



# PatientTouch® Communications Application User Guide (Android)

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 secure 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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# Table of Contents

<b>Getting Started</b> .....	<b>1</b>
Security Assertion Mark Up Language (SAML) Integration .....	1
Fingerprint Sign In .....	5
Single Sign On (SSO) .....	10
<b>Inbox and Messaging</b> .....	<b>11</b>
Viewing the Inbox .....	11
Composing a Text Message .....	13
Emoji Support .....	17
Acknowledging a Request .....	18
Forwarding Text Messages .....	21
Deleting a Message .....	23
<b>User Profile</b> .....	<b>24</b>
Persistent Login Mode .....	24
Accessing the Icons Legend .....	26
Setting Inbox Reminders .....	28
Changing Your Password .....	29
<b>Contacts</b> .....	<b>31</b>
Managing Contacts .....	31
Preferred Contact Method .....	35
Edit and Hide Contact Info .....	37
Managing Browse Groups .....	41
Facility Numbers .....	43
Assigned & All Pivots .....	45
On Call Scheduling .....	46
<b>Managing Assignments</b> .....	<b>51</b>
Orchestrating Patient Assignments .....	51
Restricting Assignments .....	53
Transfer Assignments .....	55
Filter Empty Beds .....	58
Partial Care Team Group Chat .....	59
<b>Patient Information</b> .....	<b>61</b>
Viewing Patient Information .....	61
Viewing Patient Information via mView .....	63
<b>Phone</b> .....	<b>64</b>
Placing a Call .....	64
Custom Caller ID .....	66
<b>Logging Out</b> .....	<b>69</b>

Security Mode .....70

# Getting Started

PatientTouch Communications allows you to log into the application using one of the following methods: SAML Integration, Fingerprint Sign In, or username and password. Each of these methods are described in this topic and the next two topics.

## Security Assertion Mark Up Language (SAML) Integration

SAML Integration is for hospitals that want to use a third party Multi-Factor Authentication (MFA) system to ensure a safer and more secure log in. SAML Integration may be used by internal hospital employees (Internal Users), or, users external to the hospital network (External Users).



**Users with SAML Integration configured will *not* be able to log with Fingerprint Sign In. However, when the application moves to Security Mode, users will be able to re-authenticate back into the application using Biometric Authentication.**



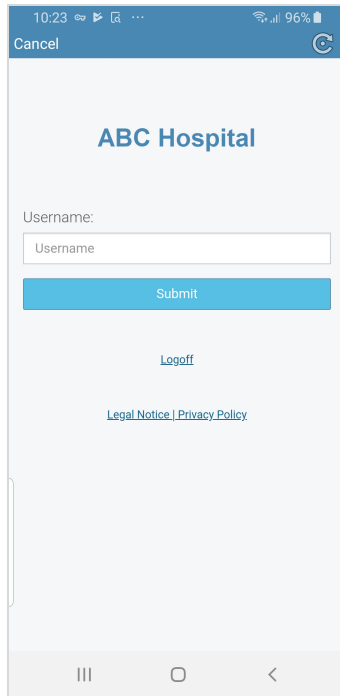
**SAML Integration can be enabled/disabled globally in Enterprise Manager once initially configured.**

Please follow the instructions below to log in using SAML Integration.

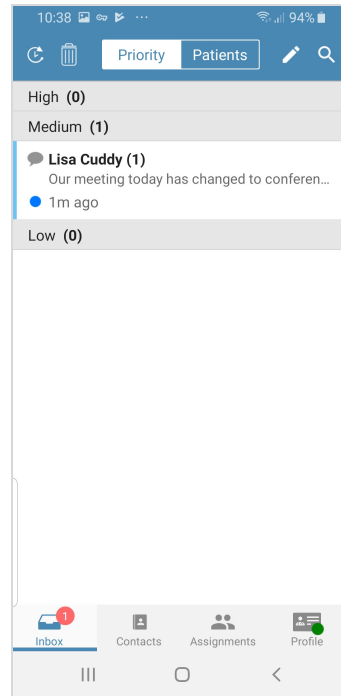
### External Users

Users who are on a non-hospital owned device or are outside of the hospital's internal network, will see a customized MFA/SAML login screen asking for your log in information. Depending on the application selected by each hospital, these screens will vary in appearance and functionality.

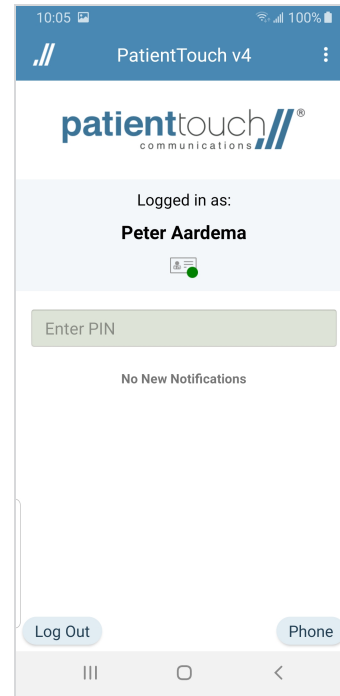
A sample screen is provided below. External users would enter their username and password to get access to PatientTouch. And some facilities may ask for an additional multi-factor authentication code.



1. Depending on the hospital's security policy, each MFL/SAML login screen will differ.
2. You may be asked to enter your username, password, and/or an additional login code.



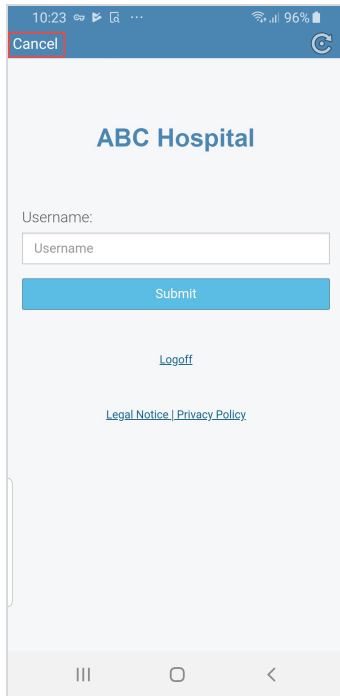
3. Upon logging in, the **Inbox** automatically displays with all of your important messages.



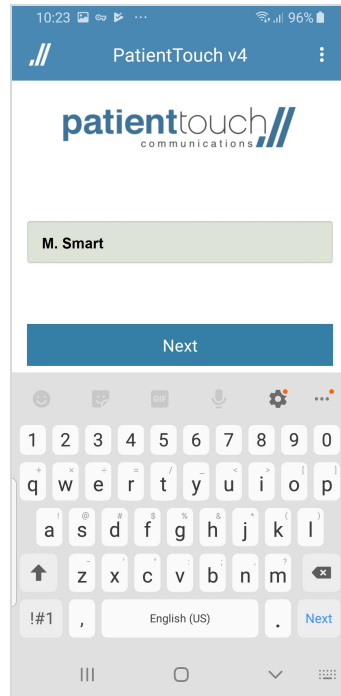
4. Enter your password, PIN, or use Biometric Authentication to reauthenticate when in **Security Mode**.

## Internal Users

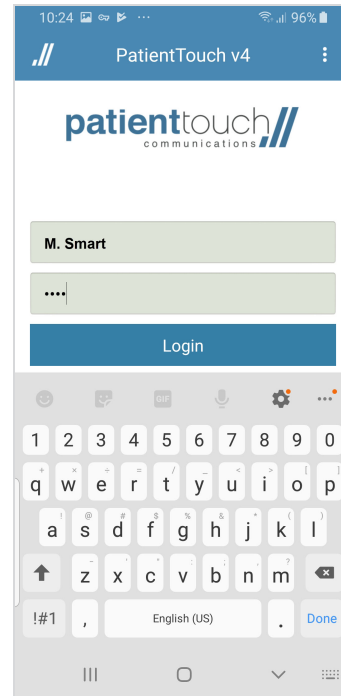
If users are internal to the hospital network or are using a hospital shared device, they will need to touch **Cancel** on the MFA/SAML screen to access the PatientTouch log in screen.



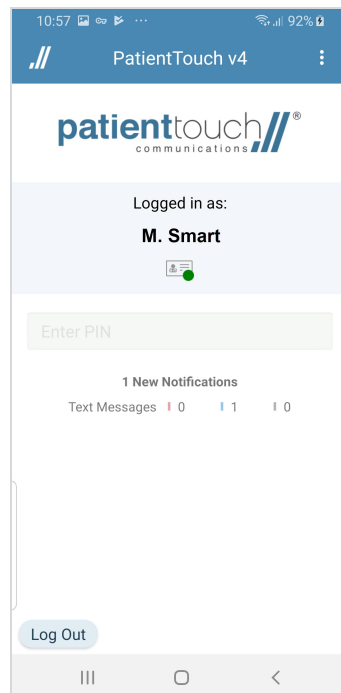
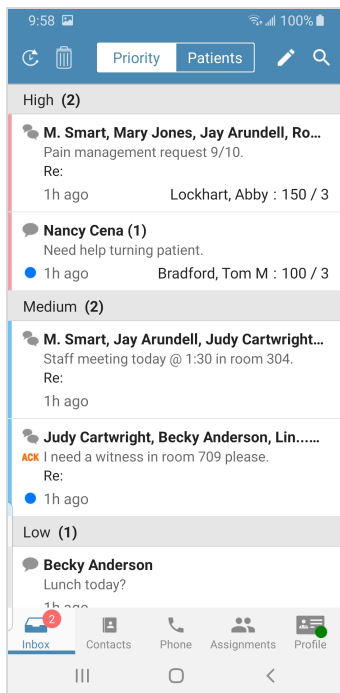
1. Touch **Cancel** to access PatientTouch.



2. On the PatientTouch login screen, enter your username.  
3. Touch **Next**.



4. Enter your password.  
5. Touch **Login**.



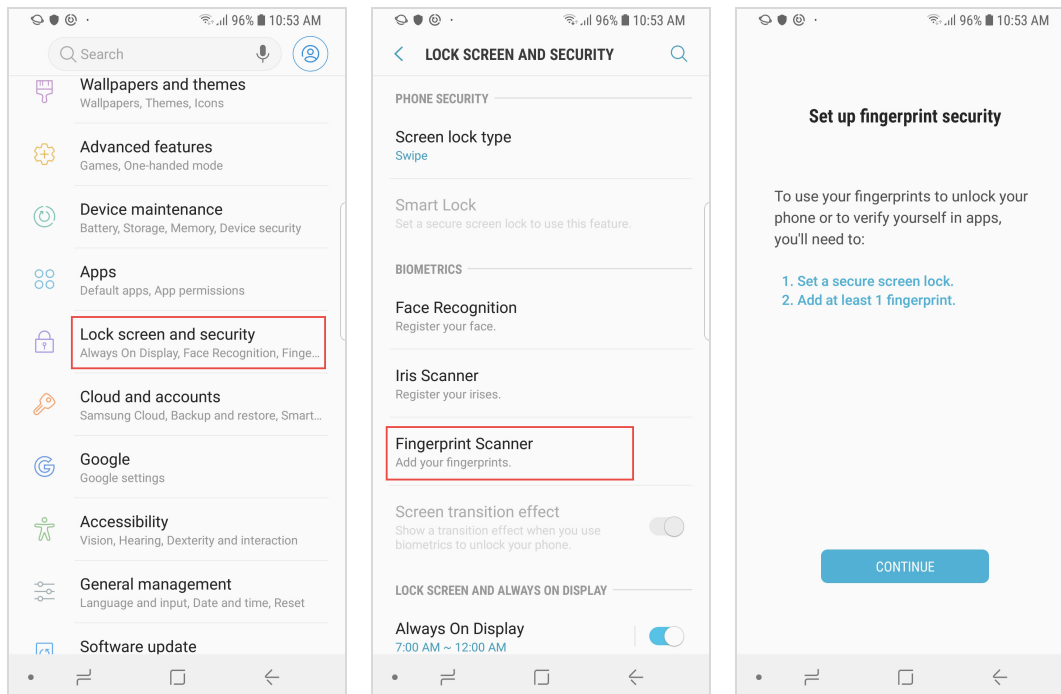
6. The **Inbox** automatically displays with all of your important messages.

7. Enter your password, PIN, or use Biometric Authentication to reauthenticate when in **Security Mode**.

## Fingerprint Sign In

PatientTouch Communications provides Fingerprint Sign In on any non-shared device, or, devices with "In-hospital Shared Device" turned off. Fingerprint Sign In works on any Android device that has an operating system post-Marshmallow.

Users must have Fingerprint Sign In configured on their device to use this feature. Use the instructions below to add a fingerprint.



1. Access **Settings** on your Android device.

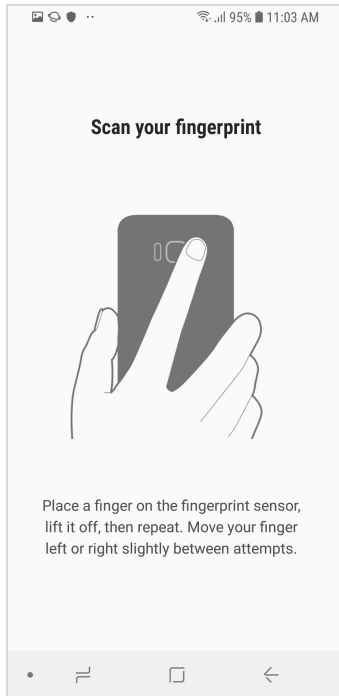
2. Select **Lock screen and security**.

3. Touch **Fingerprint Scanner**.

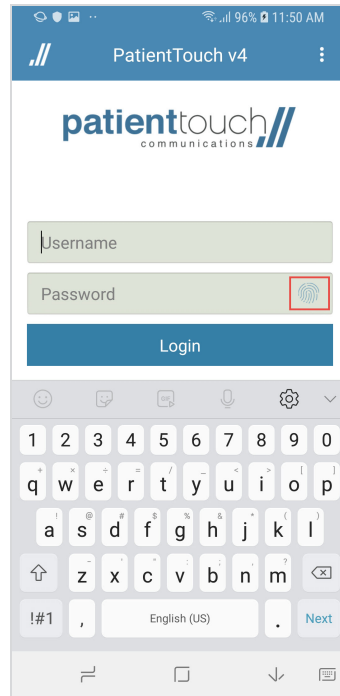
4. Touch **Continue** and add a password or pin.

5. Follow all prompts.

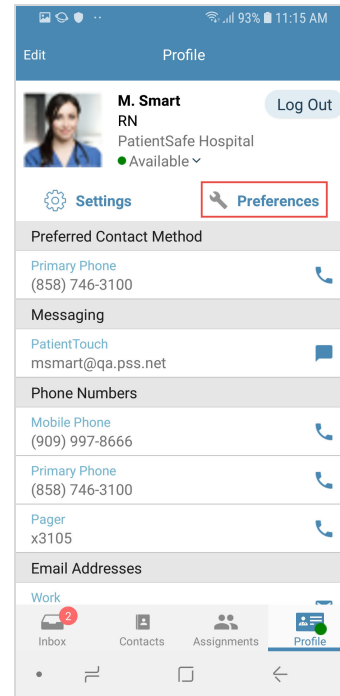




6. Place your finger on the **BACK** of your device on the fingerprint sensor, repeating as the instructions allow.
7. Follow all prompts.



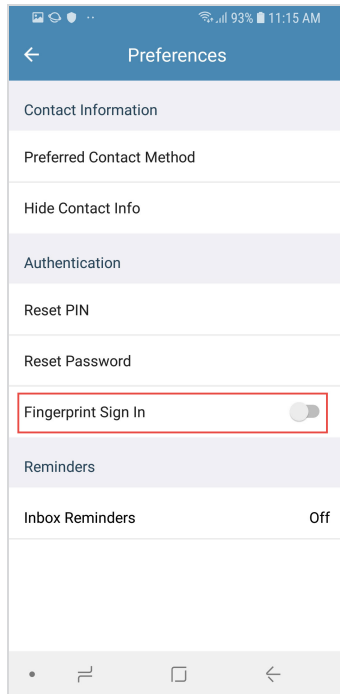
8. After setting up your fingerprint, you should see a **blue thumbprint** in the password line of the PatientTouch Communications application.
9. Log in with your PatientTouch user name and password.



10. Access the **Profile>Preferences** screen.

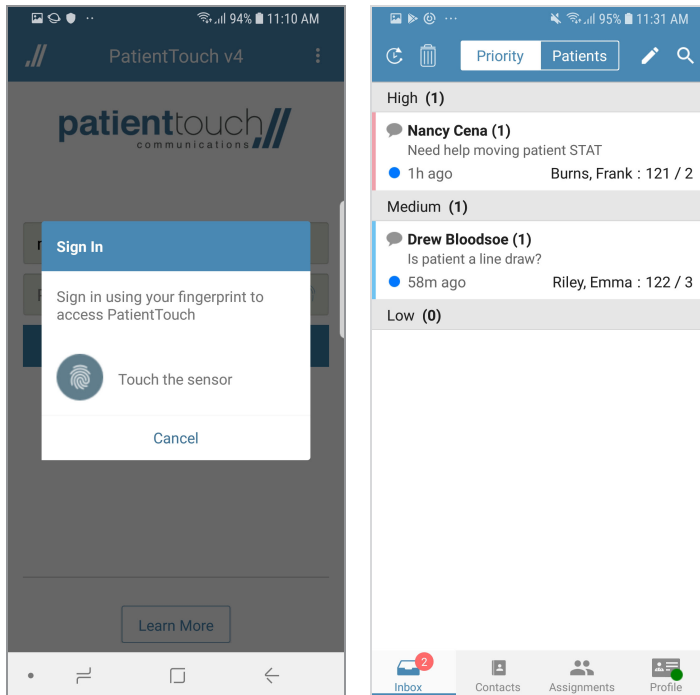


**If you do not see a thumbprint on the password line, your facility may not have this feature enabled.**



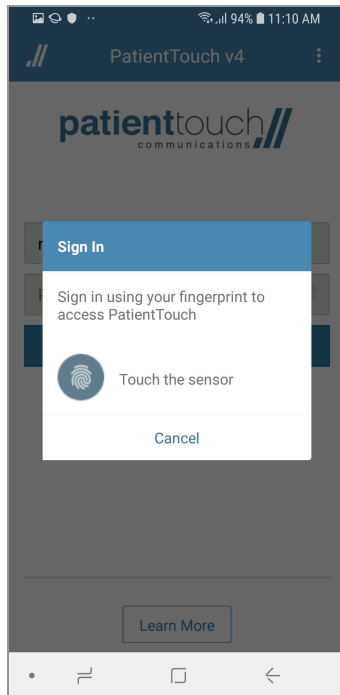
11. Select **Fingerprint Sign In** and enter your PatientTouch password to enable the process.

## Login with Fingerprint Sign In

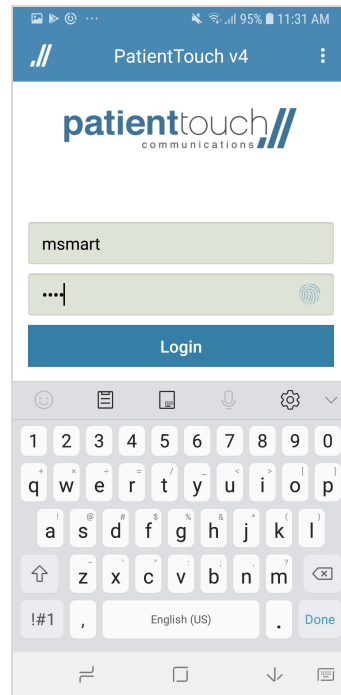


1. Launch the PatientTouch Communications application.
2. The login screen displays an alert asking you to use **Fingerprint Sign In** to login.
3. Press your finger on the fingerprint sensor located on the back of the device.
4. You automatically advance to the PatientTouch Communications Inbox.

