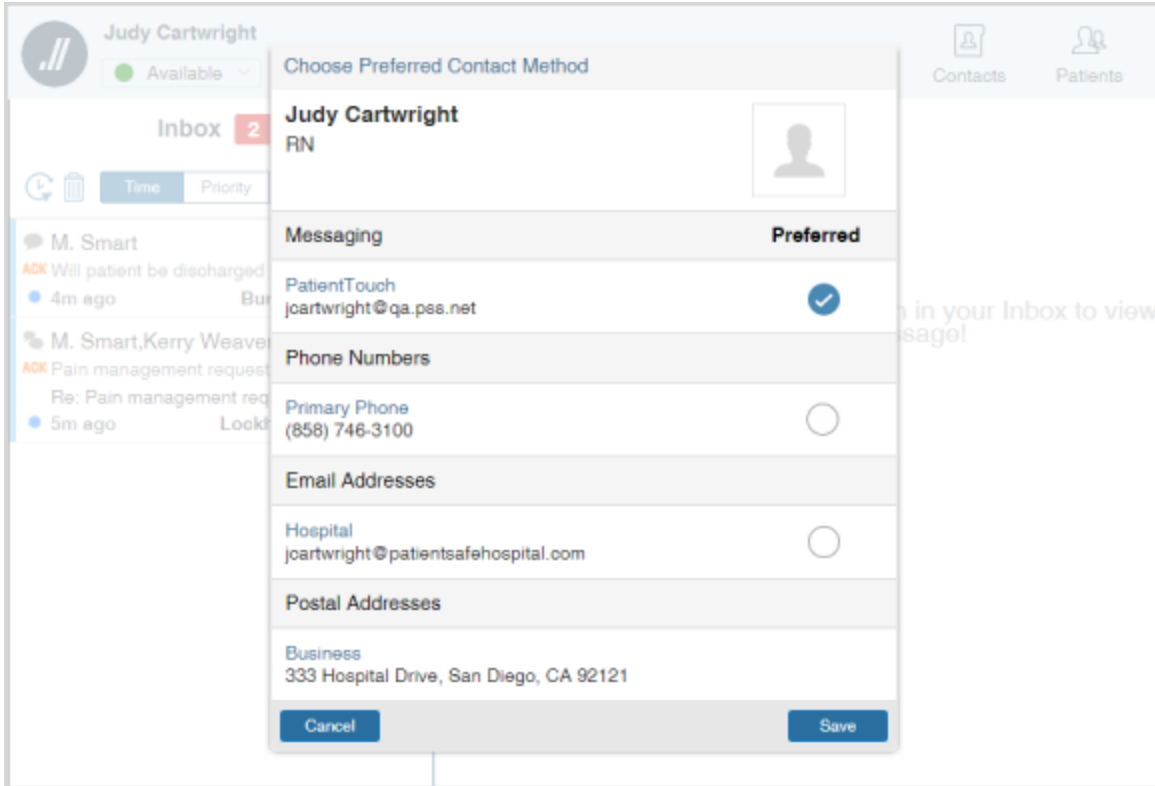


2. Click Preferred Contact Method.



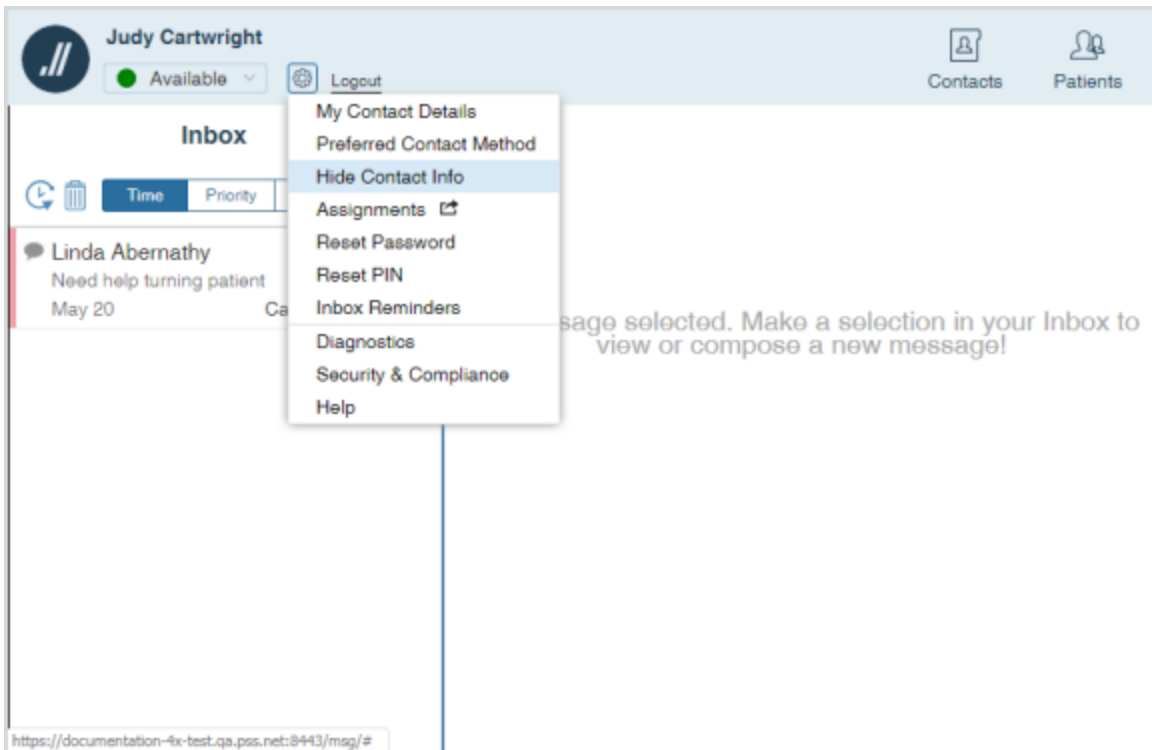
3. Select your preferred contact method(s).

4. Click **Save**.

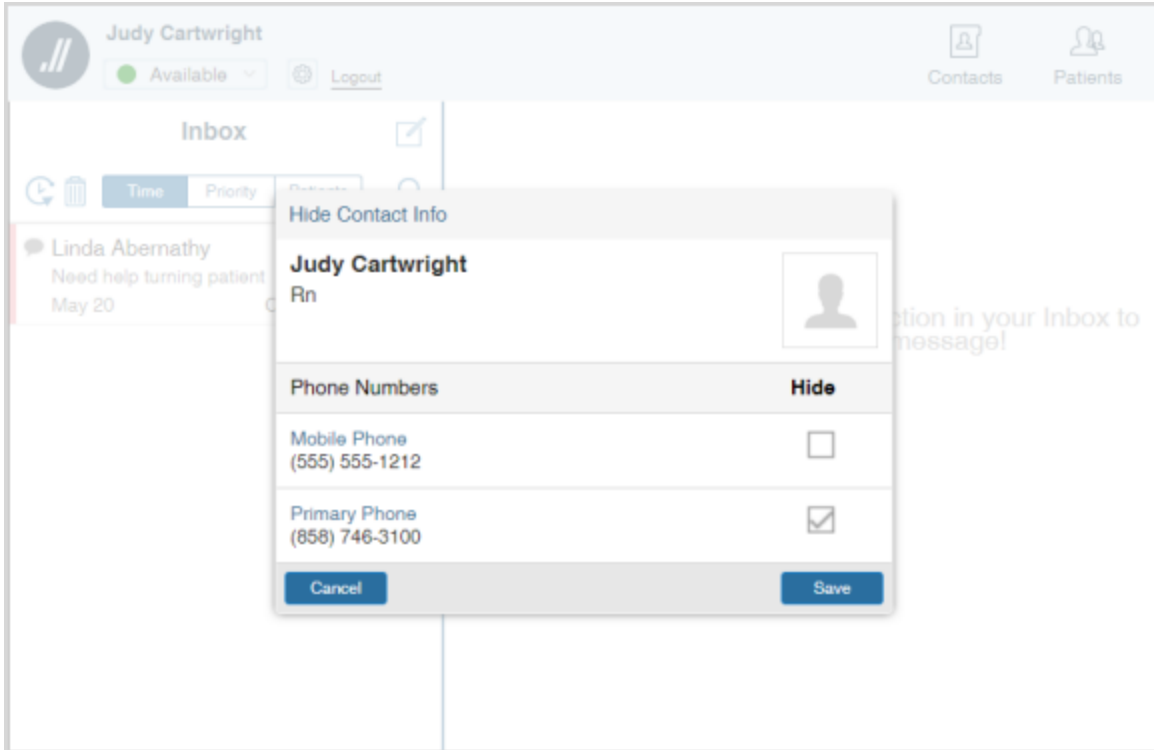


## Hide Contact Information

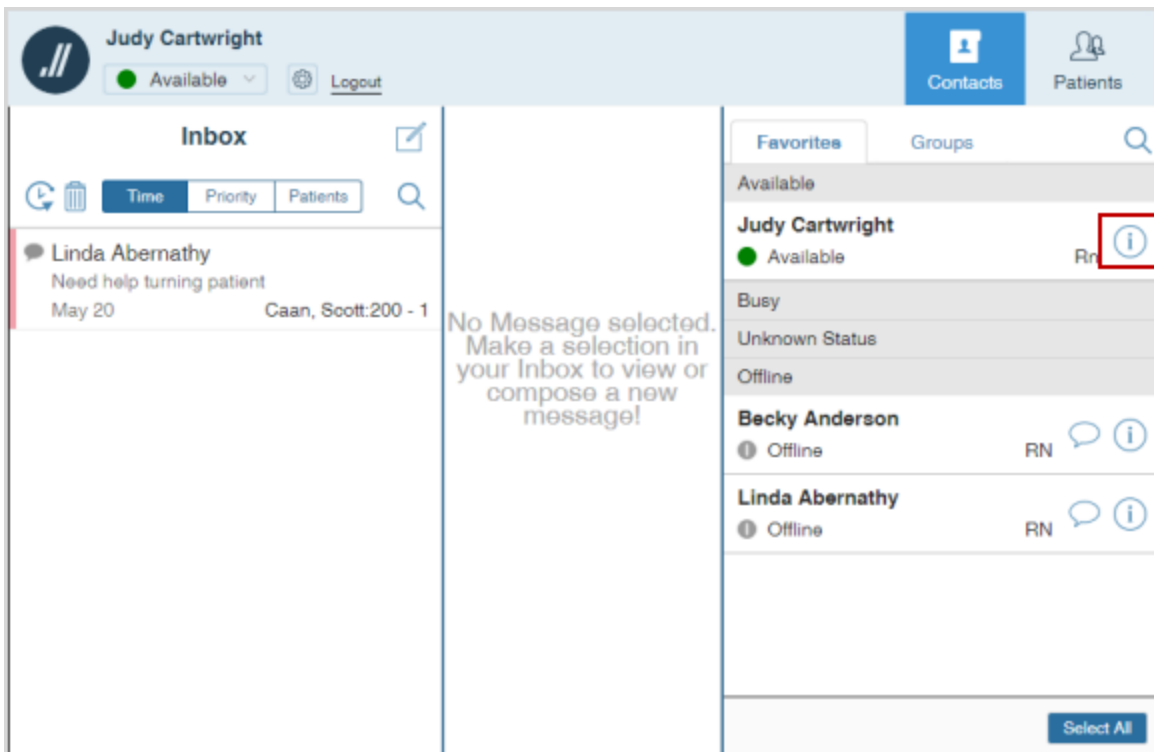
1. Caregivers who have the appropriate permissions, may hide a selected phone number(s) from other PatientTouch users. This will prevent others from seeing designated phone numbers on any PatientTouch application. At this time, phone numbers are the only method of communication that can be hidden.
2. To hide any of your phone numbers, click **Hide Contact Info** from the **Options** menu.



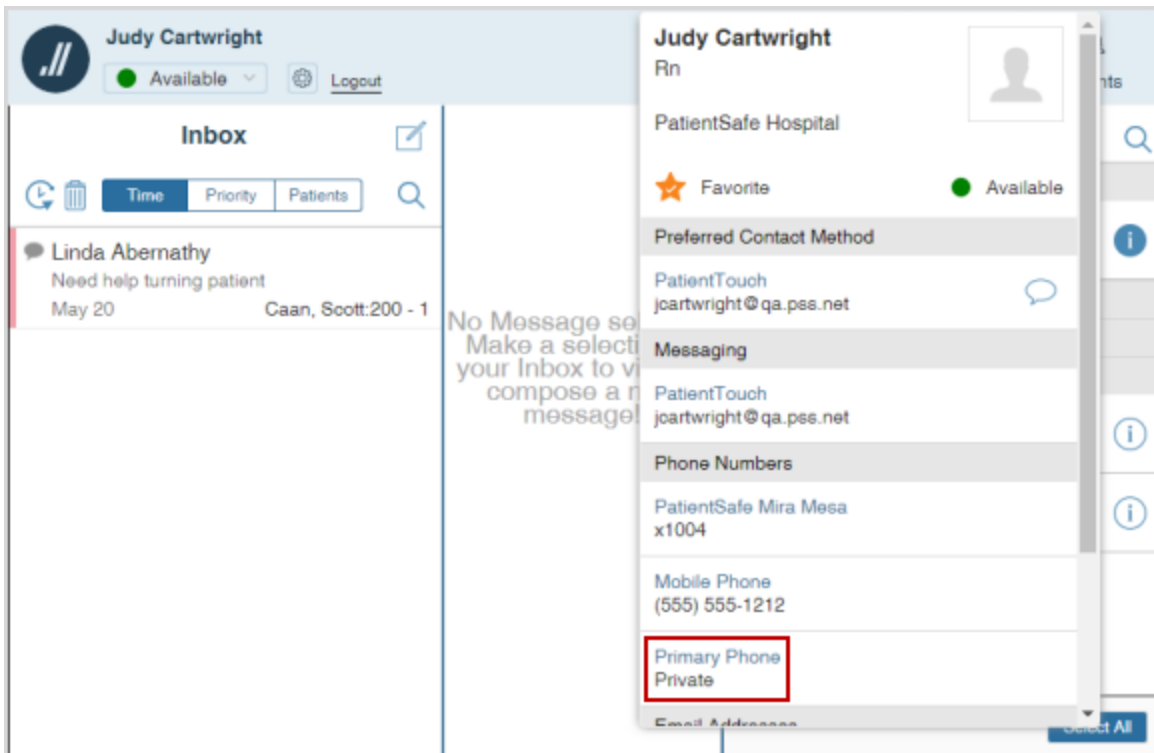
3. Select the phone number(s) you want hidden from other users.
4. Click **Save**.



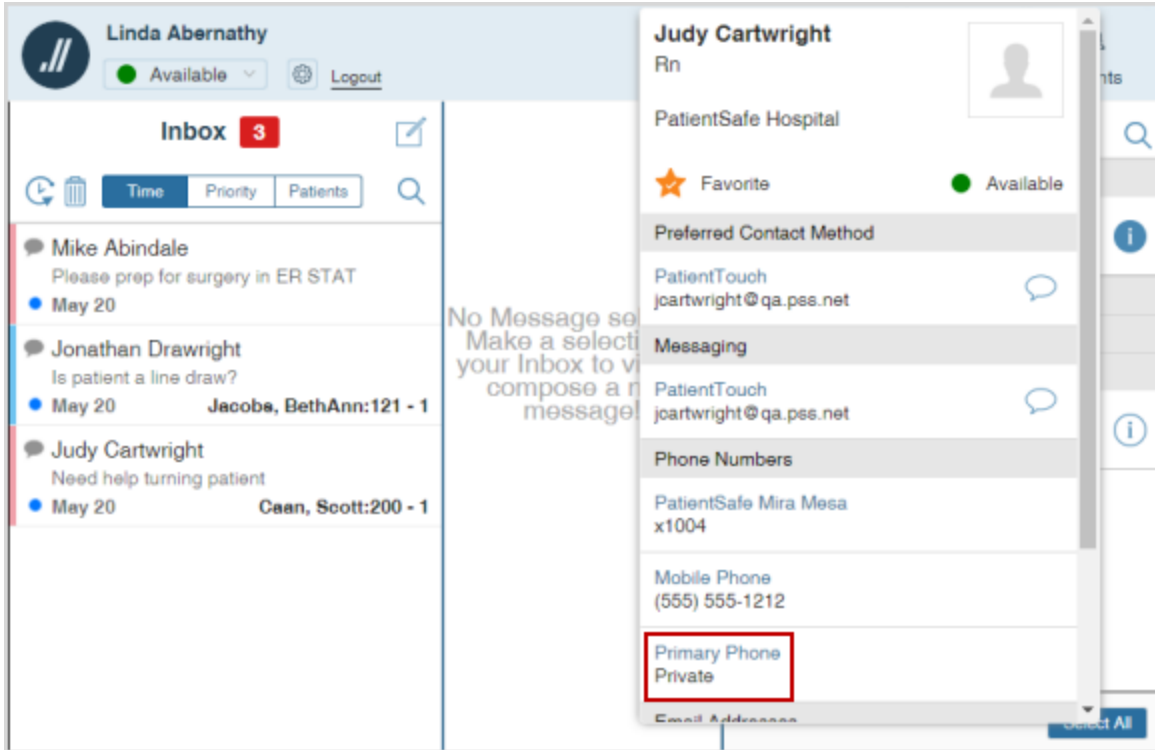
5. To view the changes you have just made, click **Contacts**.
6. Click the **Info** icon.



