



PatientTouch® Communications Application User Guide (iOS)

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

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

Reproduction in any manner whatsoever without the written permission of PatientSafe Solutions, Inc. is strictly prohibited. Changes in equipment, software, or procedures may occur periodically; information describing these changes will be included in future editions of this document. Information in this document is subject to change without notice and does not represent a commitment on the part of PatientSafe Solutions to provide additional services or enhancements.

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

PatientTouch is a registered trademark of PatientSafe Solutions, Inc. iPhone® and iPod touch® are registered trademarks of Apple Inc. Other product or company names are the trademarks and/or registered trademarks of their respective owners.

Table of Contents

Getting Started	1
Security Assertion Mark Up Language (SAML) Integration	1
Log in by Touch ID	4
Log in by Face ID	7
Single Sign On (SSO)	10
Inbox and Messaging	11
Viewing the Inbox	11
Multi Action Notification Buttons	14
Composing a Text Message	14
Emoji Support	17
Acknowledging a Request	18
Forwarding Messages	20
Deleting a Message	22
Disable Messaging per Facility	22
User Profile	25
Persistent Login Mode	25
Accessing the Icons Legend	27
Setting Inbox Reminders	28
Changing Your Password	30
Contacts	32
Managing Contacts	32
User Preferred Contact Method	34
Edit and Hide Contact Info	36
Managing Browse Groups	40
Facility Numbers	41
Assigned & All Pivots	42
On Call Scheduling	43
Profile Tab	45
Managing Assignments	47
Orchestrating Patient Assignments	47
Restricting Assignments	49
Transfer Assignments	51
Filter Empty Beds	53
Partial Care Team Group Chat	54
Patient Information	56
Viewing Patient Information	56
Viewing Patient Information via mView	58

Phone	58
Placing and Receiving a Call	58
Call Forward	61
Call Transfer	62
Call Waiting	64
Custom Caller ID	64
Voice Mail Indicator	67
Paging	69
Short Message Service (SMS) Paging	69
Logging Out	72
Security Mode	72
Connectivity Error Handling	73
Banner Messages	73
Sample Screen Images	74

Getting Started

PatientTouch Communications allows you to log into the application using one of the following methods: SAML Integration, Touch ID, Face ID, or username and password. Each of these methods are described in this topic and the next several 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 in with Touch ID or Face ID. However, when the application moves to Security Mode, users will be able to re-authenticate back into the application using Biometric Authentication.



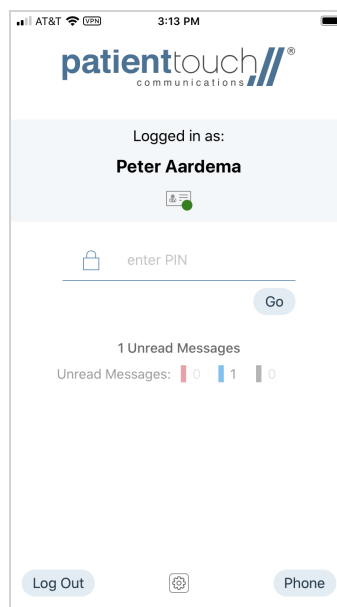
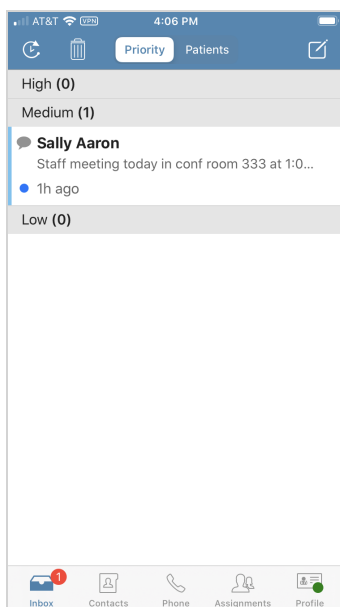
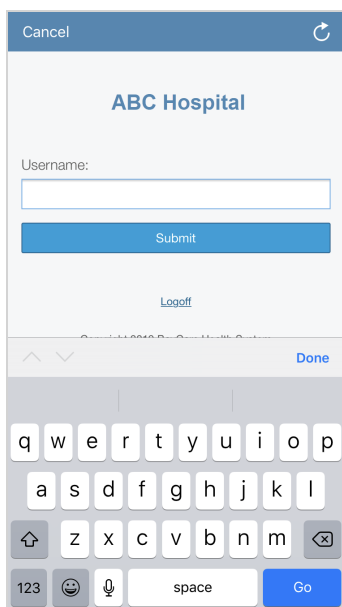
SAML Integration can be enabled/disabled globally in Enterprise Manager once initially configured.

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
3. Upon logging in, the **Inbox**
4. Enter your password, PIN, or

security policy, each MFL/SAML login screen will differ.

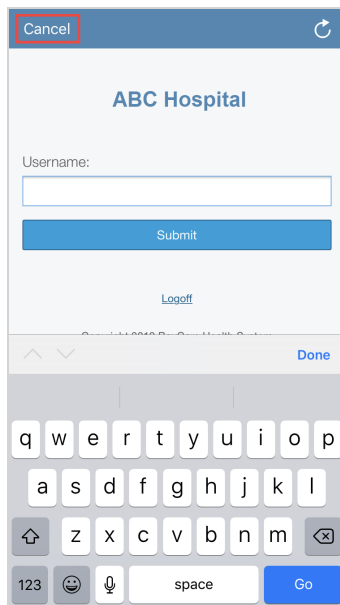
2. You may be asked to enter your username, password, and/or an additional login code.

automatically displays with all of your important messages.

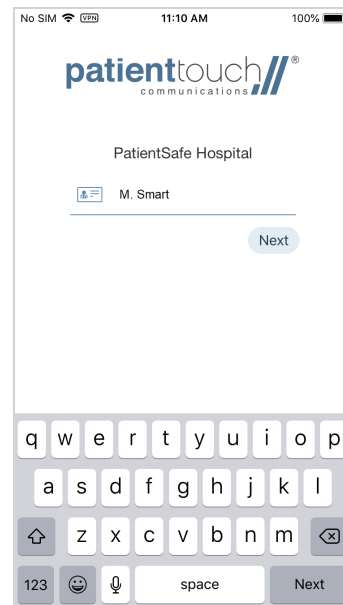
use Biometric Authentication to reauthenticate when in **Security Mode**.

Internal Users

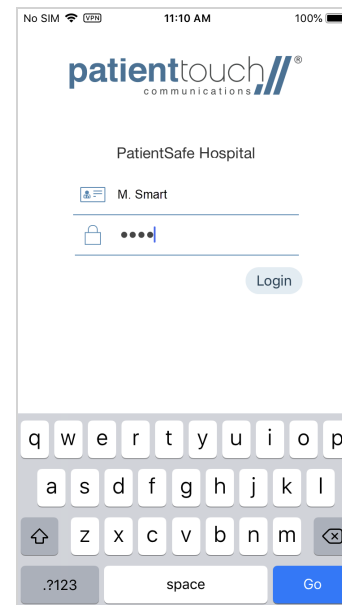
If users are internal to the hospital network or are using a hospital shared device, they will need to touch **Cancel** on the MFA/SAML screen to access the PatientTouch log in screen.



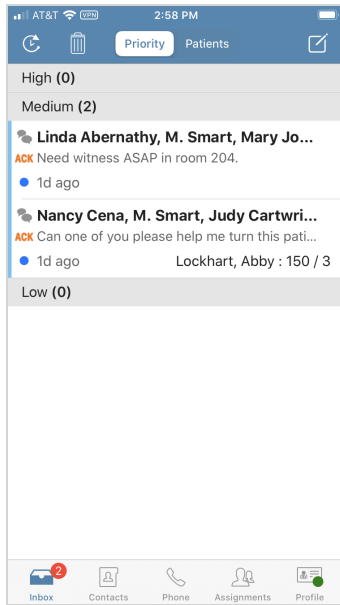
1. Touch **Cancel** on the MFA/SAML screen to access PatientTouch.



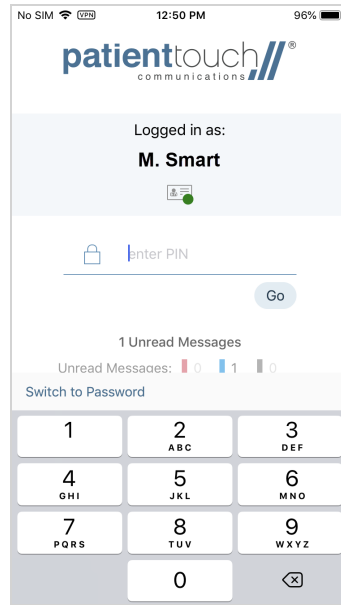
2. On the PatientTouch Login screen, enter your username and touch **Next**.



3. Enter your password and touch **Login**.



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



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

Log in by Touch ID



Notice for SAML Integration users, if you have configured Touch ID on your device and you login to PatientTouch Communications using SAML integration, you will only be able to use Touch ID to reauthenticate.

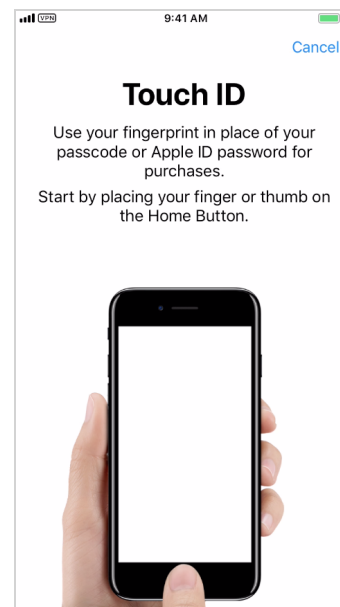
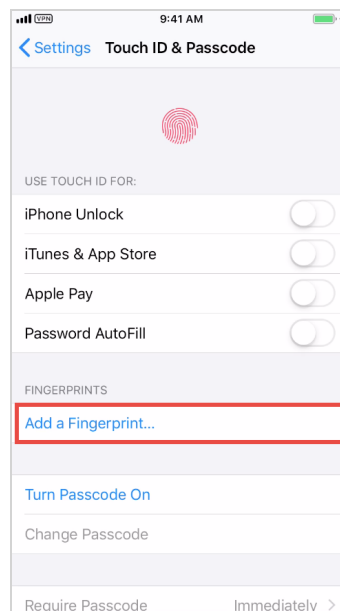
PatientTouch Communications provides Biometric Authentication as an option to log into the application.

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

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



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



1. On your iPhone, select: **Settings> Touch ID & Passcode.**

2. Select **Add a Fingerprint.**

3. Place your finger/thumb on the **Home** button, repeating as the instructions allow.

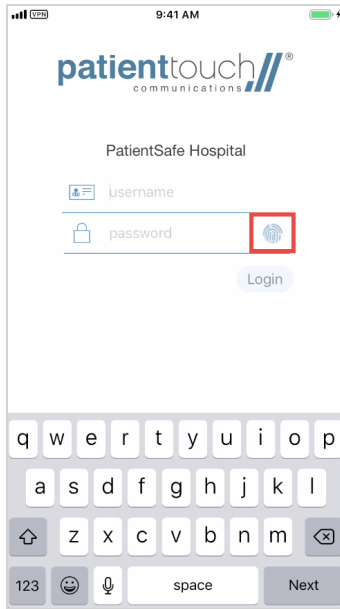
4. Follow all prompts (including the ones to enter a passcode).

5. You will also need to enter your Apple ID password.

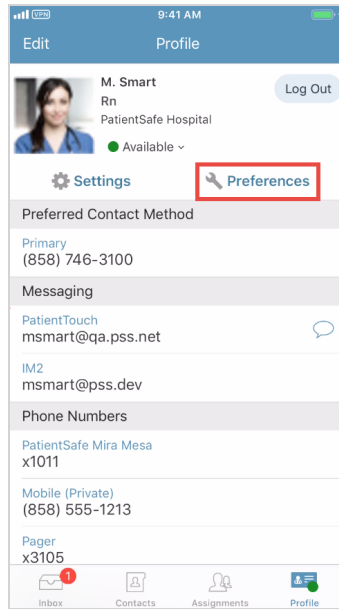
After setting up your fingerprint profile, navigate to the PatientTouch Communications log in screen. You should see a blue thumbprint in the password line.



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



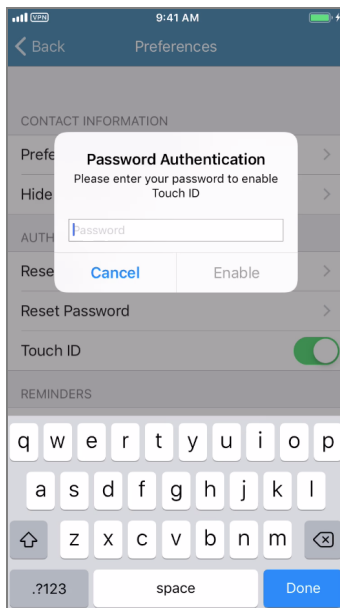
6. Log into PatientTouch Communications with your username and password.



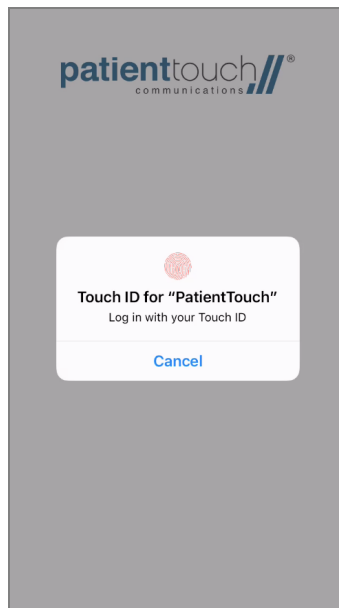
7. Navigate to the **Profile** tab and touch **Preferences**.



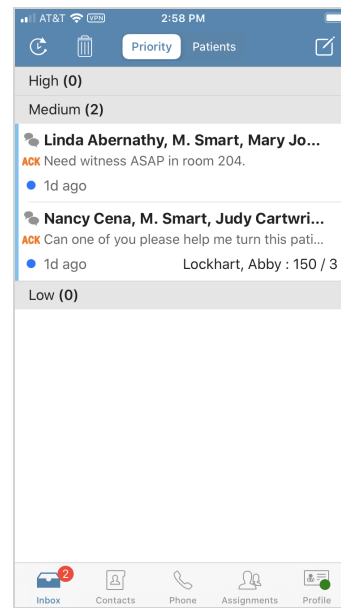
8. Select **Touch ID**.



9. Enter your PatientTouch password to enable **Touch ID**.



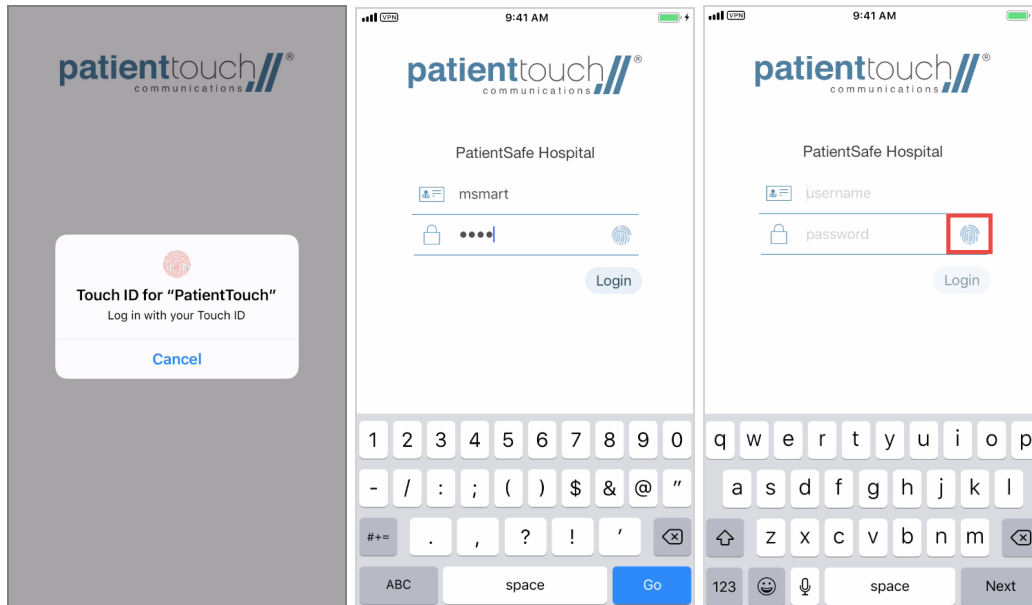
10. An alert displays, asking you to use **Touch ID**.
11. Press your finger/thumb on the **Home** button of your device.



12. You automatically advance to the PatientTouch Communications Inbox.

How to Login with User Name and Password

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



1. Touch **Cancel** on the Touch ID Sign In alert to log in with your user name and password.
2. Enter your username and password.
3. Touch **Login**.
4. Or, if you change your mind and want to use Touch ID, touch the fingerprint icon to bring up the alert and log in with **Touch ID**.

Log in by Face ID



Notice for SAML Integration users, if you have configured Face ID on your device and you login to PatientTouch Communications using SAML integration, you will only be able to use Face ID to reauthenticate.

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

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

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



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



1. In your device Settings, select:

Face ID & Passcode.

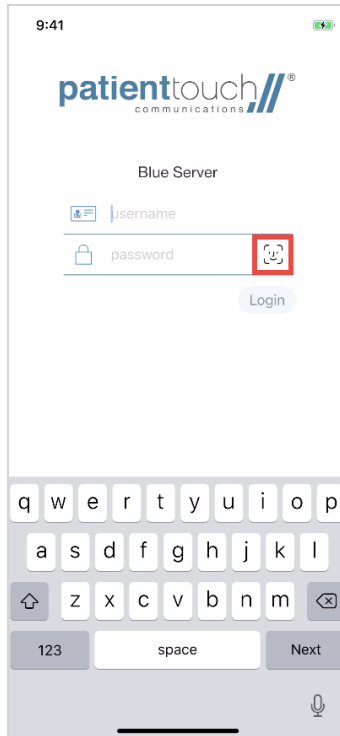
2. Select **Set Up Face ID.**

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

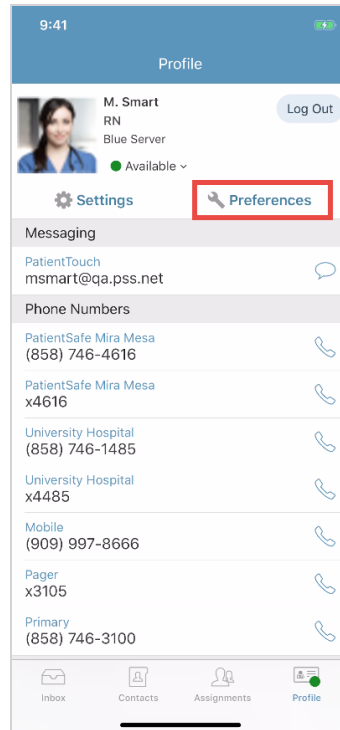
After setting up your Face ID, navigate to the PatientTouch Communications log in screen. You should see a small "face" in the password line.