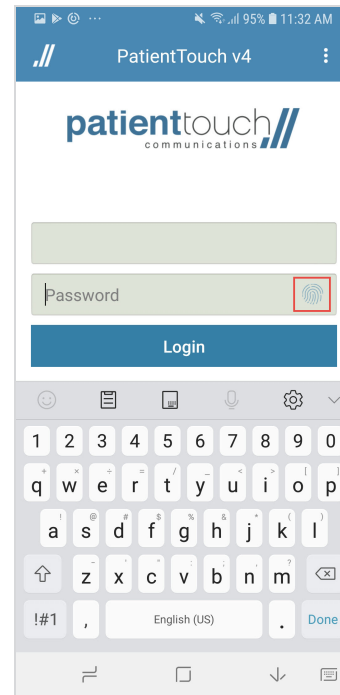
## Login with User Name and Password



1. Touch **Cancel** on the Fingerprint 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, touch the fingerprint icon to bring up the alert and log in with Fingerprint Sign In.

## Single Sign On (SSO)

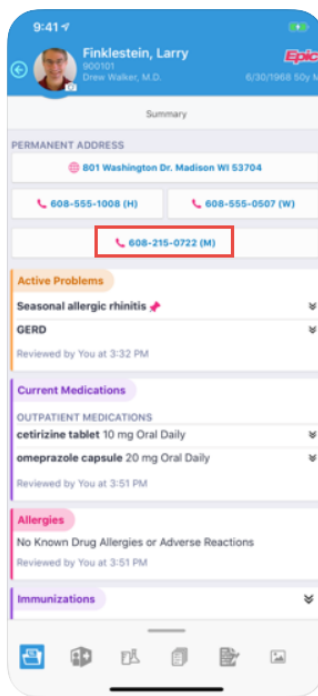
### Epic

In order to work more closely with third party applications, users can now seamlessly link from a third party application (e.g. Rover or Haiku) to the PatientTouch application without having to reauthenticate. For example, caregivers can log into Rover using valid credentials, click a PatientTouch link, i.e. a phone number in the Rover app, and automatically navigate to the phone tab of PatientTouch.

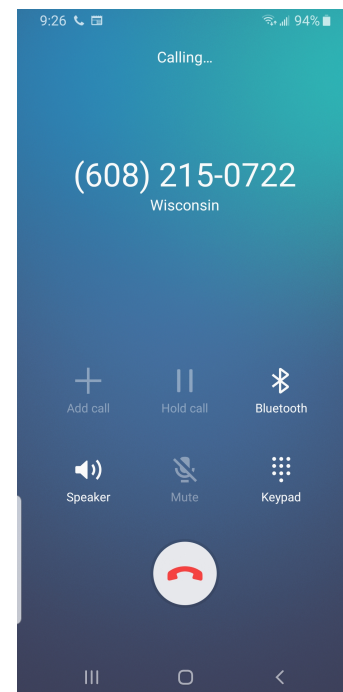
The images below are an example of the process between the two applications. Users will also be able to access the PatientTouch application on the contacts and patients screens.



1. Log into an Epic device with valid Epic credentials.



2. Click a PatientTouch link, i.e. phone number, in the Epic device.



3. Automatically navigate to the phone tab of PatientTouch Communications and wait for the recipient to pick up the call.

**Note:** PatientTouch automatically opens; users bypass the security screen.

### AirStrip One

This feature allows users of PatientTouch to seamlessly access AirStrip One to view patient specific clinical data. Users will be able log into PatientTouch using valid credentials, click a link, and automatically launch AirStrip One, without having to authenticate into the second application.

Please contact PatientSafe Solutions Technical Support Team for the Single Sign On Configuration document, which contains detailed instructions on how to configure this feature for your facility.

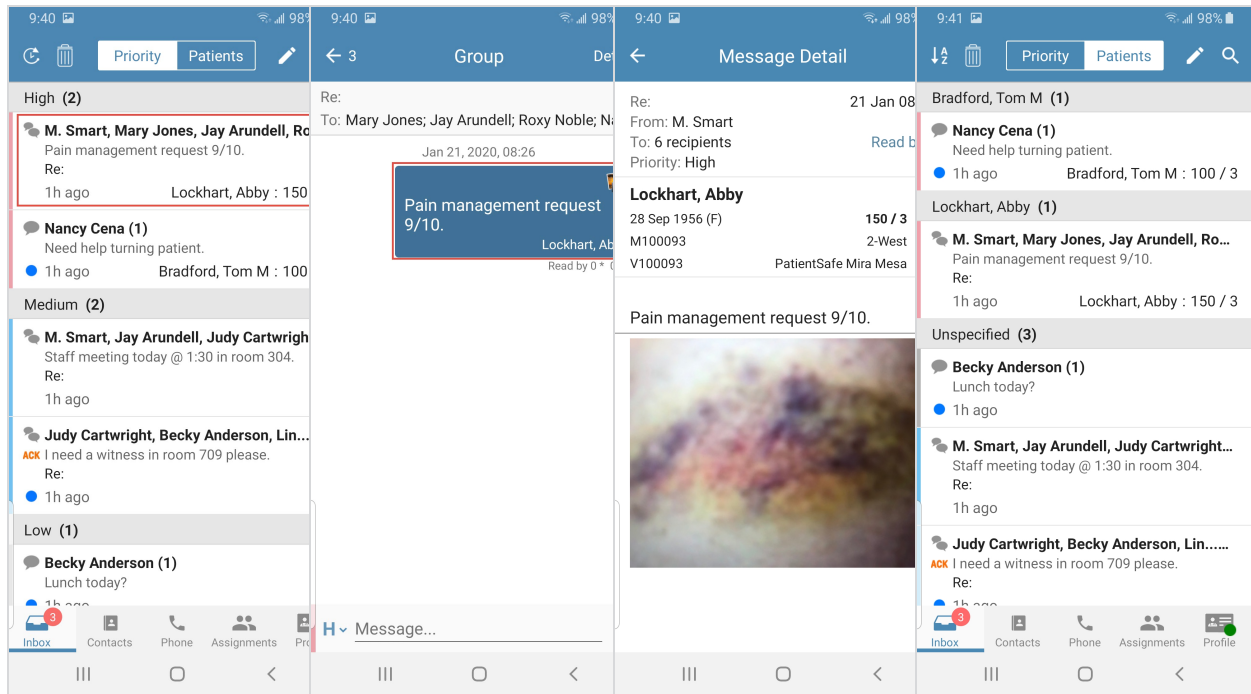
# Inbox and Messaging

## 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

Please use the instructions below to learn more about the Inbox.



1. **Group** messages display with two gray bubble icons.
2. **Single** text messages display with one gray bubble icon.
3. You can view your **Inbox** by Priority (and sort by time).
4. Touch a message to view it.
5. Touch individual message bubbles to view message details.
6. This is where all audio clips, images, and patient tags will be displayed.
7. Touch an image to view it full screen. Pinch and zoom to view the image up close.
8. View messages by **Patient** name (and sort by name or room number).

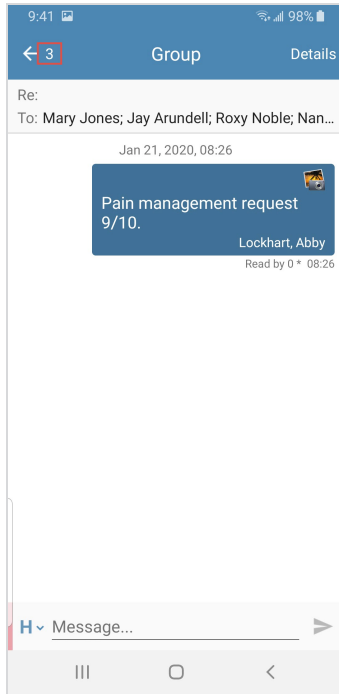
## Unread Message Count

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

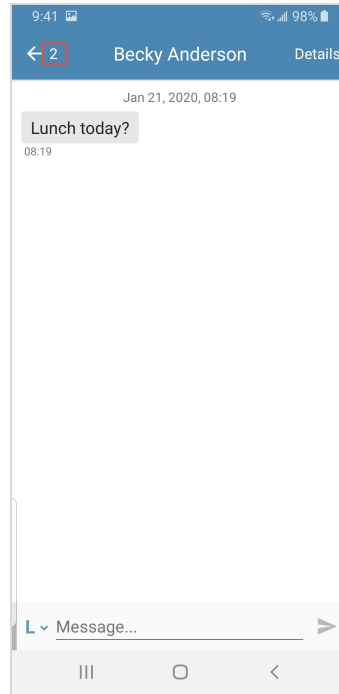
This is to help decrease missed notifications.

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

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



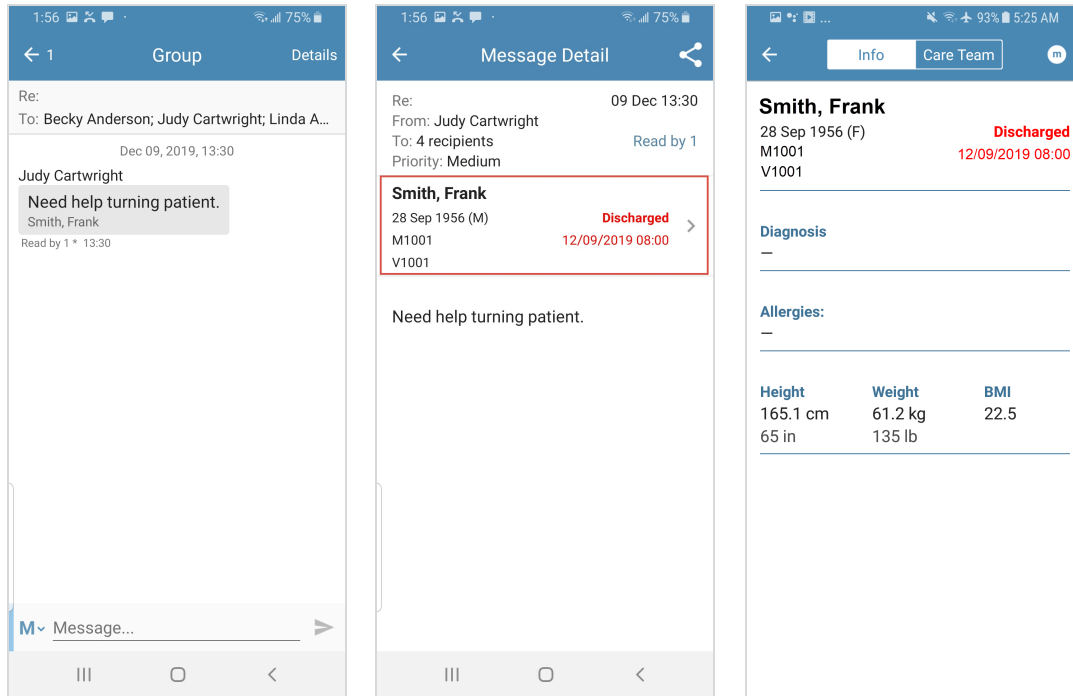
In this image, the total number of unread messages in the Inbox is 3.



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

## Messages with Inactive Patients

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



1. From the Inbox, touch the message to view its content.

2. **Message Detail** displays the patient's discharged status.

3. Touch the area of the screen with the patient name.

4. The **Patient Info** screen also displays with the discharged status.

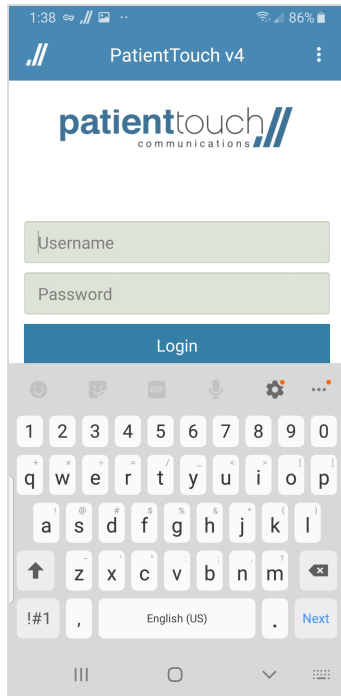
## Composing a Text Message

Please use the instructions below to learn how to log into the PatientTouch Communications application with your user name and password. You will also learn how to send a text message and what to do when you receive a Contact Offline notification.



Please refer to the [SMS Paging](#) topic to learn how to send a page.

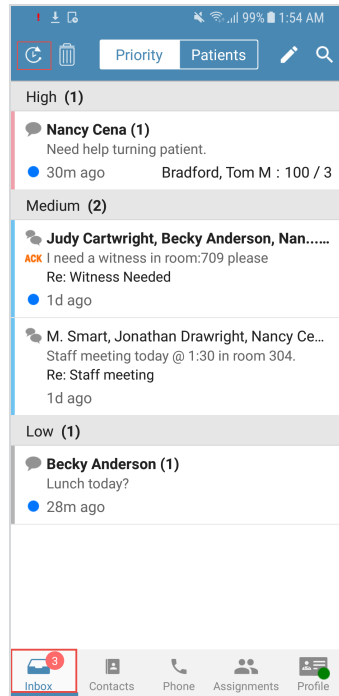




1. Enter your user name and Password on the log in screen.

2. Touch **Login**.

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

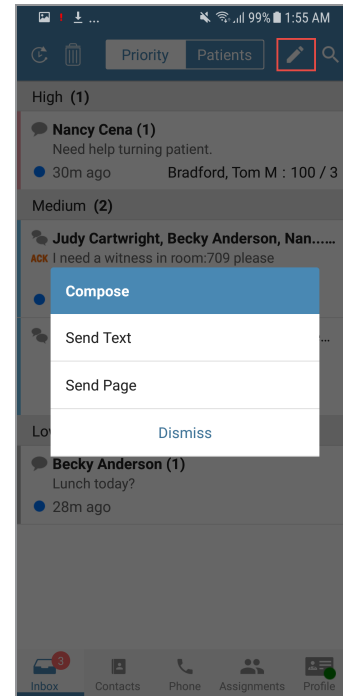


3. View all messages in the **Inbox** tab.

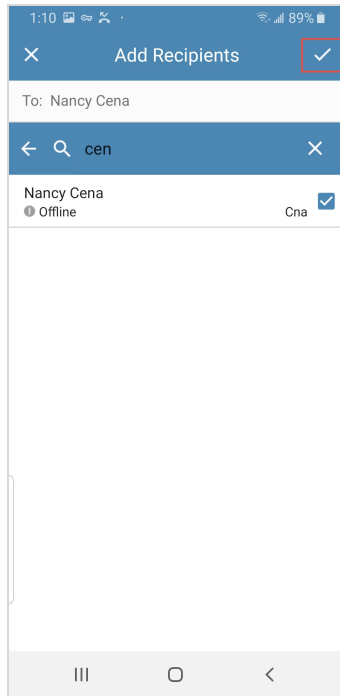
4. Your **Inbox Badge Count** indicates the total number of unread messages.

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

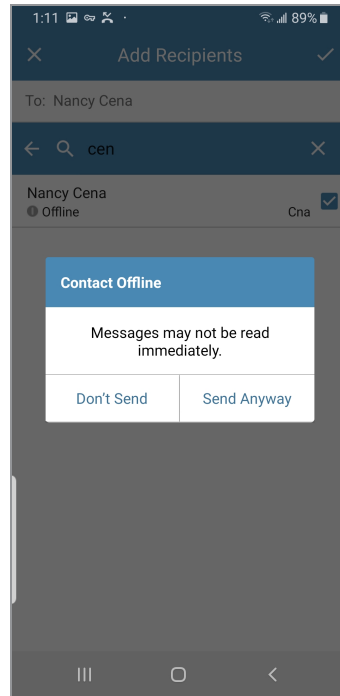
6. **Sort** messages.



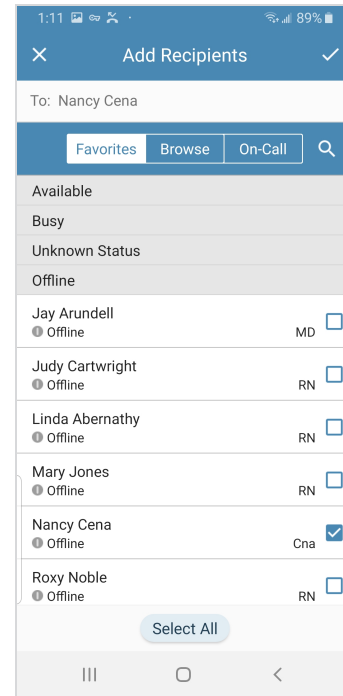
7. Touch the **Compose** icon>**Send Text**.



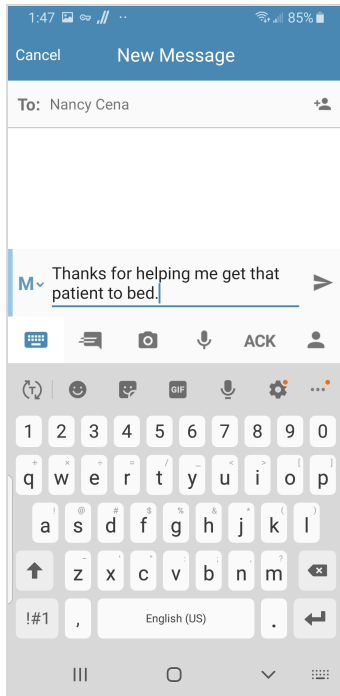
8. Type the recipient name in the "To" field.
9. Touch the empty circle next to the recipient name.
10. Touch **Done**.




11. A **Contact Offline** message indicates that the recipient is offline.
12. Touch **Send Anyway**.



**Note:** You may also choose to touch the empty circle next to the desired recipient(s) from the list of **Favorites**.

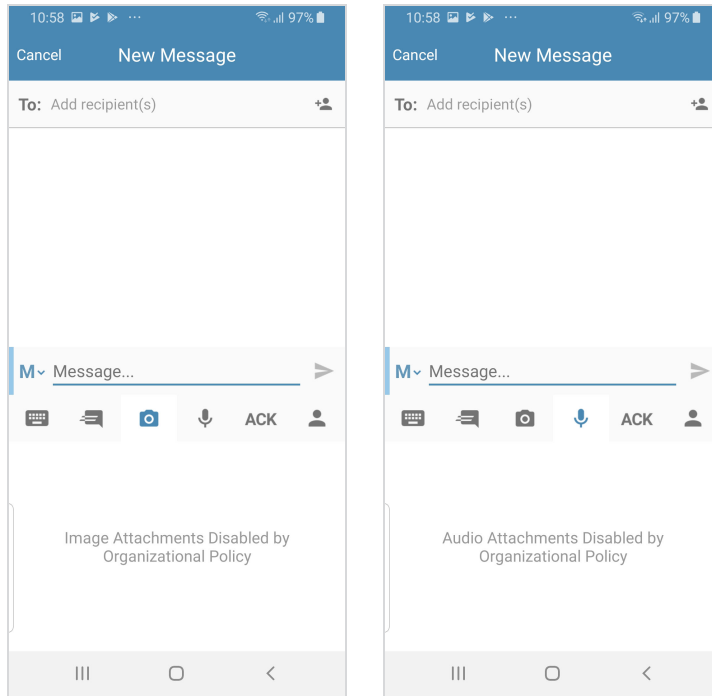


13. Enter your message using the table below.

									
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.

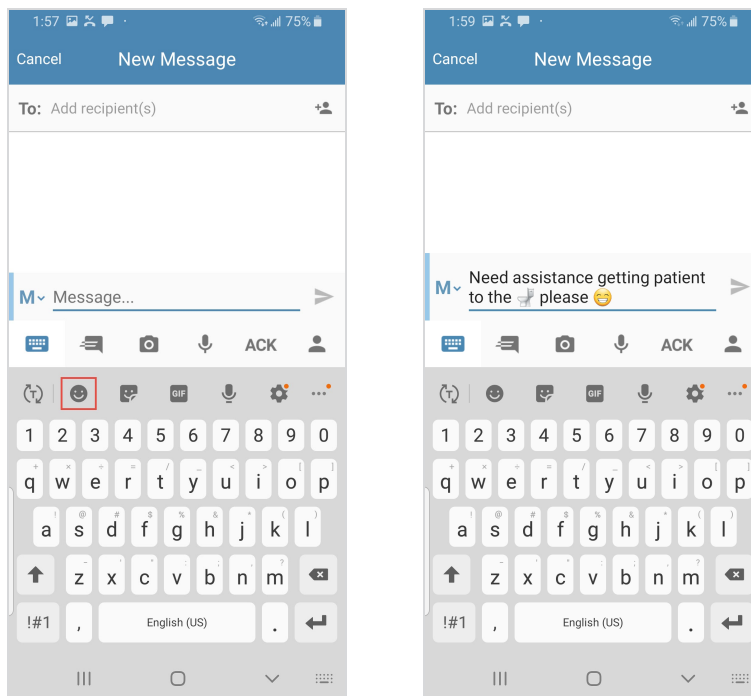
### Enable or Disable Image and Audio Attachments

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



## Emoji Support

Emoji support allows users to include emojis in messages. Follow the instructions below to add an emoji.