7. The hidden phone number displays as "Private" on the Contact Details screen.



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



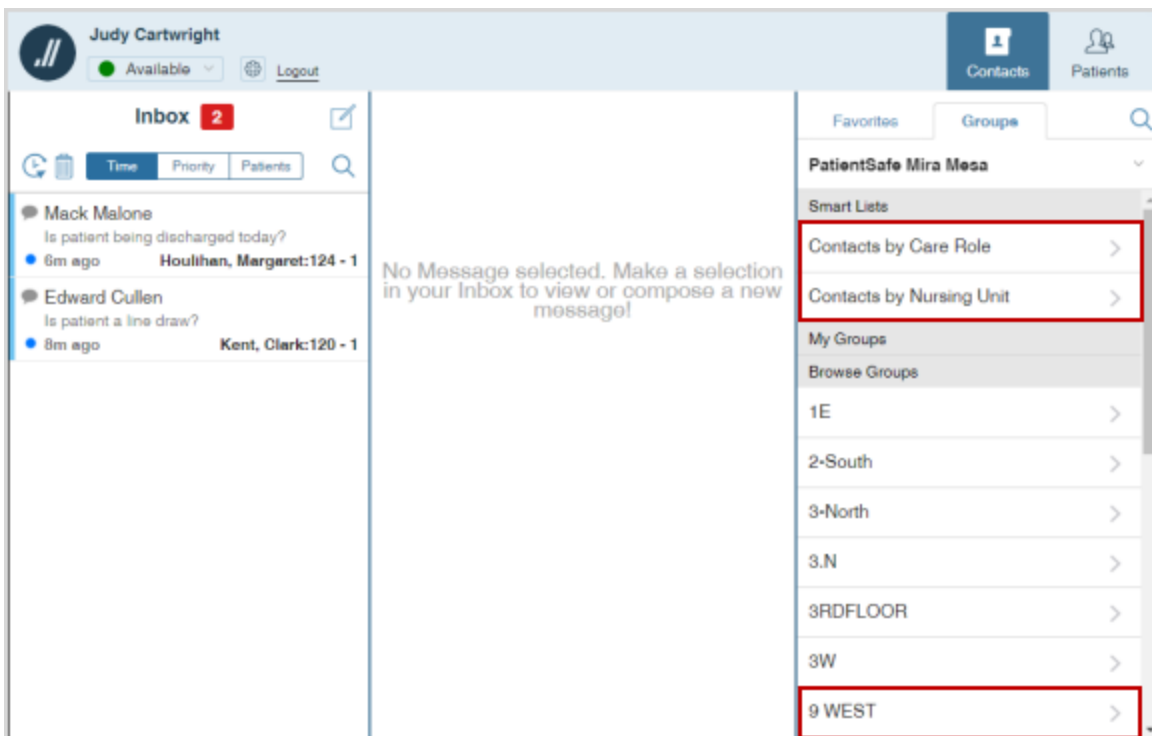


## Browse Groups

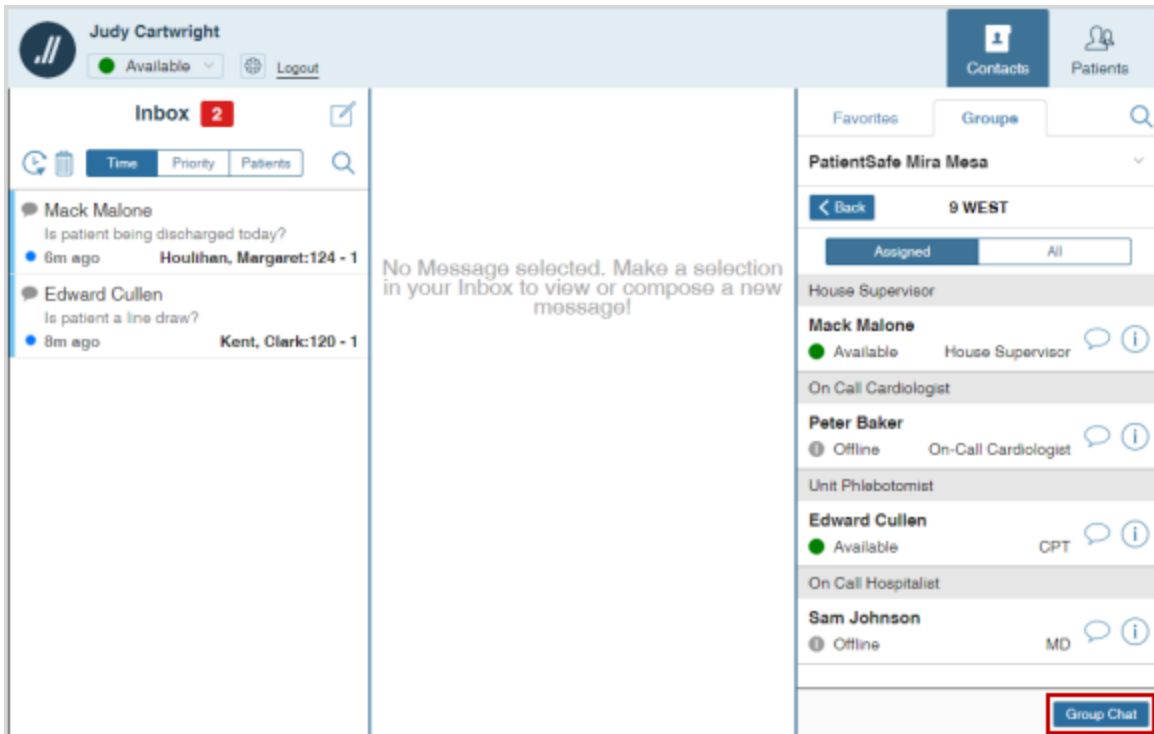
PatientTouch Communications provides Groups for you to quickly search and locate caregivers. Search by Care Role or Nursing Unit. Additionally, if configured, **Browse Groups** displays organization units like teams, on-call providers, or other groups relevant to the hospital. You can add yourself to one of these groups if desired.

### Search and Group Chat

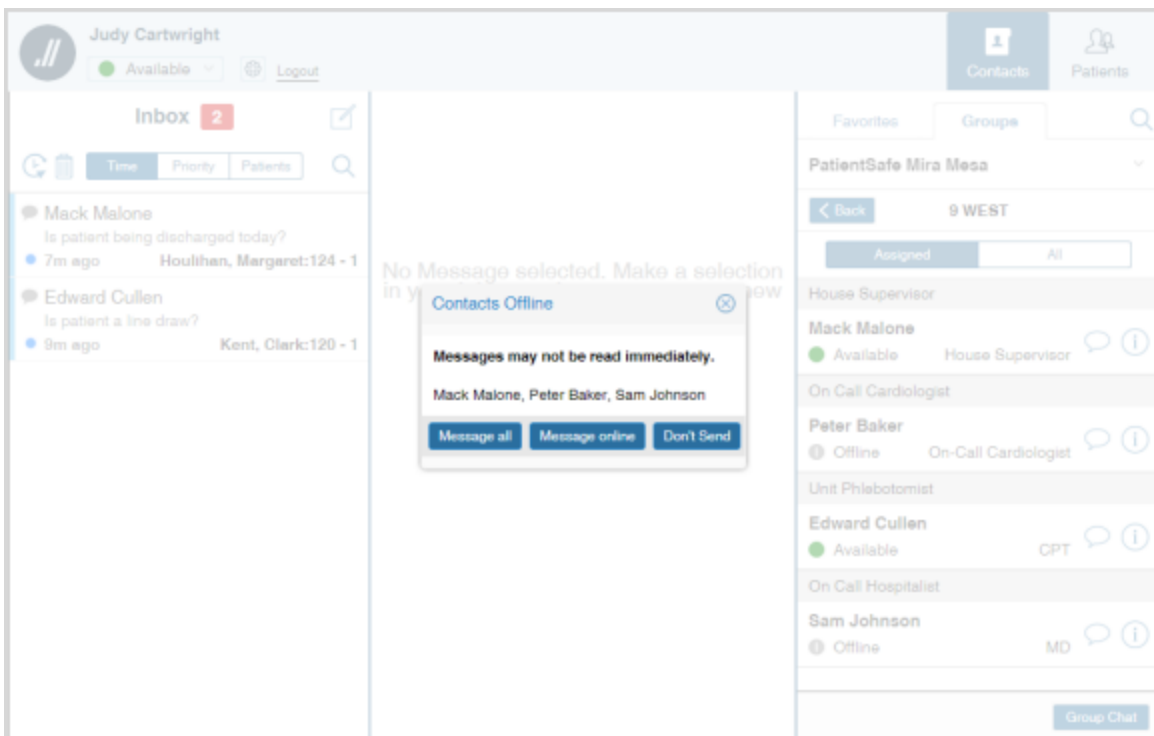
1. From the Contacts tab, click **Groups**.
2. Search for a contact by **Care Role** or **Nursing Unit**.
3. View group members by touching the group name.



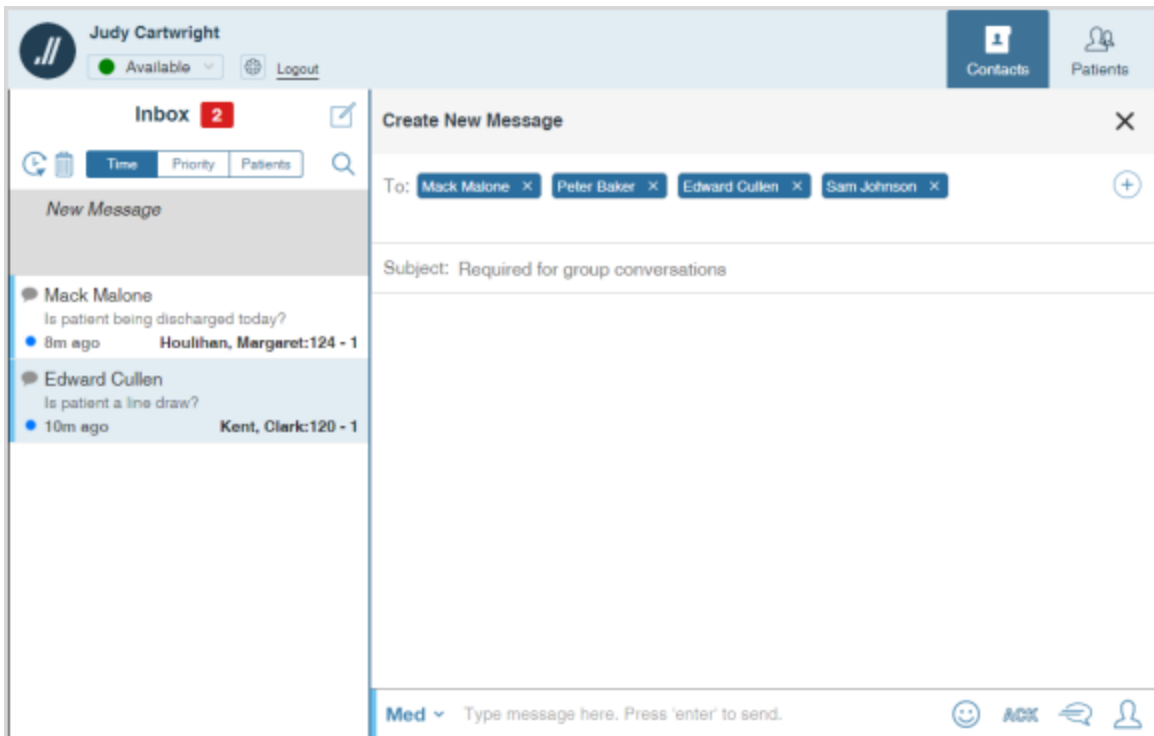
4. 9 WEST team members display. Click **Group Chat** to send a message.



5. A message displays stating that all members are not online. You have the option to **Message All**, **Message online** (members only), or **Don't Send**.
6. Click **Message All**.

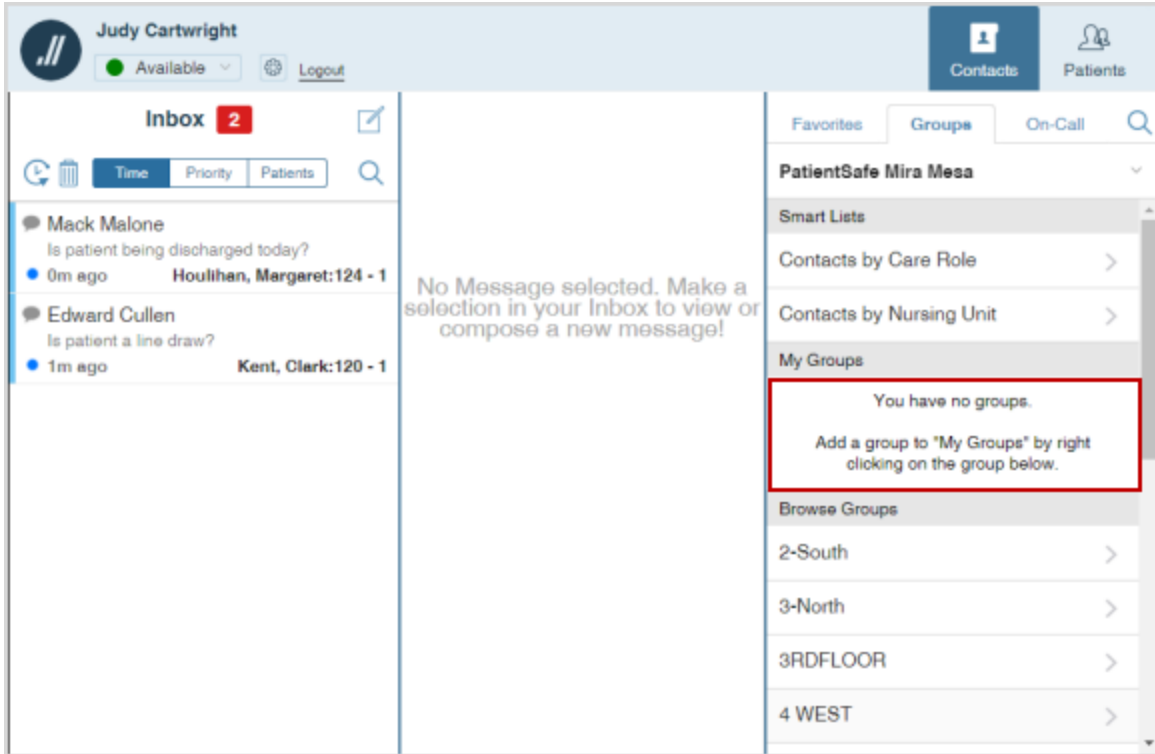


- Send a message to all group members. A subject is required for group conversations.



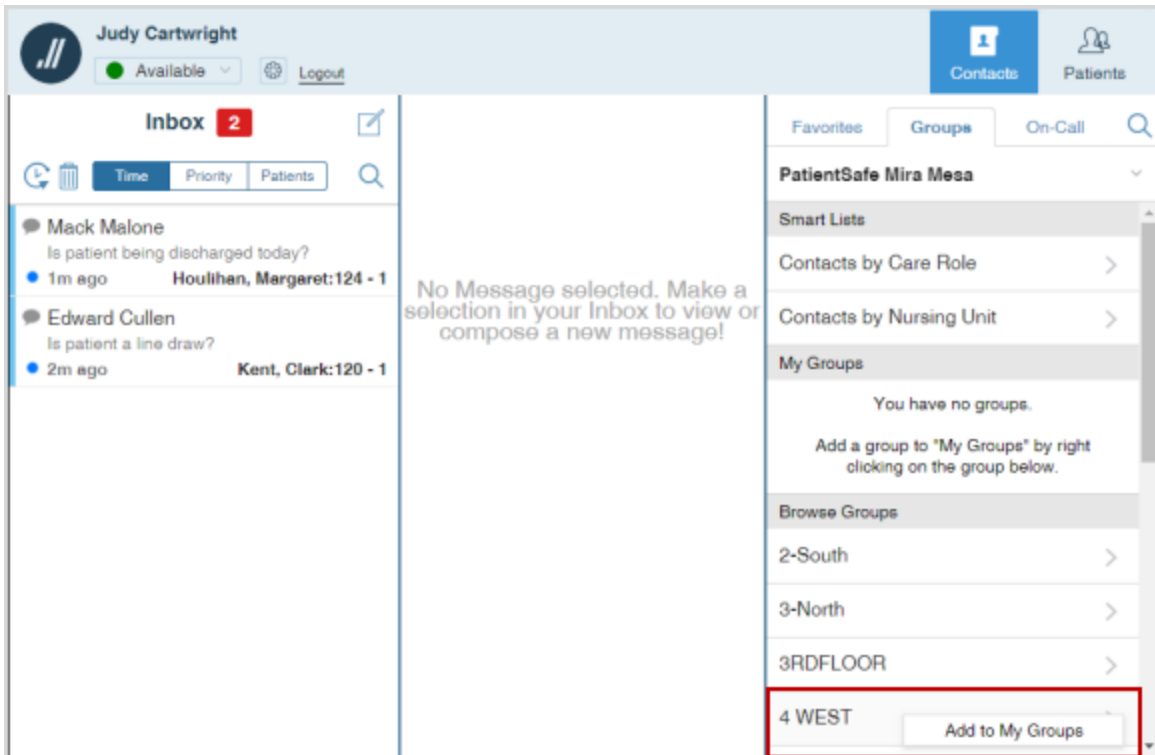
## Add to My Groups

Caregivers can add a specific Browse Group to their Contacts>My Groups page. You will see in the instructions below how to add a group. But at first, some users may not be assigned to any group. These users will see a message like the one below, stating "You have no groups. Add a group to 'My Groups' by right clicking on the group below."