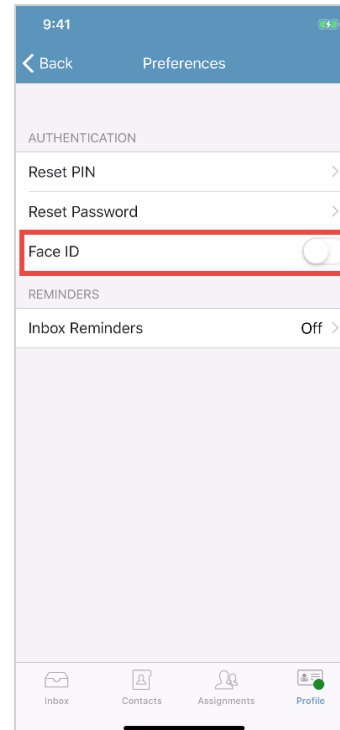
If you do not see a small "face" on the password line, your facility may not have this feature enabled.



4. Log into PatientTouch Communications with your username and password.

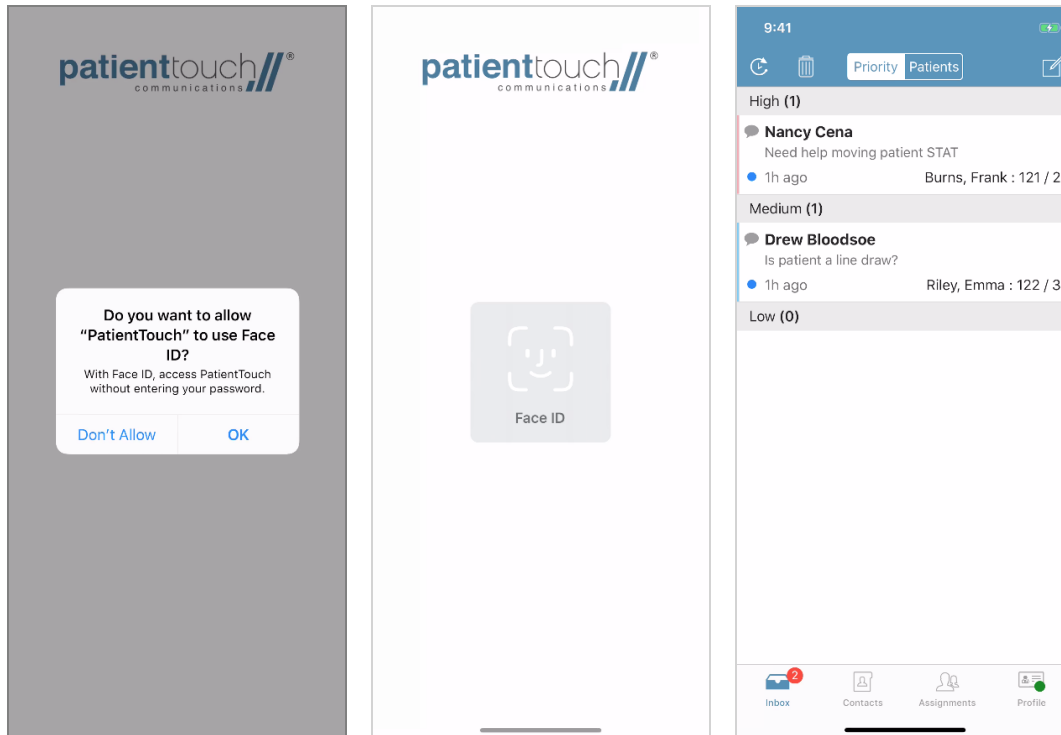


5. Navigate to your profile and touch **Preferences**.



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

Login with Face ID Sign In



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

2. Touch **OK**.

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

4. You automatically advance to the PatientTouch Communications Inbox.

Single Sign On (SSO)

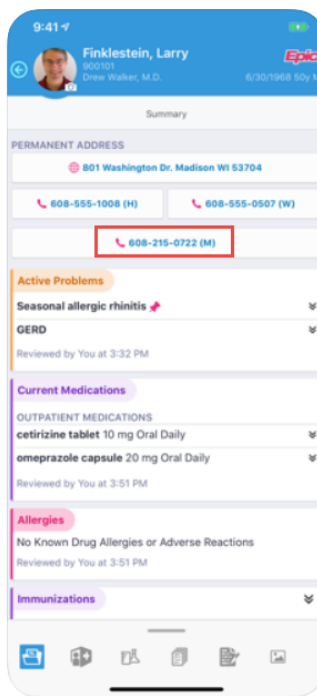
Epic

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.

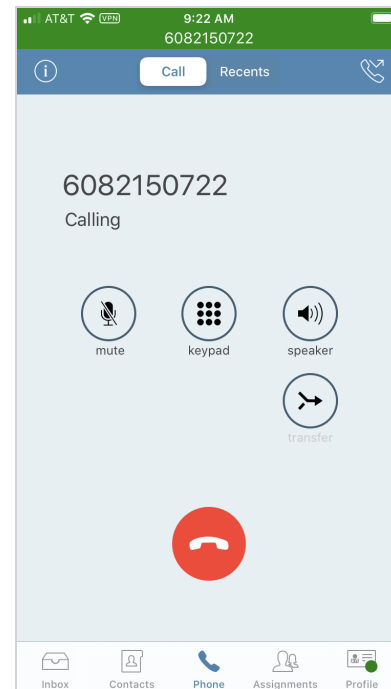
The images below are an example of the process between the two applications. Users will also be able to access the PatientTouch application on the contacts and patients screens.



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.

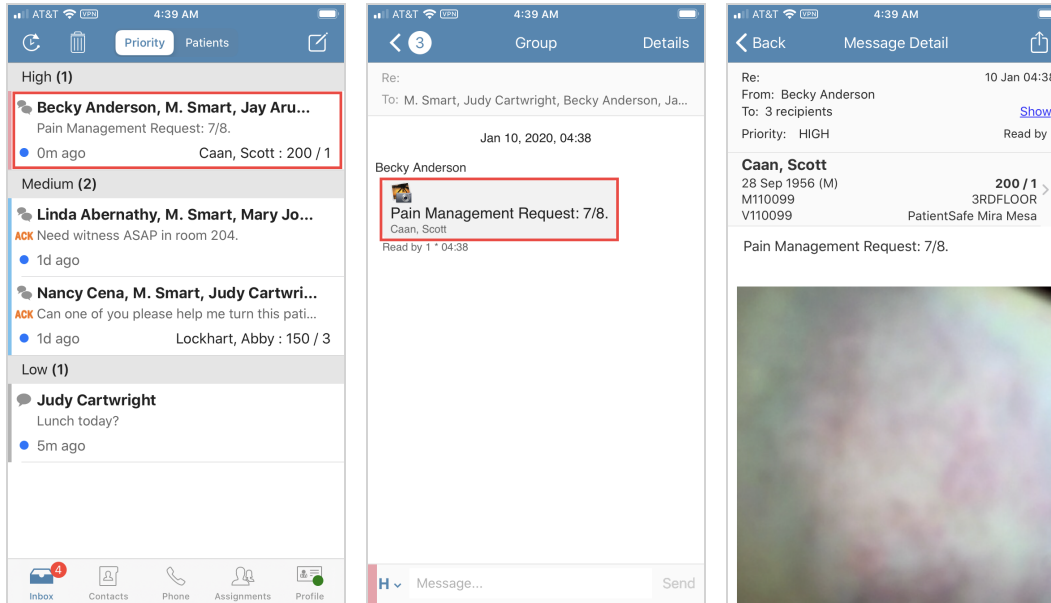
Inbox and Messaging

Viewing the Inbox

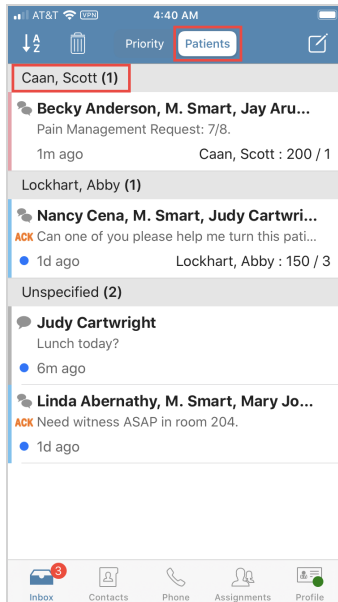
PatientTouch Communications keeps track of all your messages, alerts, and notifications. By prioritizing your **Inbox**, PatientTouch Communications directs your attention to the most critical messages first.

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.



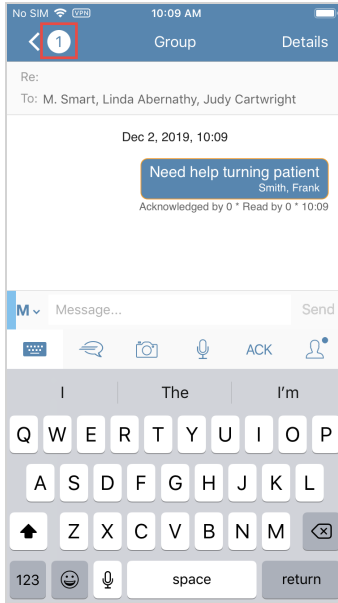
8. View messages by **Patient** name (and sort by name or room number).

Unread Message Count

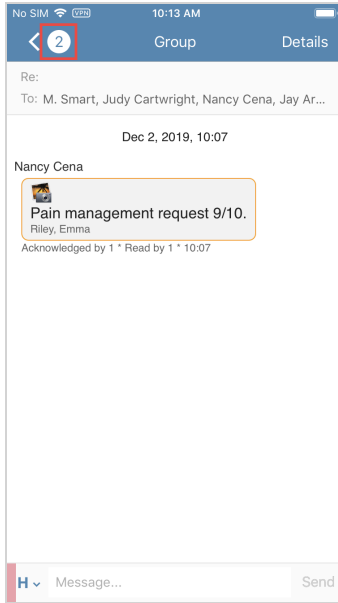
PatientTouch Communications supports the display of unread message count on conversation details for all types of notifications, including external notifications, broadcast messages, new order notifications, and so on. This is to help decrease missed notifications.

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

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



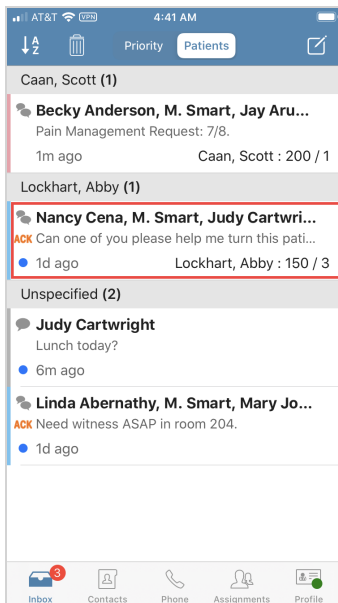
In this image, the total number of unread messages in the Inbox is 1.



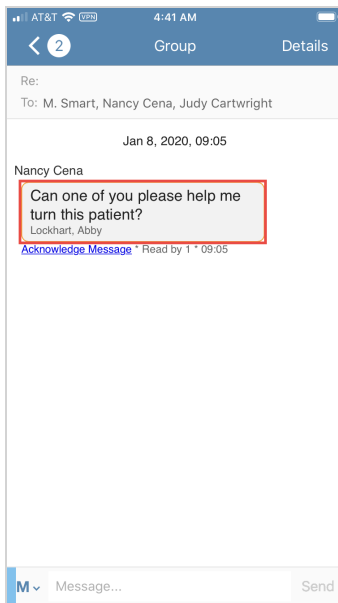
In this image, the total number of unread messages in the Inbox is 2.

Messages with Inactive Patients

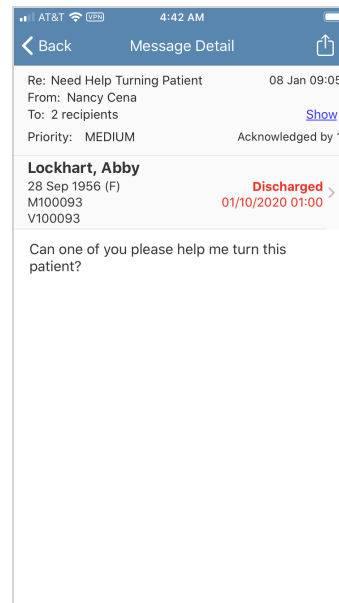
If you receive a message with a tagged patient who has since become inactive (discharged or no activity within 40 days), the message will indicate the patient's status.



1. Touch the message to view its content.



2. Touch the message bubble.
3. Acknowledge the message, if applicable.

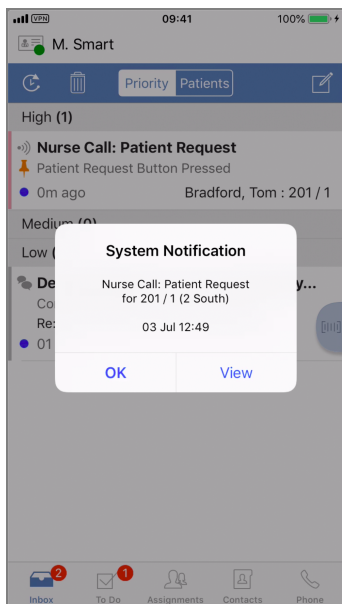


4. The message displays with the patient's discharged status.

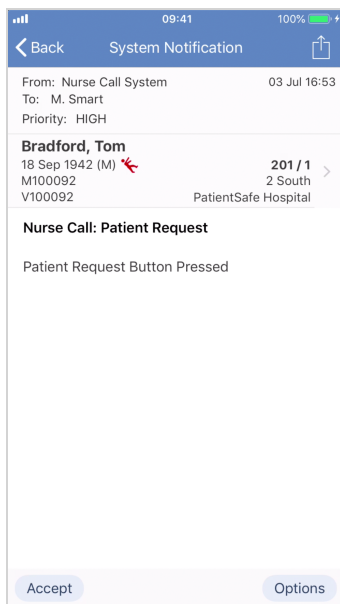
Multi Action Notification Buttons

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

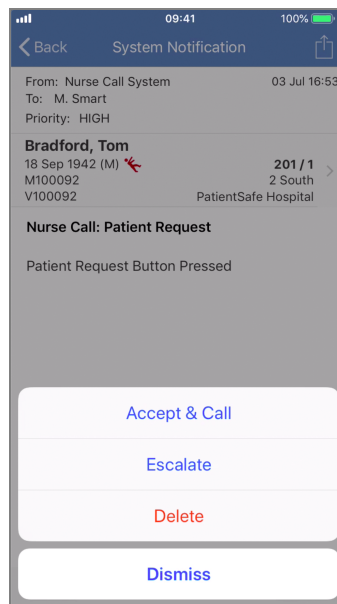
The screens below provide an example of screens the caregiver might see.



1. Touch **View**.



2. Touch **Options**.



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

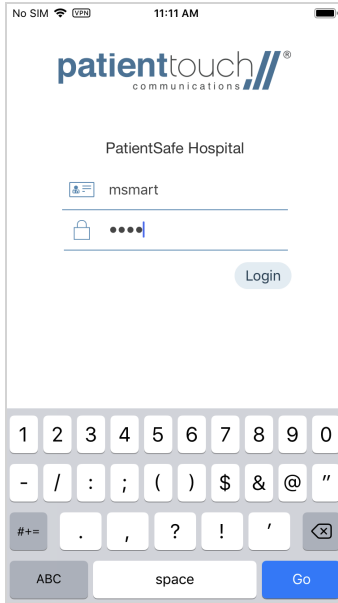
With the same button press, a call is placed to lab, physician or the patient's room for example.

Composing a Text Message

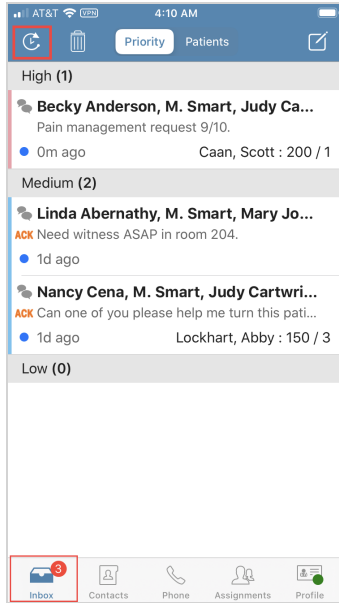
Please use the instructions below to learn how to log into the PatientTouch Communications application with your user name and password. You will also learn how to send a text message and what to do when you receive a Contact Offline notification.



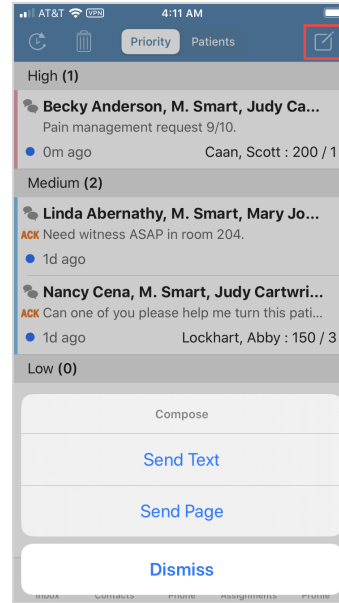
Please refer to the [SMS Paging](#) topic to learn how to send a page.