1. Enter your message and touch the "smiley face" icon to choose an
2. Touch **Send** when you are ready.

emoji.

## 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.

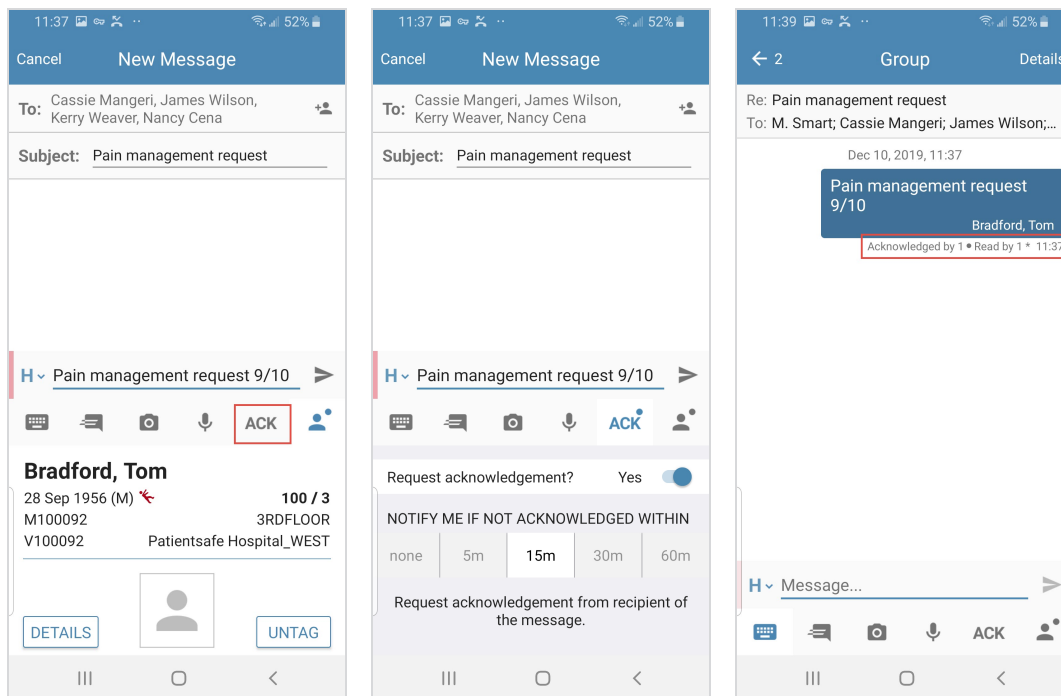
Acknowledgement requests can be included in a message to one or more recipients. In the case of a group message, the sender will receive a notification if not all messages are acknowledged within the designated time frame.

The scenario below is of a group message.



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

## Sender



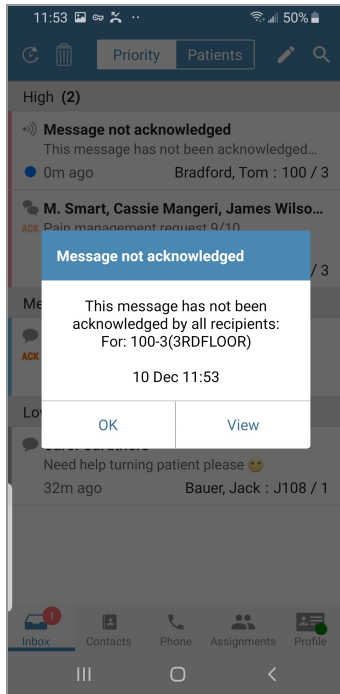
1. Touch the **ACK** icon on a composed message to include an acknowledgement request.

2. Toggle **Request acknowledgement** to **Yes**.

3. Select a time frame for which you want to receive a notification message if recipients have not acknowledged.

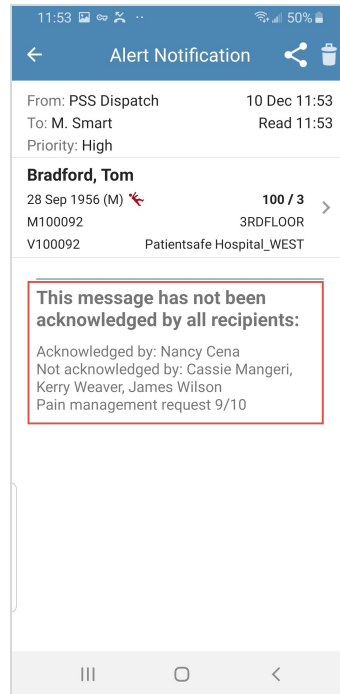
4. Touch **Send**.

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



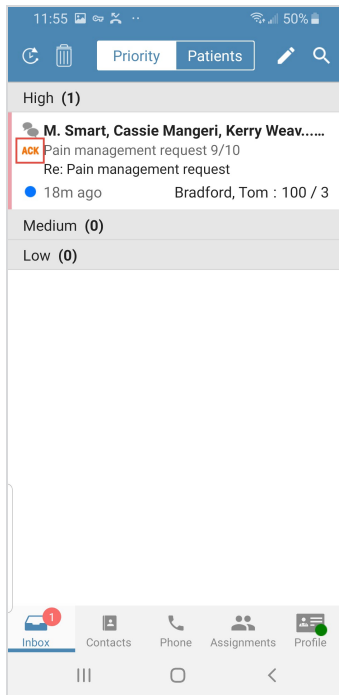
6. When recipients have **not** acknowledged the message within the designated time frame, a notification displays.

7. Touch **View**.



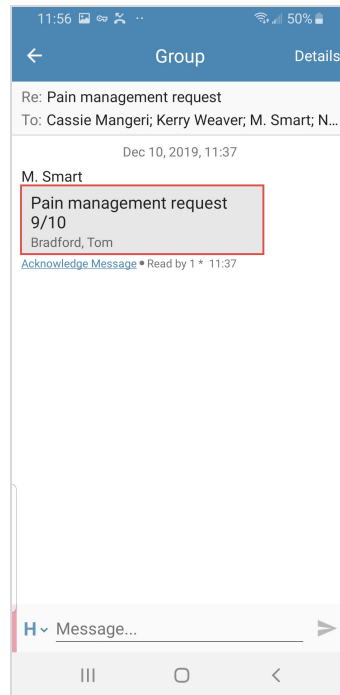
8. The alert states the names of the individuals who have/have not acknowledged the message.

## Receiver

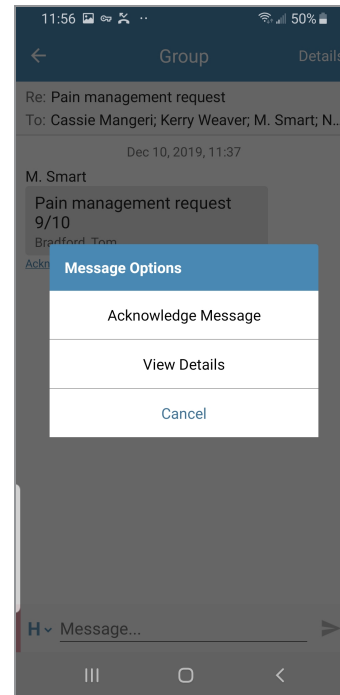


The Inbox displays an **ACK** icon next to the message summary for messages that require acknowledgement.

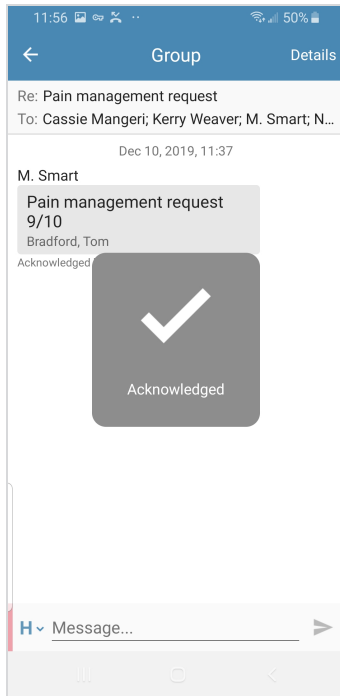
1. Touch the message summary.



2. Touch the message.



3. Touch **Acknowledge Message**.

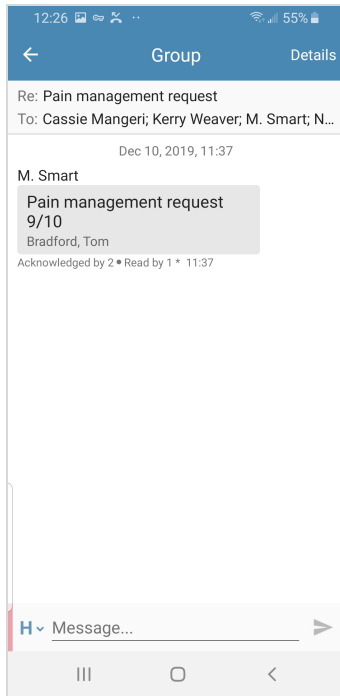


4. A check mark displays indicating a successful acknowledgment.

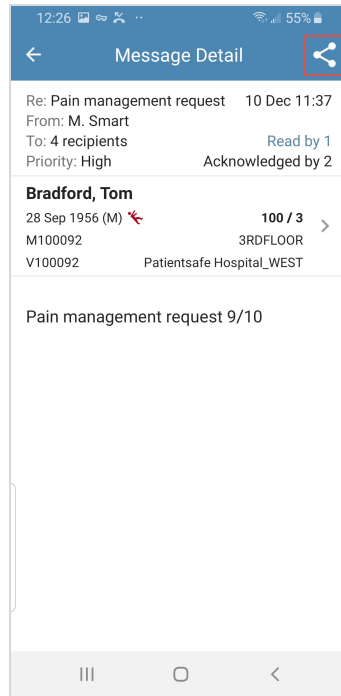
## Forwarding Text Messages

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.

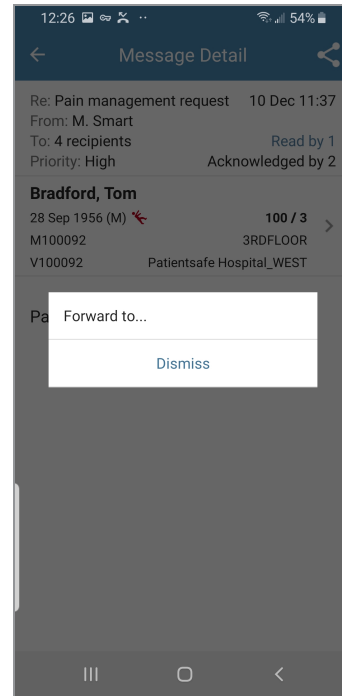




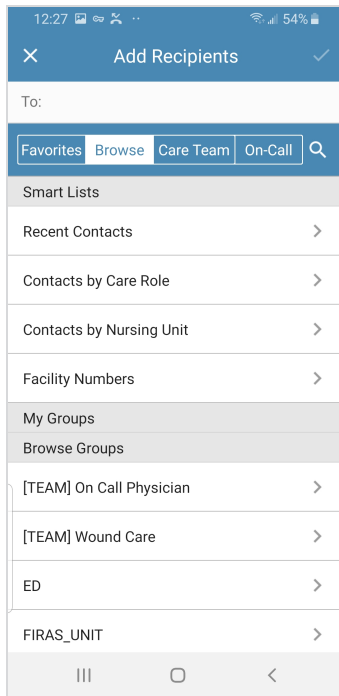
1. Touch to open the message.



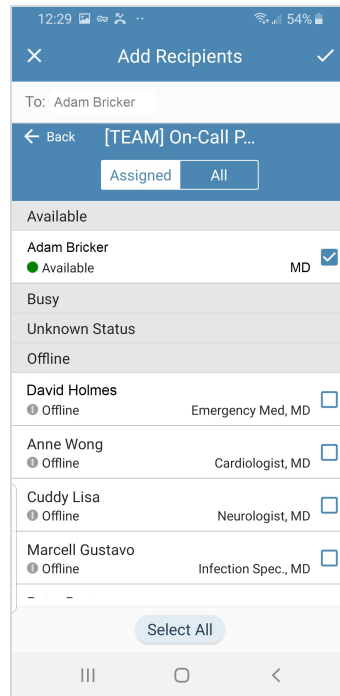
2. Touch the **Forward** icon.



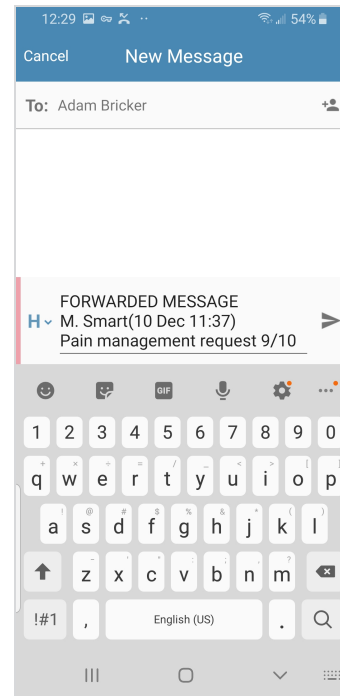
3. Touch **Forward to...**



4. Select a Favorite, type the recipient name in the "To" field, search for the caregiver, or touch Contacts by Care Role or Nursing Unit.



5. Touch the check box next to the recipient's name.

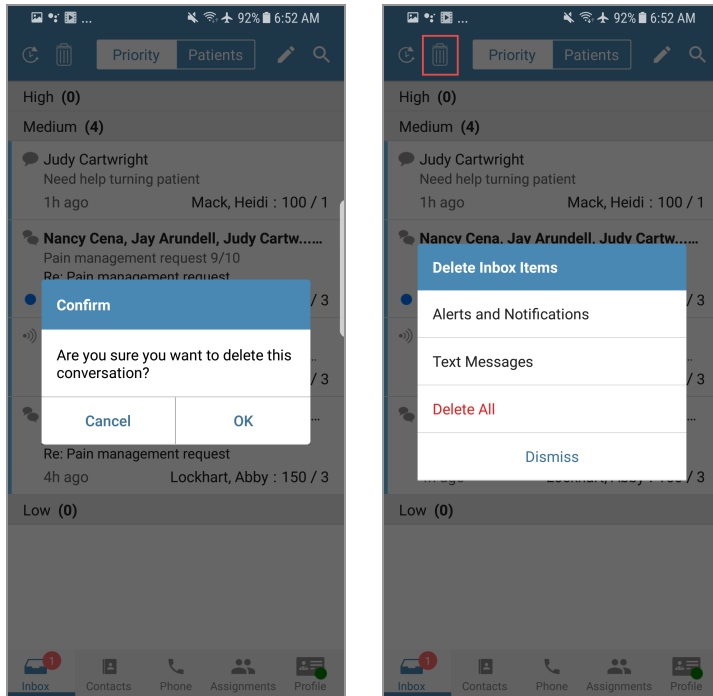


6. Forwarded messages cannot be modified.

7. Touch **Send**.

## Deleting a Message

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



1. Touch and hold a message in the **Inbox**.
2. Touch **OK** on the confirmation message.

3. Touch the **Garbage Can** icon to delete multiple messages at once:

- Alerts and Notifications
- Text Messages
- Delete All

## User Profile

### Persistent Login Mode

BYOD users have the option to set their application to run in persistent login mode. When this mode is turned on, users will receive notifications of new messages until they navigate to their profile page and explicitly “Log Out” of the application.

However, all devices, including Persistent Login users, will respect the Auto Logout setting configured in the Enterprise Manager, per hospital policy. Users will receive a notification when the auto logout time frame has been reached, to let them know they have been logged out. Users will no longer receive notifications of new messages until they log in again.

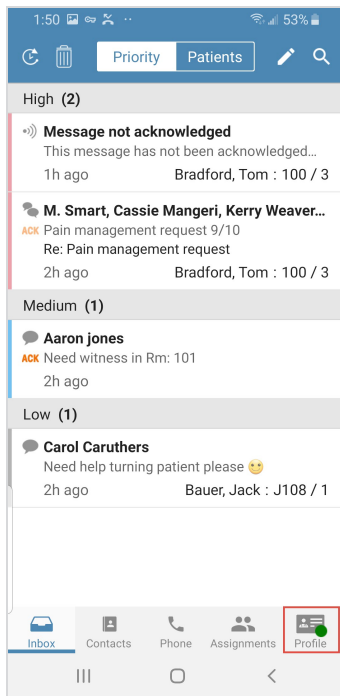
### Presence in Persistent Login Mode

When users are in persistent login mode, their presence will show as “available” to other users, unless they specifically change their presence to “busy” or log out.

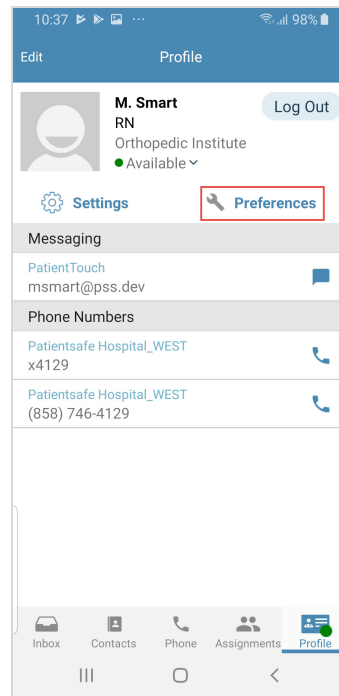
PatientTouch Communications recommends that when users know they will be out of range of connectivity, they set their status to “busy” or log out of the application. Users will continue to receive notifications as long as they have either wi-fi or cellular connectivity.

## Configure Persistent Login Mode

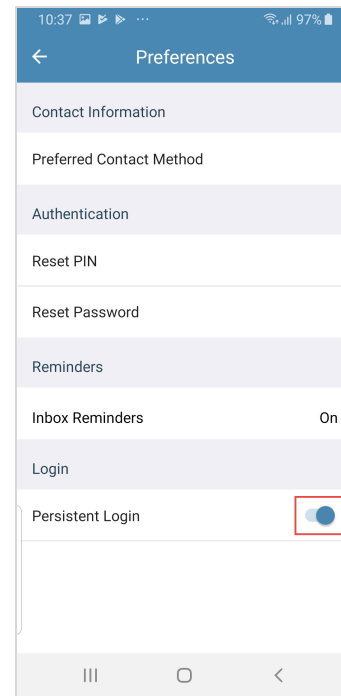
To configure persistent login mode, follow the instructions below.



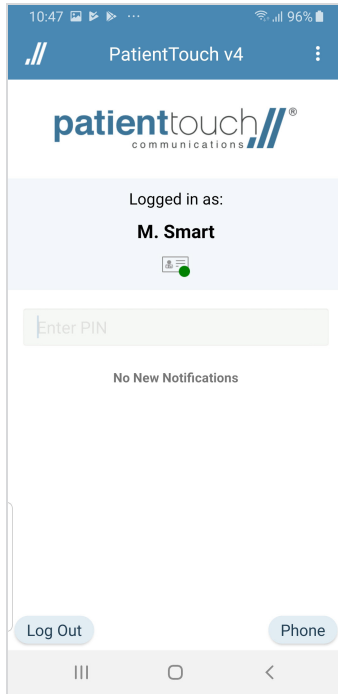
1. Touch the **Profile** tab.