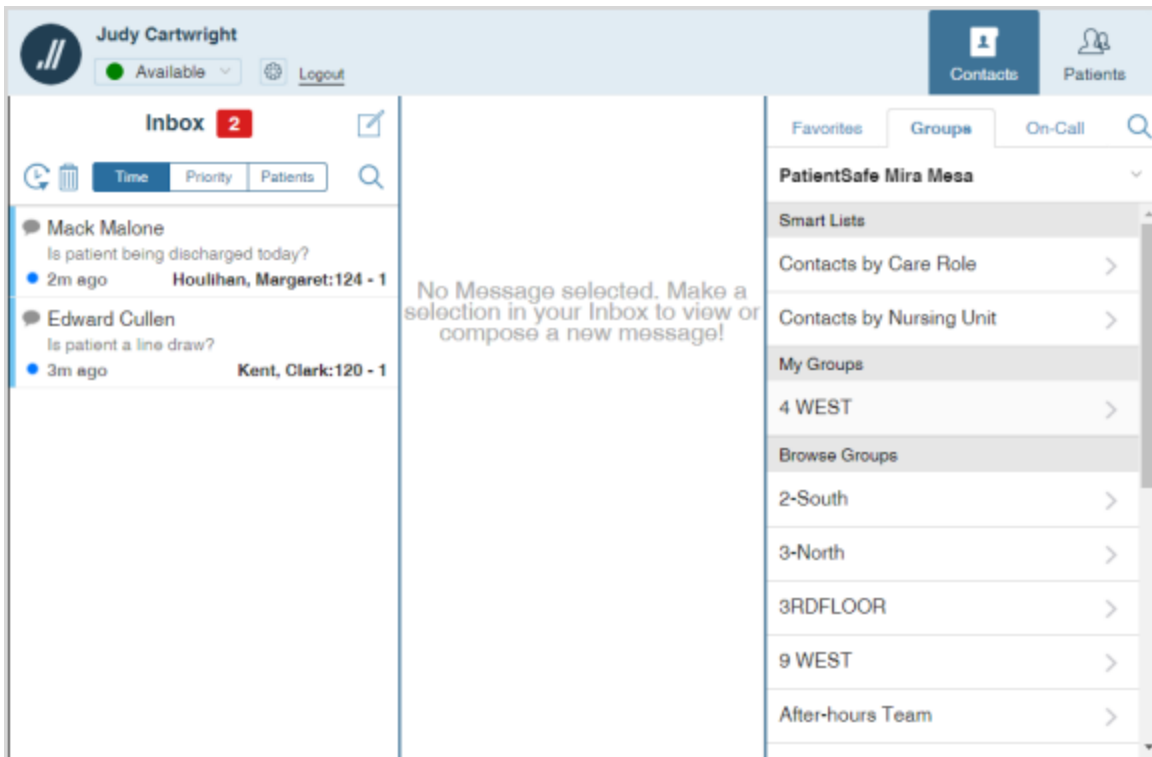


To add a group to My Groups, follow these instructions:

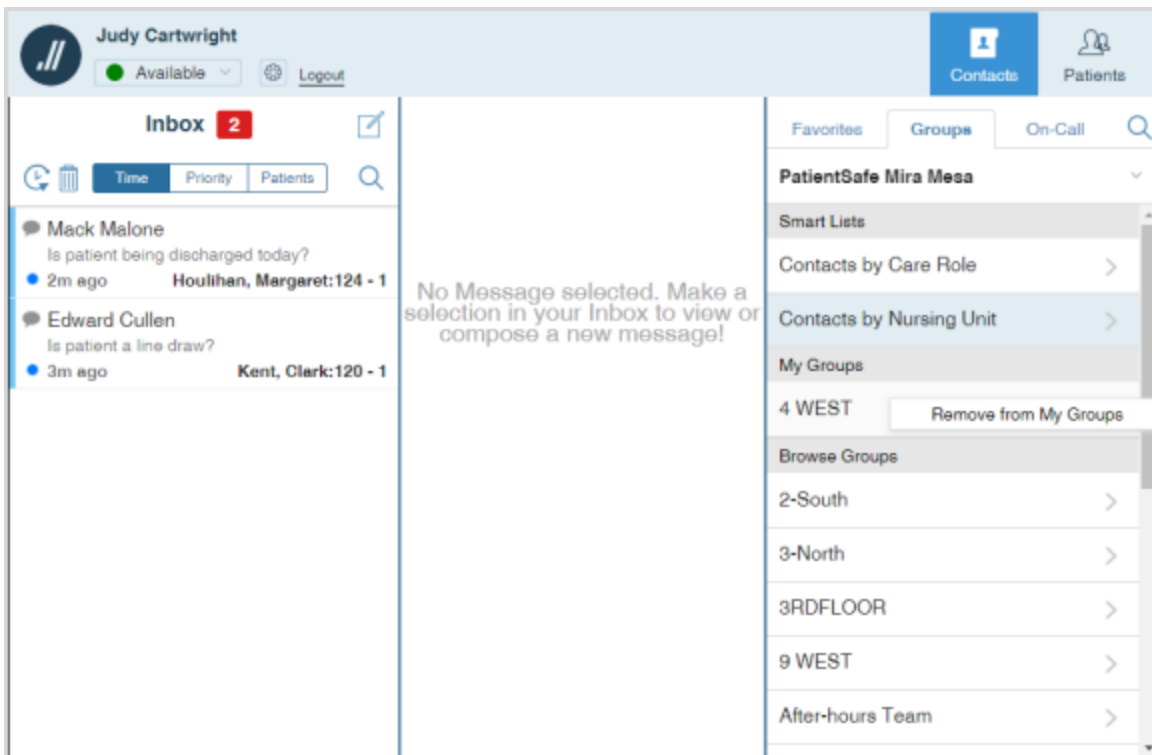
1. Right-click on the desired group and select **Add to My Groups**.



2. 4 WEST now displays under **My Groups**. Use this feature to quickly locate team members.



3. Right-click again to **Remove from My Groups**.



## Assigned & All Pivots

PatientTouch Communications provides the Assigned Pivot to view all assigned caregivers in that Care Role. Click the All pivot to view all caregivers who could be assigned to that Care Role.

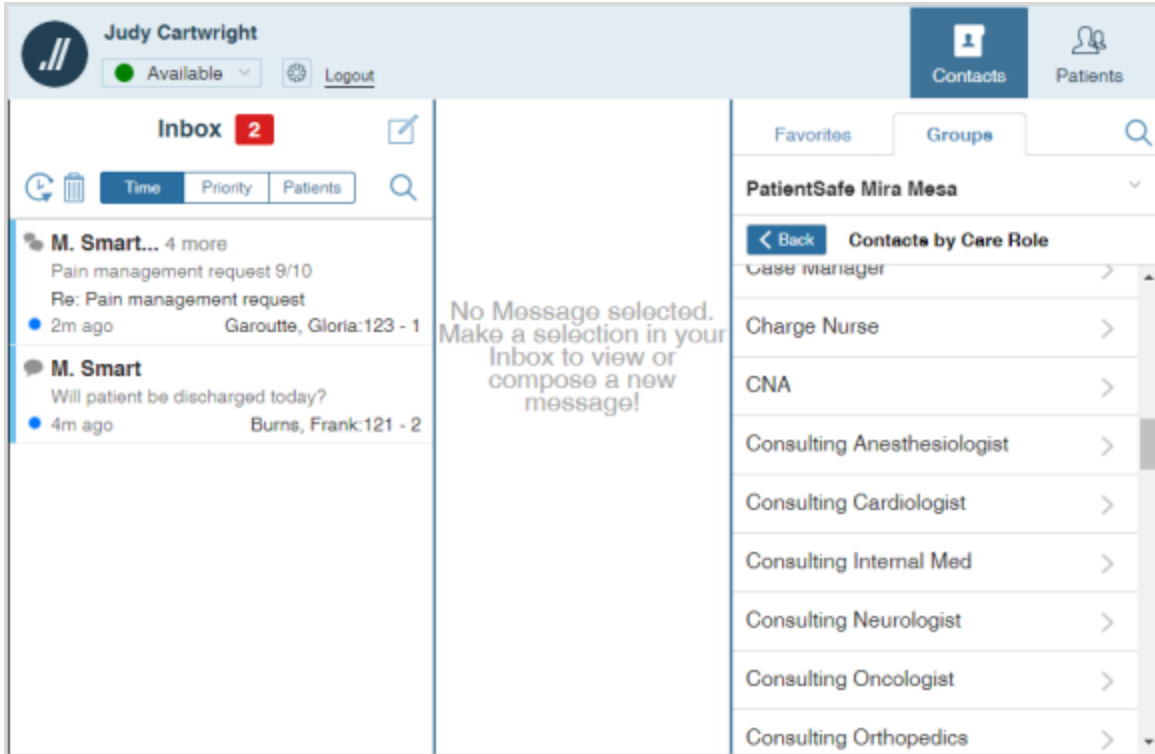
1. Click **Contacts>Groups**.
2. Click **Contacts by Care Role**.

The screenshot displays the user interface for Judy Cartwright, who is currently 'Available'. The interface is divided into three main sections:

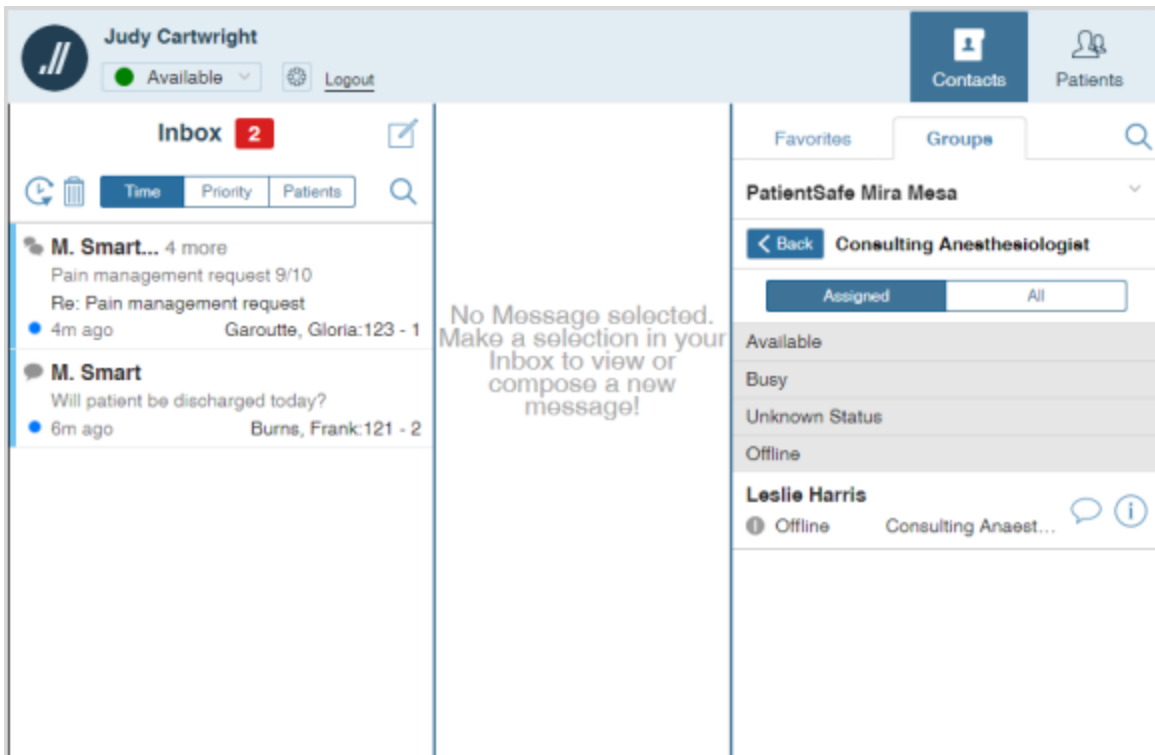
- Top Bar:** Shows the user's name 'Judy Cartwright', status 'Available', and a 'Logout' button. On the right, there are tabs for 'Contacts' (selected) and 'Patients'.
- Inbox (Left Panel):** Titled 'Inbox 2', it contains two messages from 'M. Smart'. The first message is about a 'Pain management request 9/10' and the second is 'Will patient be discharged today?'. A search bar with filters for 'Time', 'Priority', and 'Patients' is located above the messages.
- Groups (Right Panel):** Titled 'Groups', it shows a list of contact groups under the heading 'PatientSafe Mira Mesa'. The groups listed are 'Smart Lists', 'Contacts by Care Role', 'Contacts by Nursing Unit', 'My Groups', 'Browse Groups', and 'After-hours Team'. The 'Contacts by Care Role' group is highlighted, indicating it is the selected view.

In the center of the interface, a message reads: "No Message selected. Make a selection in your Inbox to view or compose a new message!"

3. Click the desired **Care Role**. In this example, click **Consulting Anesthesiologist**.



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



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

The screenshot displays the PatientTouch Web Messenger interface for user Judy Cartwright. At the top, the user's name and profile picture are shown, along with a status indicator (Available) and a Logout button. On the right, there are buttons for Contacts and Patients. The main area is divided into three sections: an Inbox on the left, a central message area, and a contact list on the right. The Inbox shows two messages from M. Smart, one regarding a pain management request and another about patient discharge. The central message area contains a large text overlay: "No Message selected. Make a selection in your Inbox to view or compose a new message!". The contact list on the right shows a group named "PatientSafe Mira Mesa" with a sub-group "Consulting Anesthesiologist". Below this, there are status filters (Assigned, All) and a list of contacts including Leslie Harris, Rodriguez Abercrombie, and Zohreh User E, each with an offline status and an information icon.



## 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.**

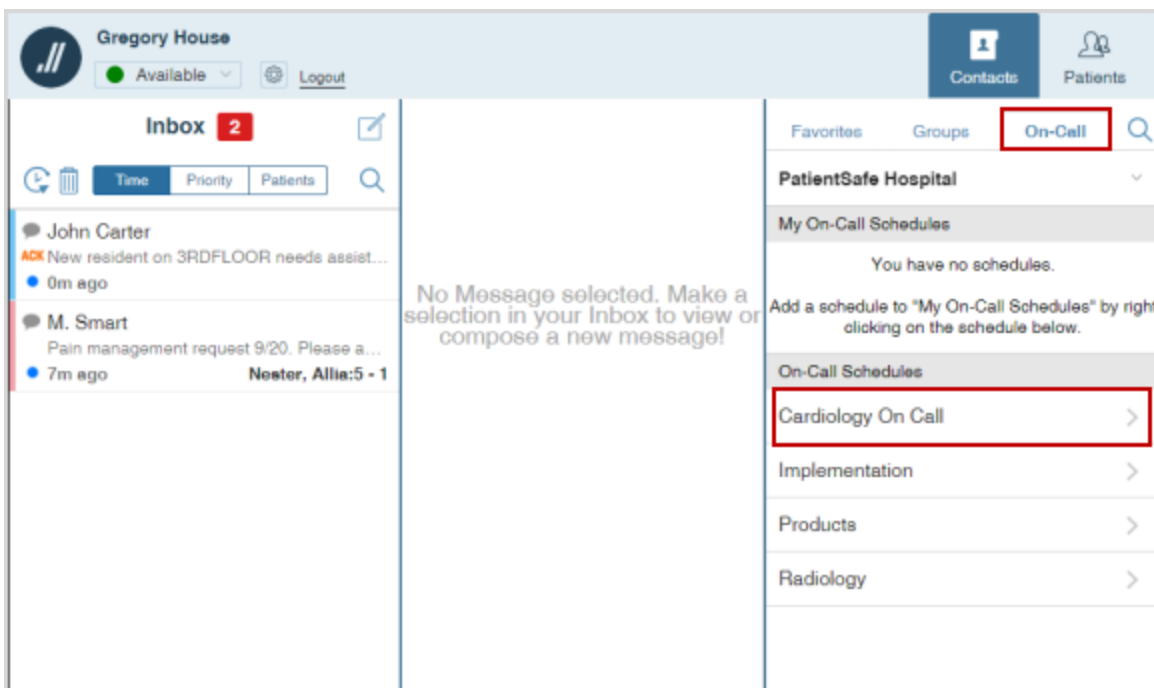
PatientTouch Communications On-Call Schedules allow caregivers to easily find who is currently on-call as well as look ahead to future on-calls for the next shift and the next few days after. Caregivers who go on-call can also see their own schedule within the app.

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

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.

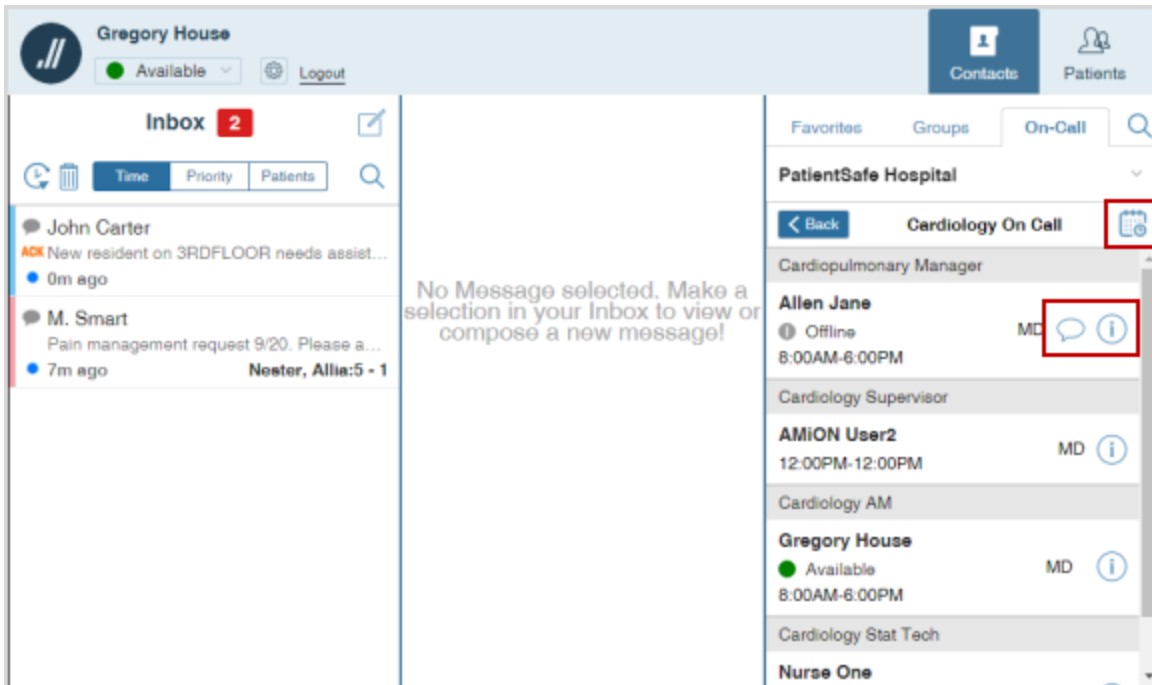
Select the schedule you want to view from the list.