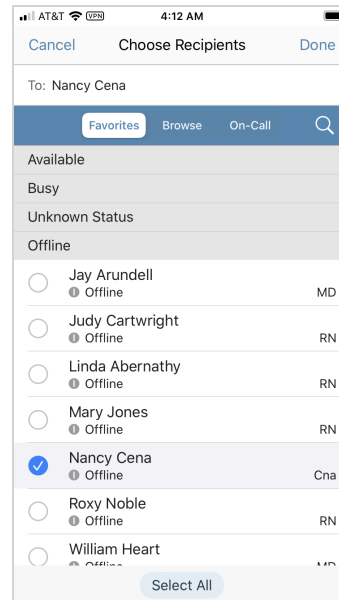
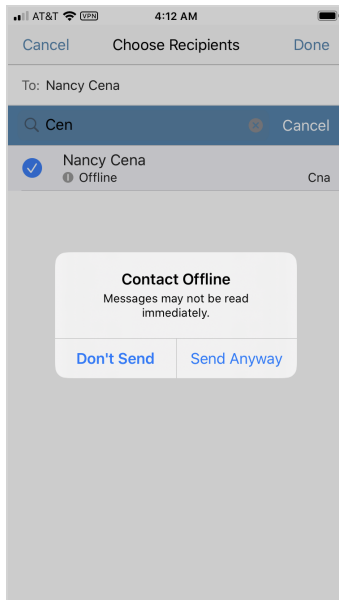
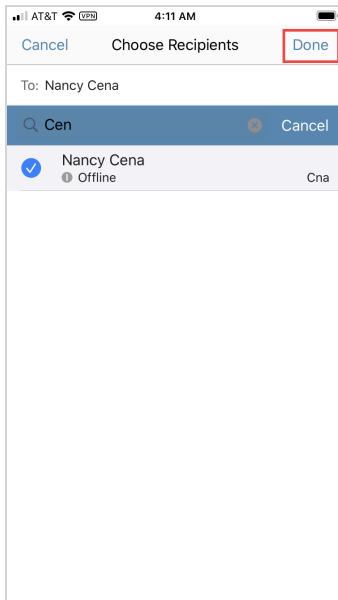
1. Enter your user name and password on the log in screen.
 2. Touch **Go** or **Login**.
- Note:** Upon initial download you may be prompted to enter your hospital domain.



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.



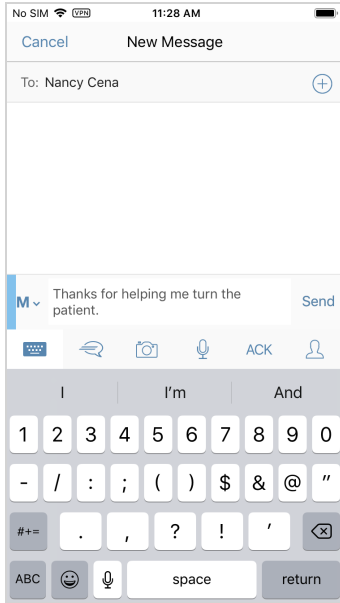
7. Touch the **Compose** icon > **Send Text**.




- 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**.

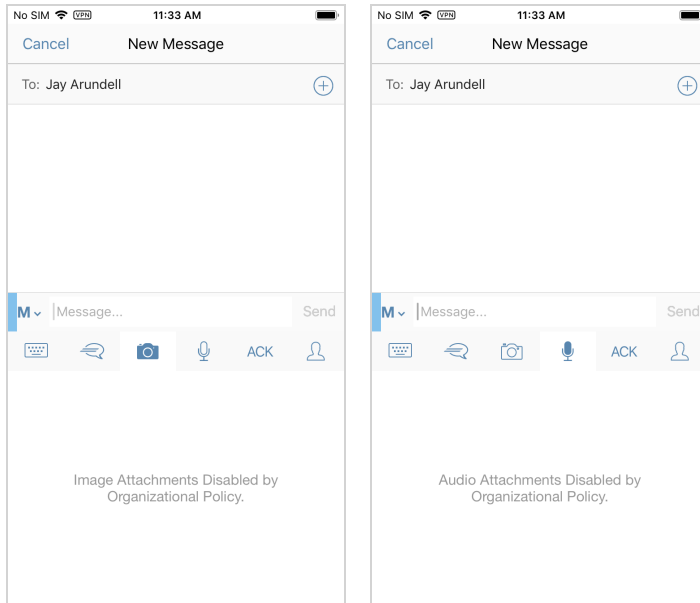


- 13. Enter your message using the table below.

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

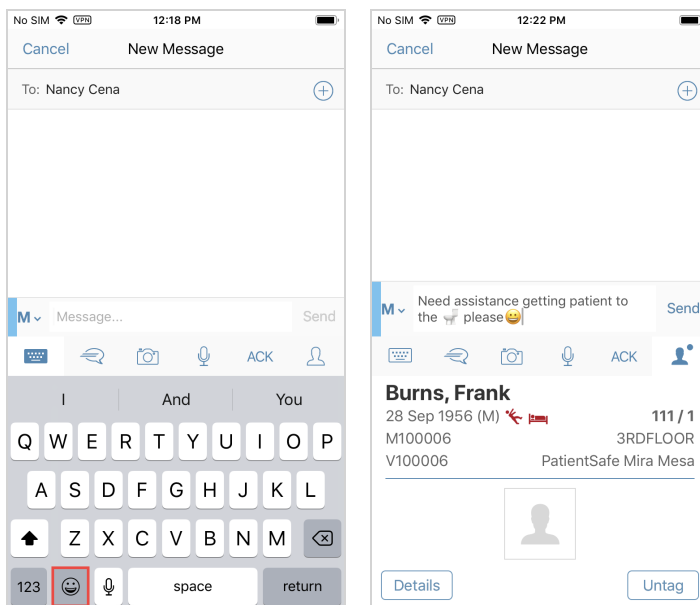
Enable or Disable Image and Audio Attachments

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



Emoji Support

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



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

2. Touch **Send** when you are ready.

Acknowledging a Request

Users can compose a message and include an Acknowledgment Request, which allows the recipient of the message to acknowledge receipt. In addition, **the sender can request a notification message** if the recipient(s) has not acknowledged the message within a designated time frame.

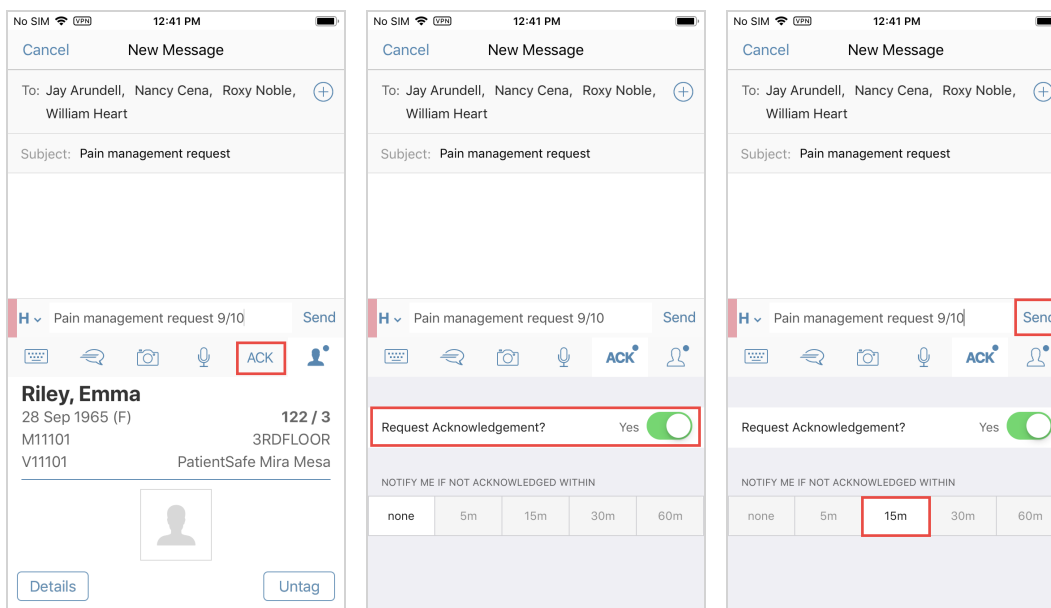
Acknowledgment requests can be included in a message to one or more recipients. In the case of a group message, the sender will receive a notification if not all messages were acknowledged within the designated time frame.

The scenario below is of a group message.



Users must have the appropriate privileges to use this feature.

Sender



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

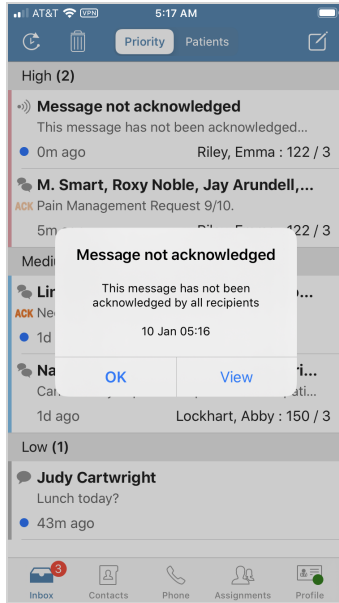
2. Toggle the **Request Acknowledgement** field to **Yes**.

3. Select the time frame to receive a notification message if one or more recipients have not acknowledged receipt.

4. Touch **Send**.

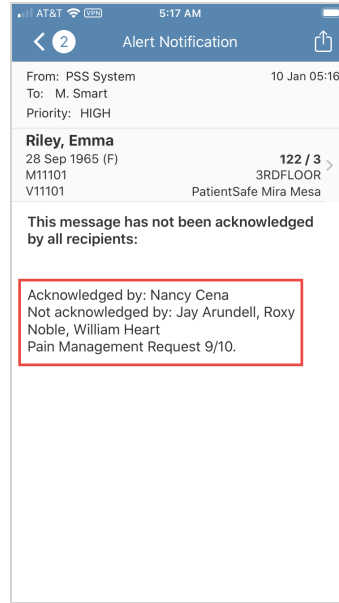


5. The message displays with the number of recipients who have read and acknowledged the message.



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

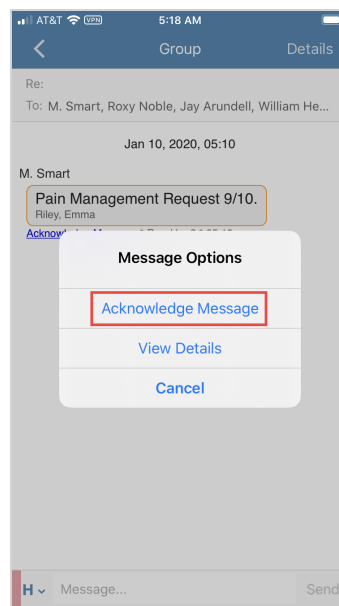
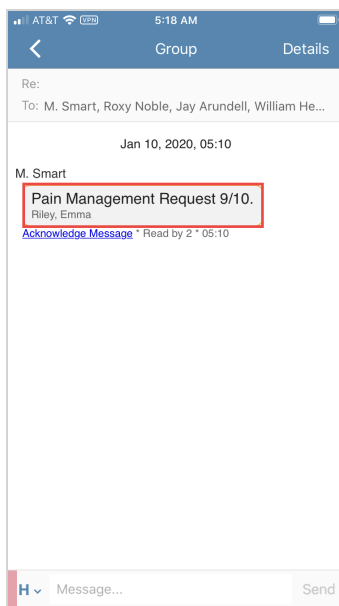
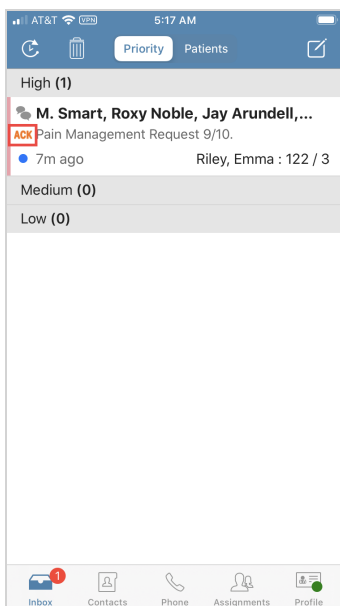
7. Touch **View** to see the details.



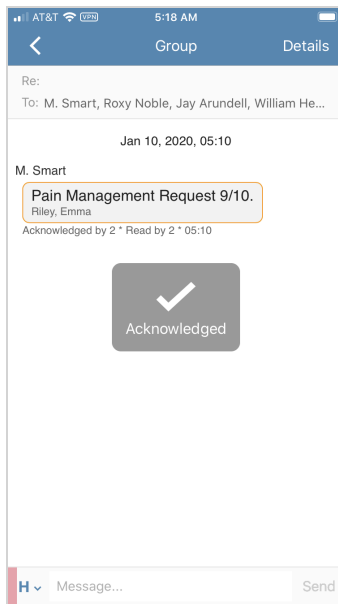
8. The Alert Notification displays the name(s) of the person(s) who have/have not acknowledged.

Receiver

Please use the instructions below to learn how to acknowledge a message.



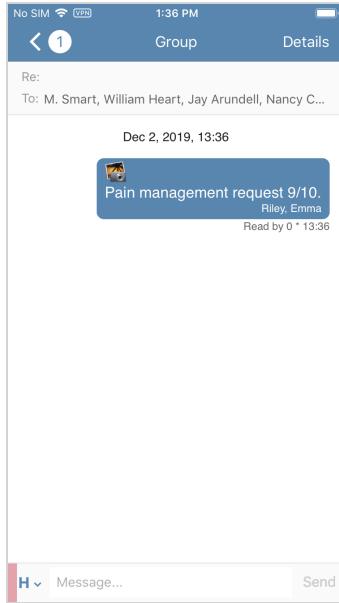
1. The inbox will display an ACK icon next to the message summary for messages that require acknowledgment.
2. Touch on the message summary.
3. Touch the **Message bubble**.
4. A notification message displays with options to acknowledge, view details, or cancel.
5. Touch **Acknowledge Message**.



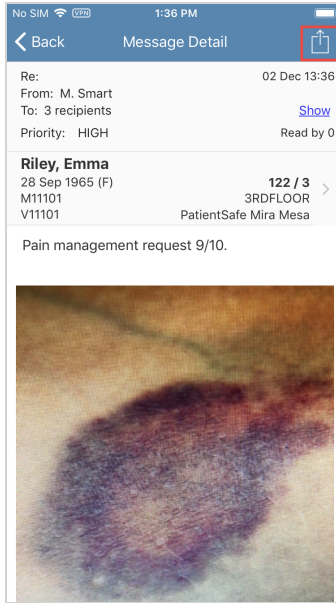
6. A check mark displays with a successful acknowledgment.

Forwarding Messages

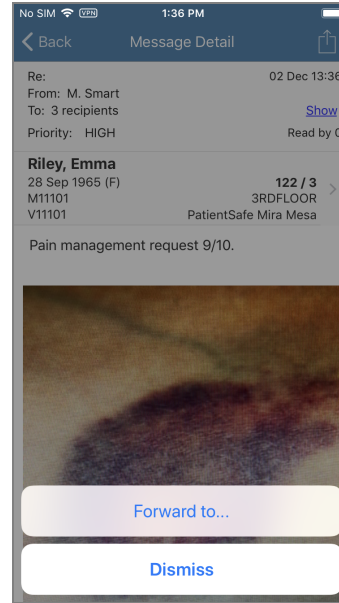
PatientTouch Communications allows you to forward messages to one or more caregivers. Please use the instructions below to learn how to forward messages.



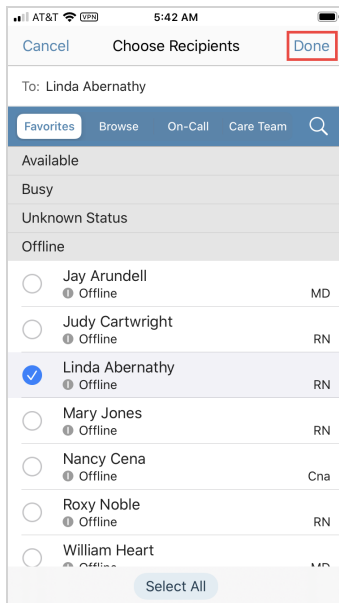
1. Touch the message to open it.



2. Touch the **Forward** icon.

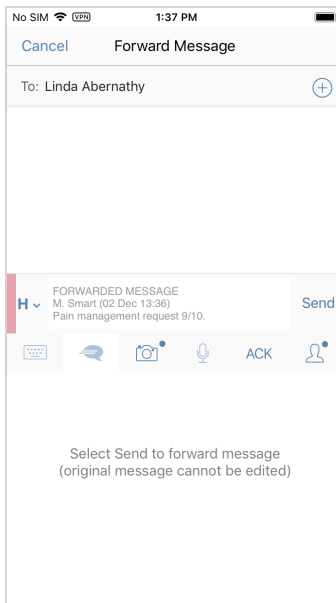


3. Touch **Forward to...**



4. Type the recipient name in the "To" field, select a recipient from the Favorites list, or search for a recipient.

5. Touch **Done**.

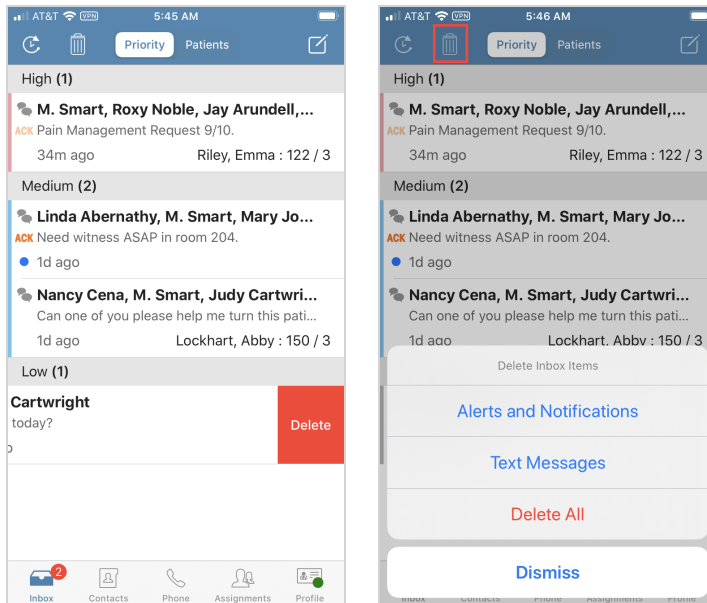


6. You cannot modify the original message.

7. Touch **Send**.

Deleting a Message

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



1. To delete a message, swipe left on the message in the Inbox tab and touch **Delete**.
2. To delete multiple messages at once, touch the **Garbage Can** icon.
3. Delete all alerts and notifications/text messages. Or, delete all items in your inbox.