2. Touch **Preferences**.



3. Toggle **Persistent Login** to On.

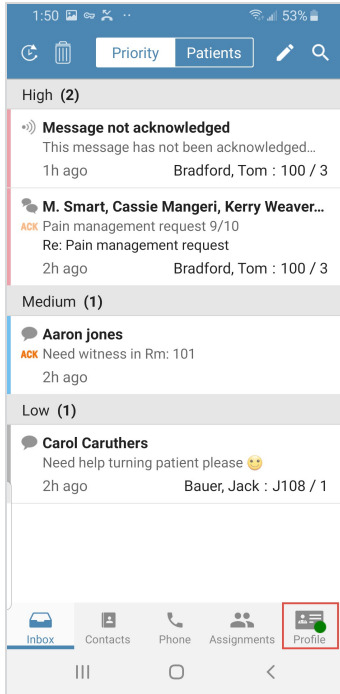


4. When you swipe to close the application and go to log back in, the application will be in **Security Mode**.

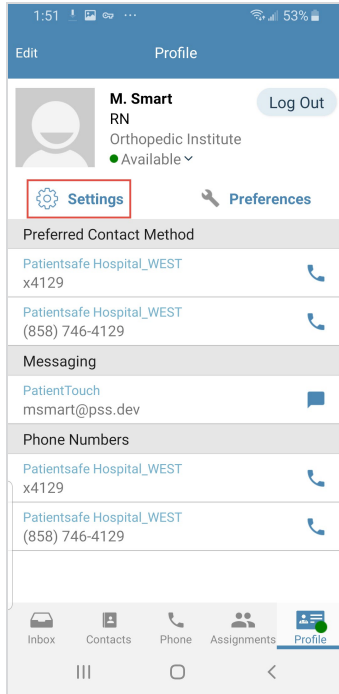
5. Enter your PIN or password to reauthenticate.

## Accessing the Icons Legend

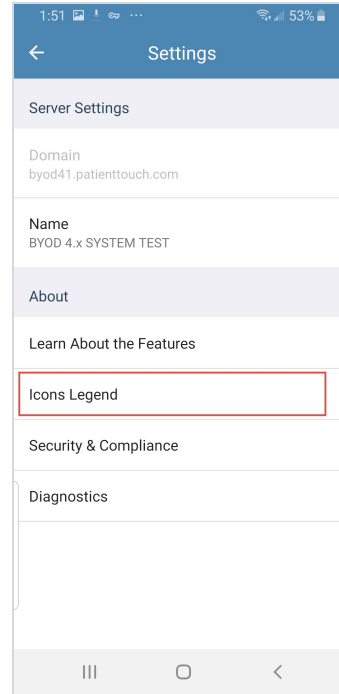
Access the PatientTouch Communications Icons Legend, which contains the following icons: Patient Risk Indicators, Patient, Caregiver Presence, Messaging & Notifications, and Clinical Order Status.



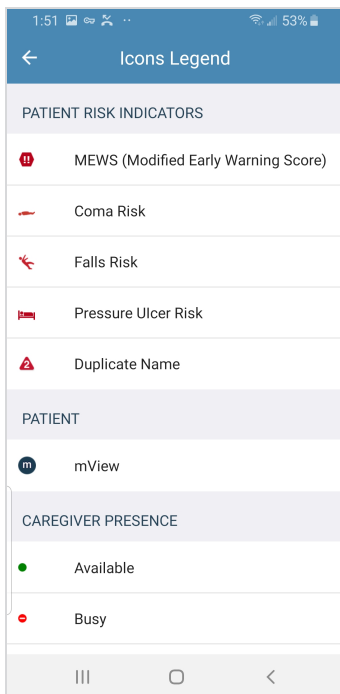
1. Touch the **Profile** tab.



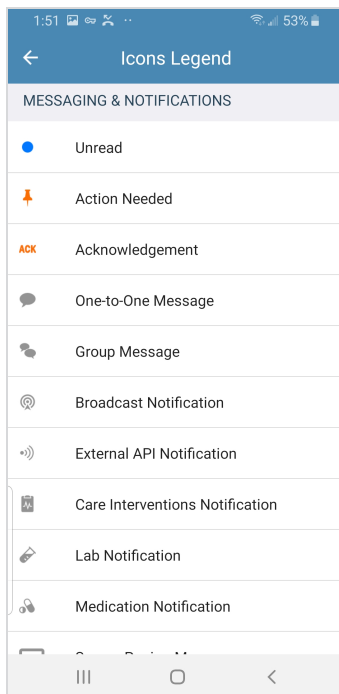
2. Touch **Settings**.



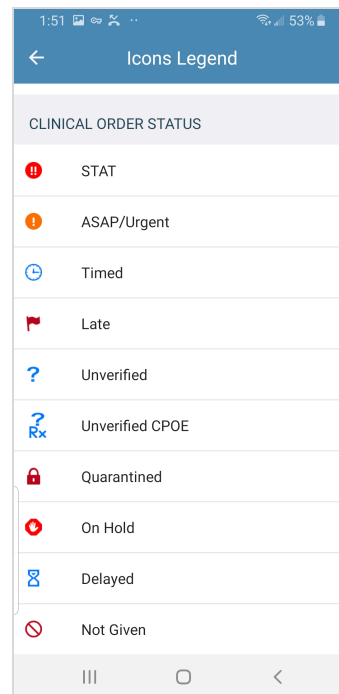
3. Touch **Icons Legend**.



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

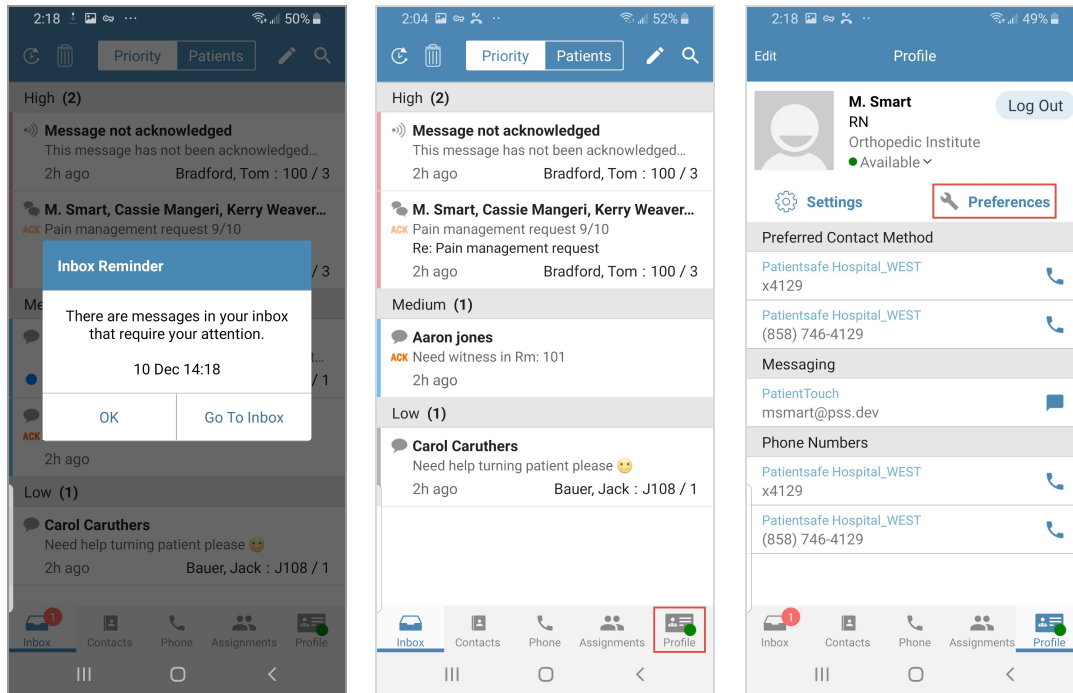


5. Scroll down to see the remaining icons.



## Setting Inbox Reminders

If configured, users can choose to receive **Inbox Reminder** notifications, as seen in the first image below. **Inbox Reminders** inform you that you still have unread messages in your **Inbox** that require your attention.

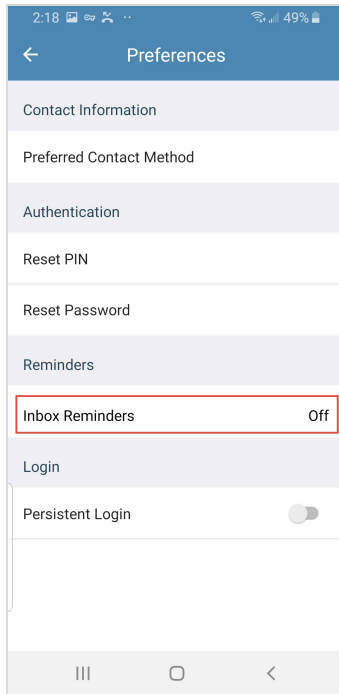


When configured, an **Inbox Reminder** notification displays on your device.

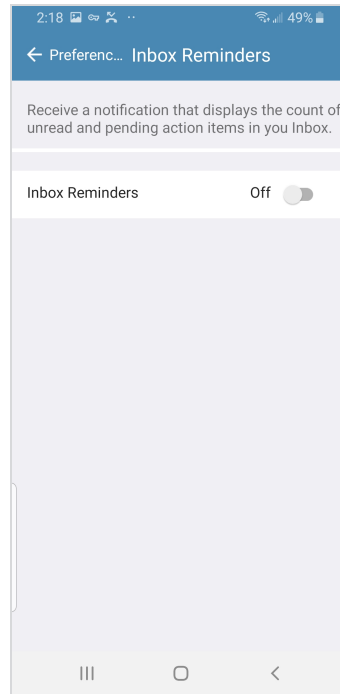
1. Touch **OK** to dismiss the message.
2. Touch **Go To Inbox** to read your messages.

1. Touch the **Profile** tab to configure Inbox Reminders.

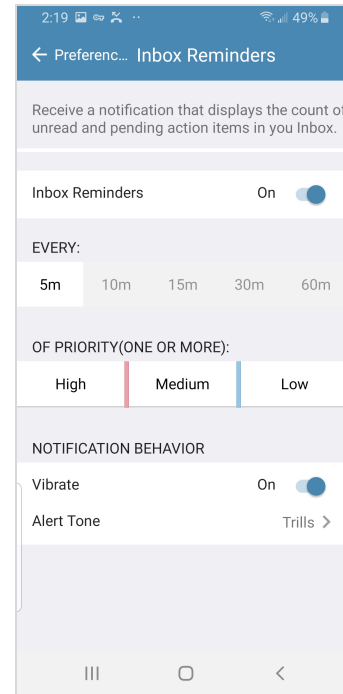
2. Touch **Preferences**.



3. Touch **Inbox Reminders**.



4. Toggle **Inbox Reminders** to On.



5. Select the **time frame** to receive reminder notifications.

6. Select the **message priority** for which to receive reminders.

7. Select the **notification behavior**.

8. These settings will remain even if you disable and re-enable reminders.

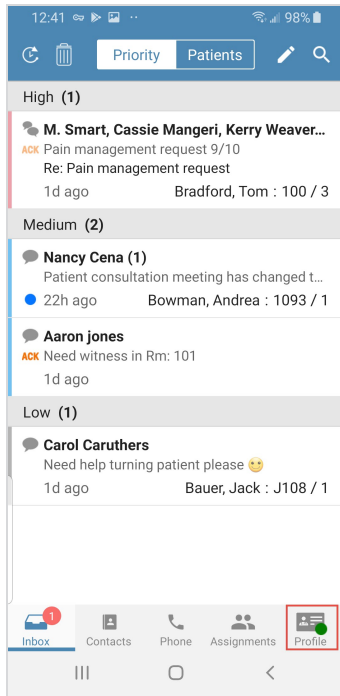
## Changing Your Password

PatientTouch Communications allows you to change your password using the handheld. Please follow the instructions below to learn how.

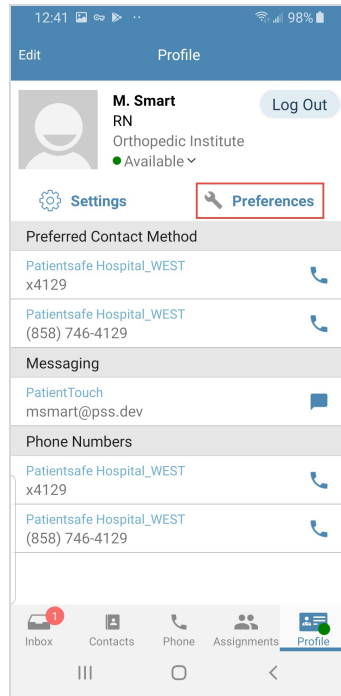


**If you are using Active Directory (AD) you will not be able to change your password on the handheld.**

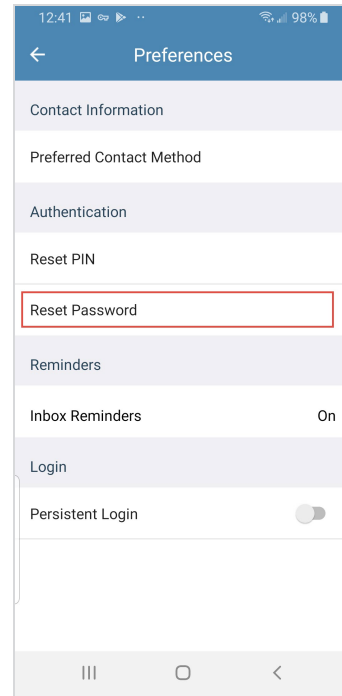




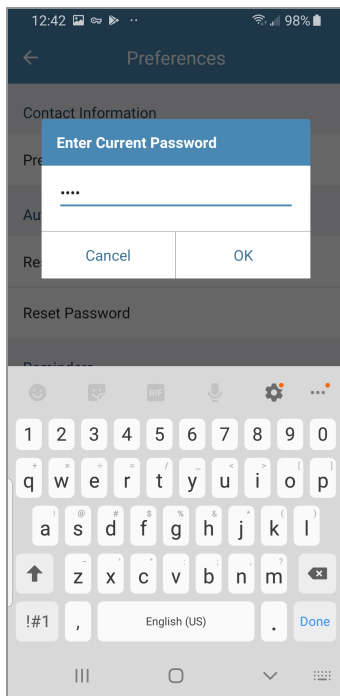
1. Touch the **Profile** icon to change your password.



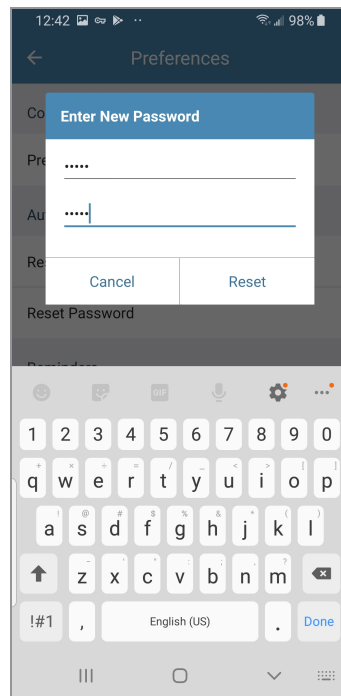
2. Touch **Preferences**.



3. Touch **Reset Password**.



4. Enter your current password



5. Enter your new password

and touch **OK**.

twice and touch **Reset**.

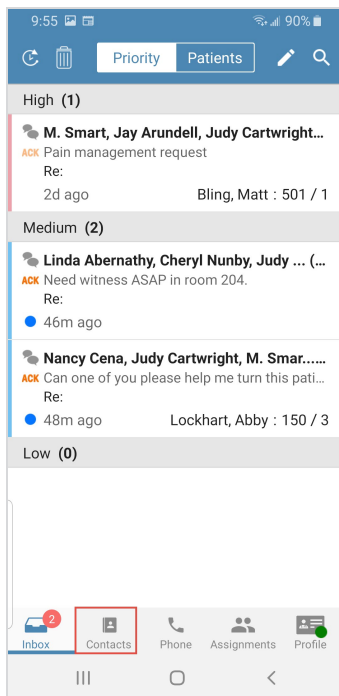
## Contacts

### Managing Contacts

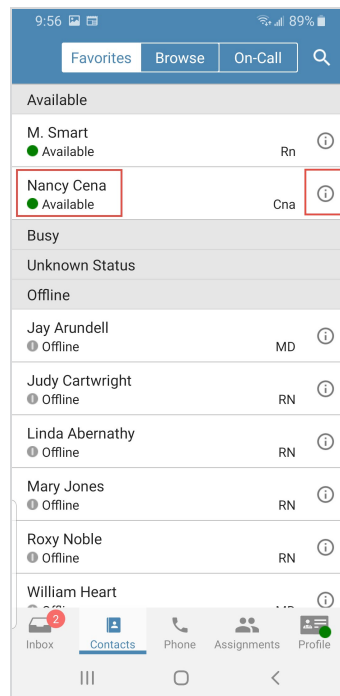
The Contacts tab provides a variety of methods for which to contact other users within your facility. If you are in a hospital with multiple facilities, the Contacts tab also provides access to contact information for those caregivers.

### Favorites

Favorites allows you to create a list of contacts you frequently communicate with. It also provides quick and easy access to methods of communication for other caregivers.

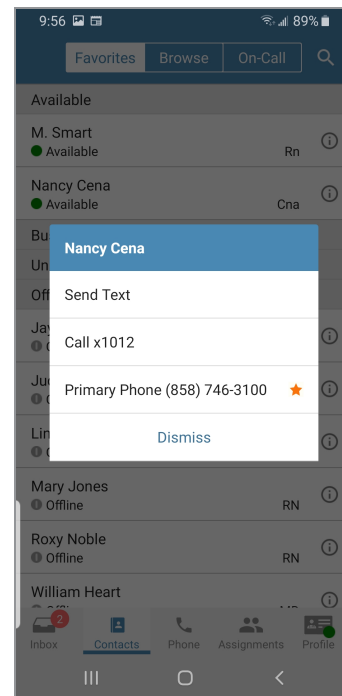


1. From the Inbox, touch **Contacts**.

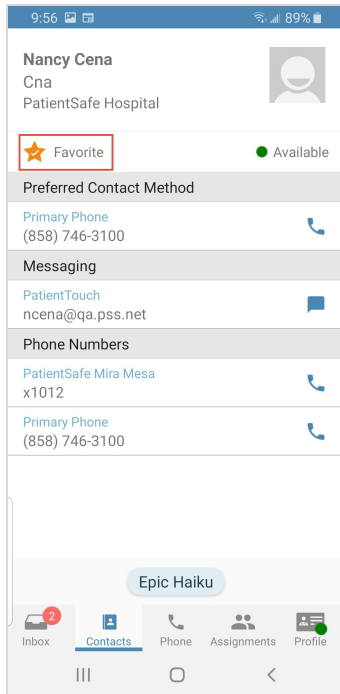


Favorites displays your list of contacts by status: Available, Busy, Unknown, or Offline.

2. Touch a contact name or the **Info** icon to communicate.



3. Touching a contact name brings up an action sheet with options to send a text or place a call.



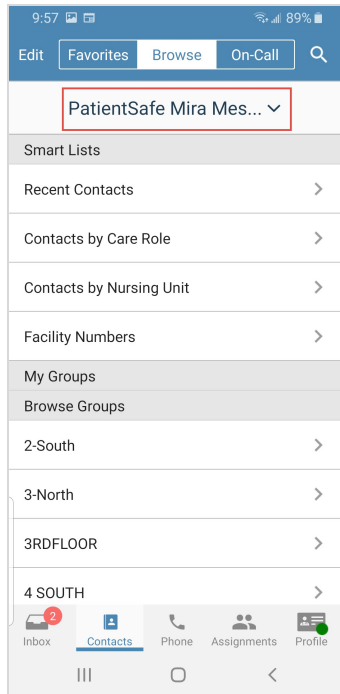
4. Touching the **Info** icon brings up Contact Details, where you can add or remove contacts to your **Favorites** by touching the **Star** icon.

4. Touch the options available to communicate.

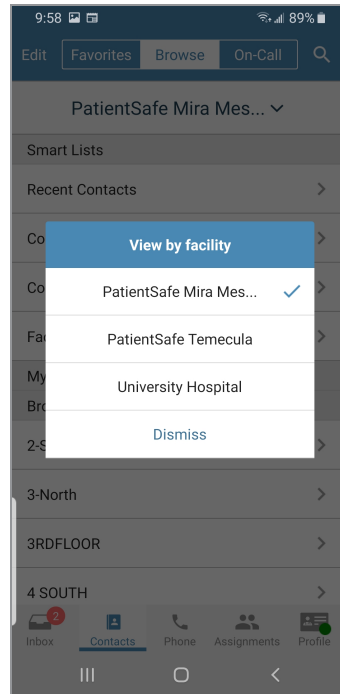
## Browse

Browse provides multiple options for users to search for and communicate with other caregivers.