### 1. Touch **Cardiology On Call**.



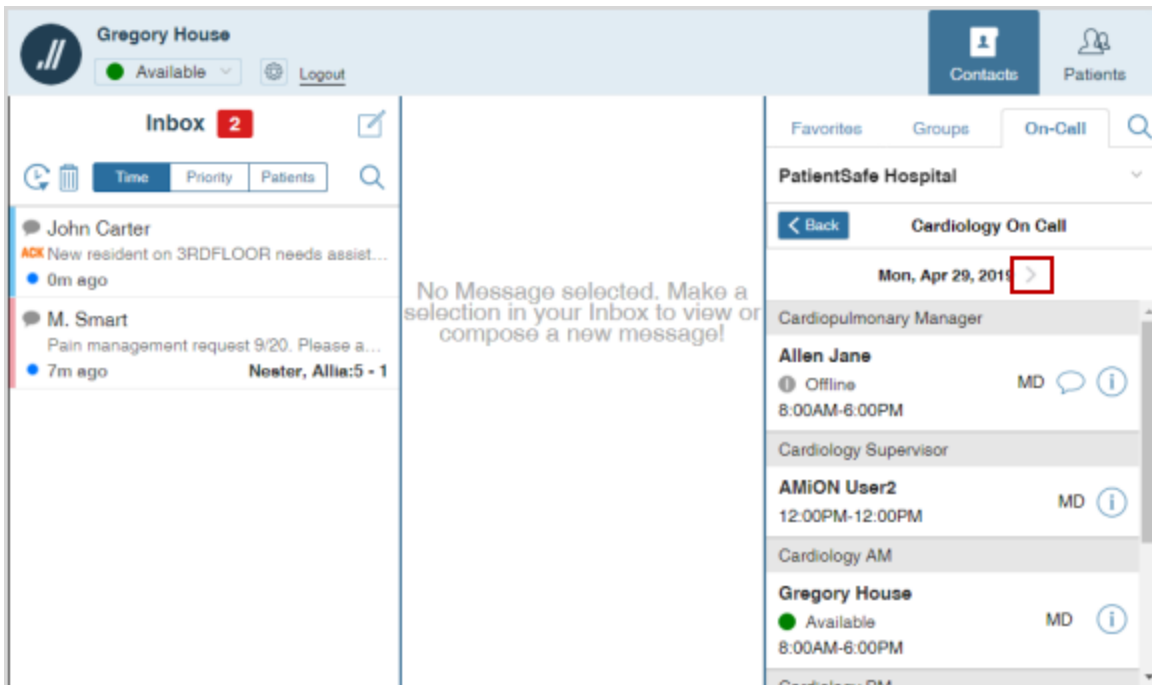
A list of caregivers who are currently on-call in the Cardiology schedule display.

2. Touch the Message icon to send a text message.
3. Touch the **Info** icon to view Contact Details.
4. Touch the **Calendar** icon to see who will be on call next.



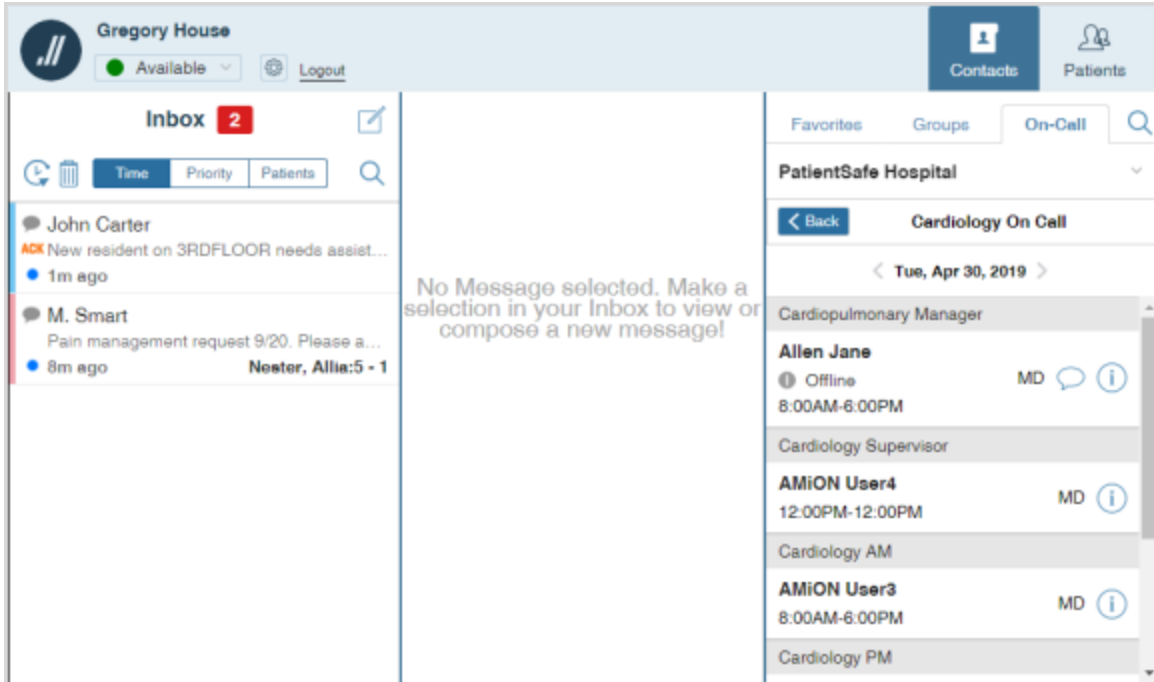
4. The calendar displays who will be on call for that day plus the next four days.

5. Touch the right, gray arrow to navigate to the next day.



6. The on call caregivers display for that day.

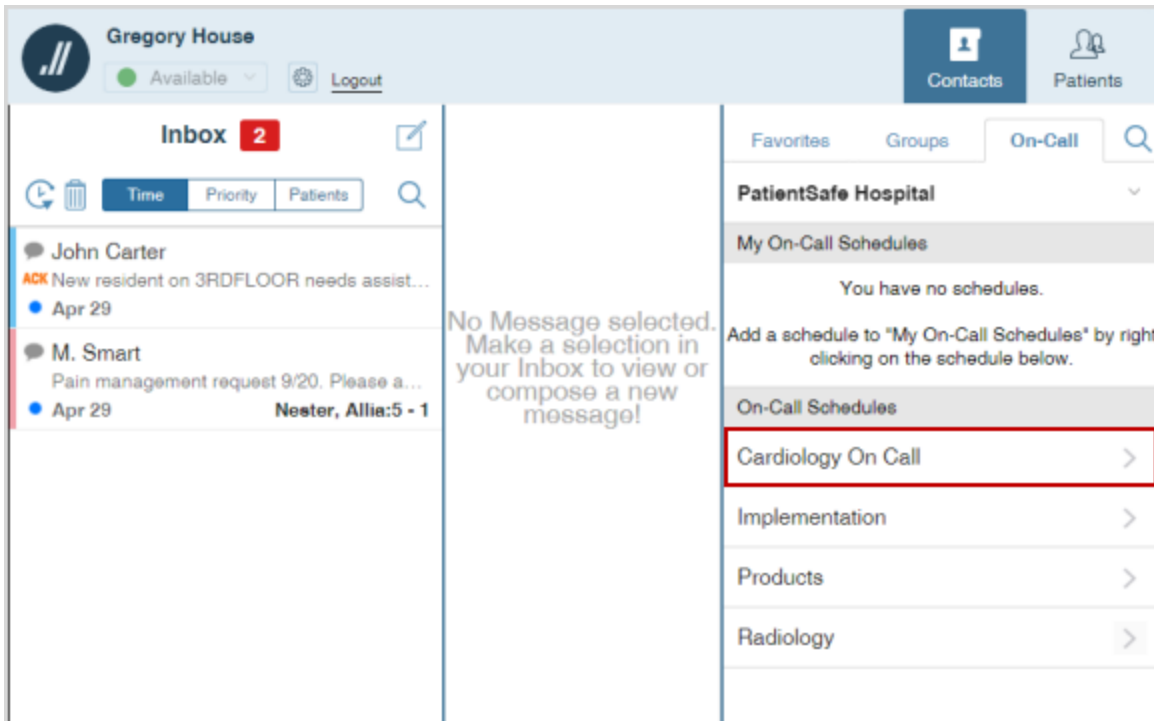
**Note:** If a shift has ended, the contact data for that user will be grayed out.



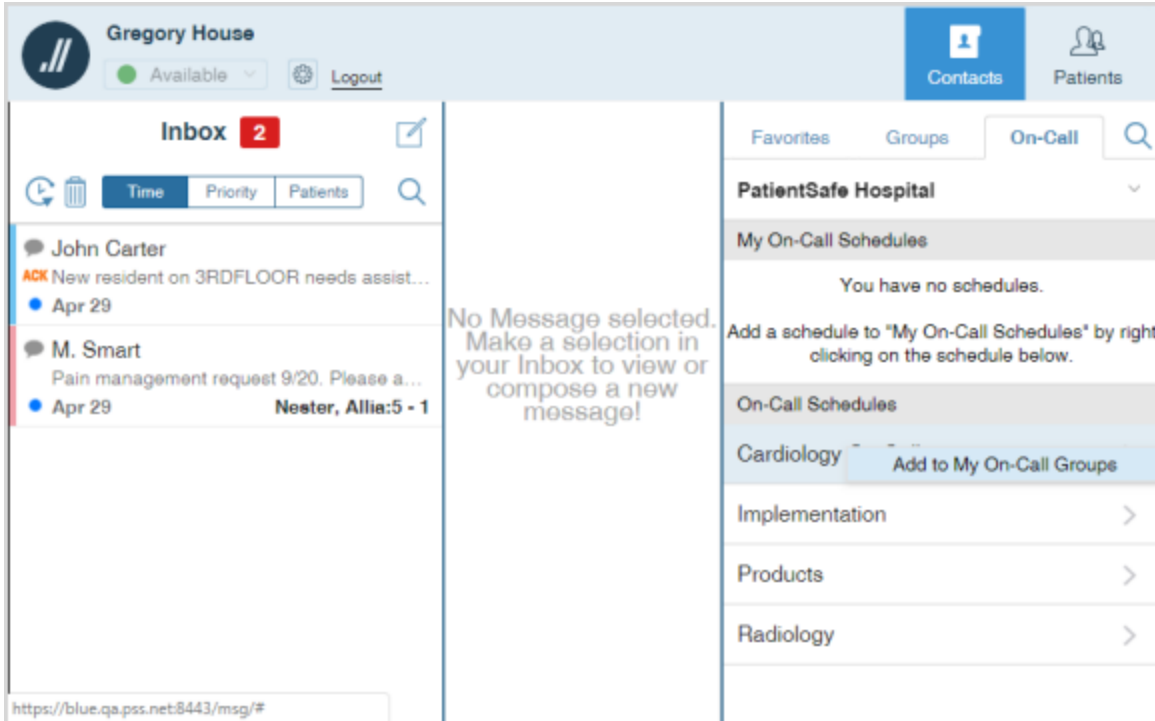
## My On-Call Schedules

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

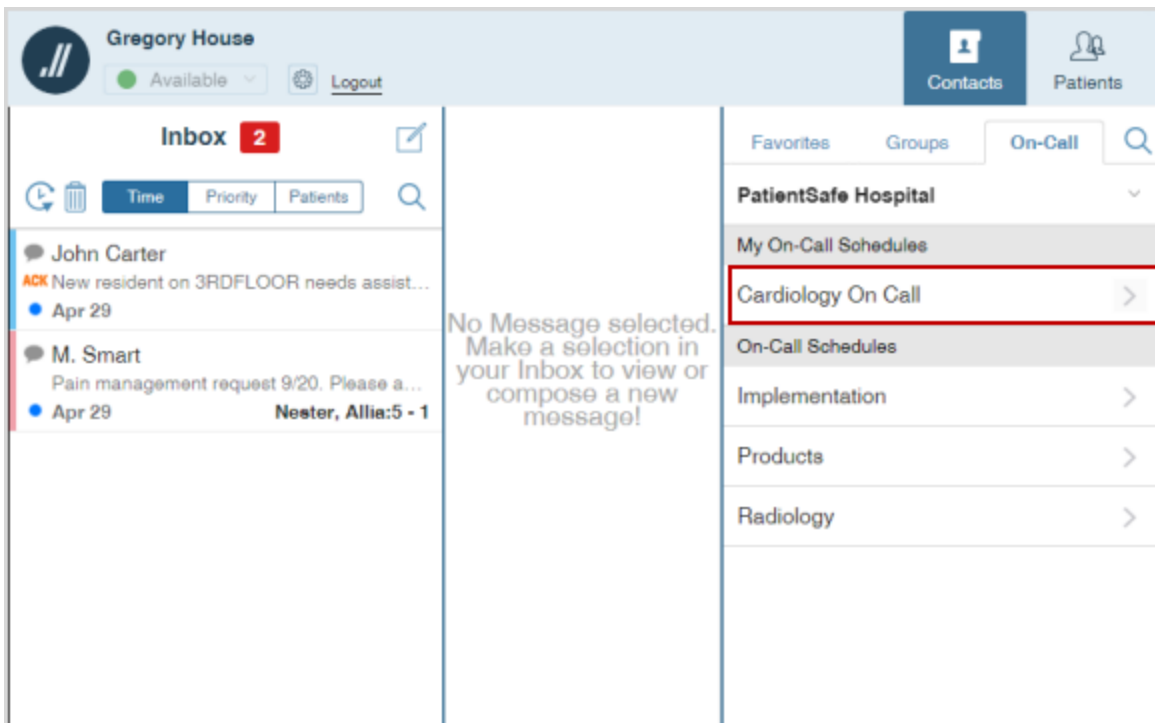
1. Right-click one or more schedules from those listed under **On-Call Schedules**.



2. Click **Add to My On-Call Groups**.



3. The newly selected schedule displays under **My On-Call Schedules**.



4. To remove the schedule, right click again and click **Remove from My On-Call Groups**.

The screenshot displays the PatientTouch web messenger interface for user Gregory House. At the top, the user's name and profile picture are shown, along with a status indicator (Available) and a Logout button. Navigation tabs for Contacts and Patients are also present. The main area is divided into three sections: an Inbox on the left, a central message area, and a right-hand navigation menu. The Inbox shows two messages: one from John Carter with an 'ACK' and a message about a new resident, and another from M. Smart regarding a pain management request. The central message area contains a large text overlay: "No Message selected. Make a selection in your Inbox to view or compose a new message!". The right-hand menu includes options for Favorites, Groups, and On-Call, with a search icon. Under the On-Call section, there are links for PatientSafe Hospital, My On-Call Schedules, and a button to Remove from My On-Call Groups. Other menu items include On-Call Schedules, Implementation, Products, and Radiology.

## Viewing Patients

Click the **Patients** tab from the header bar to view your assigned patients and browse patients on your nursing unit.

### View Assigned Patients

1. In the assigned tab, you can view all of your assigned locations or patients. If you are assigned multiple Care Roles, click the drop down menu to view assignments in each Care Role.

The screenshot shows the user interface for Judy Cartwright, who is available. The 'Patients' tab is selected in the top right. The main area displays the 'PatientSafe Mira Mesa' unit with an 'Assigned' filter. A dropdown menu is open, showing options: 'Primary Nurse', 'ED Nurse', and 'OR nurse'. The 'Primary Nurse' option is highlighted. Below the dropdown, a list of patients is visible, including Garoutte, Gloria (26 Sep 1958, 3RDFLOOR) and Riley, Emma (26 Sep 1965, 3RDFLOOR). The left sidebar shows an 'Inbox' with 3 messages from Becky Anderson, Nancy Cena, Linda Abernathy, and M. Smart...

2. In your patient list, you can click on a patient to view patient details.

The screenshot shows the user interface for Judy Cartwright. The top bar includes the user's name, status (Available), and a Logout button. On the right, there are buttons for Contacts and Patients. The main area is divided into three sections:

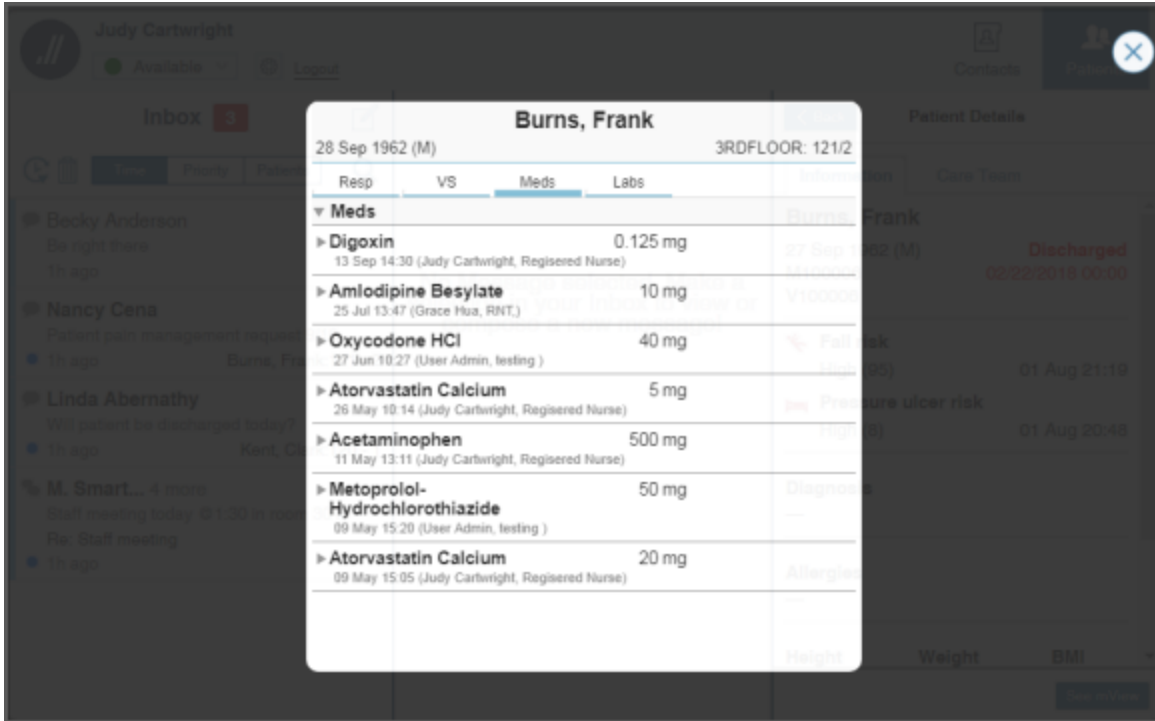
- Inbox (left):** Contains a list of messages from Becky Anderson, Nancy Cena, Linda Abernathy, and M. Smart... Each message includes a subject line, a brief description, and a timestamp (1h ago).
- Center:** A large text area with the message: "No Message selected. Make a selection in your Inbox to view or compose a new message!"
- PatientSafe Mira Mesa (right):** A list of assigned patients. The first entry, **Burns, Frank**, is highlighted with a red box. His details include: 28 Sep 1962 (M), a fall risk icon, MRN 121 / 2, and 3RDFLOOR. Other patients listed are Garoutte, Gloria and Riley, Emma.