Disable Messaging per Facility

Hospitals can now configure their users to enable or disable secure messaging. Without the permission, users will not be able to send or receive secure chat messages.

However, if users without the secure messaging permission wish to send a page, they can do so if configured for their facility.

- If secure messaging is disabled and SMS Paging is NOT configured, then the compose icon will NOT display.
- If secure messaging is disabled and SMS paging IS configured, then the compose icon WILL display.

Secure Messaging is configured in the Enterprise Manager>Clinical Profiles>Permissions>Secure Messaging.

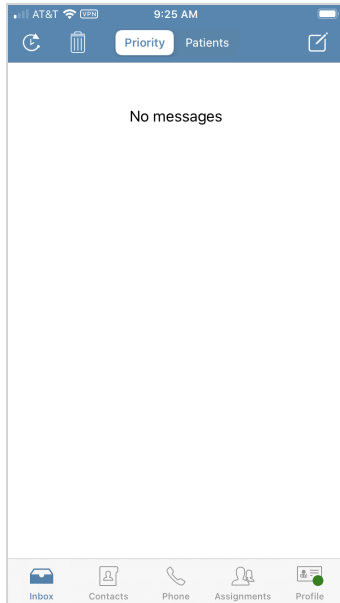


Message forwarding for alerts is also disabled for users that do not have the secure messaging permission.

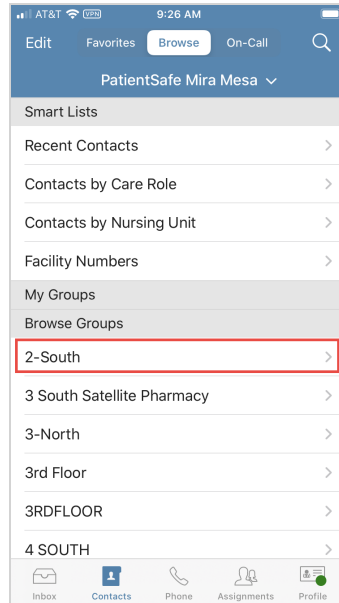
Please follow the instructions below to learn more about the Disable Messaging per Facility feature.

User Does Not have Secure Messaging

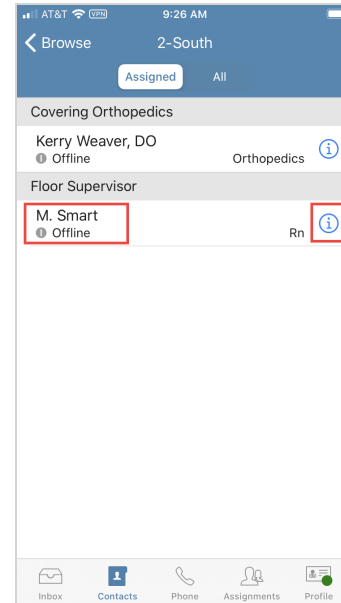
Case Manager, Sherry Aardvarch **does not** have the secure messaging permission and therefore cannot initiate a message, even if the recipient has secure messaging.



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

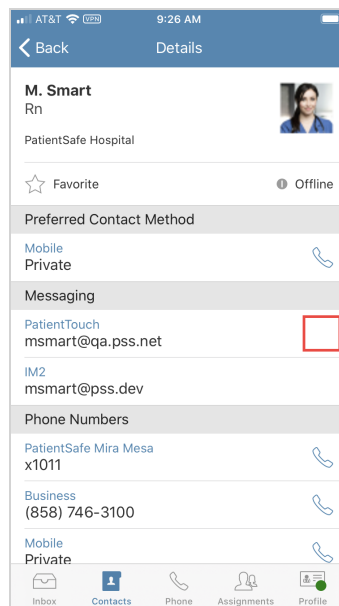
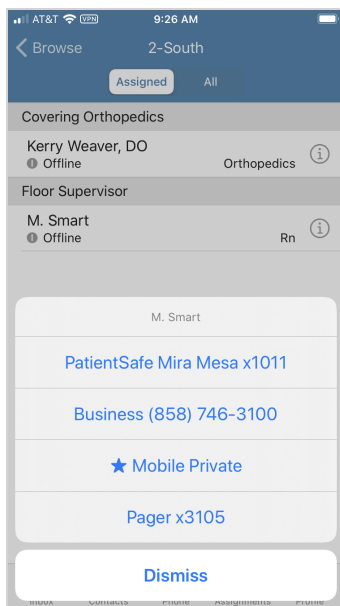


2. Select a **Browse Group**.



3. M. Smart **does** have secure messaging permissions.

4. Touch her name and **Info** icon to communicate.

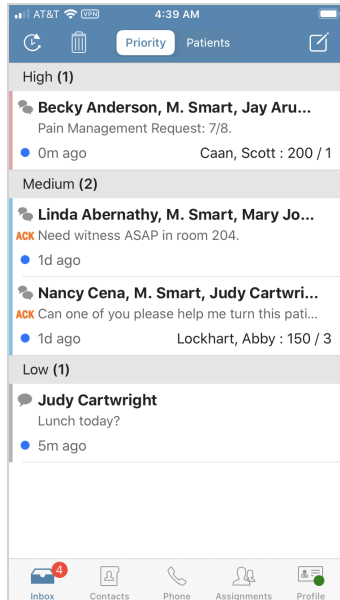


5. In this image, the Send Text option does not display because without the Secure Messaging permission, Sherry cannot send a text.

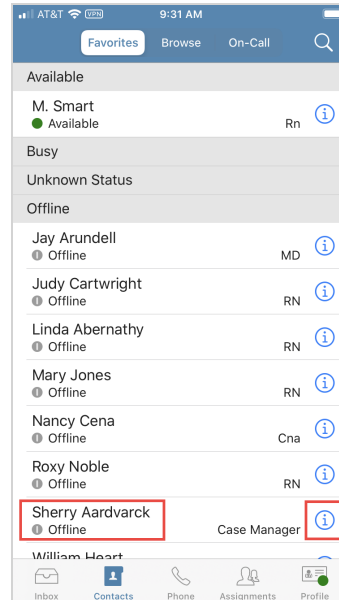
6. Contact Details does not display the message bubble for the same reason.

User Does have Secure Messaging

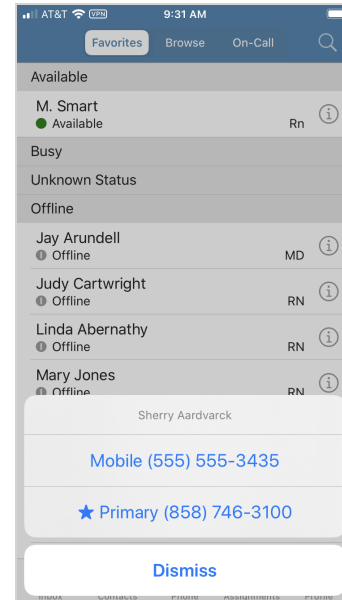
Primary Nurse, M. Smart **does** have the Secure Messaging permission but the recipient, Sherry Aardvarck **does not, therefore, Sherry cannot receive a text message.**



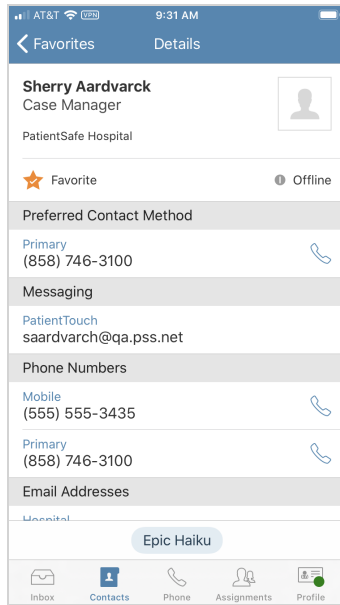
1. From the Inbox, touch **Contacts**.



2. From the list of Favorites, touch the Case Manager name and Info icon.



3. In this image, the Send Text option does not display because without the Secure Messaging permission, Sherry cannot receive a text message.



4. Contact Details does not display the message bubble for the same reason.

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.

To use the Persistent Login feature, users must have their Settings as follows:

- "In-Hospital Shared" = off
- "Allow VoIP Calling" = off
- "Preferred Cellular Calling" = on/off (doesn't matter)

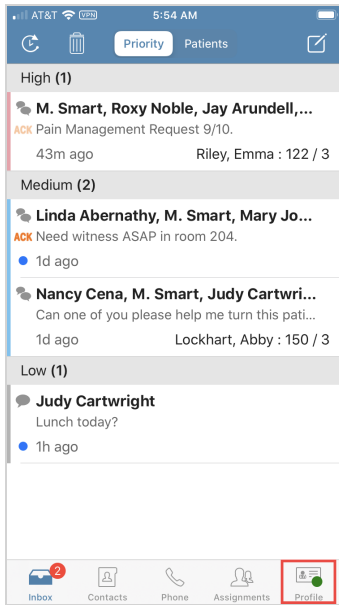
Presence in Persistent Login Mode

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.

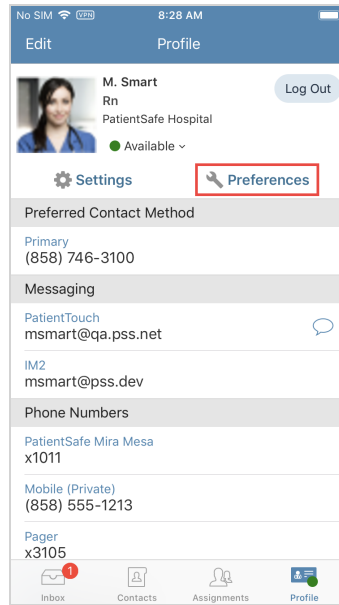
PatientTouch Communications recommends that when users know they will be out of range of connectivity, they set their status to “busy” or log out of the application. Users will continue to receive notifications as long as they have either wi-fi or cellular connectivity.

Configure Persistent Login Mode

To configure persistent login mode, follow the instructions below.



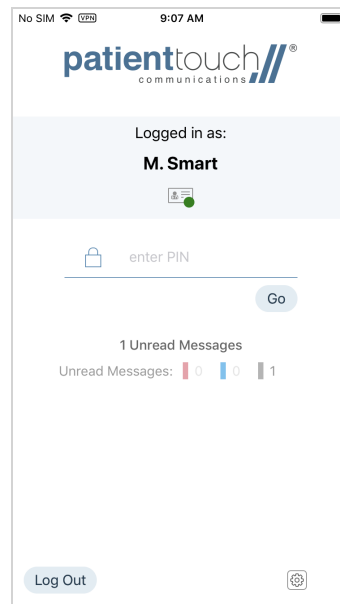
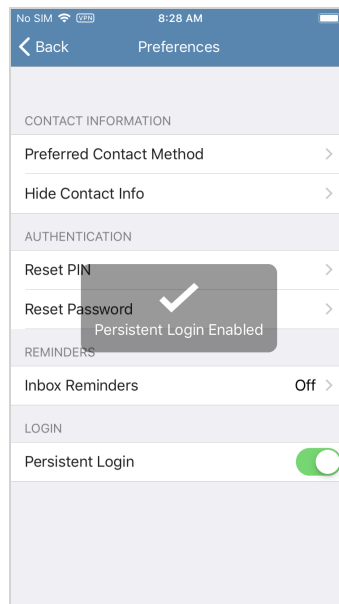
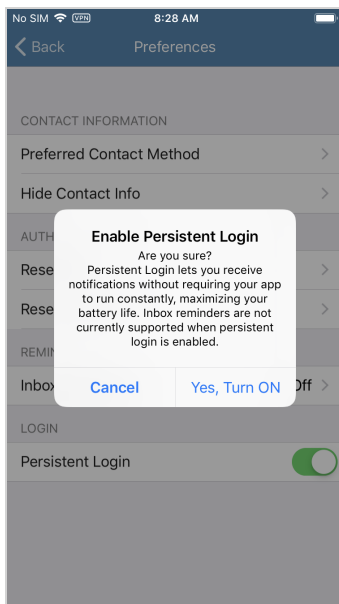
1. Touch the **Profile** tab.



2. Touch **Preferences**.



3. Toggle **Persistent Login** to on (green).



4. Touch **Yes, Turn On.**

5. A check mark displays indicating the **Persistent Login Enabled.**

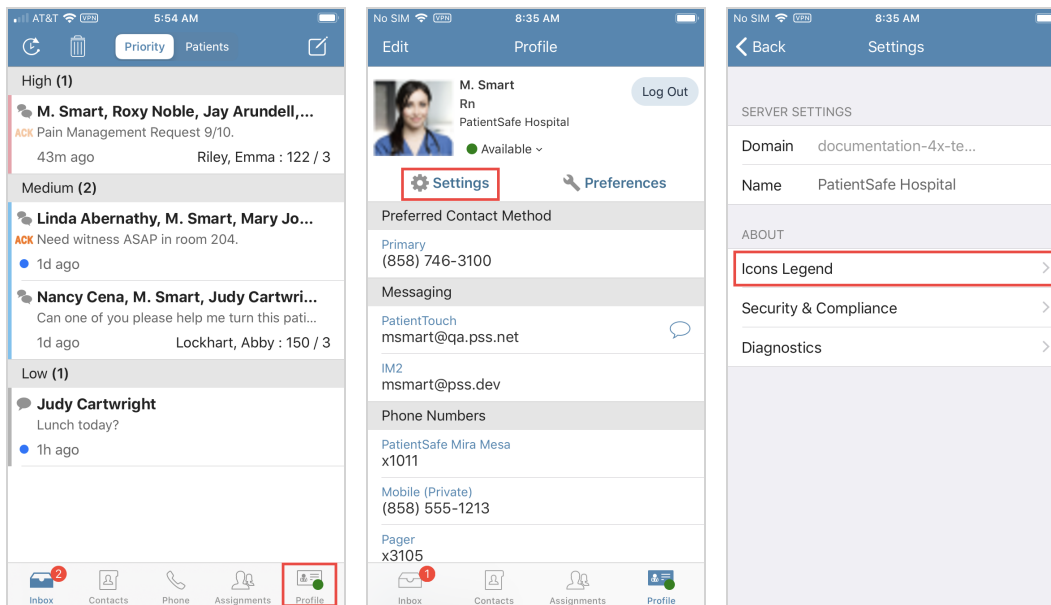
6. When you swipe to close the application and go to log back in, the application will be in **Security Mode.**

7. 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.

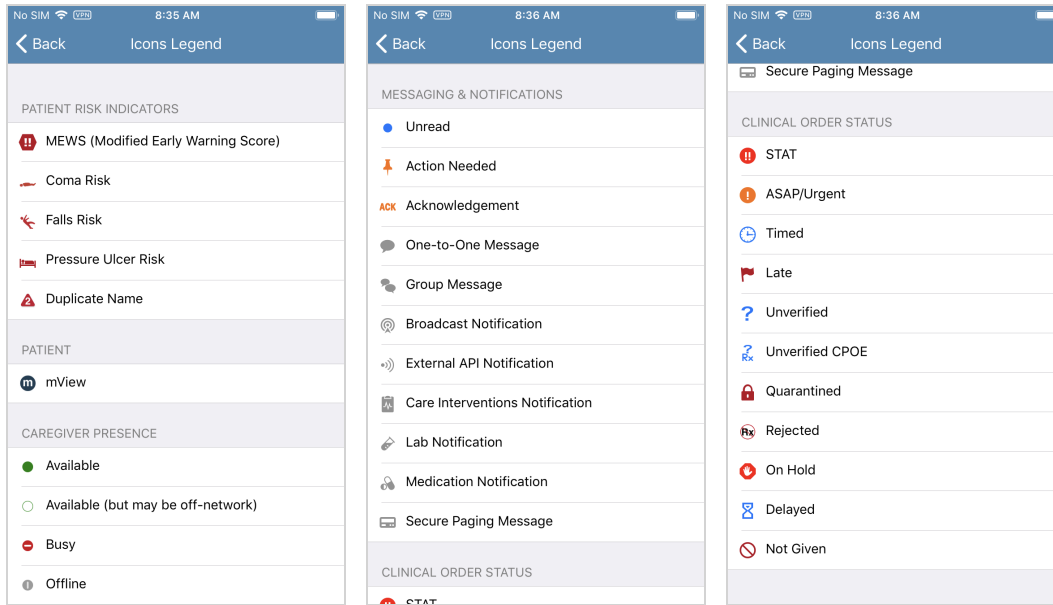
Please use the instructions below to access the Icon Legend.



1. Touch the **Profile** tab.

2. Touch **Settings**.

3. Touch **Icons Legend**.

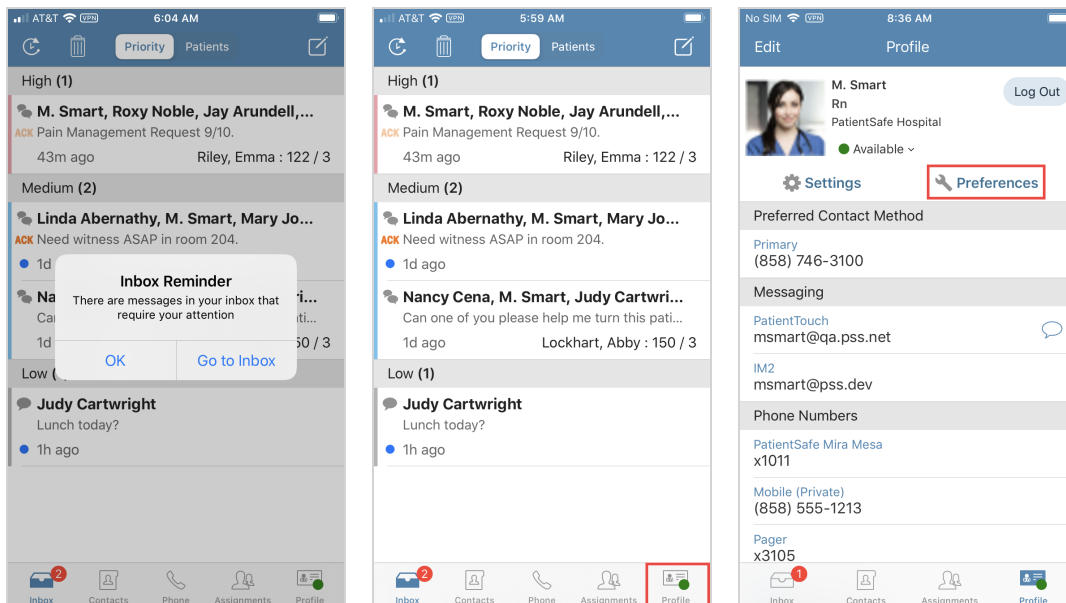


4. All of the **PatientTouch Communications** icons display.
5. Scroll down to see the remaining icons.

Setting Inbox Reminders

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

Please use the instructions below to configure Inbox Reminder Notifications.