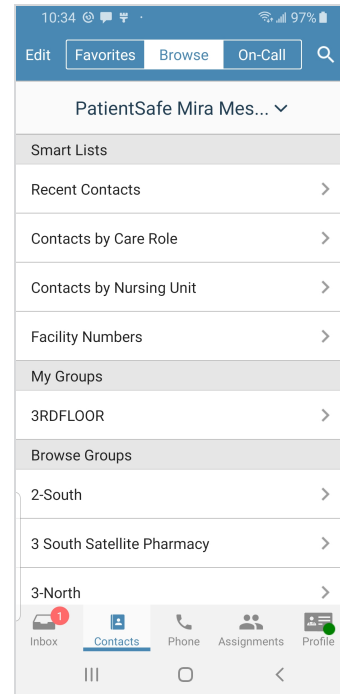
More on Browse Groups in the topic "Managing Browse Groups."



1. Touch the **Facility** drop down menu to select the facility for which you want to locate caregivers.

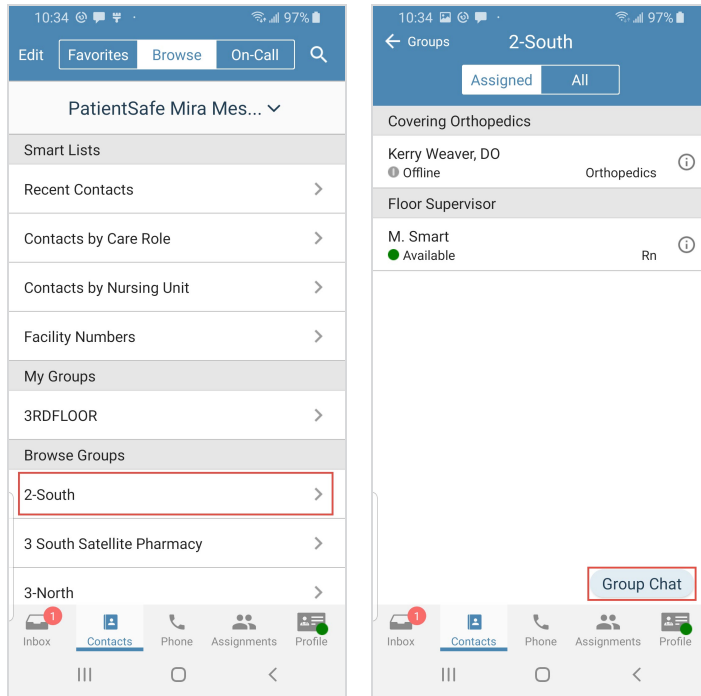


2. Select the appropriate facility.



3. Touch any of the following options to locate caregivers:

- Recent Contacts
- Contacts by Care Role
- Contacts by Nursing Unit
- Facility Numbers

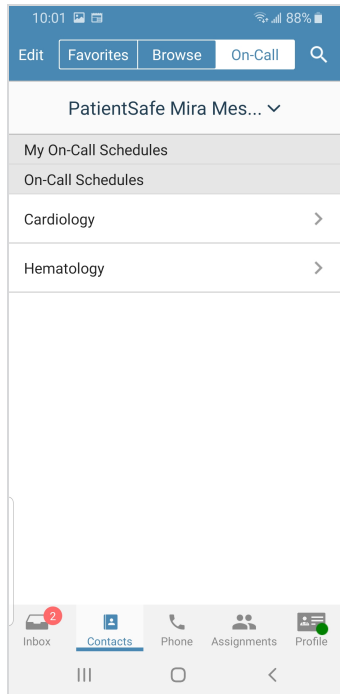


4. Touch a **Browse Group** to see group members.

5. Start **Group Chat** to communicate.

## On-Call

The On-Call Pivot only displays if your facility is configured for on call groups. Please refer to the topic "On-Call Scheduling" for more information.



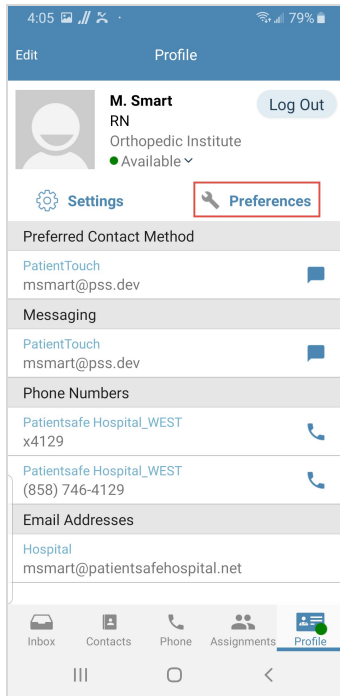
## Preferred Contact Method

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

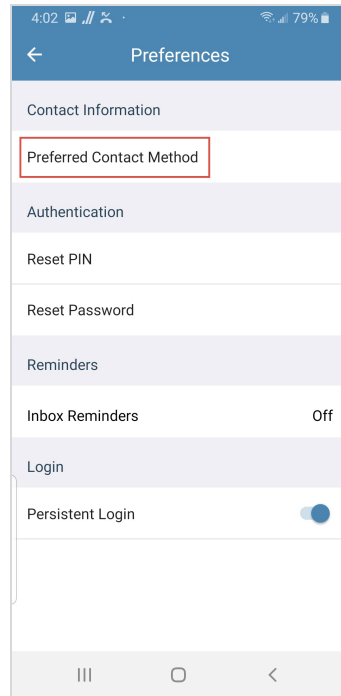
For example, if one user prefers to be contacted by the primary phone number, they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select these options.

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

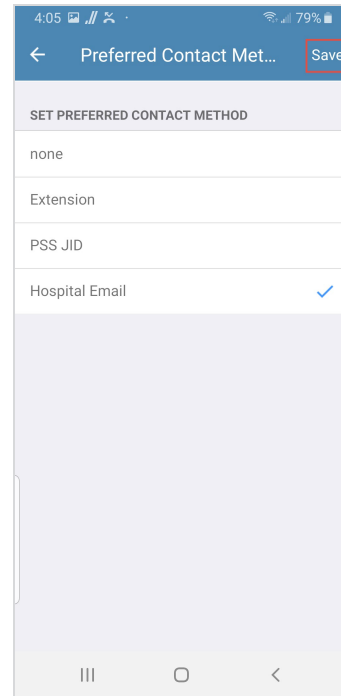
To configure your **Preferred Contact Method**, follow the instructions below.



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

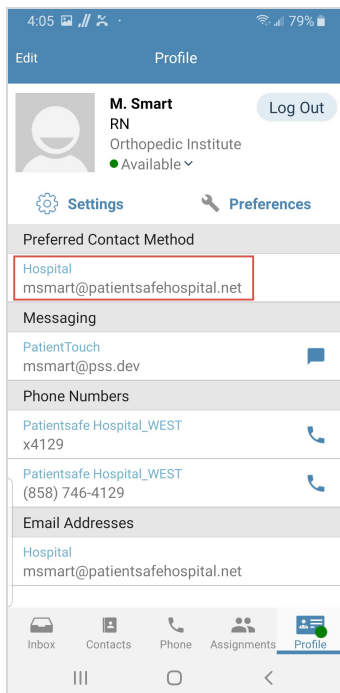


2. Touch **Preferred Contact Method**.



3. Select the desired method of communication.

4. Touch **Save**.



5. The new contact method displays.

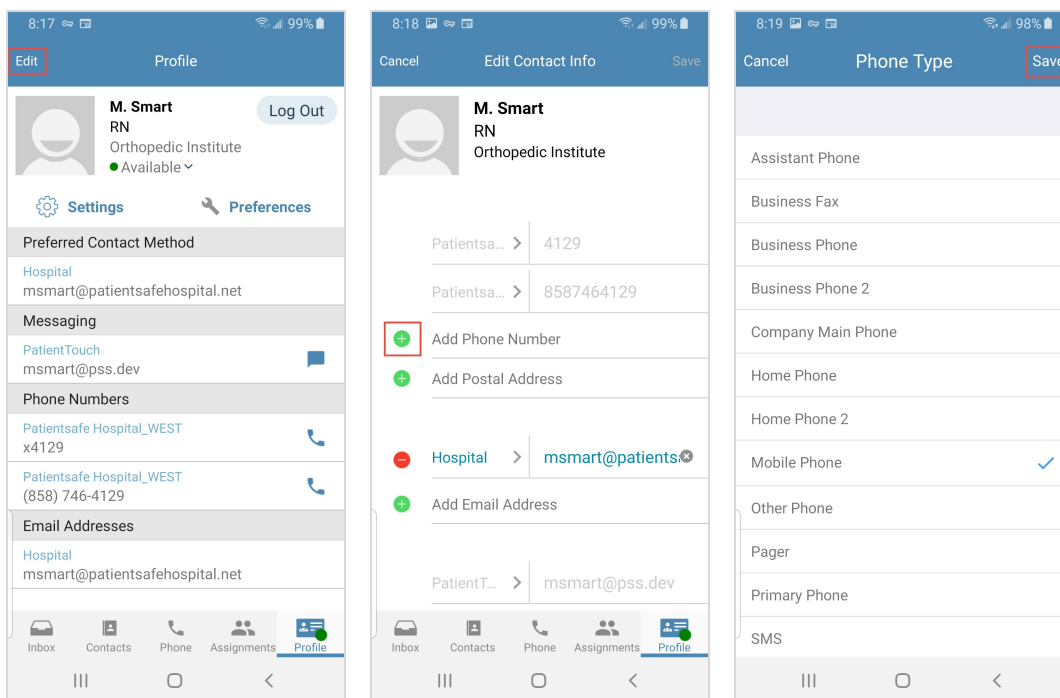
## Edit and Hide Contact Info

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 use this feature.

To edit your contact information, follow the steps below.



1. Touch **Edit** from the **Profile** tab.

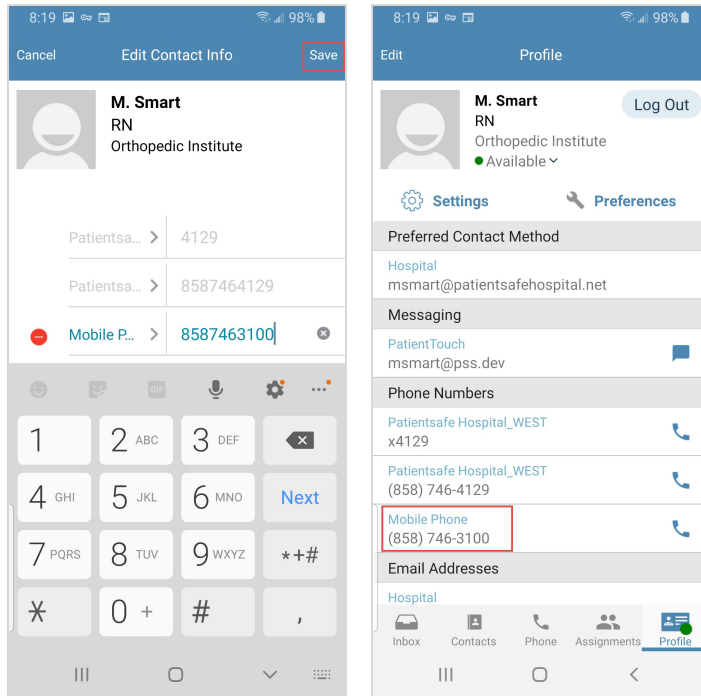
2. Edit any of the communication methods available.

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

4. Select the type of phone number you want to add.

5. Touch **Save**.





6. Use the keypad to enter the new phone number.

7. Touch **Save**.

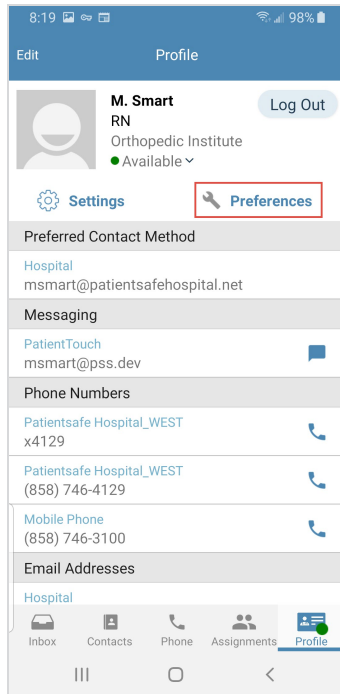
8. The new phone number displays.

## Hide

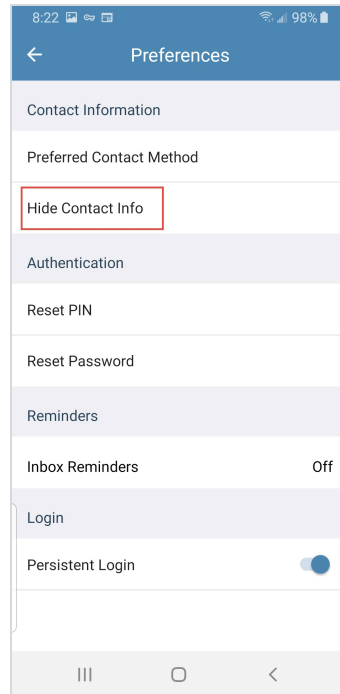
This feature lets users hide their personal contact information while still remaining accessible through the application. For example, physician's and executives may not want other caregivers to see their private phone number.

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 Information" permission.

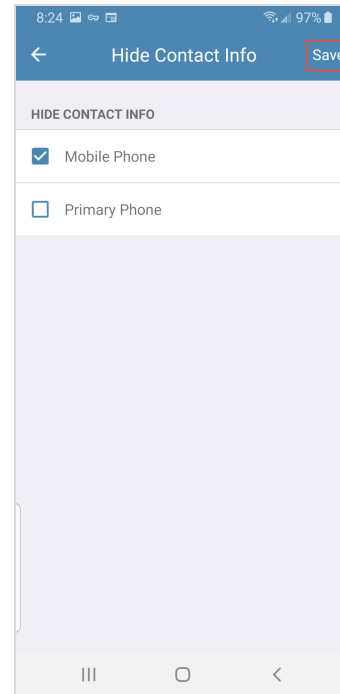
Use the instructions below to hide any of your contact methods.



1. Touch **Preferences**.

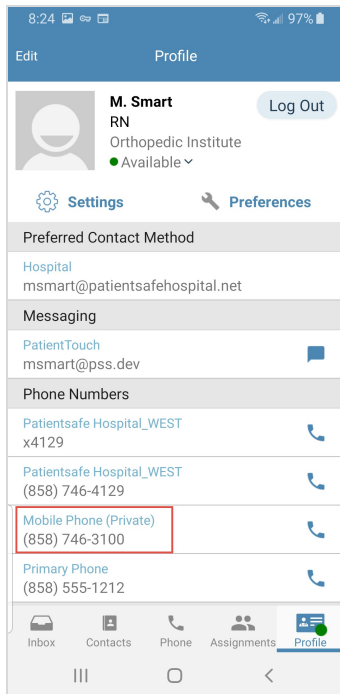


2. Touch **Hide Contact Info**.

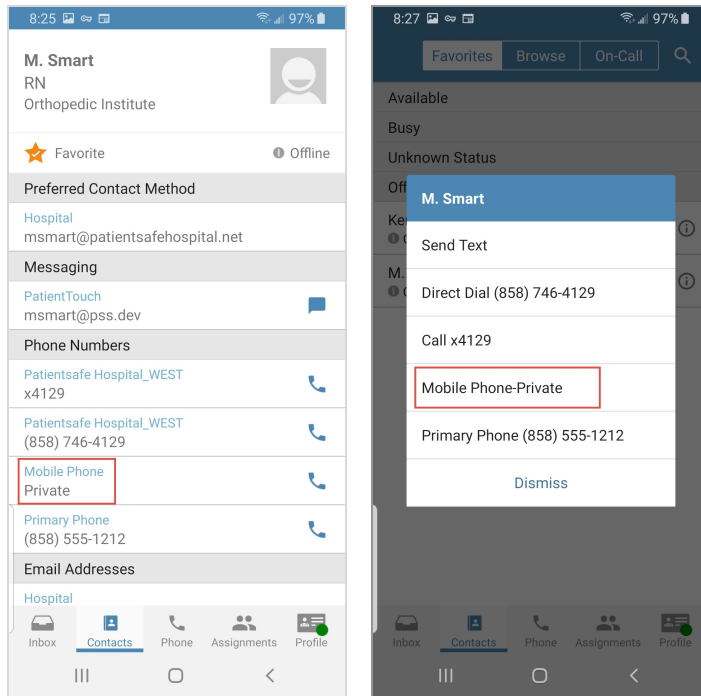


3. Select the phone number(s) you wish to hide from other users. At this time, phone numbers are the only method of contact you can hide.

4. Touch **Save**.



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



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

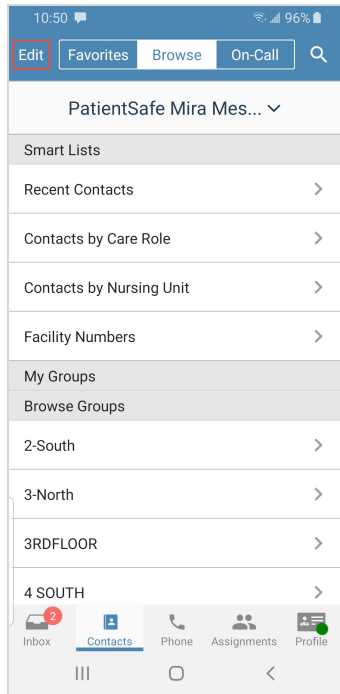
2. If this user touches the Phone icon to make a call, the call will go through but the phone number will remain hidden.

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

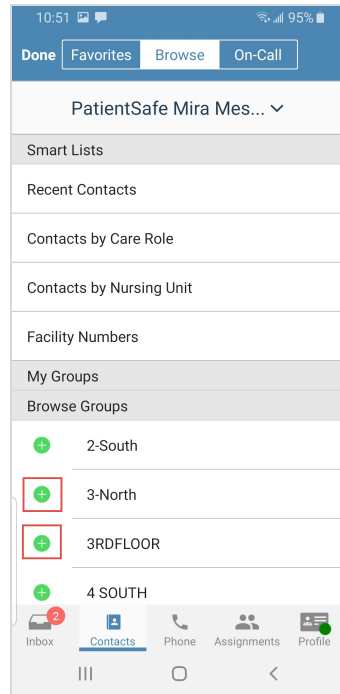
## Managing Browse Groups

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

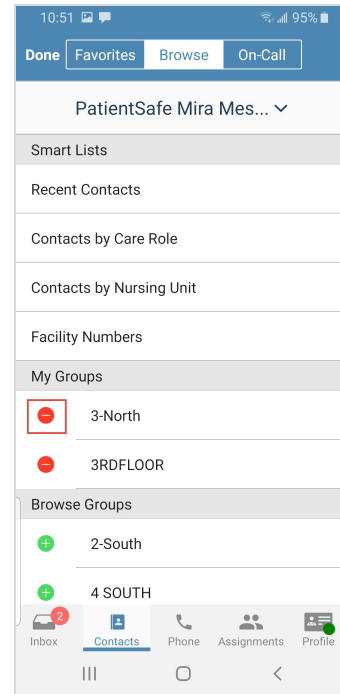
You can select to add yourself to **My Groups** using **Edit**. **My Groups** provides quick and easy access to all of the teams you want to locate.