Patient details display MRN and Visit numbers, room and bed number, nursing unit, facility, diagnosis, allergies and patient height, weight and BMI. It also displays the Discharged status.

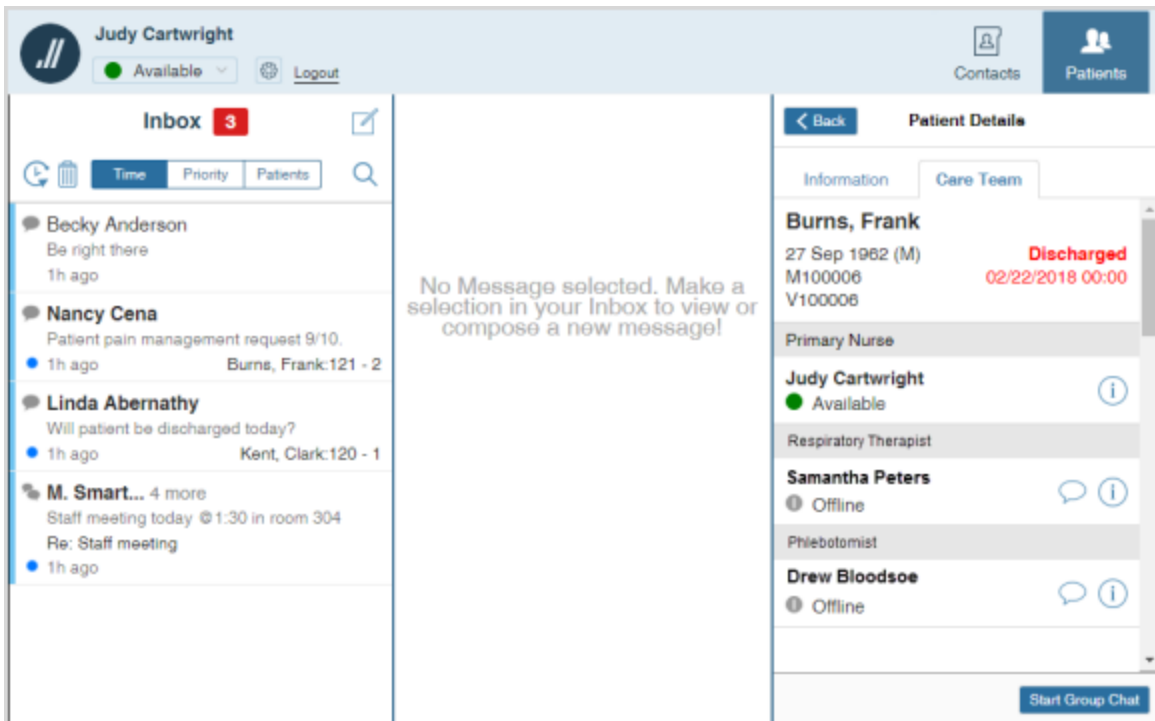
This screenshot shows the "Patient Details" view for Burns, Frank. The interface is similar to the previous one, but the right-hand panel is expanded to show detailed information:

- Back** button and **Patient Details** header.
- Information** and **Care Team** tabs.
- Burns, Frank** header with birth date (27 Sep 1962 (M)), MRN (M100006), and V100006.
- Discharged** status in red text, with the date and time: 02/22/2018 00:00.
- Fall risk** section: High (95) with a timestamp of 01 Aug 21:19.
- Pressure ulcer risk** section: High (8) with a timestamp of 01 Aug 20:48.
- Diagnosis** section: Currently empty.
- Allergies** section: Currently empty.
- Height, Weight, BMI** section: Headers are present, but values are not visible.
- See mView** button at the bottom right, highlighted with a red box.

3. Click **See mView** to see a display of the last documentation of patient information.



4. Click **Care Team** to see a list of care team members for this patient. You may also click **Start Group Chat** to communicate with all care team members.

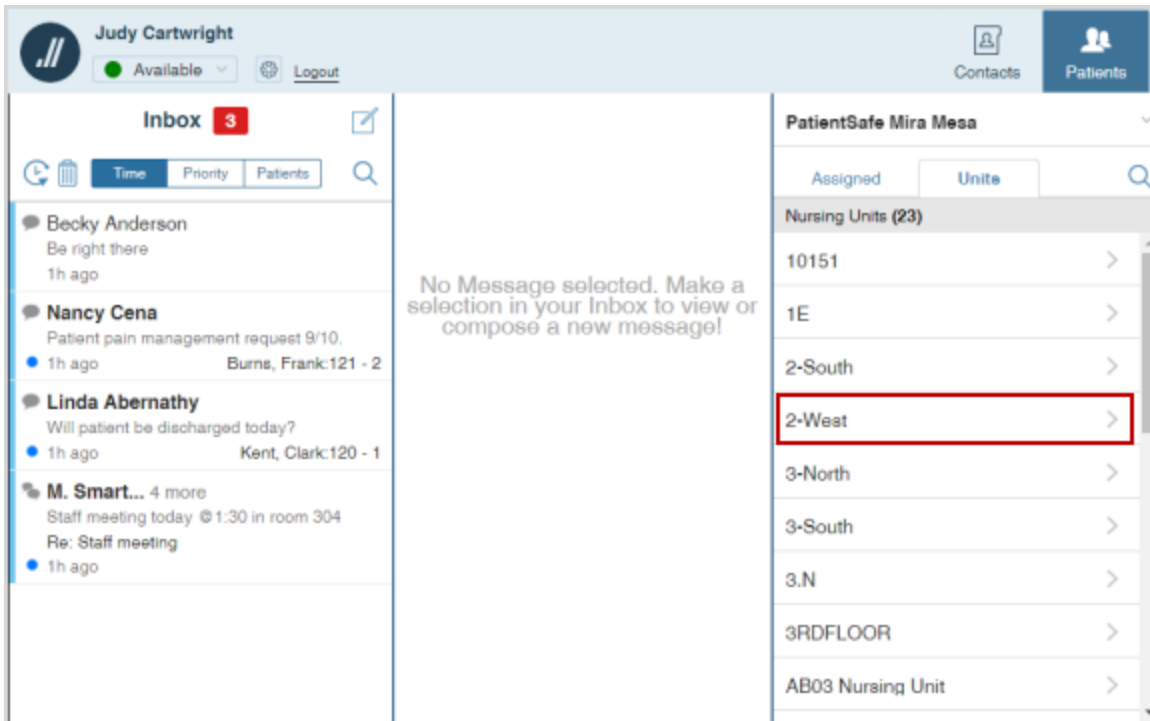




## Browse Units

You can also view patients across your available nursing units. This list may be based on your data access.

1. Click a specific unit to see patients assigned to that unit, i.e. 2-West.



The screenshot shows the PatientTouch web messenger interface for user Judy Cartwright. The interface is divided into three main sections:

- Header:** User name "Judy Cartwright", status "Available", and "Logout" button. Navigation buttons for "Contacts" and "Patients" are also present.
- Inbox (Left Panel):** Shows 3 messages:
  - Becky Anderson: "Be right there" (1h ago)
  - Nancy Cena: "Patient pain management request 9/10." (1h ago, Burns, Frank:121 - 2)
  - Linda Abernathy: "Will patient be discharged today?" (1h ago, Kent, Clark:120 - 1)
  - M. Smart... 4 more: "Staff meeting today @ 1:30 in room 304" (1h ago, Re: Staff meeting)
- Main Content Area:** Displays a message: "No Message selected. Make a selection in your Inbox to view or compose a new message!".
- Right Panel:** Shows "PatientSafe Mira Mesa" with tabs for "Assigned" and "Units". Under "Units", there is a list of 23 nursing units:
  - 10151
  - 1E
  - 2-South
  - 2-West** (highlighted with a red box)
  - 3-North
  - 3-South
  - 3.N
  - 3RDFLOOR
  - AB03 Nursing Unit

2. Patient names display in that unit. You have the ability to sort by Name (A-Z, Z-A) or Room Number.
3. Click a patient name to view Patient Details.

**Judy Cartwright**

● Available Logout

Contacts
Patients

**Inbox**

🕒 🗑️

Time

Priority

Patients

🔍

👤 **Becky Anderson**  
Be right there  
1h ago

---

👤 **Nancy Cena**  
Patient pain management request 9/10.  
● 1h ago Burns, Frank:121 - 2

---

👤 **Linda Abernathy**  
Will patient be discharged today?  
● 1h ago Kent, Clark:120 - 1

---

👤 **M. Smart...** 4 more  
Staff meeting today 🕒 1:30 in room 304  
Re: Staff meeting  
● 1h ago

No Message selected.  
Make a selection in your  
Inbox to view or compose  
a new message!

**PatientSafe Mira Mesa**

Assigned
Units
🔍

← Back

Details

⌵

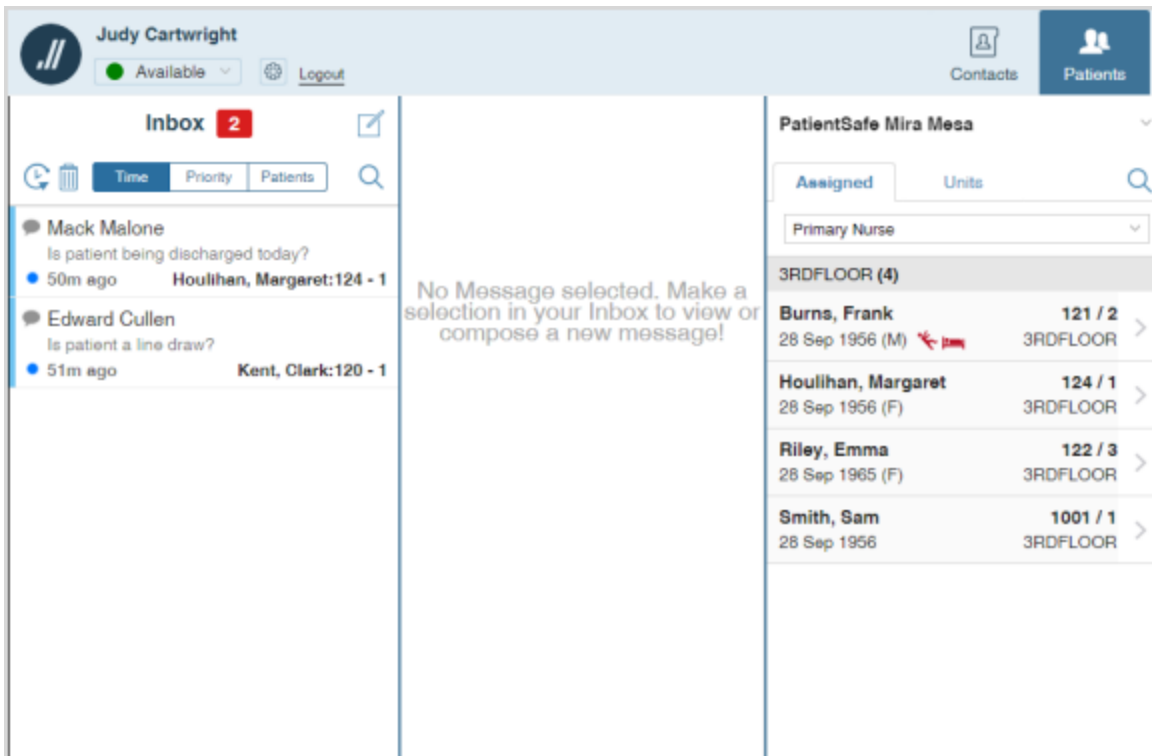
2-West (8)	
<b>Ahab, Captain</b> 15 Jan 1962 (M)	<div style="border: 1px solid #ccc; padding: 2px 5px; border-radius: 3px; display: inline-block;">                 Name A - Z                  Name Z - A                  Room 1 - 9                  Room 9 - 1             </div>
<b>Algar, Garth</b> 10 Aug 1960 (M)	<b>0020 / 1</b> 2-West >
<b>Amidala, Padme</b> 12 Sep 1971 (F)	<b>0021 / 1</b> 2-West >
<b>Bradford, Tom M.</b> 28 Sep 1956 (M)	<b>100 / 3</b> 2-West >
<b>Lockhart, Abby</b> 28 Sep 1956 (F)	<b>150 / 3</b> 2-West >
—	<b>100 / 1</b> 2-West
—	<b>100u / 1</b> 2-West

## View Display of Empty Beds in Nursing Units

Web Messenger has a filter that allows users to hide or display empty beds. This may be helpful if hospitals have a lot of nursing units with empty beds.

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

1. Touch the **Patients** tab.



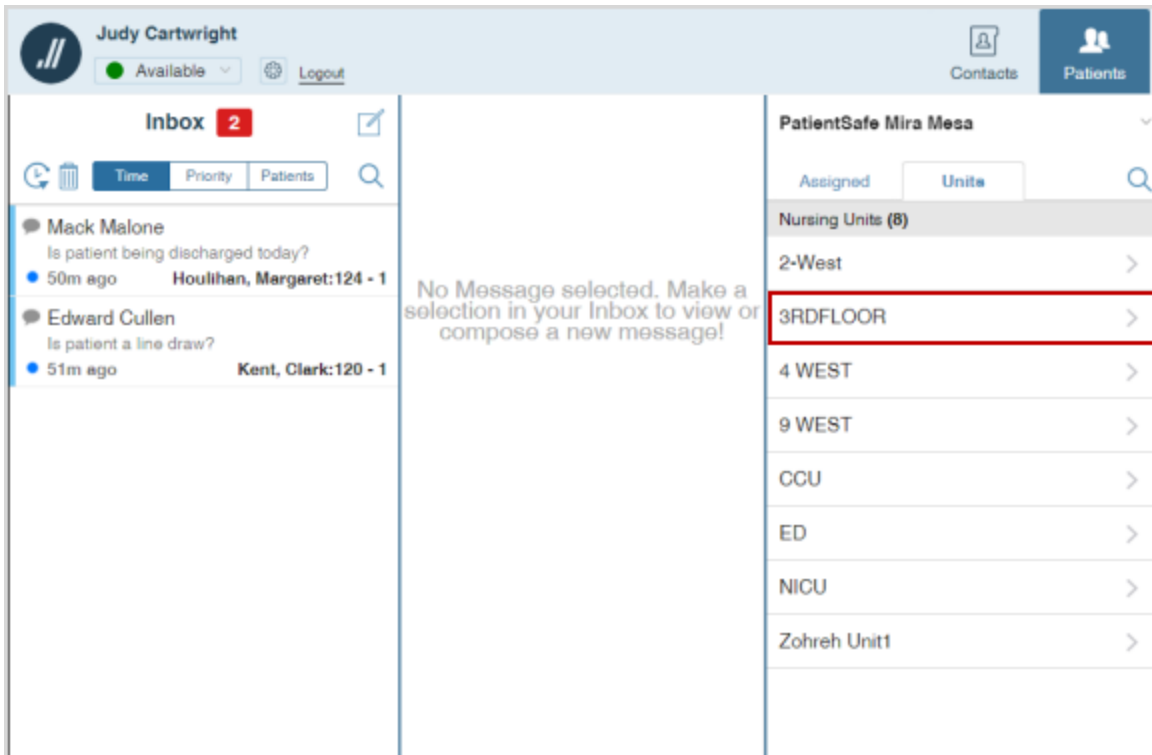
The screenshot shows the PatientSafe Web Messenger interface for user Judy Cartwright. The interface is divided into three main sections:

- Header:** User profile for Judy Cartwright (Available, Logout), and navigation tabs for Contacts and Patients.
- Inbox:** A list of messages with filters for Time, Priority, and Patients. Two messages are visible:
  - Mack Malone: "Is patient being discharged today?" (50m ago, Houlhan, Margaret:124 - 1)
  - Edward Cullen: "Is patient a line draw?" (51m ago, Kent, Clark:120 - 1)
- Right Panel:** A section for "PatientSafe Mira Mesa" with tabs for "Assigned" and "Units". A dropdown menu for "Primary Nurse" is visible. Below this is a list of nursing units on the 3RDFLOOR (4):
 

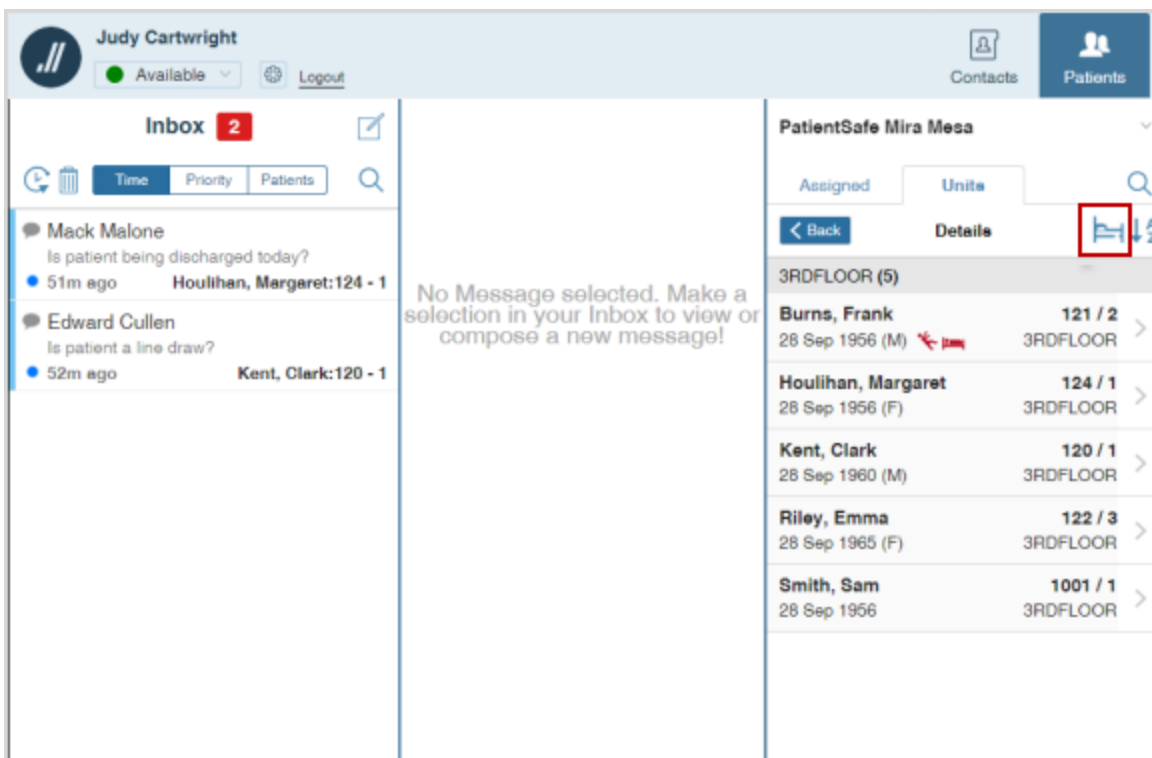
3RDFLOOR (4)	
<b>Burns, Frank</b> 28 Sep 1956 (M)	<b>121 / 2</b> 3RDFLOOR
<b>Houlhan, Margaret</b> 28 Sep 1956 (F)	<b>124 / 1</b> 3RDFLOOR
<b>Riley, Emma</b> 28 Sep 1965 (F)	<b>122 / 3</b> 3RDFLOOR
<b>Smith, Sam</b> 28 Sep 1956	<b>1001 / 1</b> 3RDFLOOR

A central message reads: "No Message selected. Make a selection in your Inbox to view or compose a new message!"