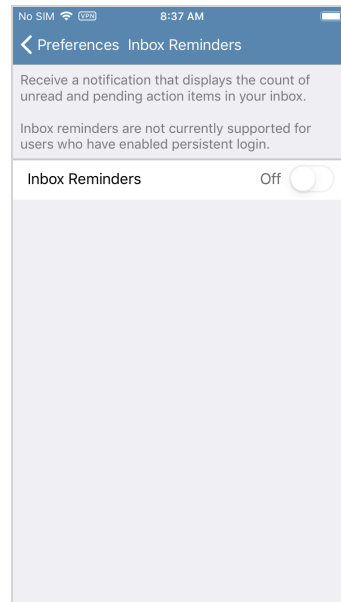
- An **Inbox Reminder** notification displays on your device, even when the application is in the
3. To configure inbox notification settings, touch the **Profile** tab.
4. Touch **Preferences**.

background or is in lock screen.

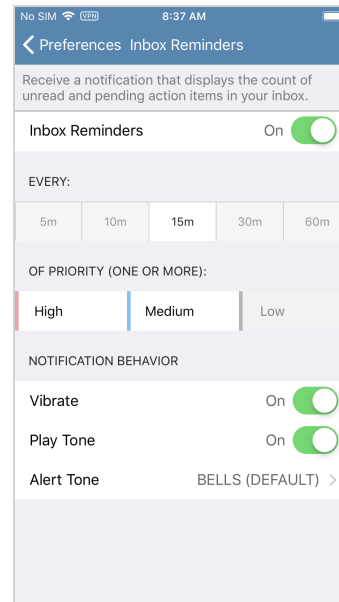
1. Touch **Go to Inbox** to see your messages.
2. Touch **OK** to return to the previous tab.



5. Touch **Inbox Reminders**.



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



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

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

9. Select the **notification behavior**.

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

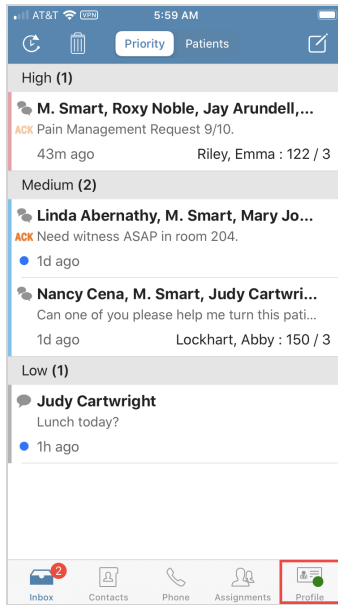
Changing Your Password

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

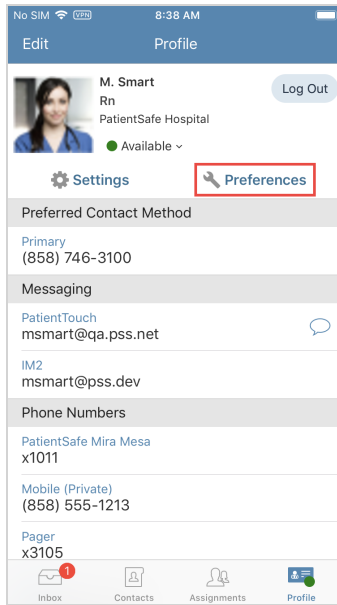


If you are using Active Directory (AD) you will not be able to change your password on the handheld.

Please use the instructions below to configure your password.



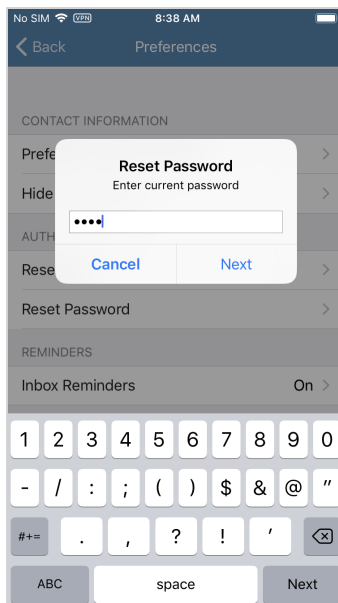
1. Touch the **Profile** tab.



2. Touch **Preferences**.

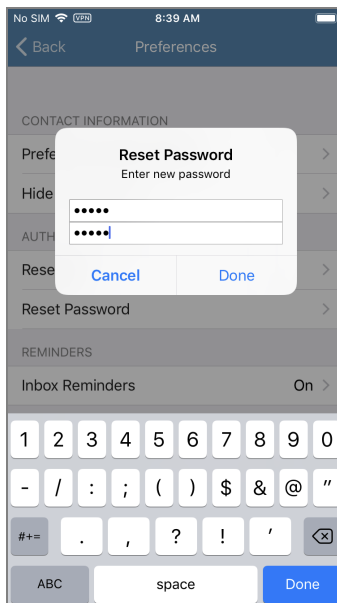


3. Touch **Reset Password**.



4. Enter your current password.

5. Touch **Next**.



6. Enter your new password twice.

7. Touch **Done**.

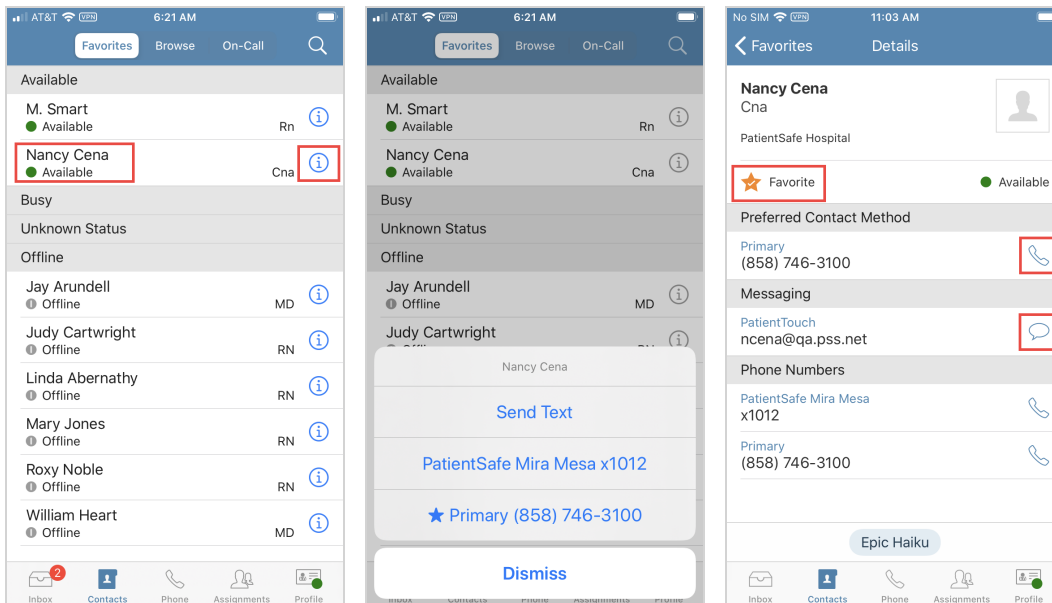
Contacts

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.



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

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

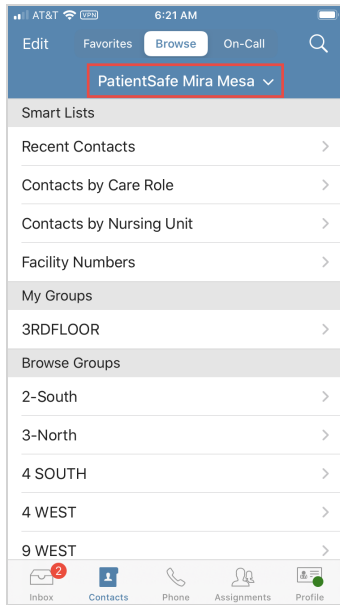
2. Touching a contact name brings up an action sheet with options to send a text or place a call.

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

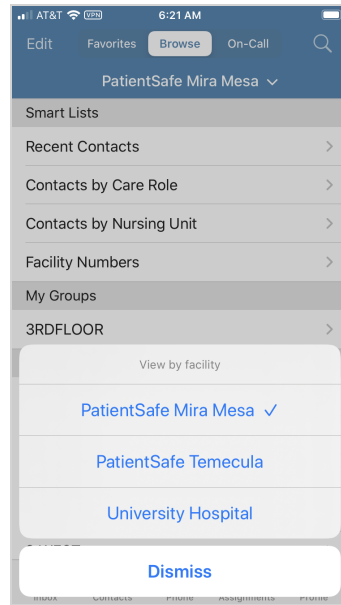
4. Touch the options available to communicate.

Browse

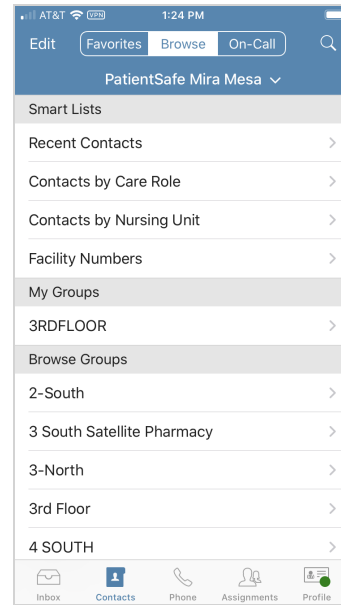
Browse provides multiple options for users to search for and communicate with other caregivers. More on Browse Groups in the topic "Managing Browse Groups."



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

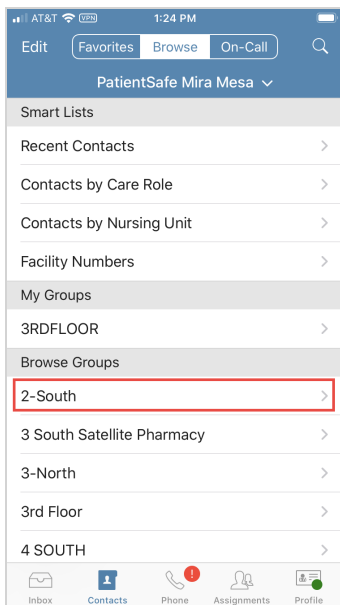


2. Select the appropriate facility.

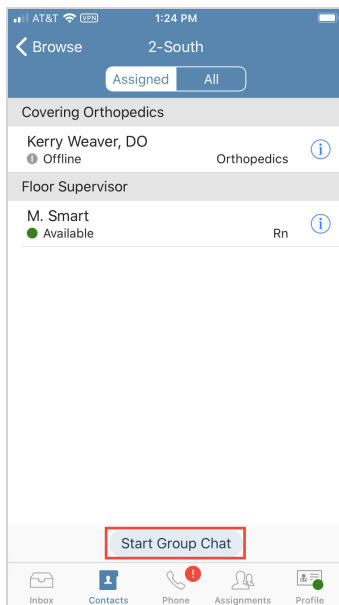


3. Touch any of the following options to locate caregivers:

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



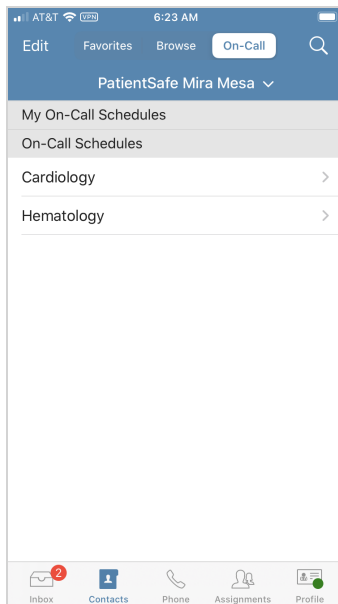
4. Touch a **Browse Group** to see group members.



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.



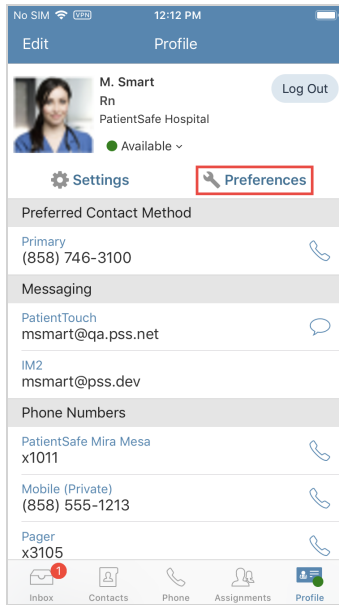
User Preferred Contact Method

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

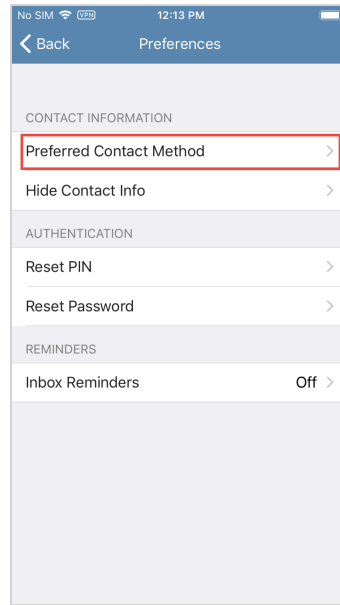
For example, if one user prefers to be contacted by the primary phone number, they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select these options.

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

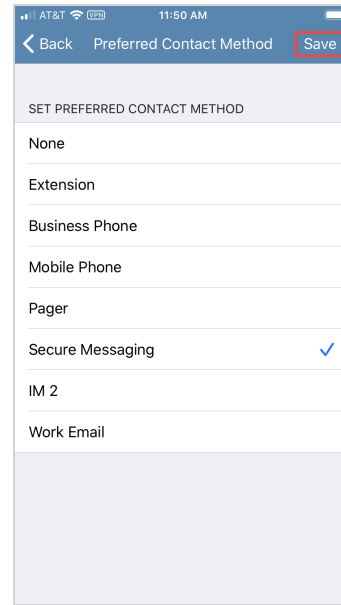
To configure your **Preferred Contact Method**, follow the instructions below.



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

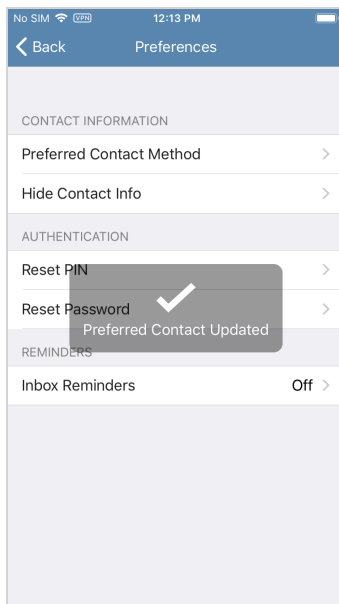


2. Touch **Preferred Contact Method**.

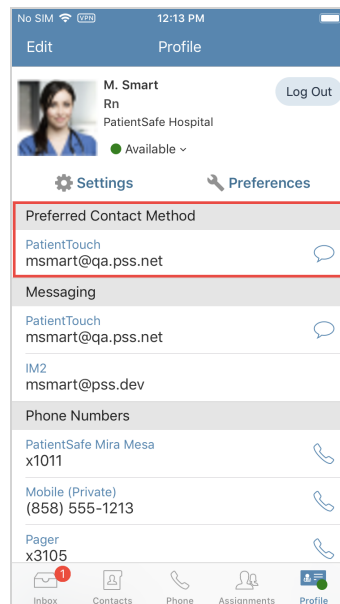


3. Select the desired method of communication.

4. Touch **Save**.



5. A message displays indicating the preferred contact method has been updated.



6. The new contact method displays.

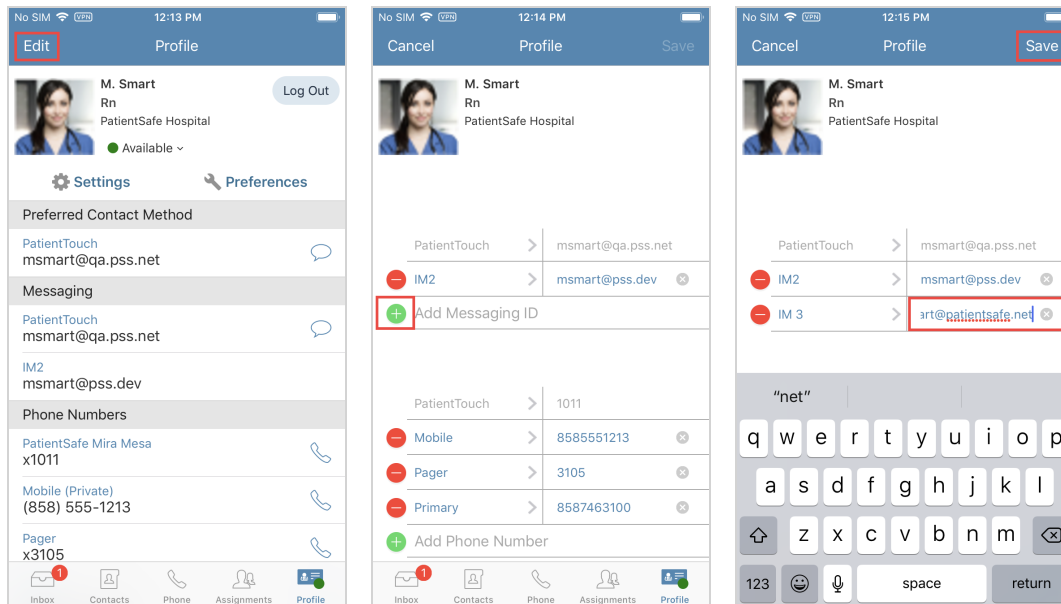
Edit and Hide Contact Info

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.