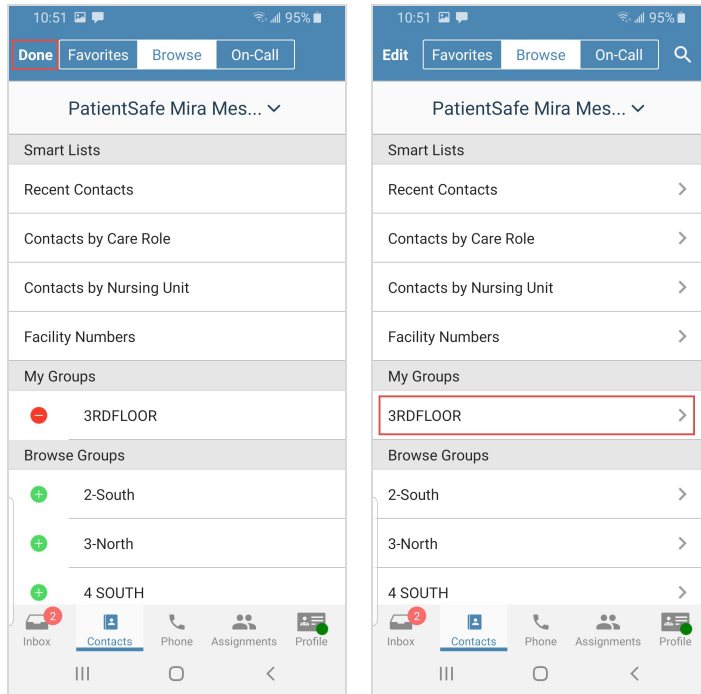
1. Touch the **Contacts** tab > **Browse**.
2. Touch **Edit** to insert a group under **My Groups**.



3. Touch the green insert button next to the unit(s) you want to add to your groups.



4. The 2 selected units display under **My Groups**.
5. Touch the red remove button under **My Groups** to remove a group.



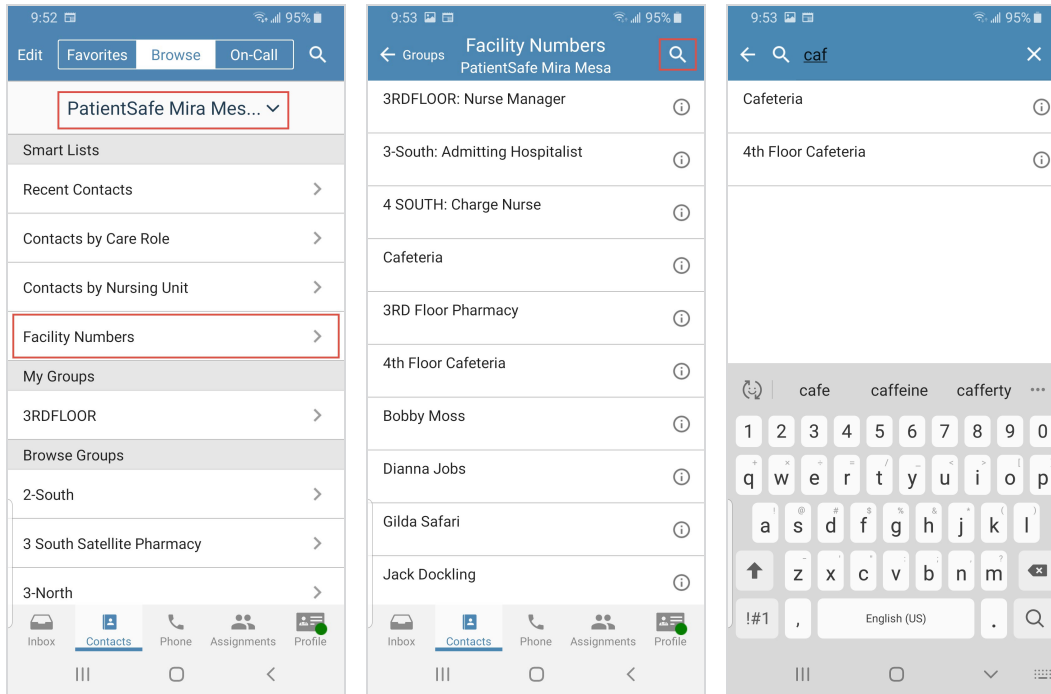
6. Touch **Done** when you are finished.

7. The new group now displays under **My Groups**.

## Facility Numbers

Facility numbers with a new section allows caregivers to browse institutional numbers. These are numbers of type address book for care role forwarding in the Enterprise Manager.

Please follow the instructions below to learn about Facility Numbers.



1. Select the desired facility from the **Facilities** drop down menu.

2. Touch Browse > **Facility Numbers**.

3. Touch the contact name or **Info(i)** icon to see details.

4. Touch the **Search** icon to locate a contact within the selected facility.

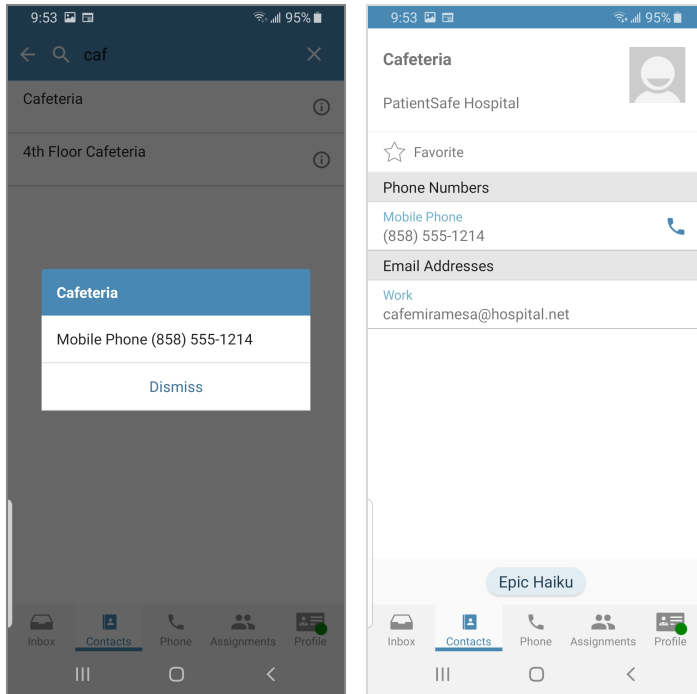
5. Enter the name of the contact you are trying to reach.



**Clicking the magnifying glass within facility numbers will return numbers only within that facility.**



**Clicking the magnifying glass outside of facility numbers will universally search across all contacts. This search returns a mix of caregivers, address book entries and care role forwarding numbers.**



6. Touch the contact name to display an action sheet with contact data.

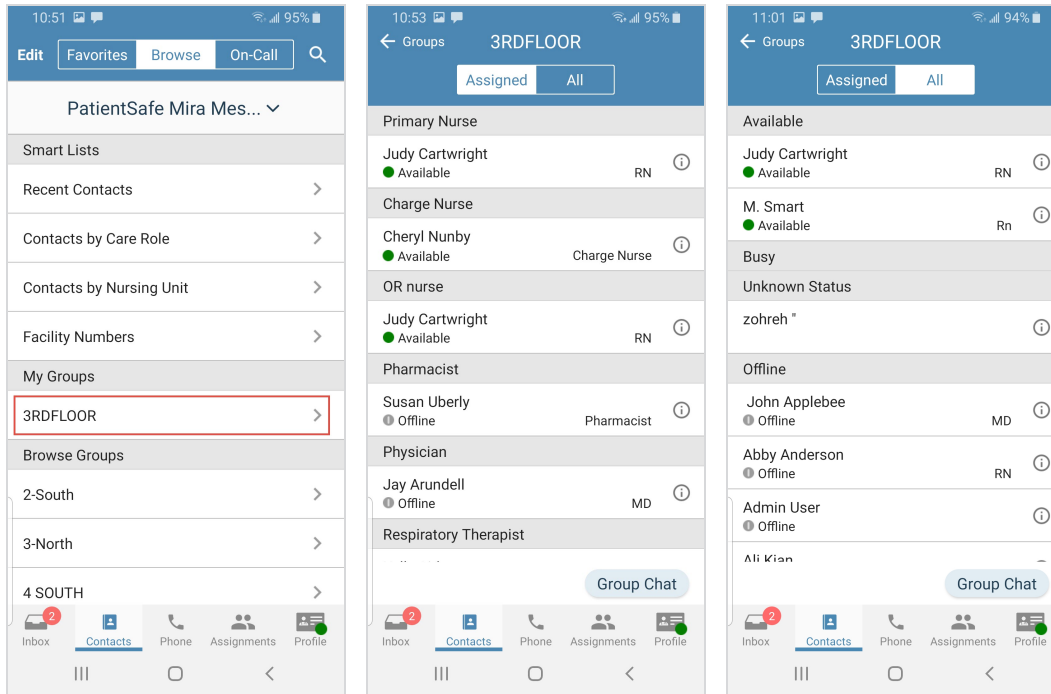
7. Touch the **Info** (i) icon to see contact details.

## Assigned & All Pivots

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

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





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

2. The **Assigned Pivot** displays all of the assigned members of 3RDFLOOR.

3. The **All Pivot** displays all caregivers who *could* be assigned to this unit.

## On Call Scheduling



**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.**

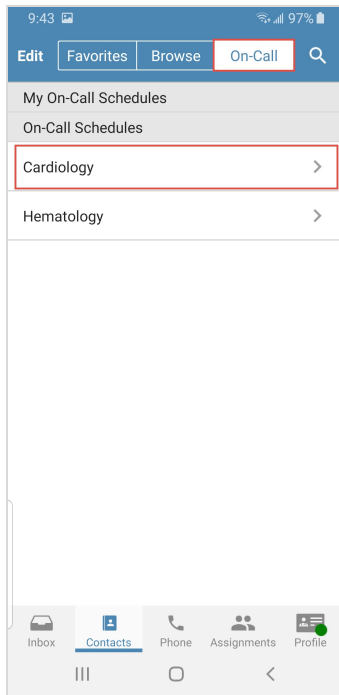
On Call Schedules are for system administrators and schedulers. This feature lets organizations configure an integration with an on-call scheduling system such as AMiON.

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.

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 Browse.

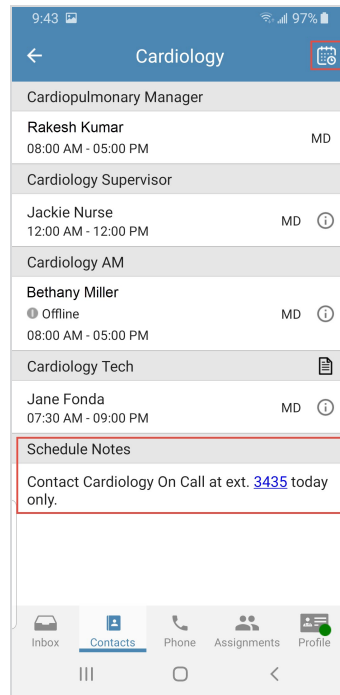
To learn more about On Call Schedules, please follow the instructions below.

## Contacts Tab



Select the schedule you want to view from the list.

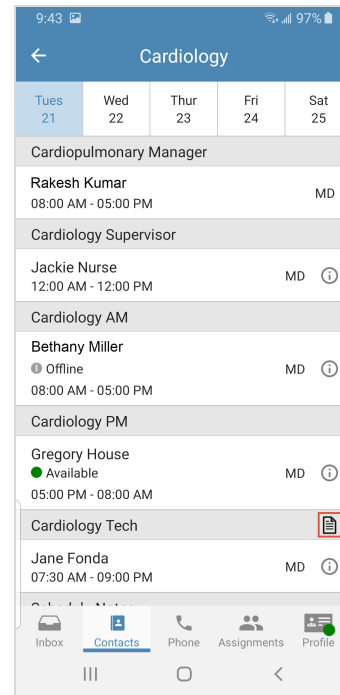
1. Touch **Cardiology On Call**.



2. A list of caregivers who are currently on-call display.

3. If there are any **Schedule Notes**, they display here at the bottom of the screen.

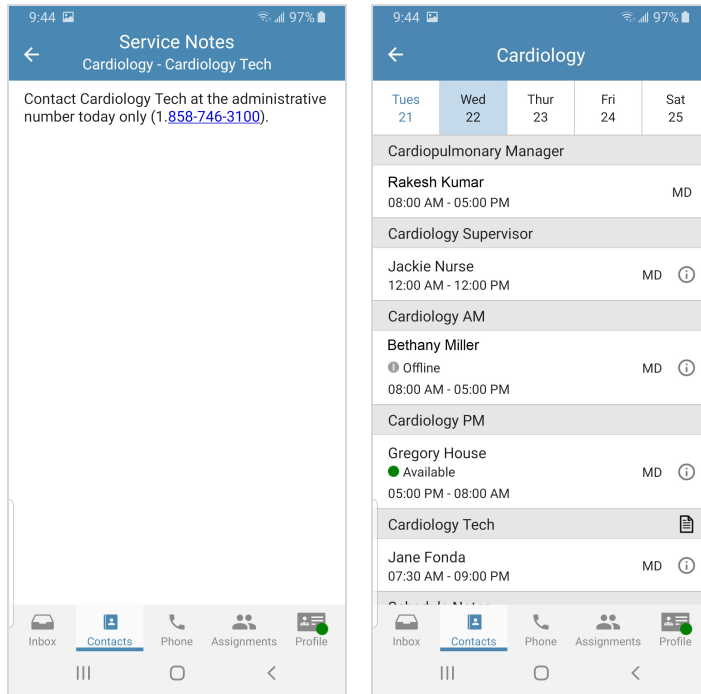
4. Touch the **Calendar** icon to see who will be on call next.



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

6. Touch a name or Info (i) icon to communicate.

7. Touch the **Service Note** next to Cardiology Tech to read it.



8. The **Service Note** indicates where to call the caregiver. Service notes will vary per facility.

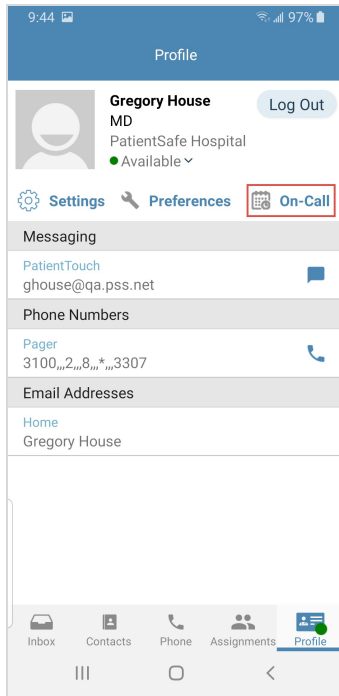
9. Touch the next day (Tue 14) to see who is on call that day.

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

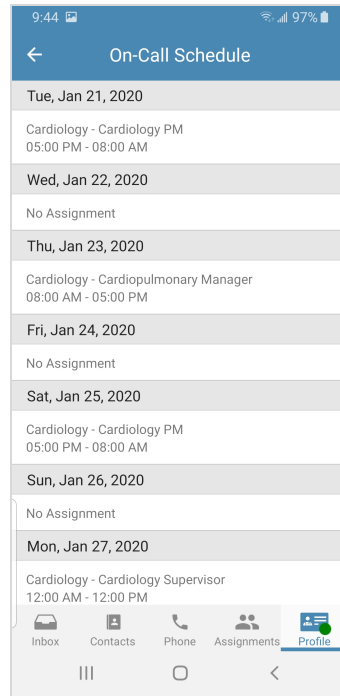
## Profile Tab

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.



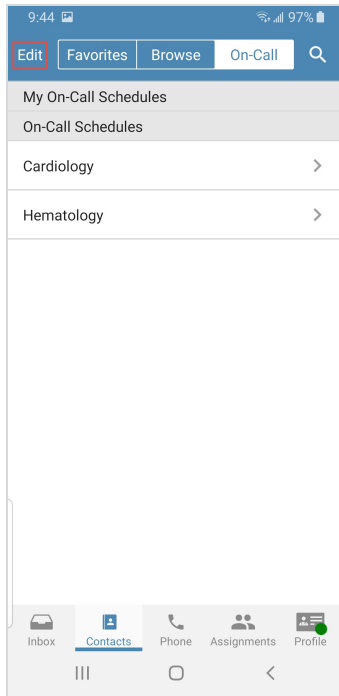
1. Touch **On-Call**.



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

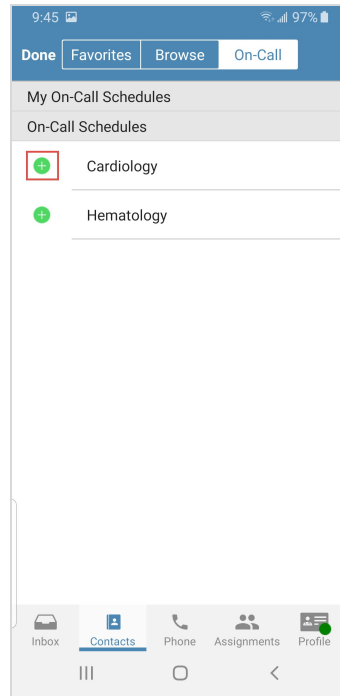
## My On-Call Schedules

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

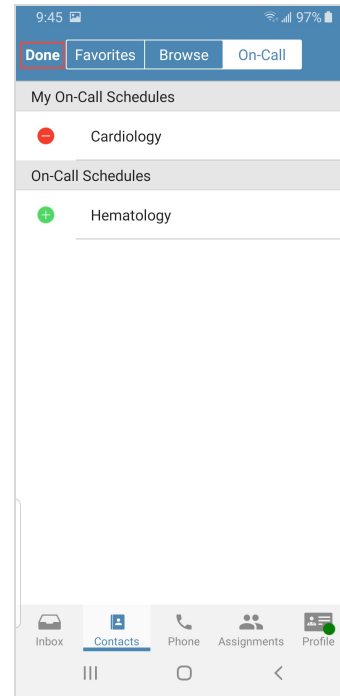


**Edit** allows you to insert a schedule under **My On-Call Schedules**.

1. Touch **Edit**.

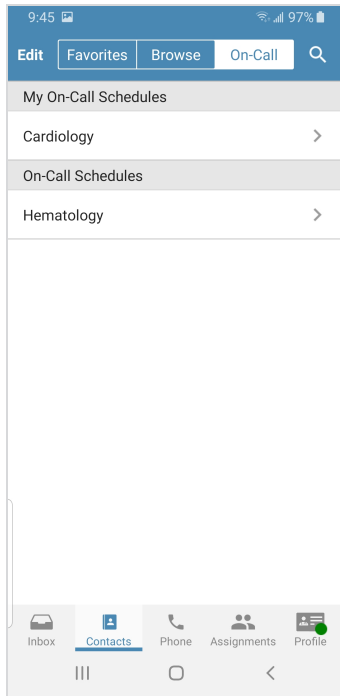


2. Touch the green insert button(s) next to the schedule(s) you want to add.



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

4. Touch **Done**.



5. The newly selected schedule displays.

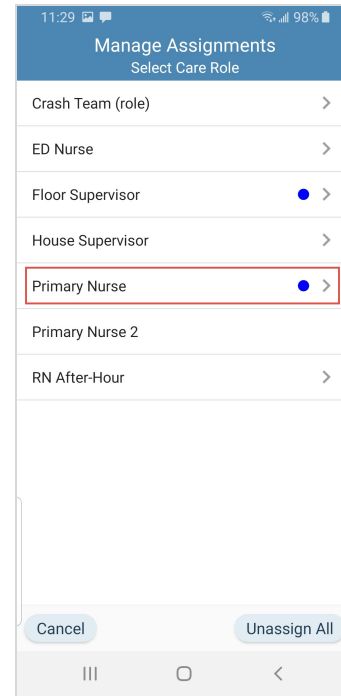
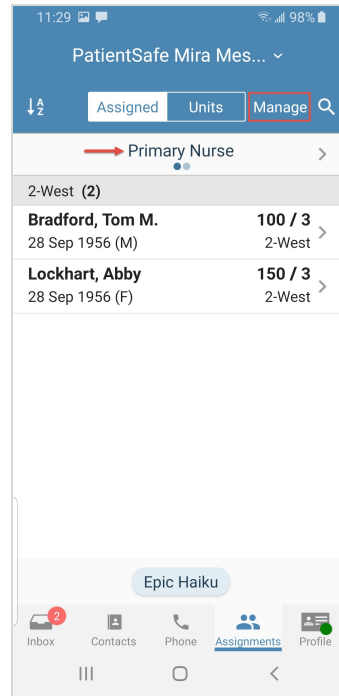
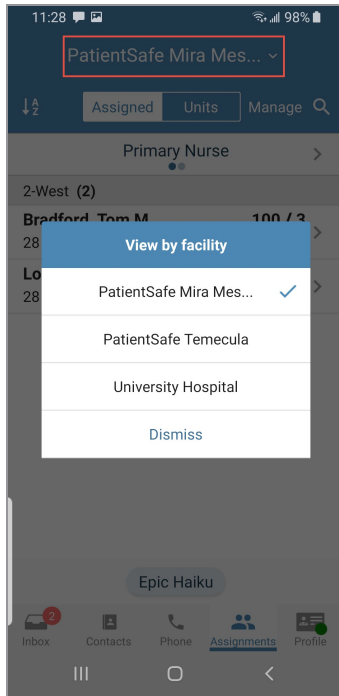
## Managing Assignments

### 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.**



1. The **Assignments** tab displays a list of patients assigned to you.

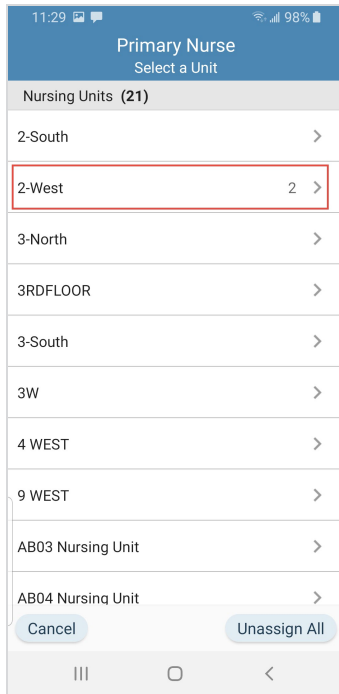
2. If you are associated with more than one facility, the **Facilities** menu displays.