2. Touch **Units** to display all nursing units assigned to the logged in user.
3. Touch the specific nursing unit for which you want to see if there are any empty locations.



4. Touch the **Bed** icon to display empty beds.



5. The empty locations display toward the bottom of the list.
6. Scroll down to see additional empty beds.

The screenshot shows the PatientTouch Web Messenger interface for user Judy Cartwright. The interface is divided into three main sections:

- Header:** User name "Judy Cartwright", status "Available", and "Logout" button. Navigation tabs for "Contacts" and "Patients" are visible.
- Inbox (Left Panel):** Titled "Inbox 2", it contains two messages:
  - Mack Malone: "Is patient being discharged today?" (52m ago, assigned to Houlihan, Margaret: 124 - 1)
  - Edward Cullen: "Is patient a line draw?" (53m ago, assigned to Kent, Clark: 120 - 1)
- Message View (Center Panel):** Displays the text: "No Message selected. Make a selection in your Inbox to view or compose a new message!"
- Patient List (Right Panel):** Titled "PatientSafe Mira Mesa", it shows a list of patients assigned to "3RDFLOOR (44)". The list includes:
 

Assigned	Units
<b>Burns, Frank</b> 28 Sep 1956 (M)	<b>121 / 2</b> 3RDFLOOR
<b>Houlihan, Margaret</b> 28 Sep 1956 (F)	<b>124 / 1</b> 3RDFLOOR
<b>Kent, Clark</b> 28 Sep 1960 (M)	<b>120 / 1</b> 3RDFLOOR
<b>Riley, Emma</b> 28 Sep 1965 (F)	<b>122 / 3</b> 3RDFLOOR
<b>Smith, Sam</b> 28 Sep 1956	<b>1001 / 1</b> 3RDFLOOR
—	<b>0322 / 1</b> 3RDFLOOR
—	<b>0518 / 1</b> 3RDFLOOR

7. Touch the **Sort** icon to sort numerically by bed number. The empty beds will display at the top of the list.
8. Or, sort alphabetically to display empty beds on the bottom.

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user's name "Judy Cartwright" is shown along with a status indicator "Available" and a "Logout" button. On the right, there are "Contacts" and "Patients" buttons. The main interface is divided into three sections:

- Inbox (Left):** Shows two messages. The first is from "Mack Malone" with the subject "Is patient being discharged today?" and a timestamp of "1h ago". The second is from "Edward Cullen" with the subject "Is patient a line draw?" and a timestamp of "1h ago".
- Message View (Center):** A large text area containing the message: "No Message selected. Make a selection in your Inbox to view or compose a new message!".
- PatientSafe Mira Mesa (Right):** A details view for a patient unit. It includes a "Back" button and a "Details" header. A red box highlights a dropdown menu with the following options: "Name A - Z", "Name Z - A", "Room 1 - 9", and "Room 9 - 1". Below this, a list of patient units is displayed, including "100 / 1 3RDFLOOR", "1024 / 1 3RDFLOOR", "1024 / 2 3RDFLOOR", "105 / 1 3RDFLOOR", "11 / 1 3RDFLOOR", and "1102 / 1".

## Multi Facility

Multi-facility allows multiple hospitals (referred to as facilities) to be grouped into a single campus and share caregivers and resources across facilities. Users can choose which facility to view in the Contacts and Patients tabs.

### Contacts

1. Click the **Contacts** tab.
2. Click the **Facility** drop down menu and select the **Temecula** facility.

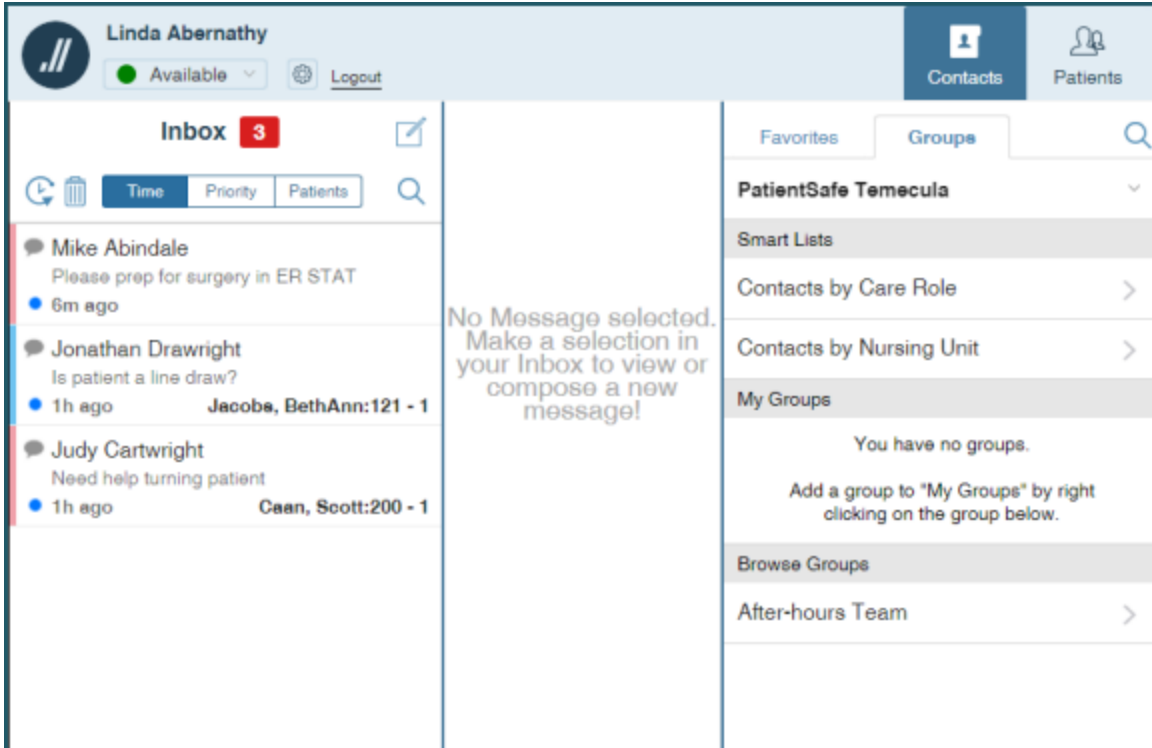


**Facilities display in alphabetical order.**

The screenshot shows the PatientTouch Web Messenger interface. At the top, the user's name is Linda Abernathy, with a status of 'Available' and a 'Logout' button. The 'Contacts' tab is selected. The main area is divided into three sections:

- Inbox (3):** Contains three messages:
  - Mike Abindale: Please prep for surgery in ER STAT (6m ago)
  - Jonathan Drawright: Is patient a line draw? (1h ago) - Jacobs, BethAnn:121 - 1
  - Judy Cartwright: Need help turning patient (1h ago) - Caan, Scott:200 - 1
- Message Area:** Displays the text: "No Message selected. Make a selection in your Inbox to view or compose a new message!"
- Contacts Panel:** Shows a dropdown menu for 'PatientSafe Mira Mesa'. The dropdown is open, showing:
  - PatientSafe Mira Mesa (selected)
  - PatientSafe Temecula
  - Contacts by Care Role
  - Contacts by Nursing Unit
  - My Groups (You have no groups. Add a group to "My Groups" by right clicking on the group below.)
  - Browse Groups:
    - 2-South
    - 3-North
    - 3RDFLOOR

All Groups display that are located in the **Temecula** facility.



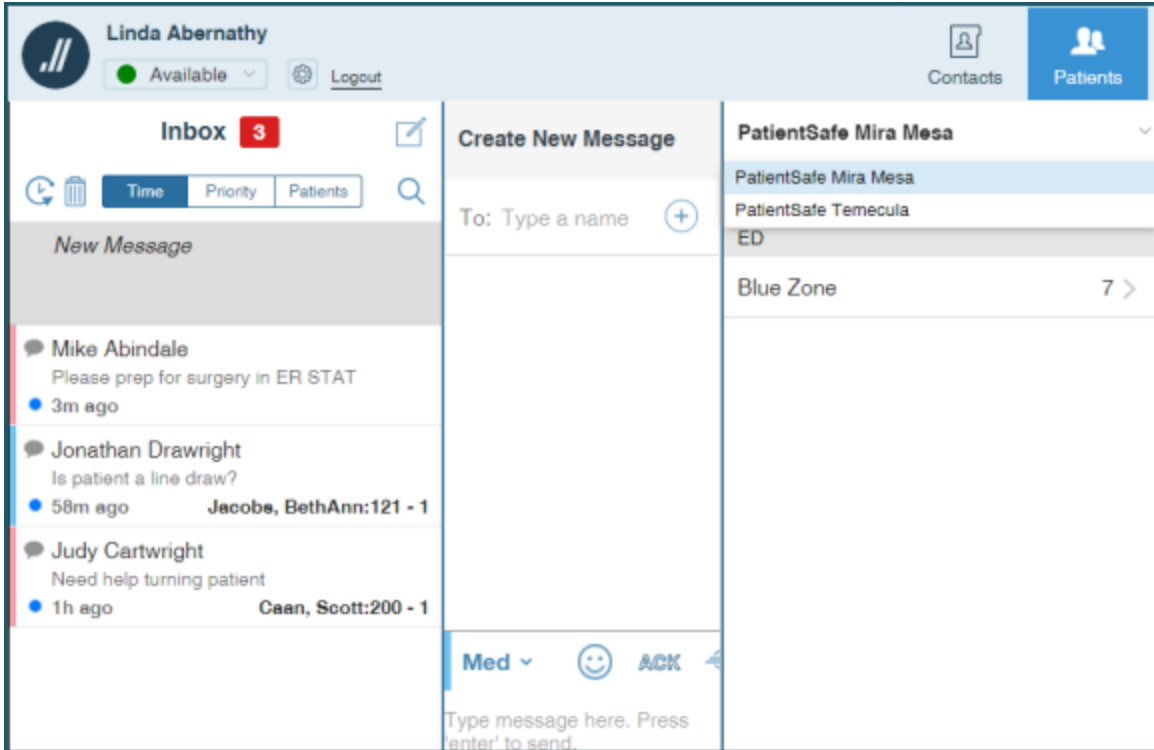
## Patients

1. Click the **Patients** tab.
2. Click the **Facility** drop down menu and select the **Temecula** facility.

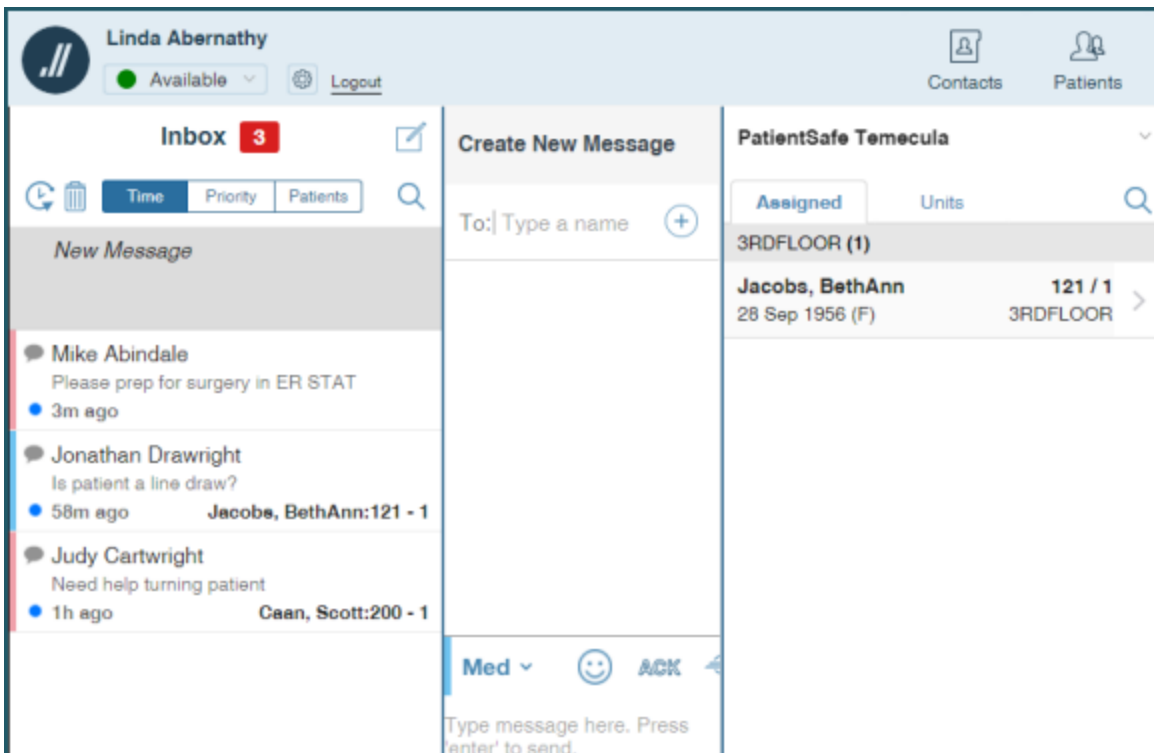


**Facilities display in alphabetical order.**





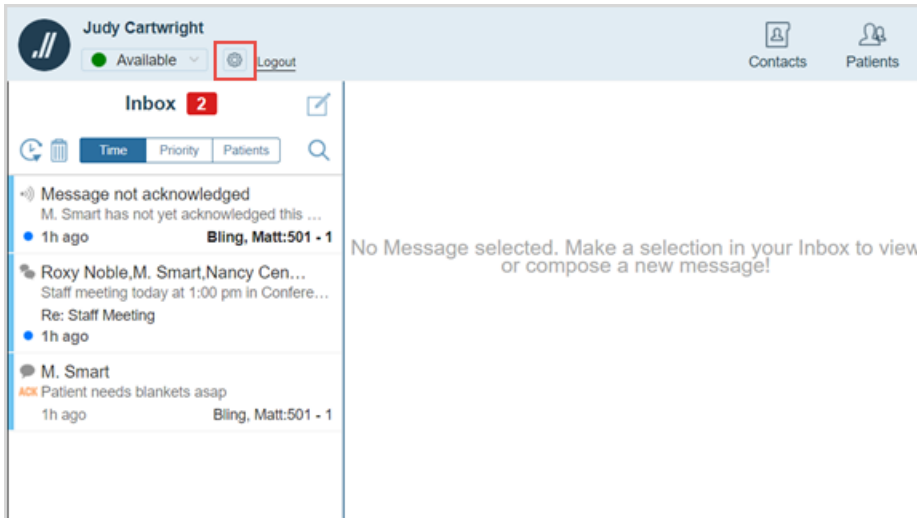
All Patients display that are located in the **Temecula** facility.



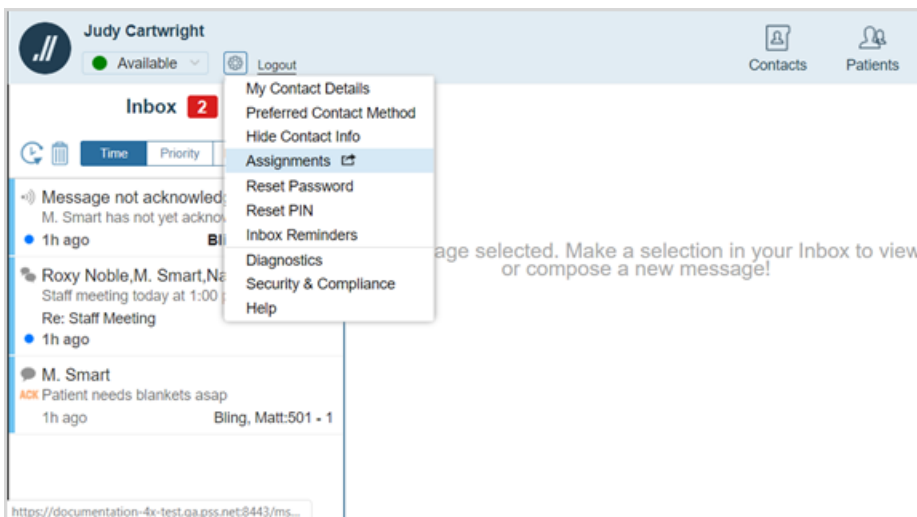
## My Assignments

Web Messenger allows you to access the Enterprise Manager to manage patient assignments. Follow the instructions below to assign and unassign patients to yourself.

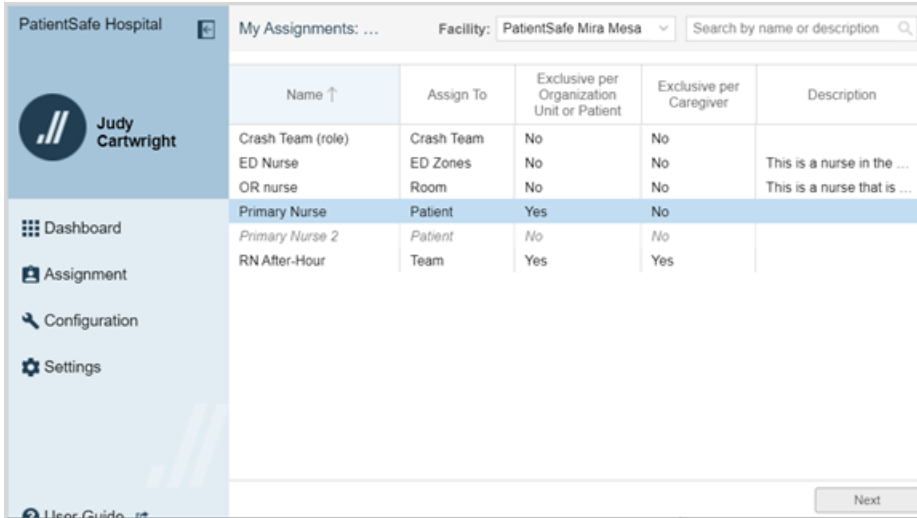
1. Click the **Options** menu.