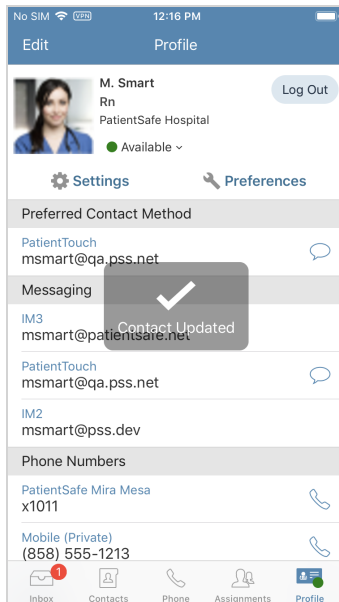
1. Touch **Edit** from the **Profile** tab.

2. Edit any of the communication methods available.

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

4. Enter the new messaging ID.

5. Touch **Save**.



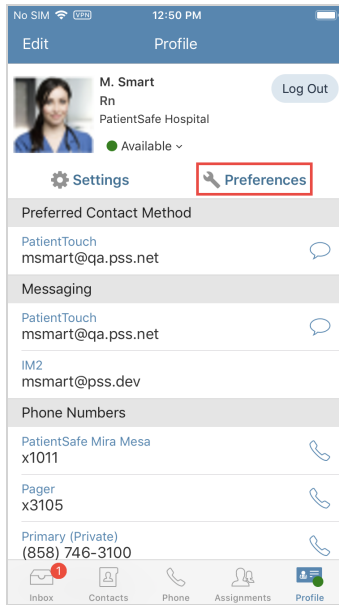
6. A message displays indicating a successful contact update.

Hide

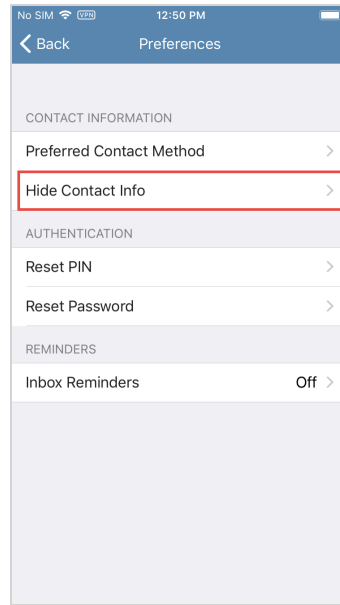
This feature lets users hide their personal contact information while still remaining accessible through the application. For example, physician's and executives may not want other caregivers to see their private phone number.

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.

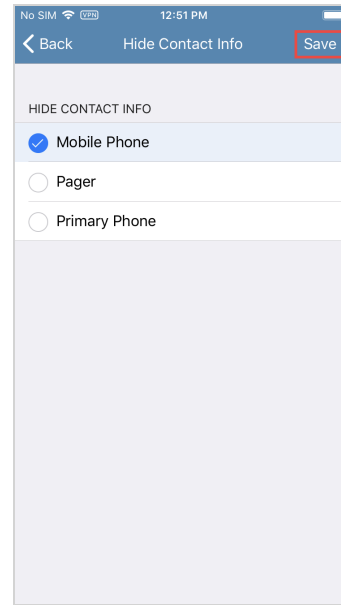
Use the instructions below to hide any of your contact methods.



1. Touch **Preferences**.

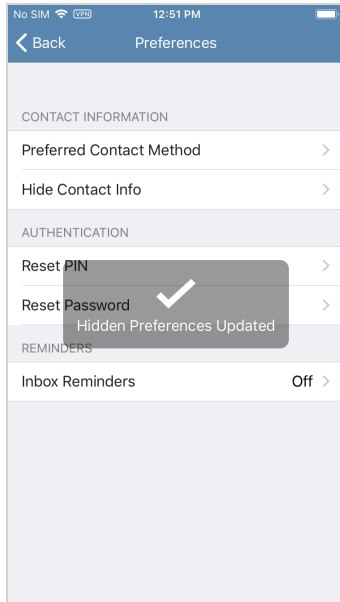


2. Touch **Hide Contact Info**.

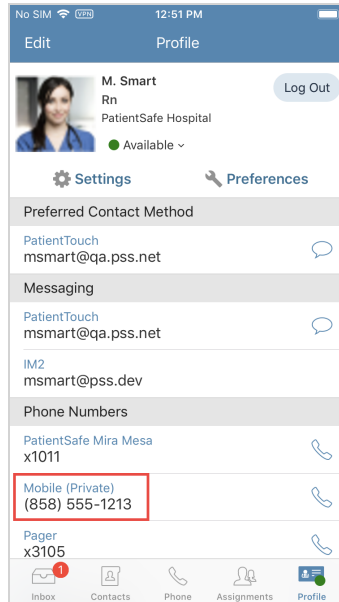


3. Select the phone number(s) you wish to hide from other users. At this time, phone numbers are the only method of contact you can hide.

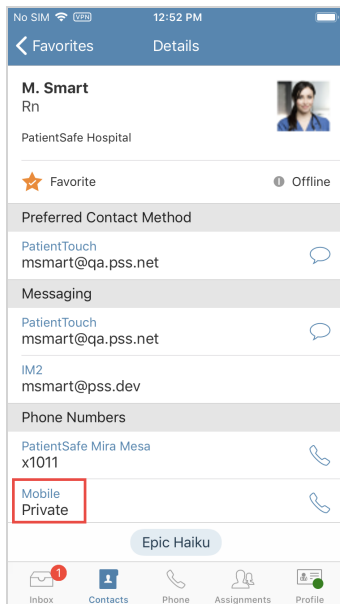
4. Touch **Save**.



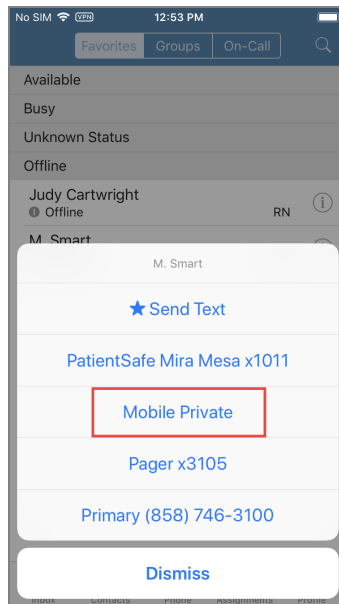
5. A message displays indicating the hidden preferences have been updated.



6. 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



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

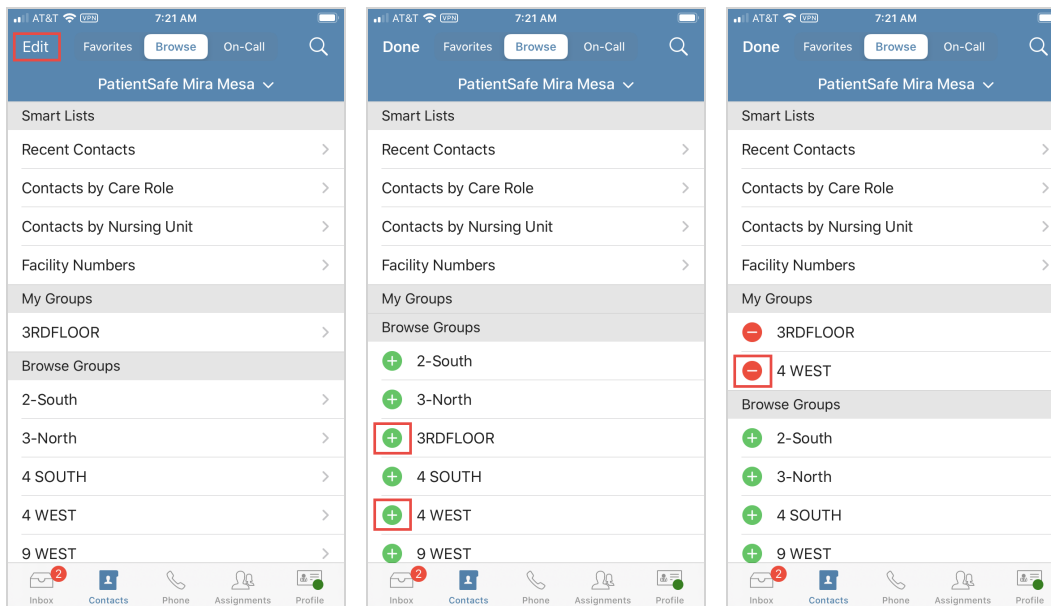
hidden.

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

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.



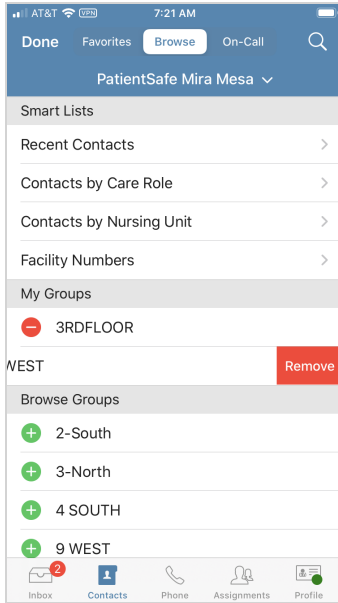
1. Select the **Contacts** tab>**Browse**.

2. Touch **Edit**, which allows you to insert a group under **My Groups**

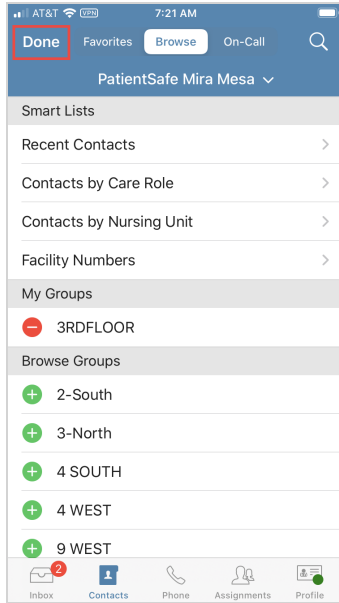
3. Touch the green insert buttons next to the groups you want to add to **My Groups**.

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

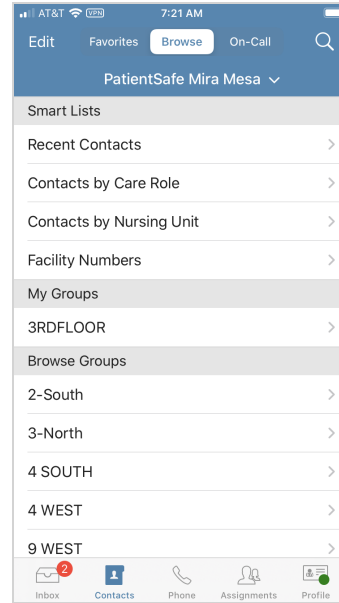
5. Touch the red remove button to remove a group.



6. Touch **Remove**.



7. Touch **Done**.



8. The newly selected **Browse Group** displays under **My Groups** for easy access.

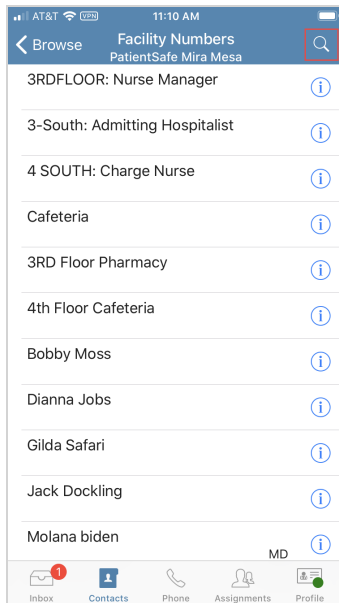
Facility Numbers

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.

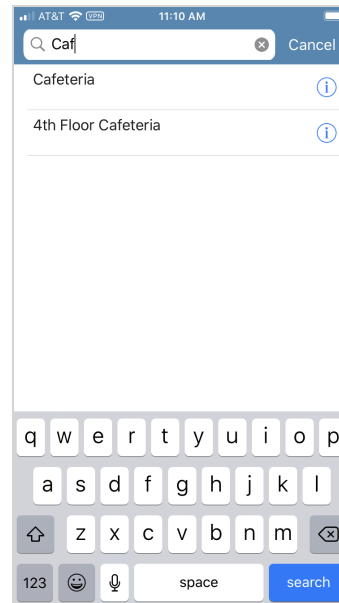
Please follow the instructions below to learn about Facility Numbers.



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



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



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

menu.

Note: The Facility menu will not display if your hospital is a single facility.

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

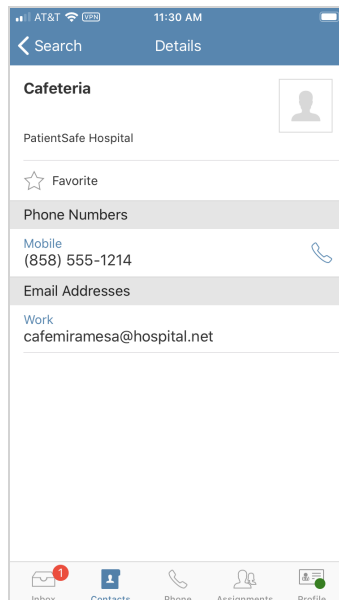
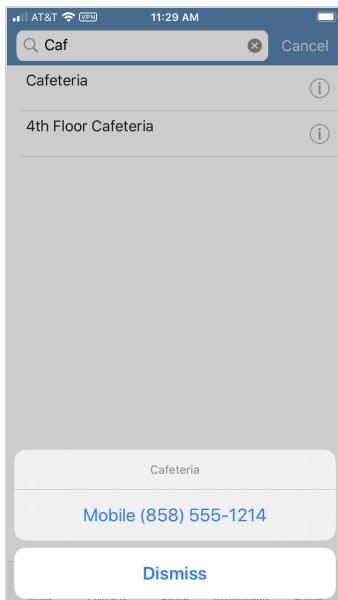
4. Touch the **Search** icon to locate a contact within the selected facility.



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.

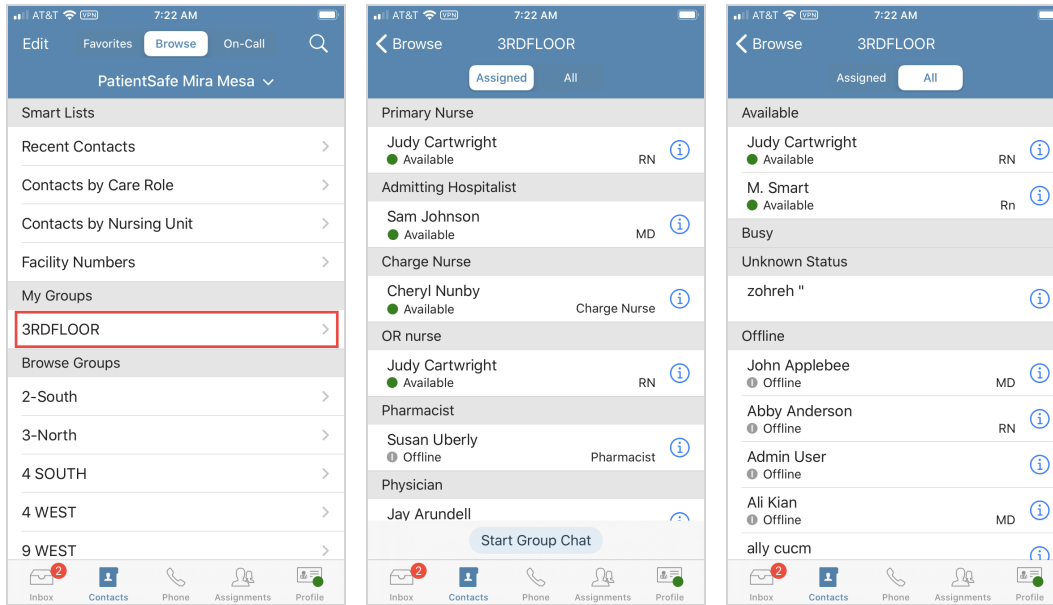


6. Touch the contact name to display an action sheet with contact data.

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. The **All** pivot allows users 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.

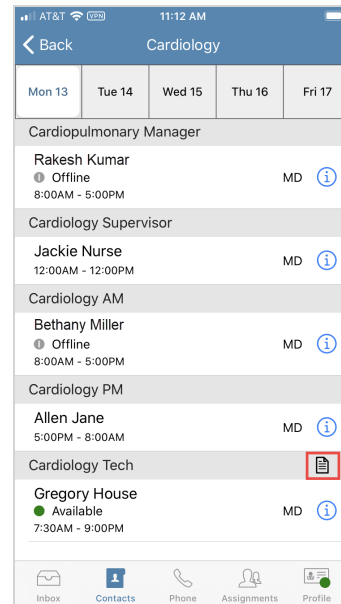
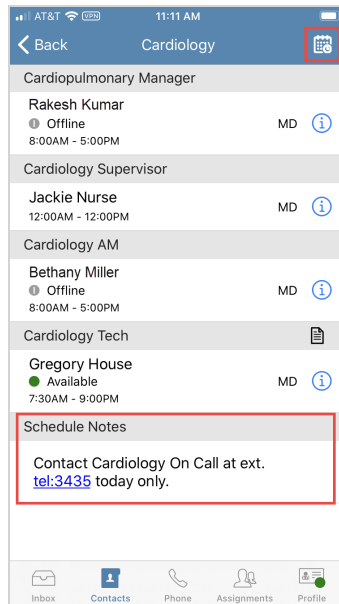
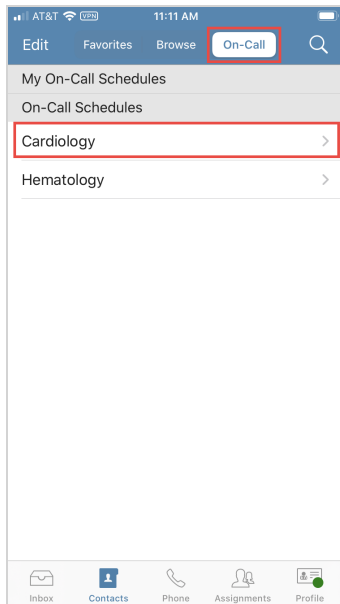
On Call Schedules are for system administrators and schedulers. This feature lets organizations configure an integration with an on-call scheduling system such as AMiON.