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

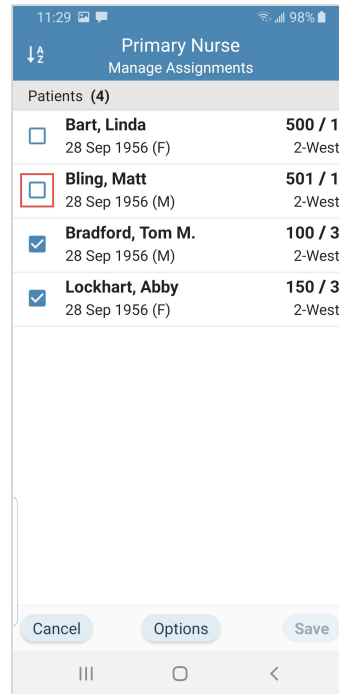
4. If you belong to more than one **Care Role**, they will display at the top where the red arrow is. Touch the right, gray arrow to view assignments for each care role.

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

6. Select the **Care Role**.



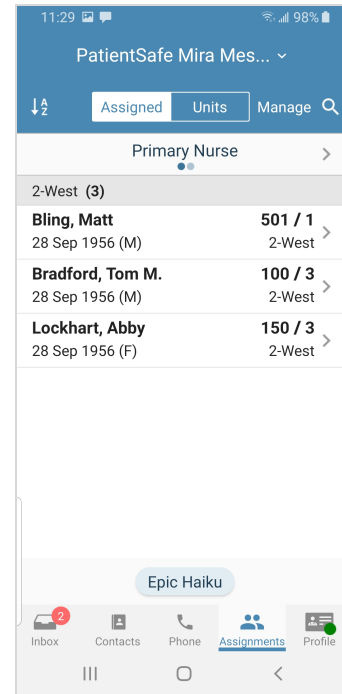
7. Select the **Nursing Unit**.



The list of patients displays.

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

9. Touch **Save**.



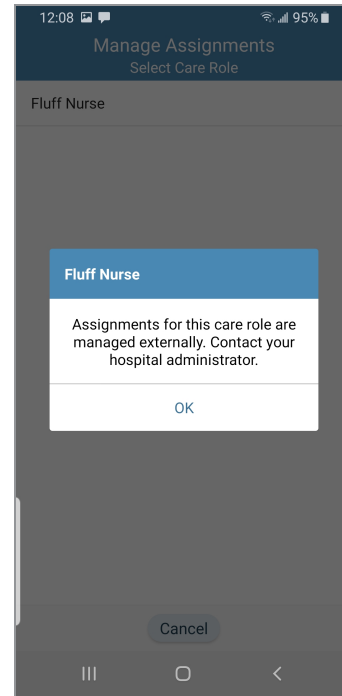
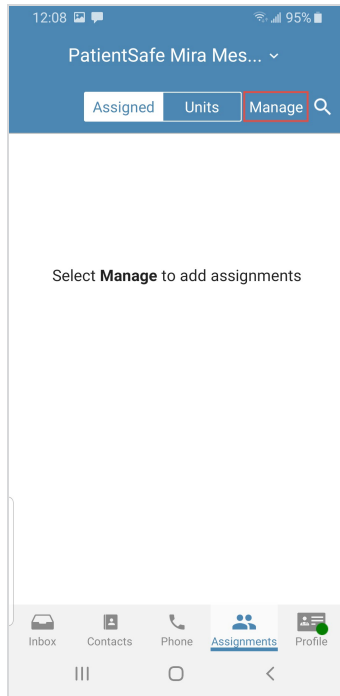
10. The newly assigned patient displays.

## 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.

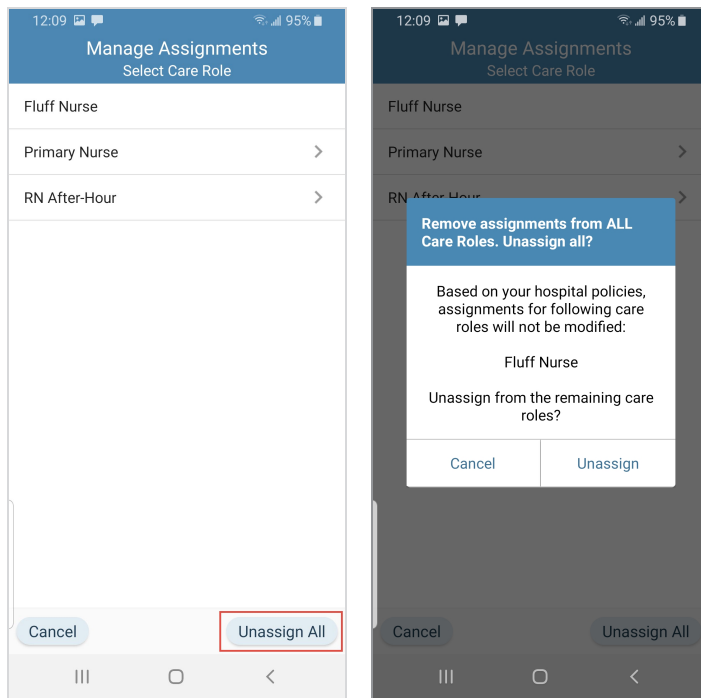




1. If you belong to more than one facility, select the correct facility from the drop down menu.
2. When caregivers have the "Restrict Assignment" flag on their assigned Care Role, they will not be able to manage their assignments.
3. Touch **Manage** to see what happens.

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

6. A message displays stating that the assignments for this care role are managed externally.
7. Touch **OK** to return to the **Assignments** tab.



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

9. Touch **Unassign All**.

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

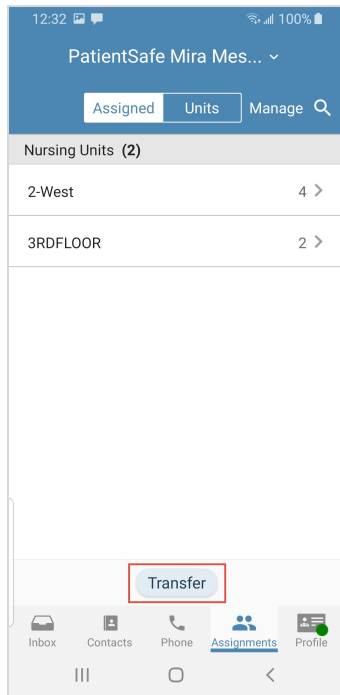
11. To unassign patients from the other care roles, touch **Unassign**.

## Transfer Assignments

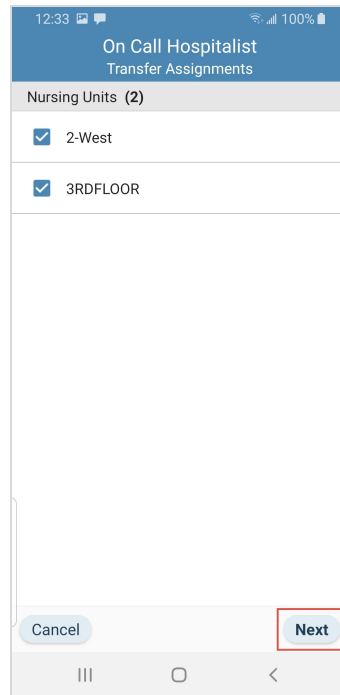
Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like an On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist.

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

## On-Call Hospitalist

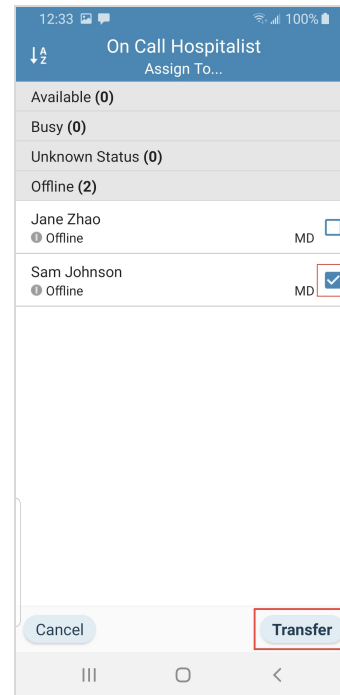


1. From the Assignments tab, touch **Transfer**.



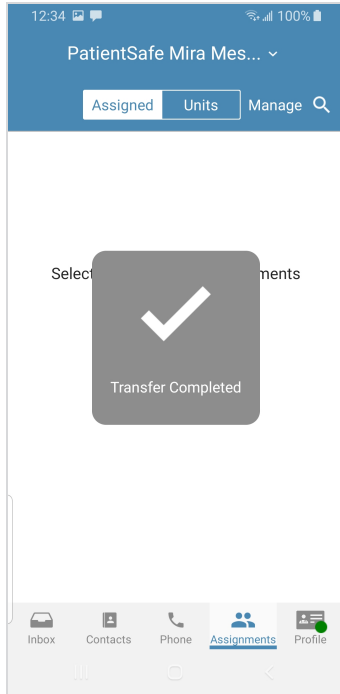
2. The nursing units display that are ready for transfer. Deselect any unit you do not want to transfer.

3. Touch **Next**.



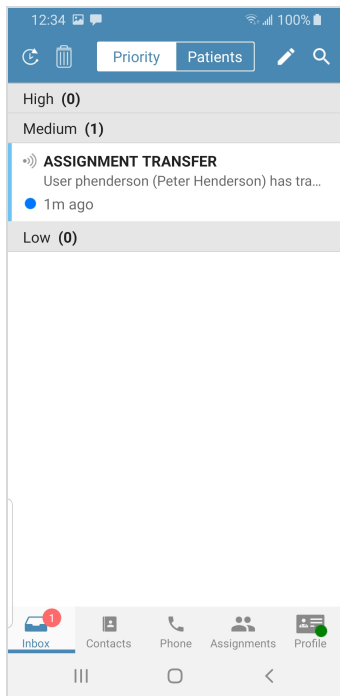
4. Select the recipient of the transfer. In this case, it is the Admitting Hospitalist.

5. Touch **Transfer**.

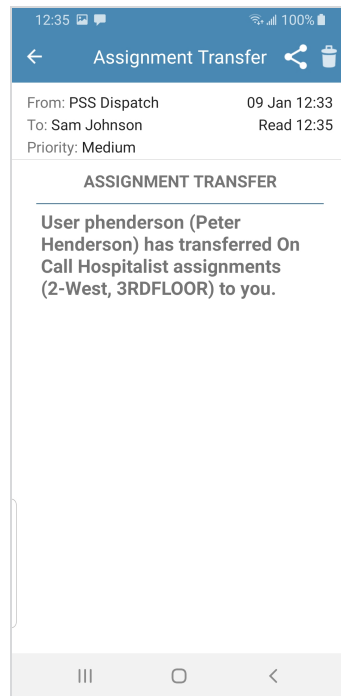


6. A check mark displays indicating a successful transfer.

## Admitting Hospitalist



1. The recipient of the transfer



4. The details of the assignment

receives a notification in the Inbox.

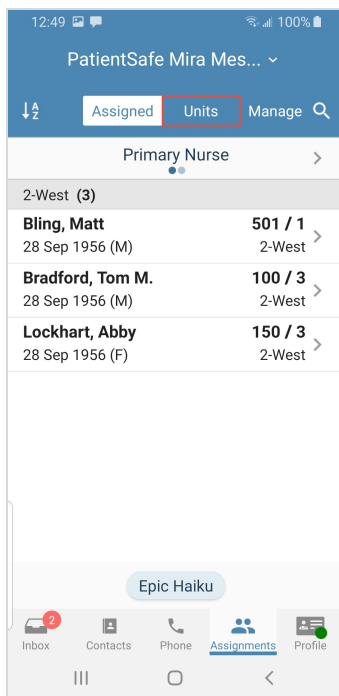
2. Notice the message is medium priority. This is configurable for each facility.

3. Touch the message summary.

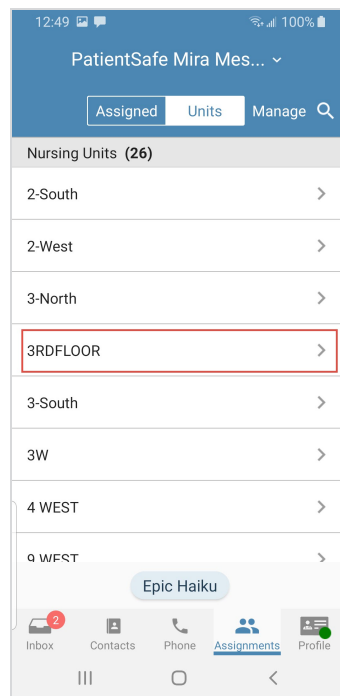
## Filter Empty Beds

PatientTouch Communications 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.

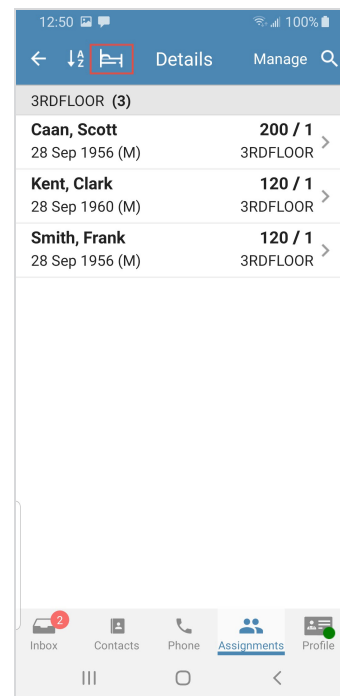
To hide or display empty beds, follow the instructions below.



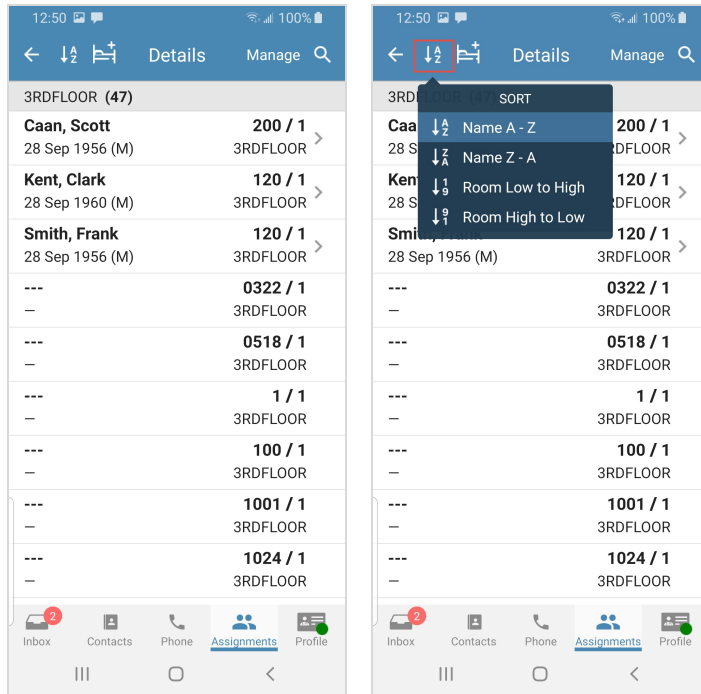
1. From the Assignments tab, touch **Units**.



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



3. Touch the **Bed** icon.



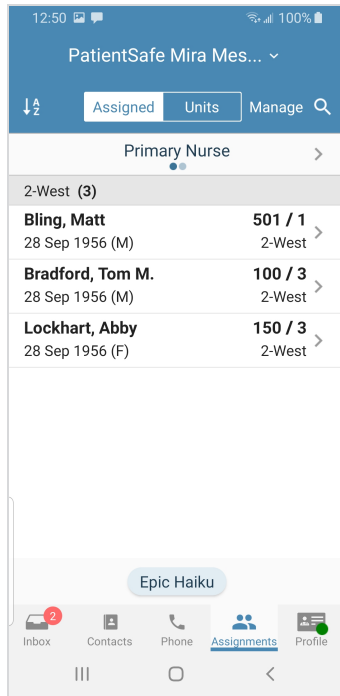
4. All of the empty beds for this nursing unit display.

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

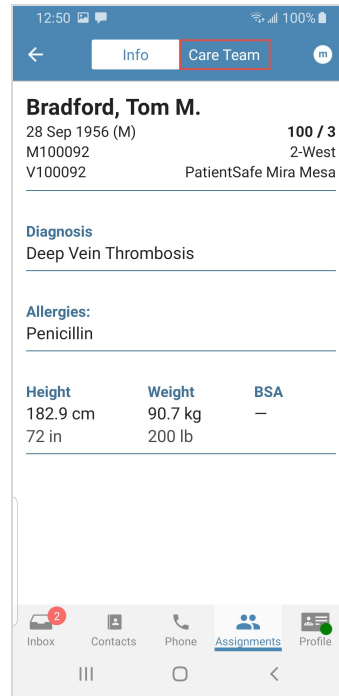
6. Or, select to display patients in alphabetical order.

## Partial Care Team Group Chat

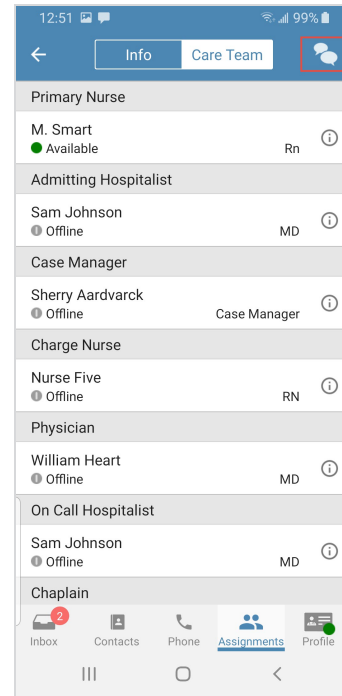
Use **Group Chat** to send a text message to all or only selected care team members.