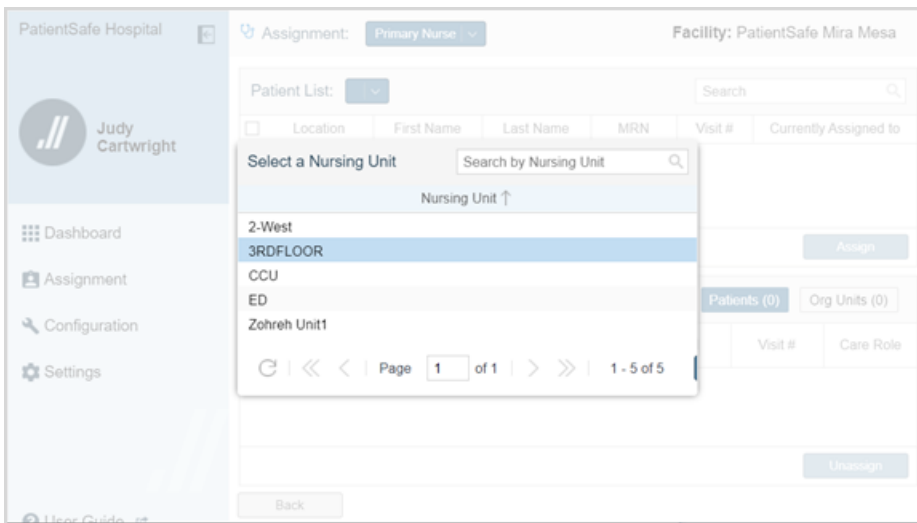
2. Click **Assignments**.



3. Double-click your **Care Role**.



4. Double-click the nursing unit the patients are on.



5. Click the check boxes next to the patients you want to assign to yourself.
6. Click **Assign**.

PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: 3RDFLOOR

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input checked="" type="checkbox"/>	120 1	Clark	Kent	M100027	V100...	
<input checked="" type="checkbox"/>	122 3	Emma	Riley	M11101	V11101	
<input type="checkbox"/>	155 2	Samantha	Stone	M10008	V10008	
<input type="checkbox"/>	1234 1	Dwight	Schrute	MRN1974	VISIT...	

Assign 2 patient(s) Assign

Current Assignments Patients (3) Org Units (0)

<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	200 1	3RDFLO...	Caan	Scott	M110099	V110099	Primary ...
<input type="checkbox"/>	120 1	3RDFLO...	Smith	Frank	M1001	V1001	Primary ...
<input type="checkbox"/>	111 1	3RDFLO...	Burns	Frank	M100006	V100006	Primary ...

Unassign

Back

The newly assigned patients display under **Current Assignments**.

PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: 3RDFLOOR

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	120 1	Clark	Kent	M100027	V100...	Judy Cartwright
<input type="checkbox"/>	122 3	Emma	Riley	M11101	V11101	Judy Cartwright
<input type="checkbox"/>	155 2	Samantha	Stone	M10008	V10008	
<input type="checkbox"/>	1234 1	Dwight	Schrute	MRN1974	VISIT...	

Assign

Current Assignments Patients (5) Org Units (0)

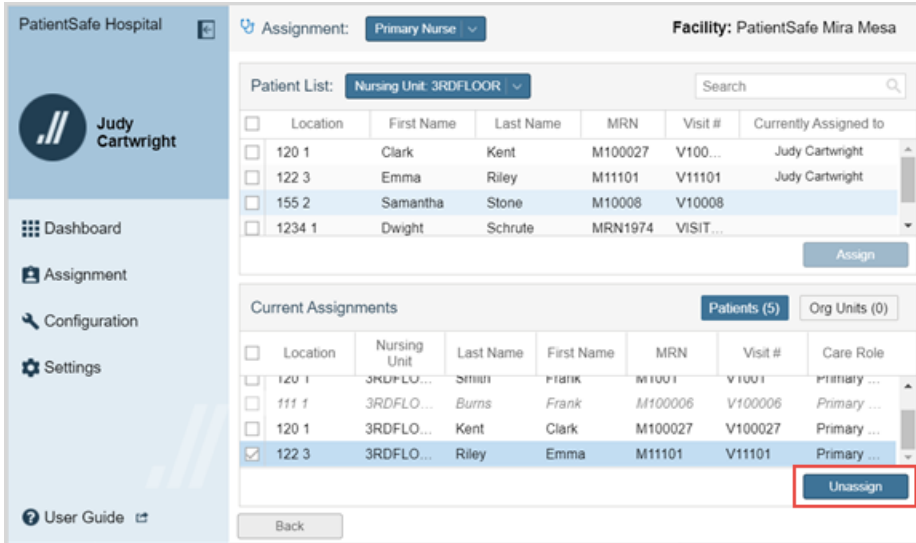
<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	120 1	3RDFLO...	Smith	Frank	M1001	V1001	Primary ...
<input type="checkbox"/>	111 1	3RDFLO...	Burns	Frank	M100006	V100006	Primary ...
<input checked="" type="checkbox"/>	120 1	3RDFLO...	Kent	Clark	M100027	V100027	Primary ...
<input checked="" type="checkbox"/>	122 3	3RDFLO...	Riley	Emma	M11101	V11101	Primary ...

Unassign

Back

7. To unassign a patient, click the check box next to their name.

8. Click **Unassign**.



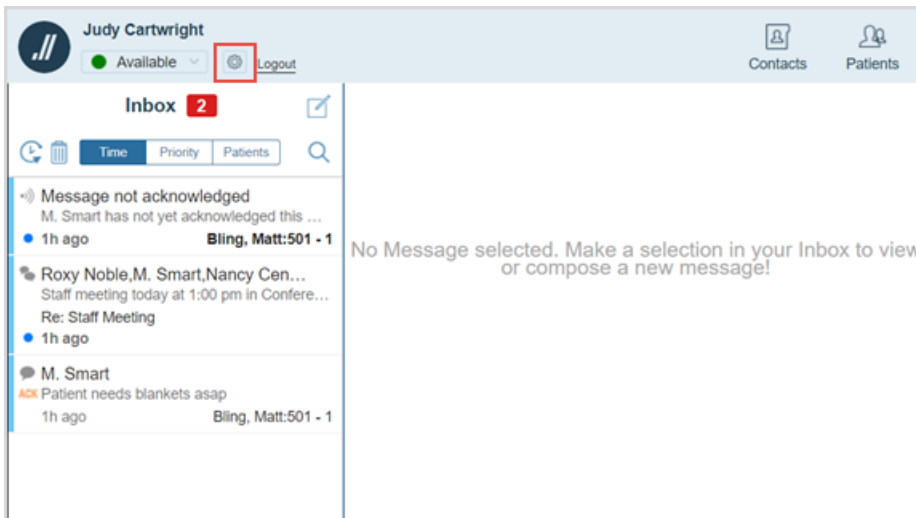
The screenshot shows the PatientSafe Hospital interface. The top navigation bar includes "PatientSafe Hospital", "Assignment: Primary Nurse", and "Facility: PatientSafe Mira Mesa". The left sidebar contains navigation options: Dashboard, Assignment, Configuration, Settings, and User Guide. The main content area is titled "Patient List: Nursing Unit: 3RDFLOOR" and features a search bar. Below the search bar is a table with columns: Location, First Name, Last Name, MRN, Visit #, and Currently Assigned to. The table lists four patients: Clark Kent (M100027), Emma Riley (M11101), Samantha Stone (M10008), and Dwight Schrote (MRN1974). An "Assign" button is located below the table. Below the "Assign" button is a section titled "Current Assignments" with sub-sections for "Patients (5)" and "Org Units (0)". This section contains a table with columns: Location, Nursing Unit, Last Name, First Name, MRN, Visit #, and Care Role. The table lists five patients, with the last one, Emma Riley (M11101), selected. An "Unassign" button is highlighted with a red box below the selected patient row. A "Back" button is located at the bottom left of the main content area.

## Assign Other Caregivers

Web Messenger may be used by Charge Nurses or Unit Secretaries who want to assign patients to some of the staff nurses.

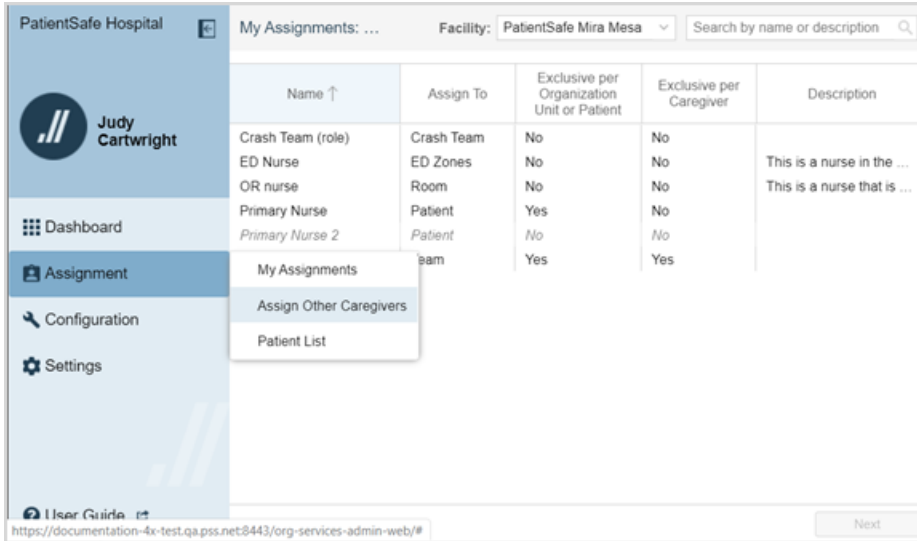
Follow the instructions below to learn how to assign patients to other caregivers.

1. Click the **Options** menu.



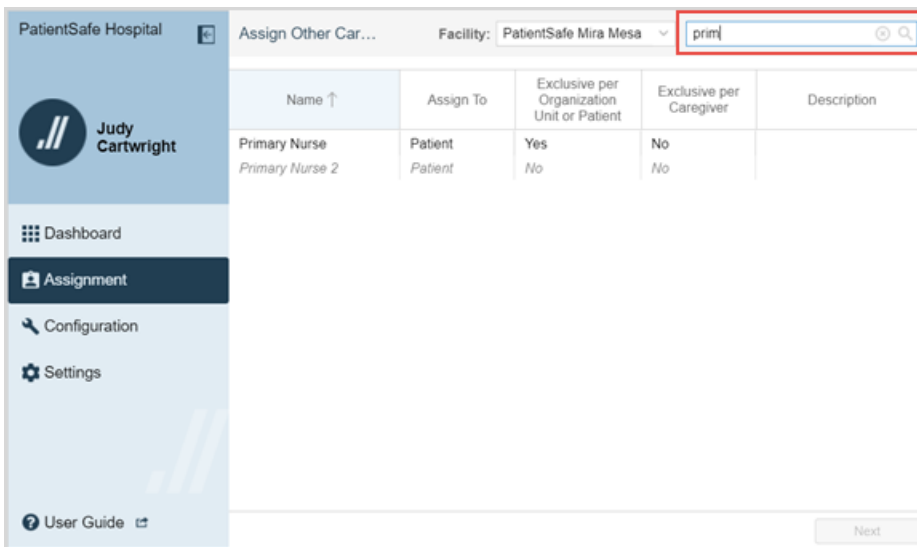
The screenshot shows the PatientSafe Hospital interface. The top navigation bar includes "Judy Cartwright", "Available", "Logout", "Contacts", and "Patients". The left sidebar contains navigation options: Inbox (2), Time, Priority, Patients, and a search bar. The main content area displays a list of messages in the inbox. The messages are: "Message not acknowledged" (1h ago), "Roxy Noble, M. Smart, Nancy Cen..." (1h ago), and "M. Smart" (1h ago). A "No Message selected. Make a selection in your Inbox to view or compose a new message!" message is displayed in the main content area. The "Options" menu icon is highlighted with a red box in the top navigation bar.

2. Click **Assignment>Assign Other Caregivers**.

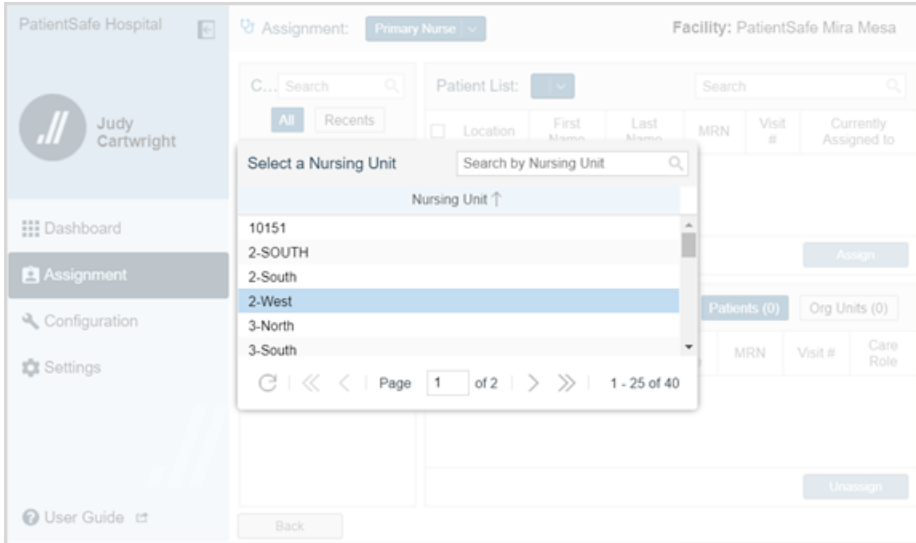


3. Search for the caregiver's **Care Role**.

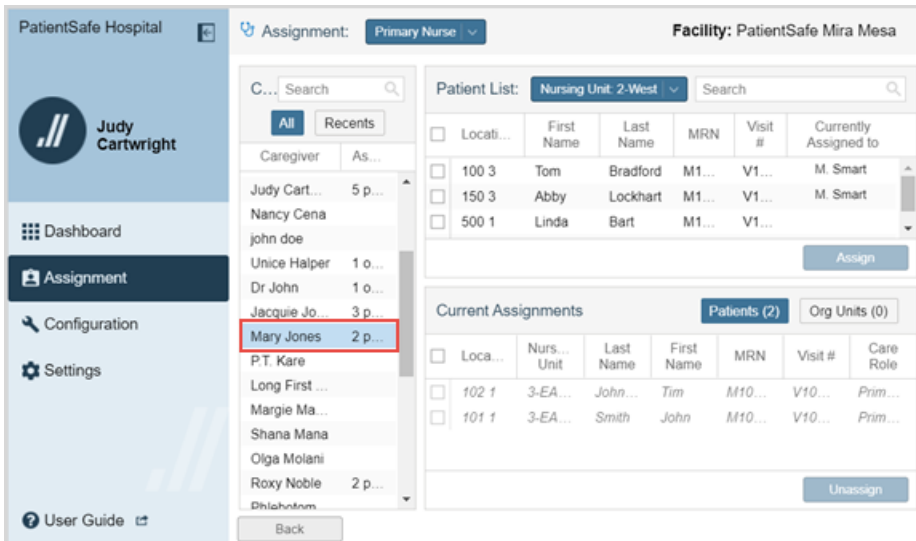
4. Double-click **Primary Nurse**.



5. Double-click the nursing unit the patients belong to.

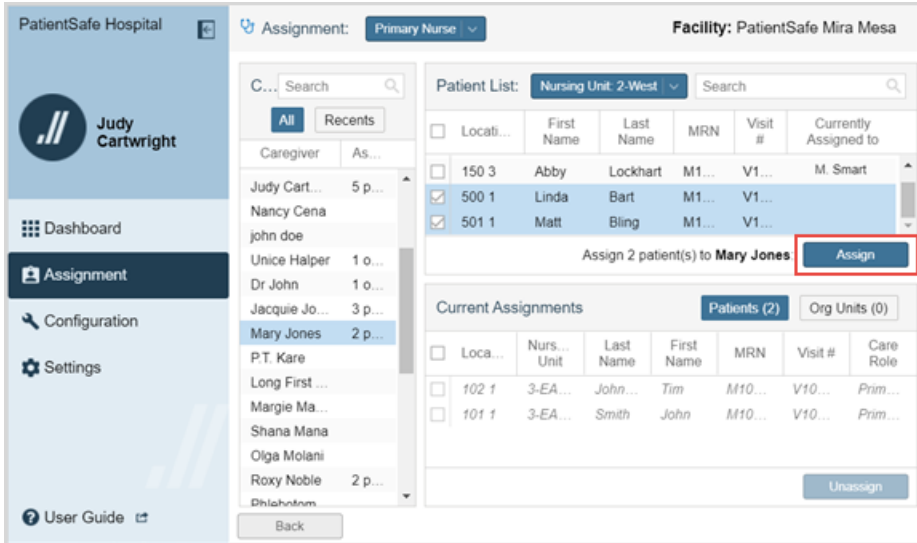


6. Scroll down and locate the name of the caregiver for which you want to assign patients.

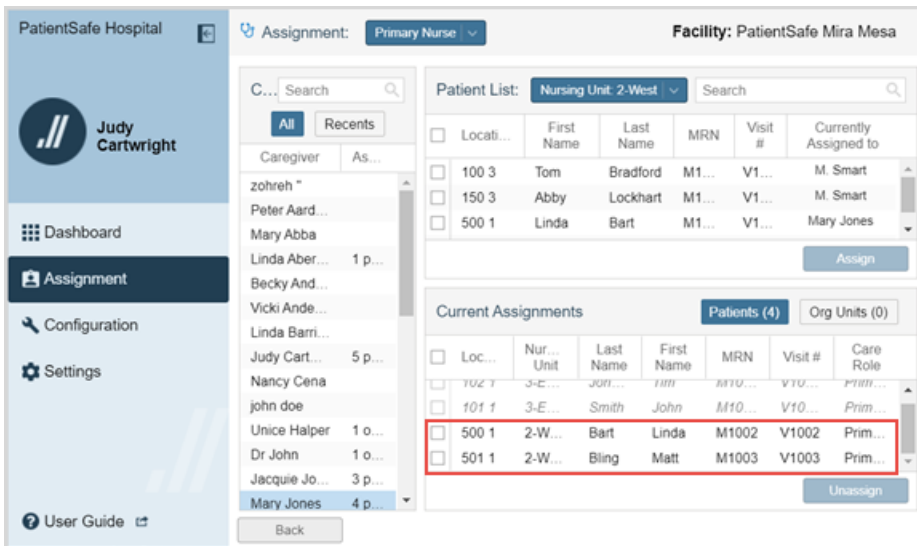


7. Click the check boxes next to the patient names.

8. Click **Assign**.



The newly assigned patients display under Current Assignments.