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.

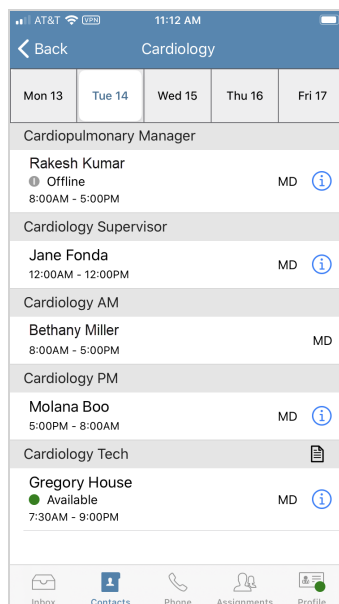
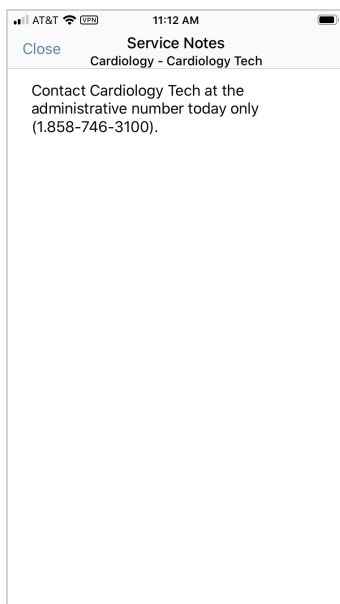
3. If there are any **Schedule Notes**, they display here at the bottom of the screen.

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.

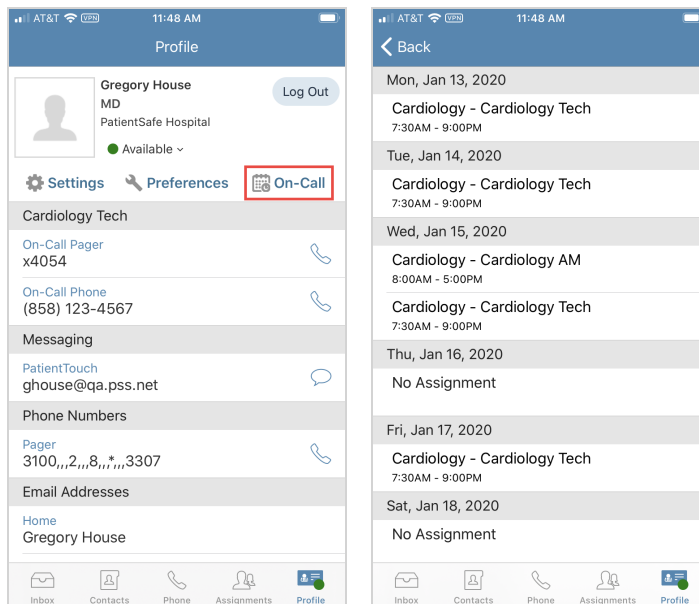
9. Touch the next day (Tue 14) to see who is on call that day.

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.

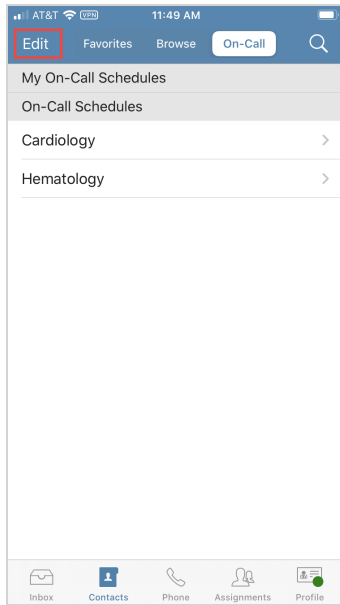


1. Touch **On-Call**.

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

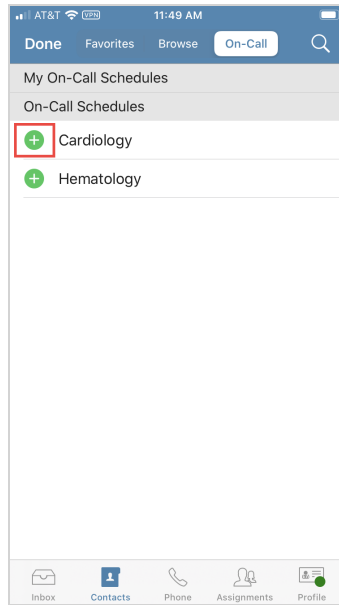
My On-Call Schedules

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

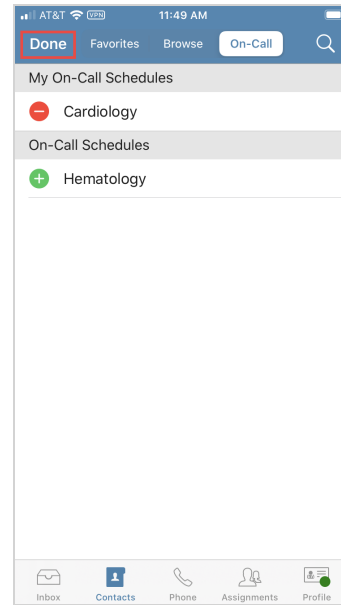


Edit allows you to insert a schedule under **My On-Call Schedules**.

1. Touch **Edit**.

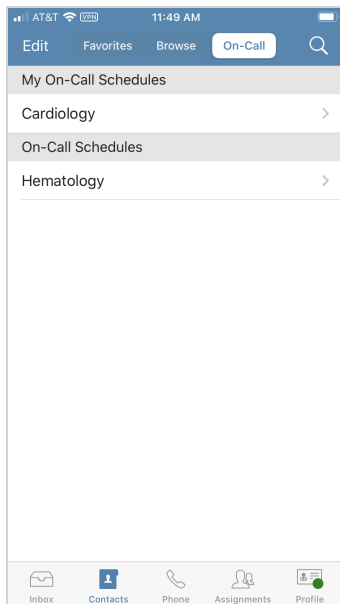


2. Touch the green insert button(s) next to the schedule(s) you want to add.



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

4. Touch **Done**.



5. The newly selected schedule displays.

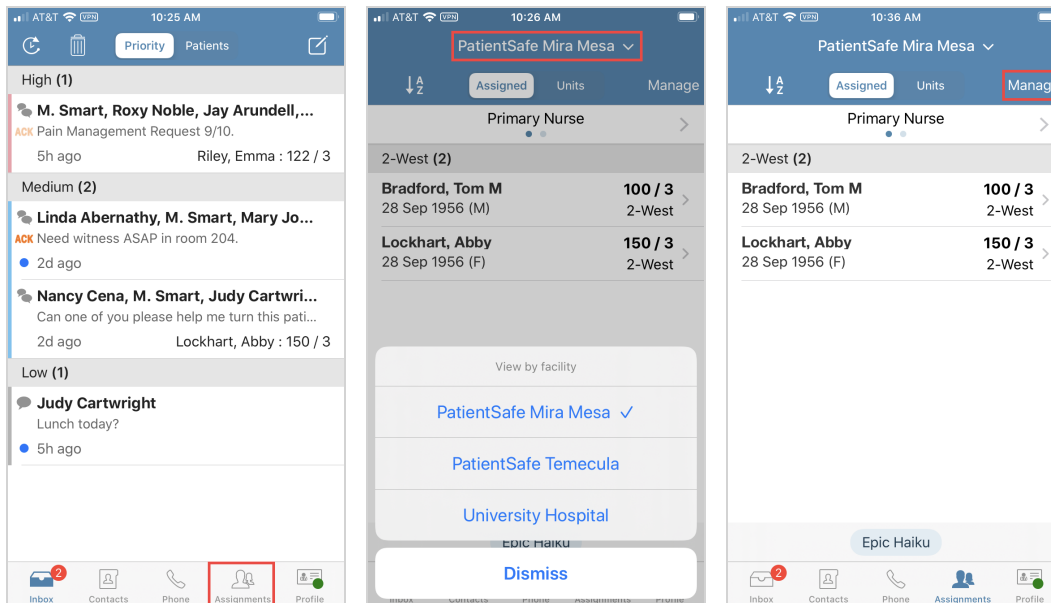
Managing Assignments

Orchestrating Patient Assignments

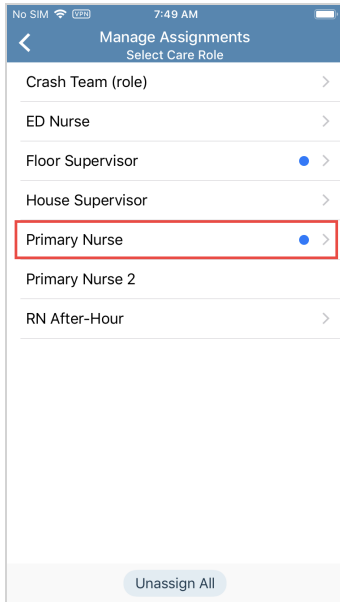
The **Assignments** tab displays patients and nursing units assigned to the logged in user. To assign or unassign patients, use the instructions below.



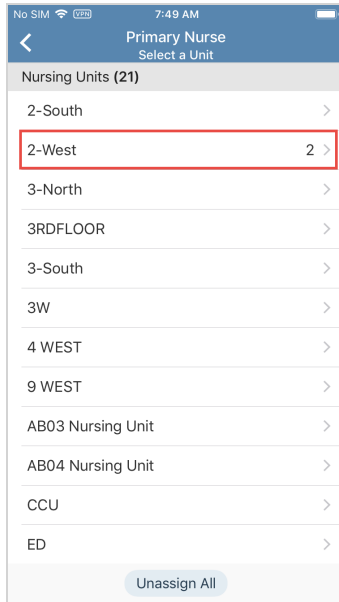
Users must have the appropriate permissions to Manage assignments.



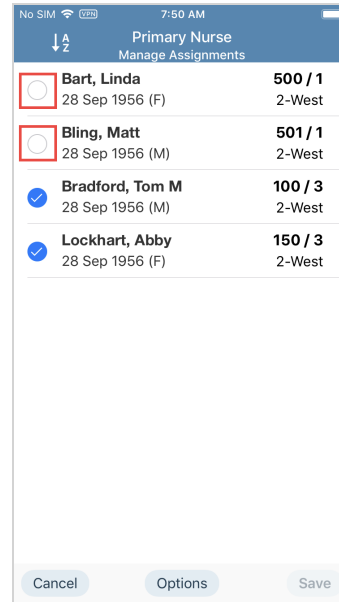
1. Touch the **Assignments** tab.
2. The **Assignments** screen displays a list of patients assigned to you.
3. If you are associated with more than one facility, touch the **Facilities** menu and select the facility for which you want to manage patients.
4. Touch **Manage** to add/remove patients from your list of assignments.



5. Select the **Care Role**.

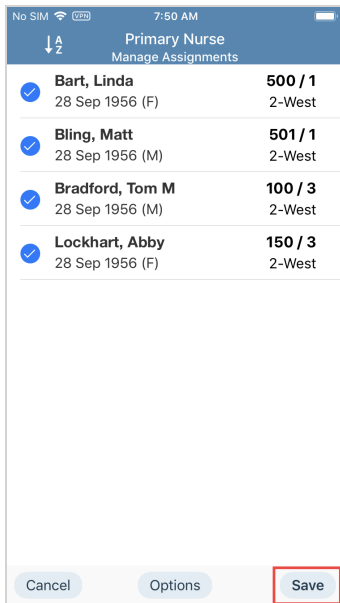


6. Select the **Nursing Unit**.

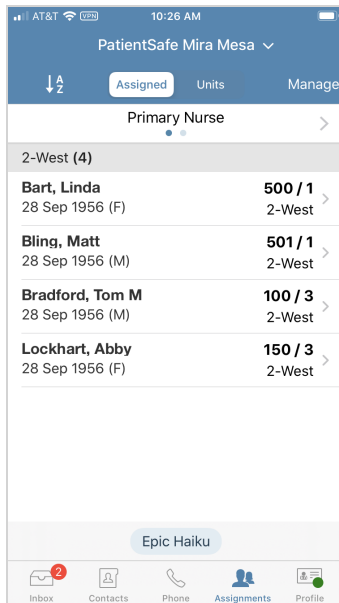


7. The list of patients that belong to this nursing unit display.

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



9. Touch **Save**.

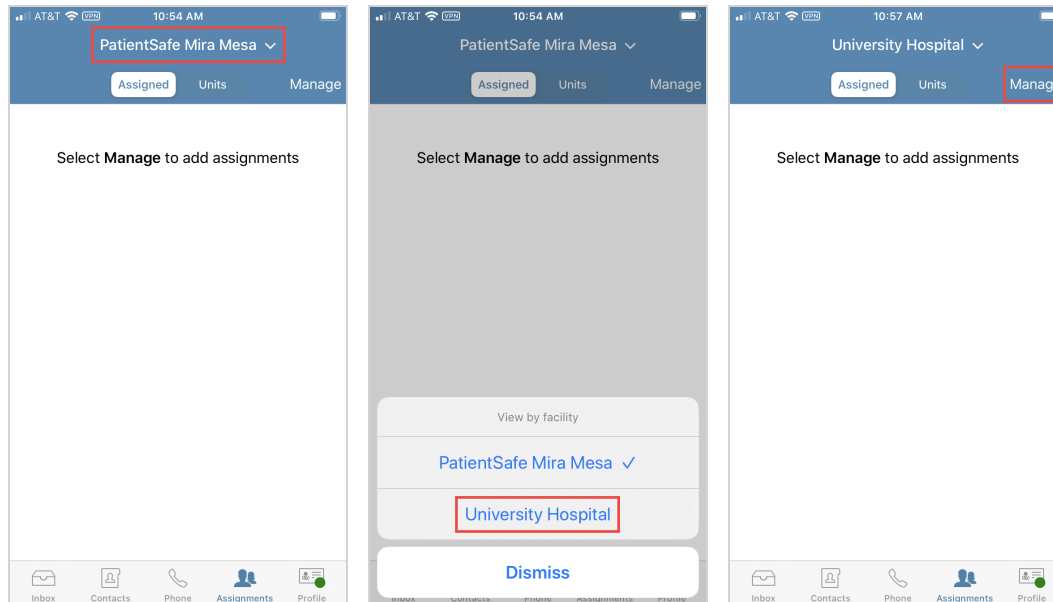


10. The list of assigned patients displays.

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.



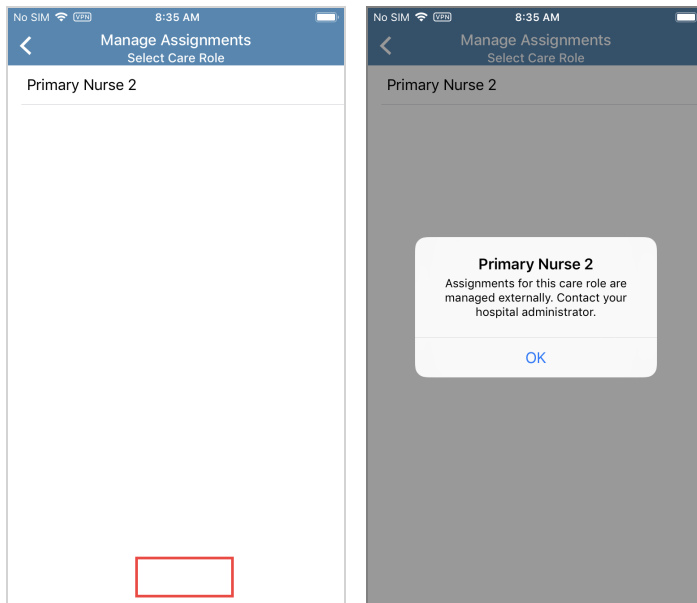
1. Touch the **Facility** drop down menu to select the facility for the care role.

2. Select the associated facility.

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

4. Touch **Manage** to see what happens.

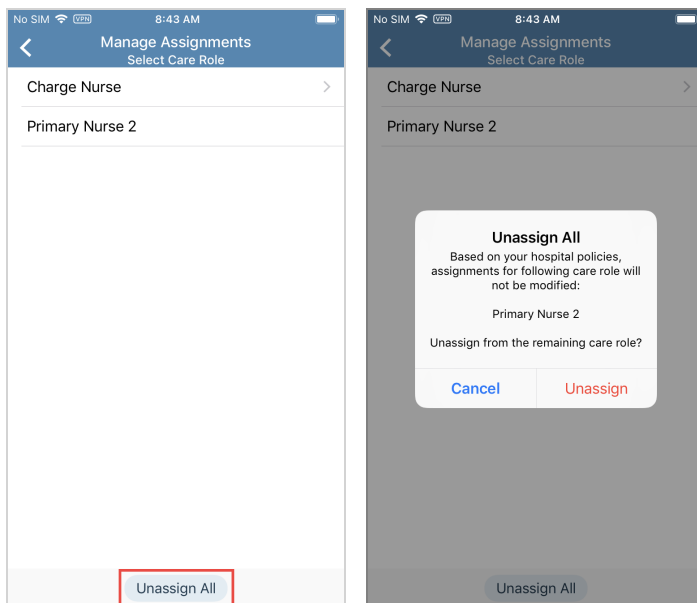
Single Care Role



- 5. If users have only one care role and it has "Restrict Assignment" flag, then the **Unassign All** button will not display.
- 6. Touch **Primary Nurse 2**.

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

Multiple Care Roles



- 1. If users have multiple care

- 3. A message displays stating

roles and one of them has "Restrict Assignment" flag, then touching **Unassign All** should only unassign care roles without the restriction flag.

2. Touch **Unassign All**.

that the assignments for the care role with the "**Restrict Assignment**" flag will not be modified.

