PatientTouch® Communications (iOS)

Frequently Asked Questions (FAQs)

Logging In and Setting Status

1. **What is my login name and password? What do I do if I forget my password?**

   A: If you do not know your login name or you need to retrieve your password, please contact your Hospital System Administrator or IT department.

2. **Is there a faster way to log into PatientTouch Communications other than using my user-name and password?**

   A: Yes, if configured, you can use Face ID or Touch ID to login with facial recognition or your fingerprint profile.

3. **I am concerned about missing messages when I put the PatientTouch Communications application in the background or close the app. Is there a way to minimize missed messages and notifications?**

   A: Yes, 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.

4. **Can I change my password using PatientTouch Communications?**

   A: Yes, you can change your password or PIN by tapping Profile icon and then tap Preferences>Reset Password/PIN.

   If you are using Active Directory, you will not be able to change your password using the handheld.

5. **How do I log out of the application?**

   A: To log out, tap the **Profile** icon and choose **"Log Out"**.

6. **How do I set my status?**

   A: Set your status by tapping the **Profile** icon and tapping **Available** or **Busy**. Remember to update your status so you don't miss messages and notifications!

Messaging

7. **As a HIPAA compliant hospital, I am concerned that some users should not be using secure chat messaging. Does PatientTouch have the ability to disable messaging for some users?**

   A: Yes, without the Secure Messaging permission, users will not be able to send or receive secure chat messages.

Contacts

8. **How do I search for a contact?**

   A: In the Contacts tab, tap the **Search** icon and search by name. Or, just type in the first few characters of the person's name in the "To" field and a pop up box will display with user names.

9. **How do I place a phone call or text message from my Contacts list?**

   A: Tap the contact name and select one of the options that display, or, tap the **Info** icon next to their name and tap the **Phone** icon to call or the message bubble to text.

10. **How do I send a new text message to one of my contacts?**

    A: You can send a text message by tapping the **Compose** icon from the Inbox, tapping on a contact name from Favorites, and tapping **Done**.

11. **How do I tag a patient to a text message?**

    A: Tag a patient by tapping the **Tag Patient** icon located on the New Message screen, tapping the icon, selecting a patient, and tapping **Done**.

Badge Count

12. **What does the red circle with the number in it mean that displays on my Inbox tab?**

    A: The red number is the **Badge Count**, which indicates the total number of unread messages you have.

13. **What does the red circle with the white number in it mean that displays on my Phone tab?**

A: The white number is the phone badge count, which indicates the number of missed calls or voice mail messages.

Assignments

14. **How do I find my assigned patients?**

    A: Tap the **Assignments** tab to find your assigned patients. Tap **Manage** to add/remove patients.

Phone Usage

15. **Will I be able to transfer a call to another caregiver?**

    A: Yes, you can place a "blind" or "assisted" transfer to someone else. Blind transfer sends the call immediately to the other caregiver. Assisted transfer allows you to place the original call on hold to allow for an introduction to the transferred call.

16. **Can I make and receive calls using my native cell phone carrier?**

    A: Yes, contact PatientSafe Solutions Technical Support to have your devices configured for Cellular Calling.

17. **I don't want my phone number to display as the caller ID when placing a call. Is there a way to manage this?**

    A: Yes, users can choose to have their phone number display as the caller ID when placing a call. Or, if configured, they can use Custom Caller ID to enter a new value to display instead.

18. **I would like other caregivers to contact me using only my primary phone number or via text messaging. Is there any way I can configure this using PatientTouch Communications?**

    A: Yes, the preferred method of contact may be configured using the Profile screen>Preferences>Preferred Contact Method.

19. **As a physician, I want to hide my mobile phone number from other users. Is this possible?**

    A: Yes, with proper permissions, users can touch the Profile tab>Preferences>Hide Contact Info and select any of the designated phone numbers to hide. The hidden number will display as "Private."

20. **I have heard that other hospitals use hunt groups. Does PatientSafe Solutions support hunt groups?**

    A: PatientSafe does support hunt groups, which are used by many hospitals to call a set of users at one time. If a caller dials an extension, any or all of the users associated with that number (those in the hunt group) are dialed. When one user picks up the phone, the call is

terminated for all others in the hunt group, and the caller is connected with the user who picks up the phone.

Multi-Facility

21. **I belong to a hospital with more than one facility. Will each facility be recognized in PatientTouch Communications?**

    A: Yes, you can belong to more than one facility and each facility displays under the Contacts tab.

22. **Will I be able to call someone (who is using the PatientTouch Communications application) who is from another facility?**

    A: Yes, caregivers can make and receive calls between facilities.

23. **How can I quickly search for users within my own facility?**

    A: In the Contacts tab, tap Browse>Select your Facility>tap Facility Numbers and scroll to find your contact. Or, use the Search icon to locate them.

24. **Will I be able to quickly call a set of users at the same time in the hopes that one of them will pick up the call?**

    A: Yes, PatientTouch Communications supports Hunt Groups, which allows a caller to dial a single phone number that reaches a set of users at the same time. When one user picks up the call, the call is terminated for the other users in the Hunt Group.

Misc

25. **Can PatientTouch link to third party applications?**

    A: PatientTouch Communications provides for inbound/outbound links to third party applications where caregivers do not need to enter credentials when passing from one application to the other.