1. From the **Assignments** tab, select a patient.

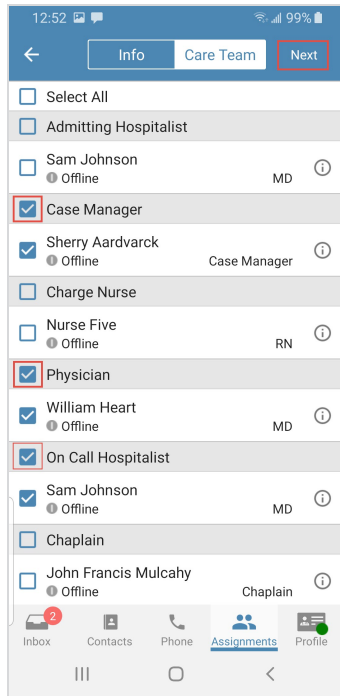


2. Click **Care Team**.

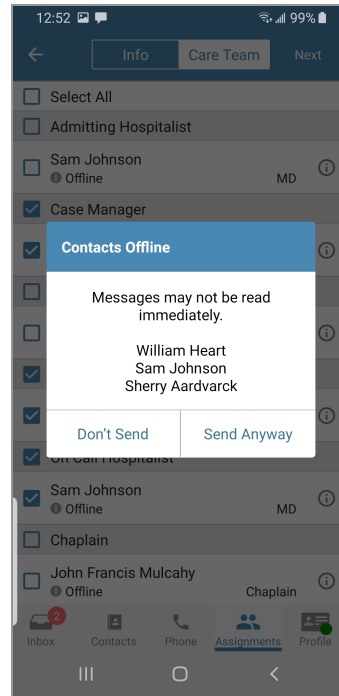


3. The list of care team members displays.

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

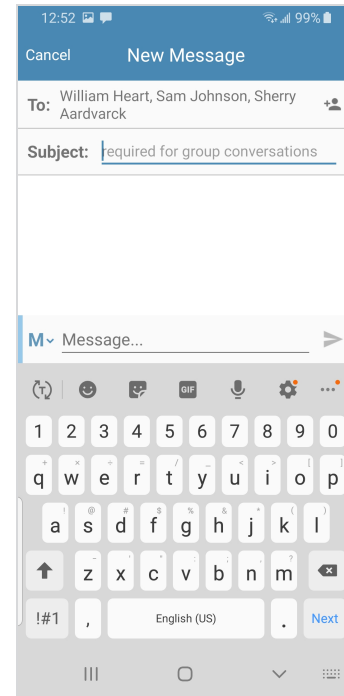


5. Select the empty circle(s) next to the members you want to contact.



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

7. Touch **Send Anyway**.



8. Compose your message to the selected recipients.

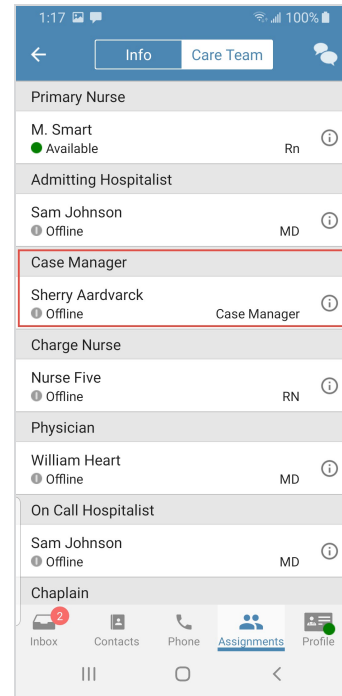
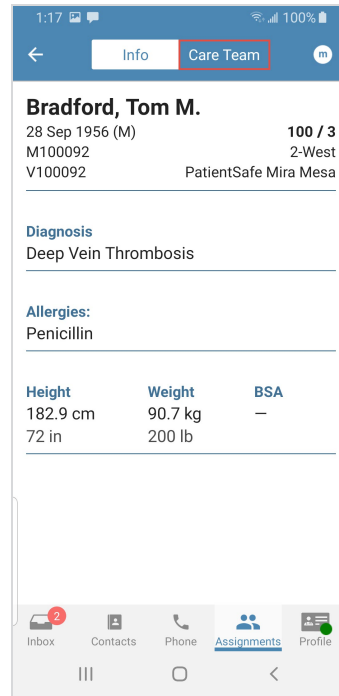
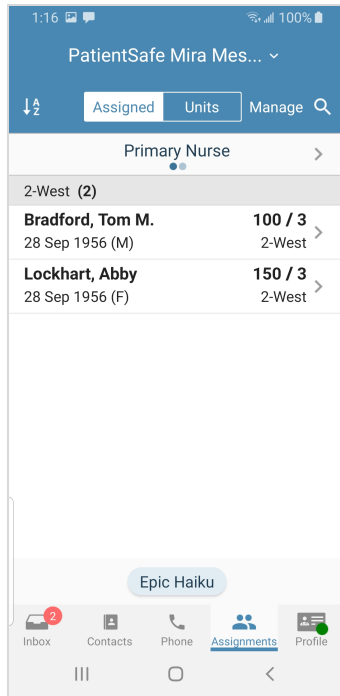
## Patient Information

### Viewing Patient Information

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

When configured in the Enterprise Manager, a care role may be hidden from the Care Team list. See below.





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

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

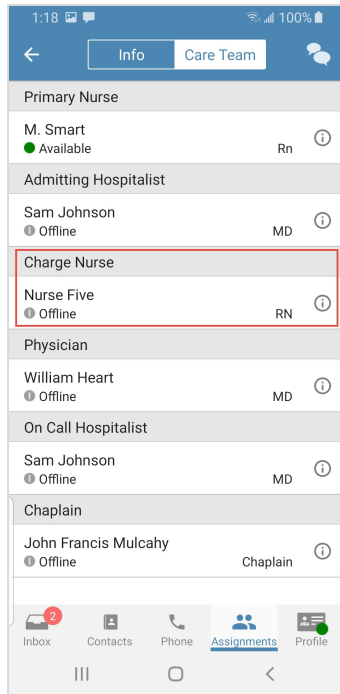
3. Touch **Care Team** to see members of the patient's care team.

4. All **Care Team** members display.

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

6. **Start Group Chat** to communicate with all Care Team members.

7. Notice the **Case Manager** care role displays in the image above.



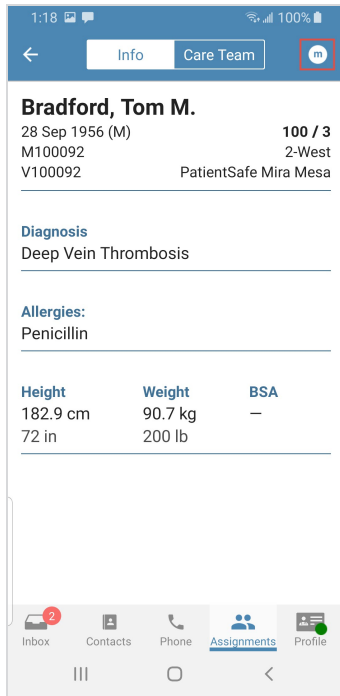
8. But when a Care Role is configured in the Enterprise Manager to not display, caregivers will not see it in the Care Team list.

9. Instead, the next care role displays.

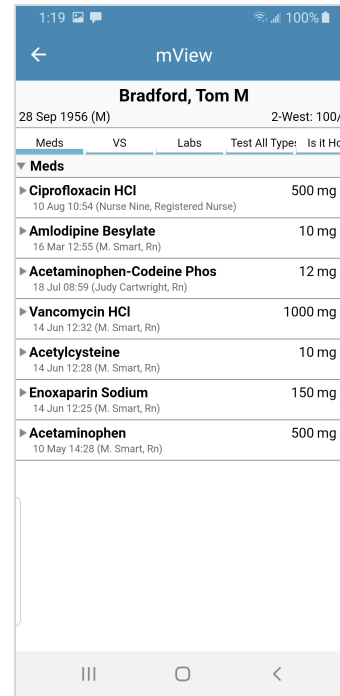
## Viewing Patient Information via mView

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.) lab results, and med orders.

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



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

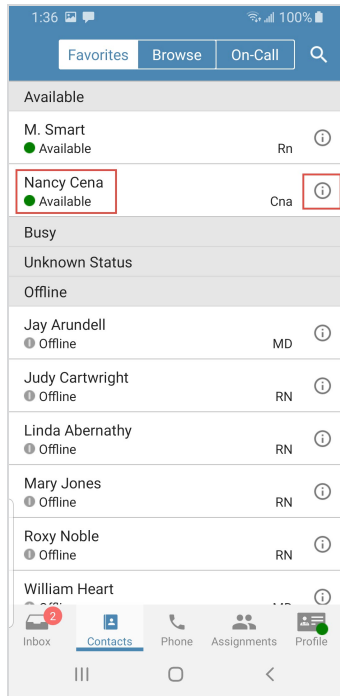


2. Touch each tab to view detailed patient data, i.e. Meds, VS, Labs, etc.

## Phone

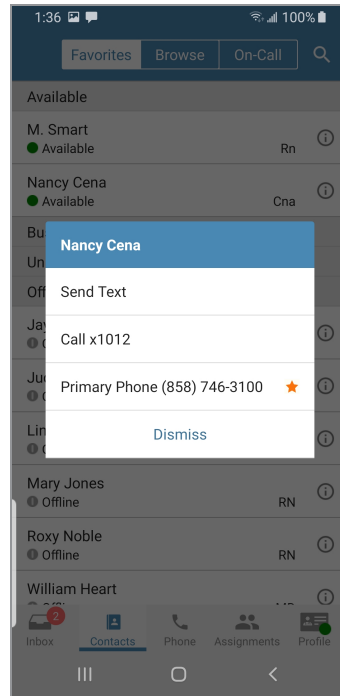
### Placing a Call

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.

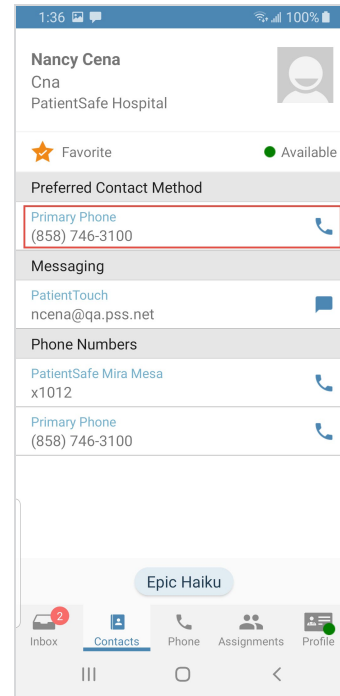


There are three ways to place a call:

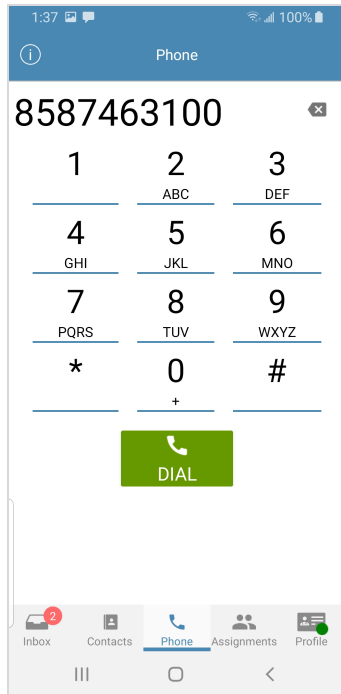
1. Touch the **Name** of the contact you wish to reach.
2. Touch the **Info (i)** icon.
3. Dial the number manually.



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



Touching the **Info (i)** provides Contact Details where you can touch the area in red above to dial the person directly.



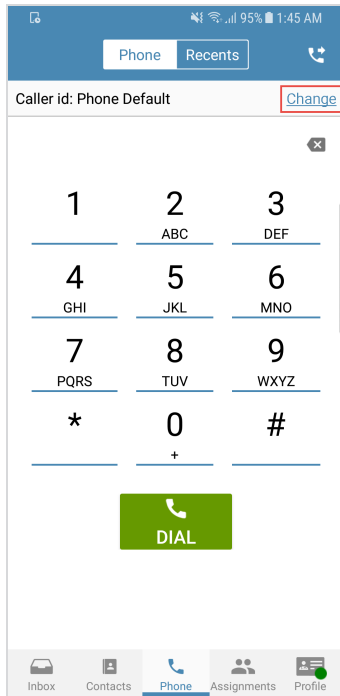
Manually dial the phone number on **Phone** tab.

## Custom Caller ID

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

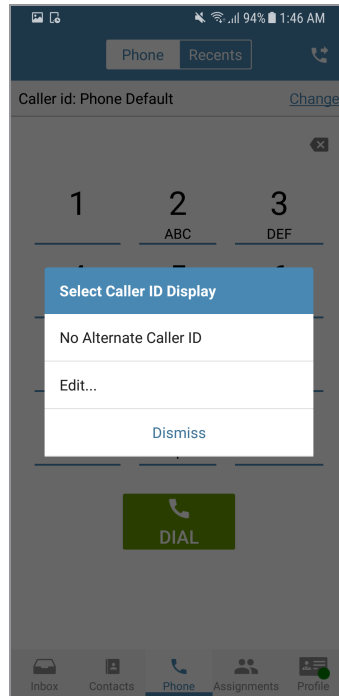
Users, for example physicians or hospitalists, may want to have their phone numbers "hidden" when placing a call for privacy reasons. With the Custom Caller ID feature, users can choose to display a different phone number, such as the clinic or hospital main line. Users must have the "Set Alternate Caller ID" permission to use this feature.

Please use the instructions below to configure Custom Caller ID.

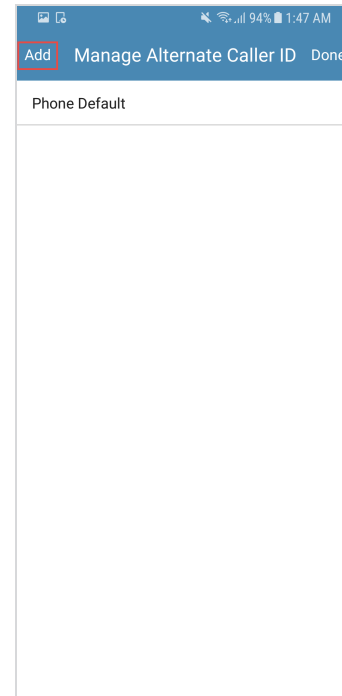


On the **Phone** tab, the Caller ID, in this example, is set to "Default."

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



2. Touch **Edit**.



3. Touch **Add**.

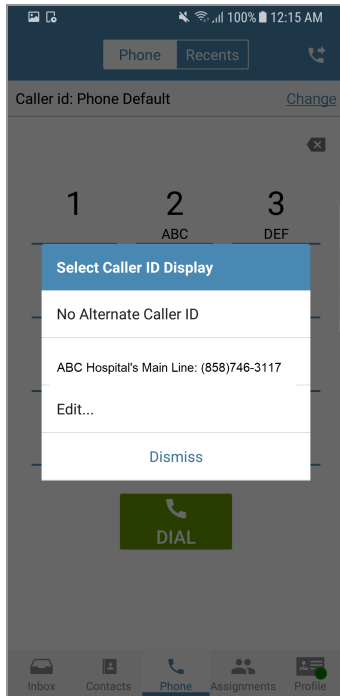
4. Enter a display name, which may be the clinic or hospital. The display name is for the caller's use only.

5. Enter the phone number to display, which might be the clinic or hospital main line.

6. Touch **Call Me**.

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

8. Touch **Done**.

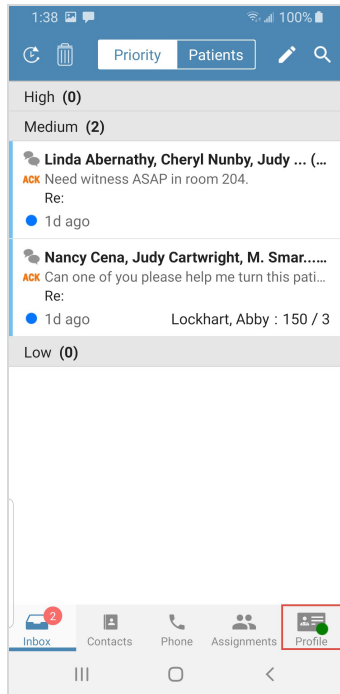


9. Notice that when you touch **Change** again, the new number displays for you to select the next time.

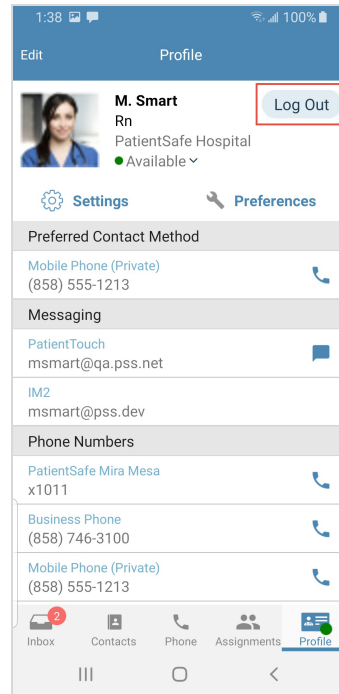
## Logging Out

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

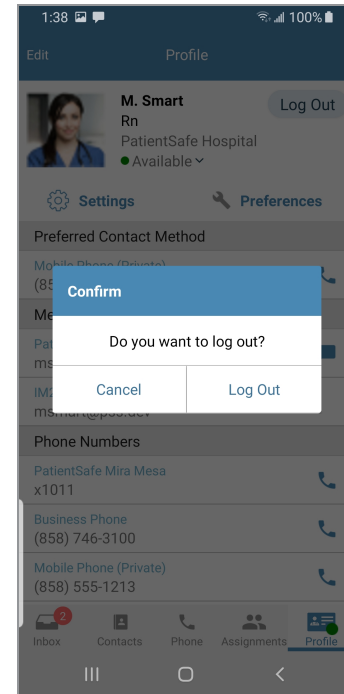




Touch the **Profile** icon to log out.



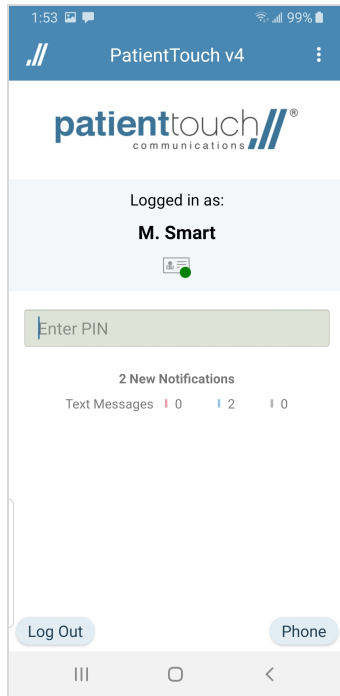
Touch **Log Out**.



Touch **Logout** on the confirmation message.

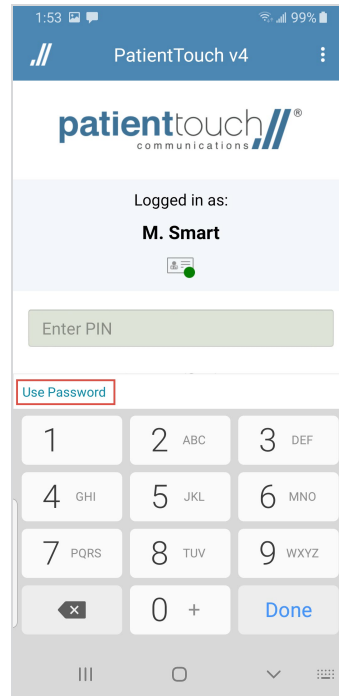
## Security Mode

Please follow the instructions below to learn how to log out of Security Mode or reauthenticate.



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

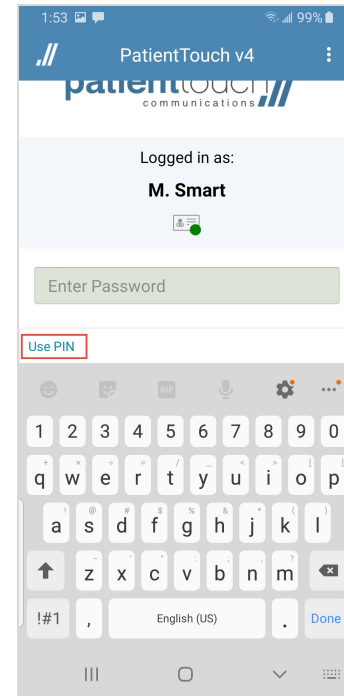
1. Touch **Phone** to quickly access the dial pad and make a call.
2. Touch **Log Out** to log out of the application.
3. Touch Password or PIN to reauthenticate back into the application.



You have two choices to reauthenticate: use password or use PIN.

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

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



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

Enter your password or touch **Use PIN** to enter your PIN.