9. To unassign a patient, click the check box next to their name.

10. Click **Unassign**.



PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

---

C... Search

**All** Recents

Caregiver As...

- zohreh \*
- Peter Aard...
- Mary Abba
- Linda Aber... 1 p...
- Becky And...
- Vicki Ande...
- Linda Barri...
- Judy Cart... 5 p...
- Nancy Cena
- john doe
- Unice Halper 1 o...
- Dr John 1 o...
- Jacque Jo... 3 p...
- Mary Jones 4 p...

Back

**Patient List:** Nursing Unit: 2-West Search

<input type="checkbox"/>	Locati...	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M1...	V1...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M1...	V1...	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M1...	V1...	Mary Jones

Assign

---

**Current Assignments** Patients (4) Org Units (0)

<input type="checkbox"/>	Loc...	Nur... Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-E...	Jon...	Jim	M10...	V10...	Prim...
<input type="checkbox"/>	101 1	3-E...	Smith	John	M10...	V10...	Prim...
<input type="checkbox"/>	500 1	2-W...	Bart	Linda	M1002	V1002	Prim...
<input checked="" type="checkbox"/>	501 1	2-W...	Bling	Matt	M1003	V1003	Prim...

**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.

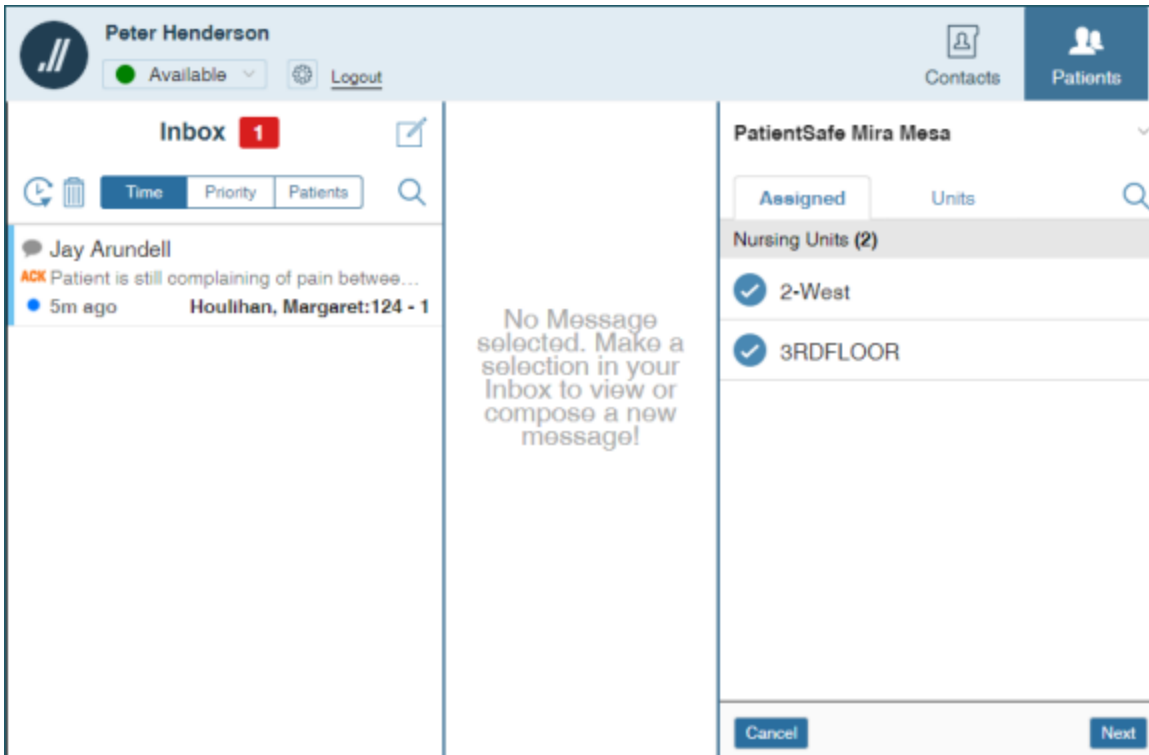
### On-Call Hospitalist

1. From the Patients tab, click **Transfer**.

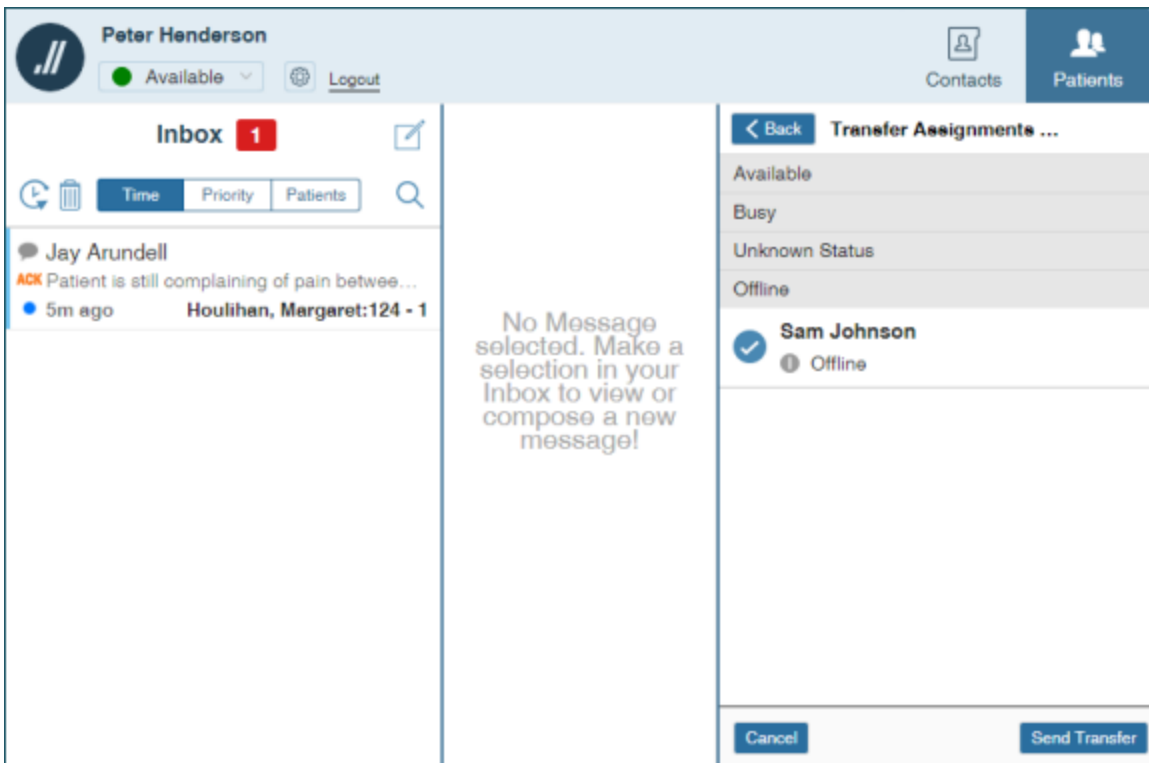
PatientSafe Mira Mesa	
Assigned	Units
Nursing Units (2)	
2-West	2 >
3RDFLOOR	6 >

The nursing units display that are ready for transfer.

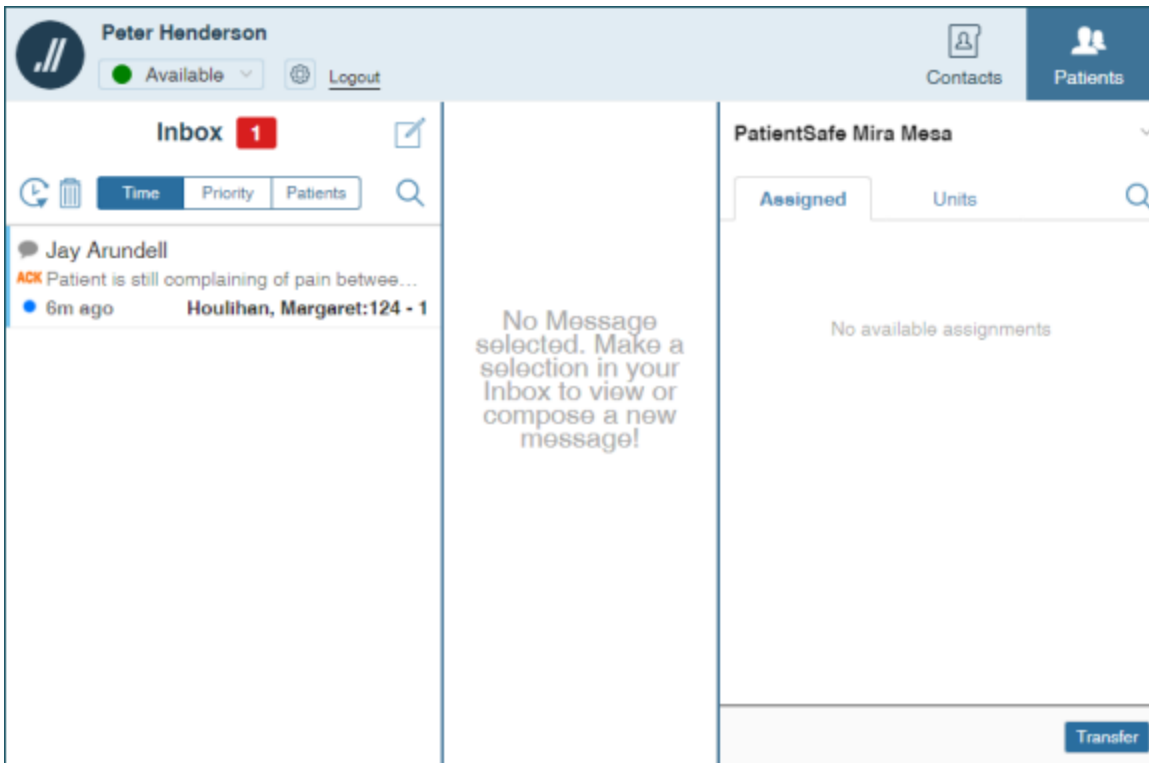
2. If desired, deselect a unit.
3. Click **Next**.



4. Select the recipient of the transfer. In this case, it is the Admitting Hospitalist.
5. Click **Send Transfer**.



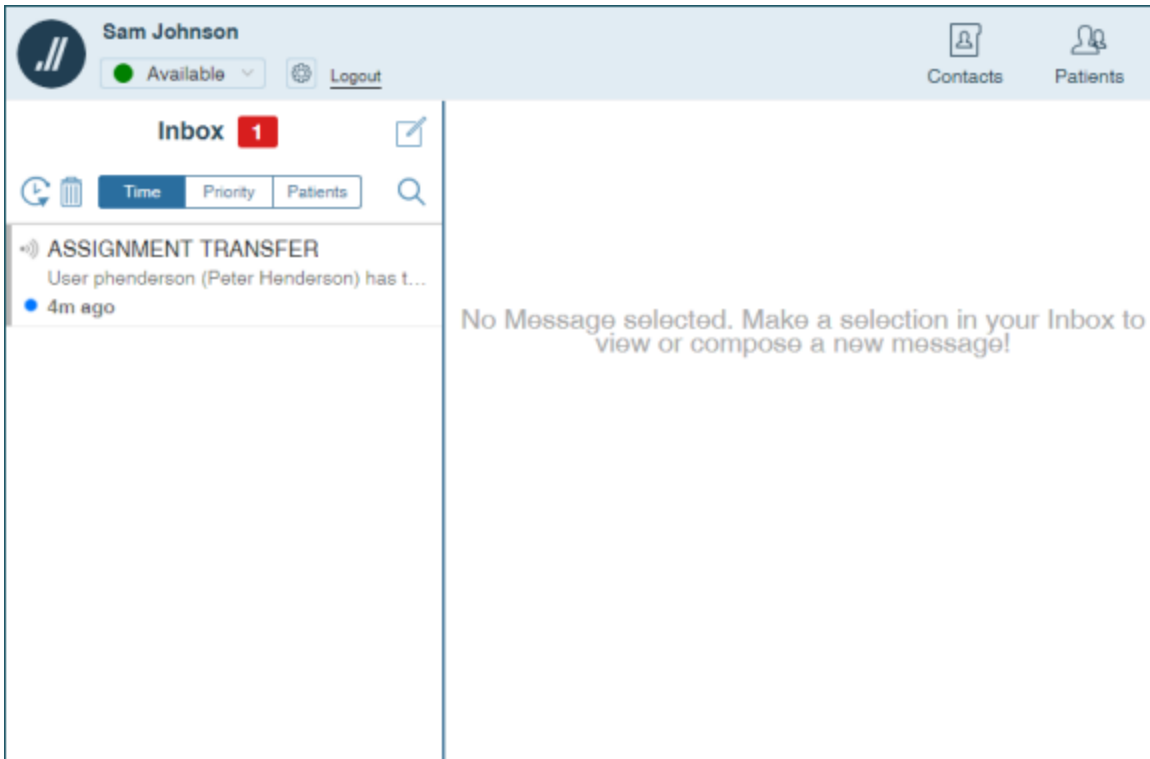
The units have been reassigned and no longer display.



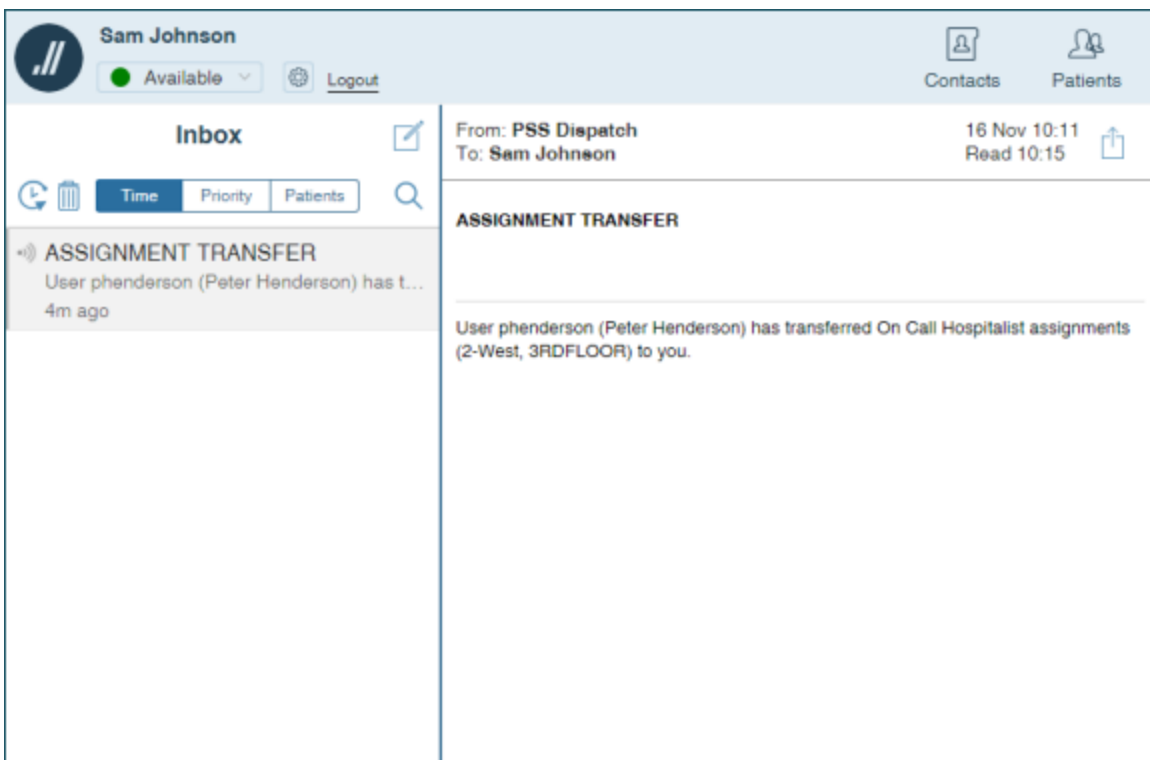
## Admitting Hospitalist

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

1. Click on the message to bring up message details.



The message indicates that the transfer is complete and the units have been transferred to you.



## Security Mode

The application will enter Security Mode if no activity is detected for a specific amount of time configured in the Enterprise Manager.

You will need to enter your PIN or password to re-enter.



**Both PIN and password are configured in the Enterprise Manager.**

1. Enter your PIN and click **Go** or press **Enter** on your keyboard.
2. Or, click the **Use password** check box and enter your password and click **Go**.
3. Click **Logout** to log out of the application.

The screenshot shows the PatientTouch Communications interface in Security Mode. At the top left is the PatientTouch Communications logo. The main content area is a light blue box with the following text: "PatientTouch Communications®", "PatientSafe Hospital", and "Logged in as: Judy Cartwright". Below this is a login form with a lock icon, a text input field labeled "PIN", a checkbox labeled "Use password", and a blue "Go" button. Underneath the login form, it says "3 New Notifications" and "Messages | 0 | 3 | 0". At the bottom of the main content area is a blue "Logout" button. The footer contains the copyright notice "©2017 PatientSafe Solutions, Inc." and three links: "Diagnostics", "Security & Compliance", and "Help".

# Logging Out

1. To log out, click **Logout** located on the top navigation pane.