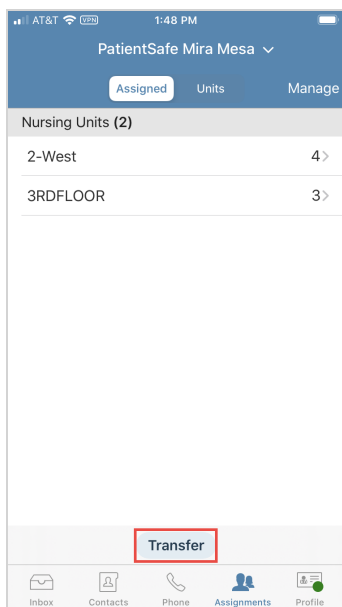
4. Touch **Unassign** to unassign patients from the other care role.

Transfer Assignments

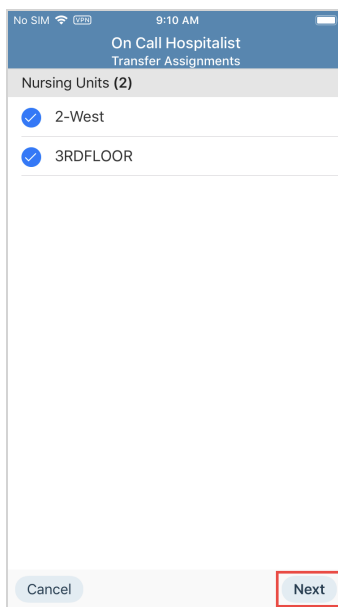
Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like an On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist.

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

On-Call Hospitalist



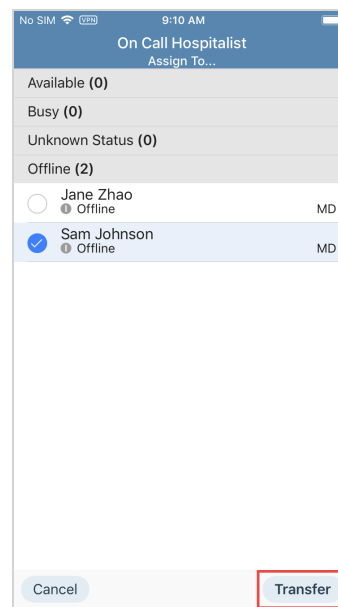
1. From the Assignments tab, touch **Transfer**.



2. The nursing units display that are ready for transfer.

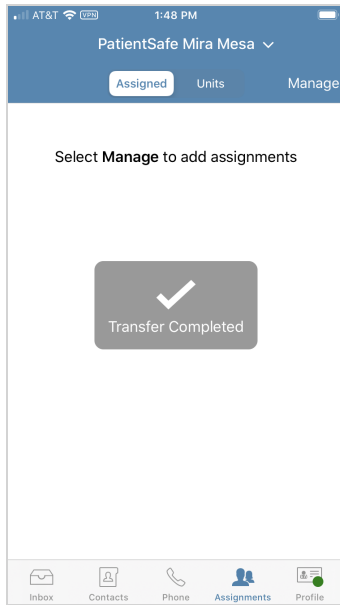
3. Deselect any unit you do not want to transfer.

4. Touch **Next**.



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

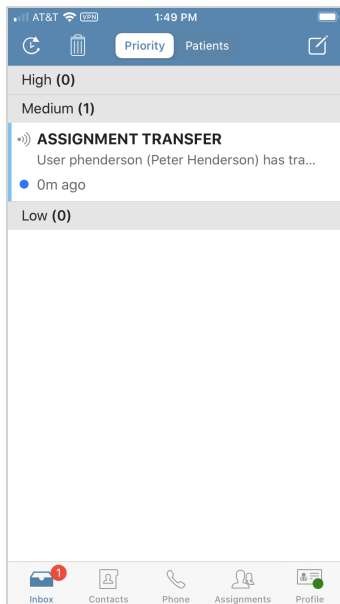
6. Touch **Transfer**.



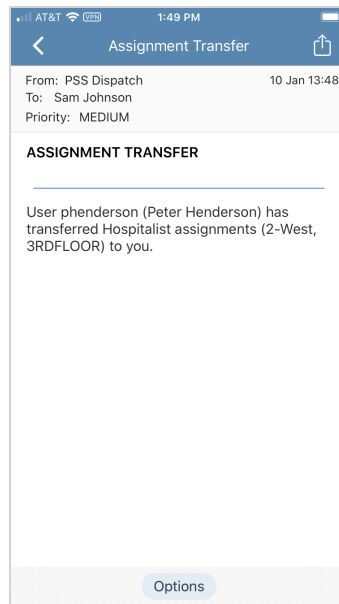
7. A check mark displays indicating a successful transfer.

Admitting Hospitalist

The recipient of the transfer receives an **Inbox** notification. The message priority is configurable for each facility.



1. Touch the message summary.

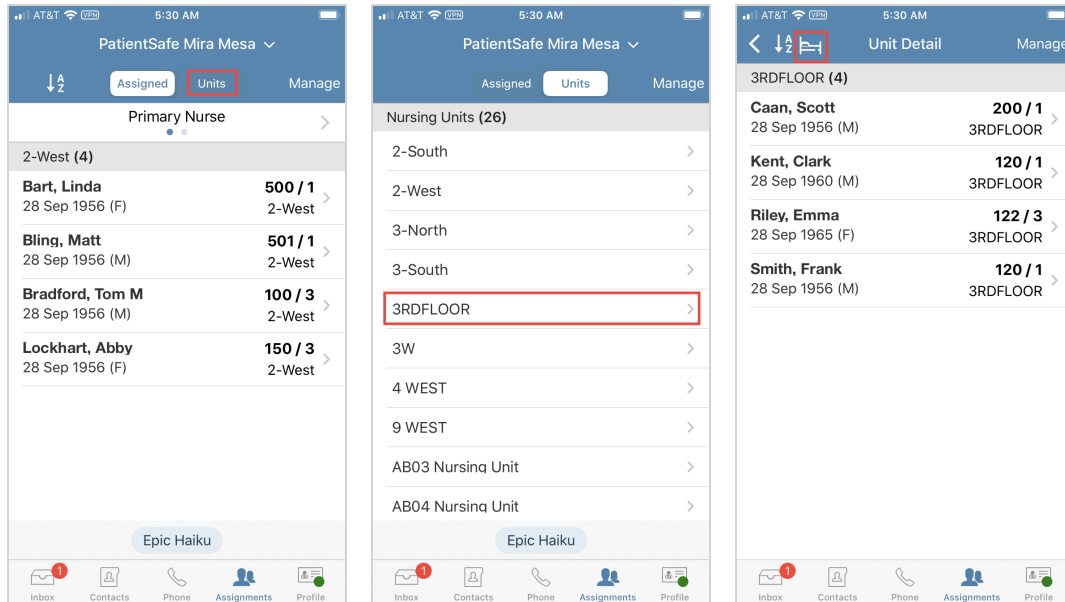


2. The details of the assignment display.

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 multiple nursing units with empty beds.

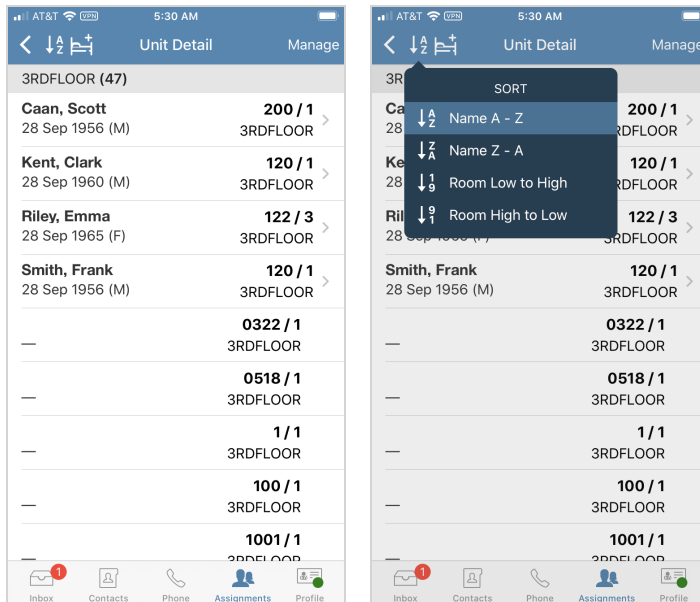
Please follow the instructions below to hide or display empty beds.



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.



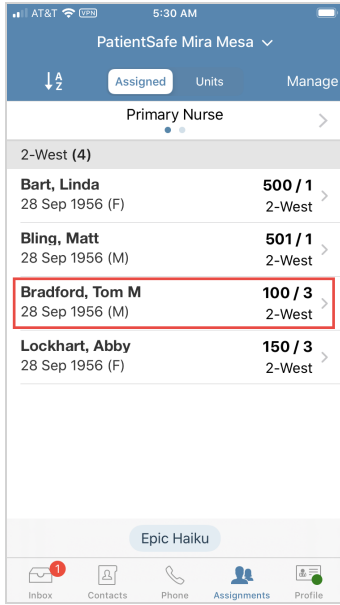
4. All of the empty beds for this nursing unit display.

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

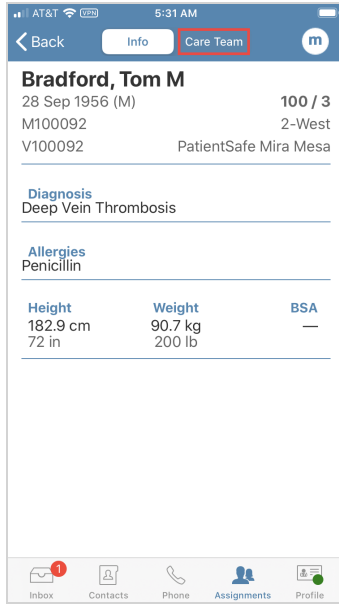
6. Or, select to display patients in alphabetical order.

Partial Care Team Group Chat

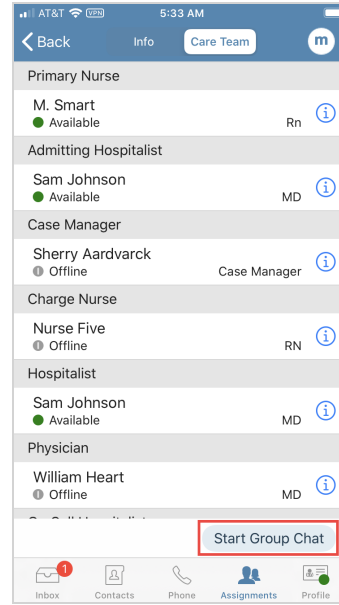
Please use the instructions below to use **Start Group Chat** to send a text message to selected care team members.



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

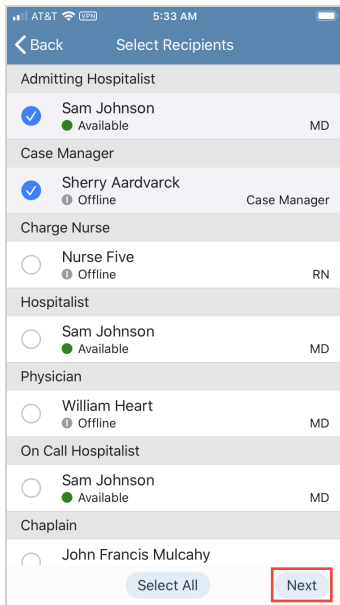


2. Touch **Care Team**.



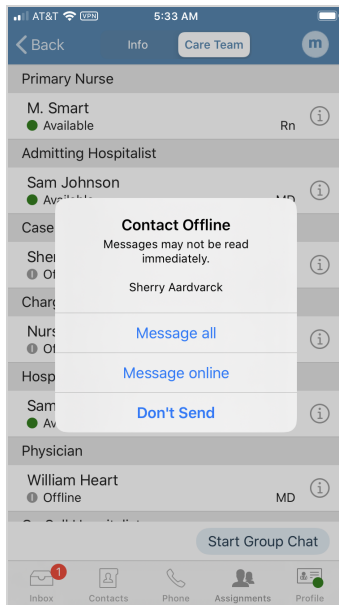
3. All members of the patient's care team displays.

4. Touch **Start Group Chat t**



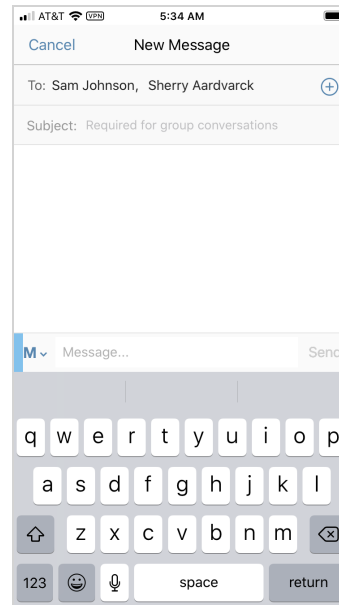
5. Select the empty circle(s) next to the members you want to contact.

6. Touch **Next**.



7. If configured, a **Contacts Offline** message displays.

8. Select **Message all** to send the message to all *selected* caregivers.

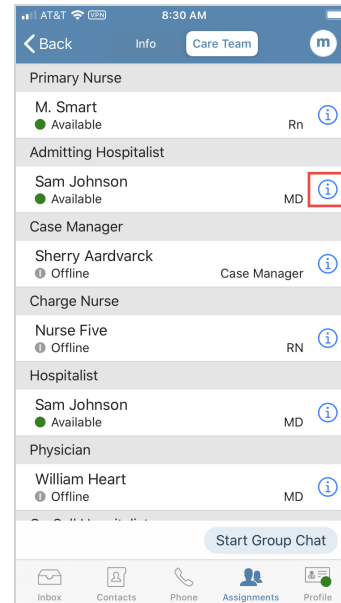
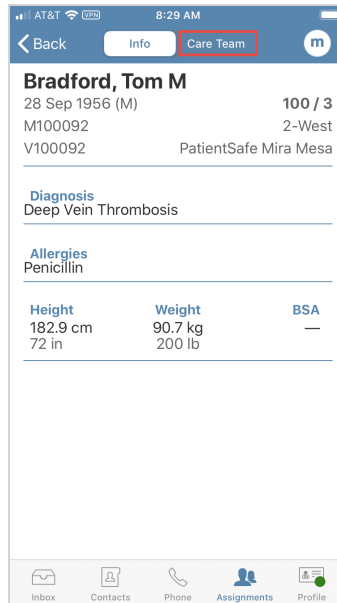
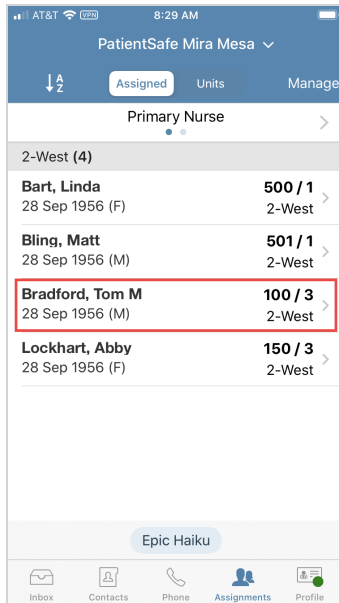


9. Compose your message to the selected recipients.

Patient Information

Viewing Patient Information

Please use the instructions below to access patient assignments, patient information, and the patient's care team.



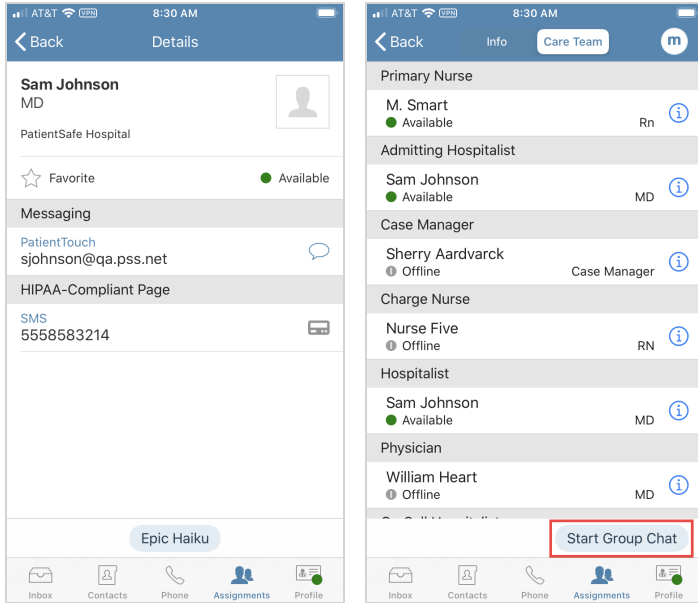
1. From the **Assignments** tab, select a patient.

2. The **Patient Info** screen displays with detailed patient information including the date of birth, MRN, diagnosis, allergies, and so on.

3. Touch **Care Team**.

4. The patient's care team members display.

5. Touch the **Info** icon to see care team contact information.

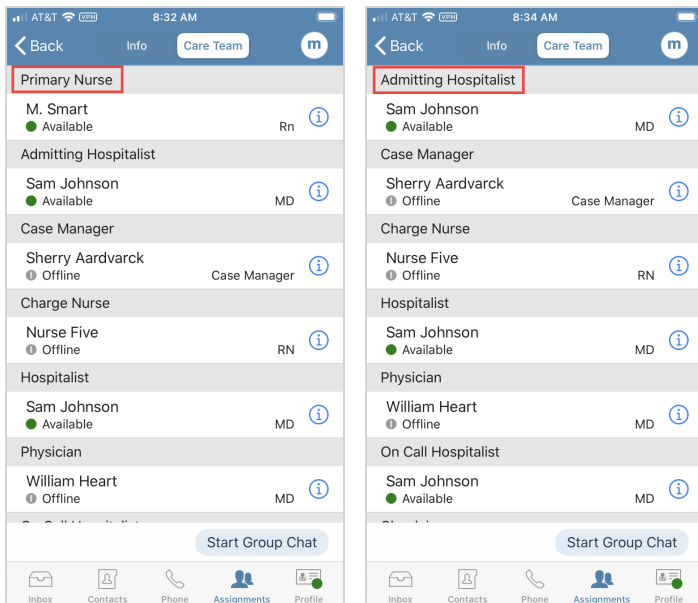


6. Use any of the methods available to communicate.

7. Touch **Start Group Chat** to send a message to care team members.

"Hidden" Care Roles

When a Care Role is configured in the **Enterprise Manager** to not display, caregivers will not see it in the care team list.



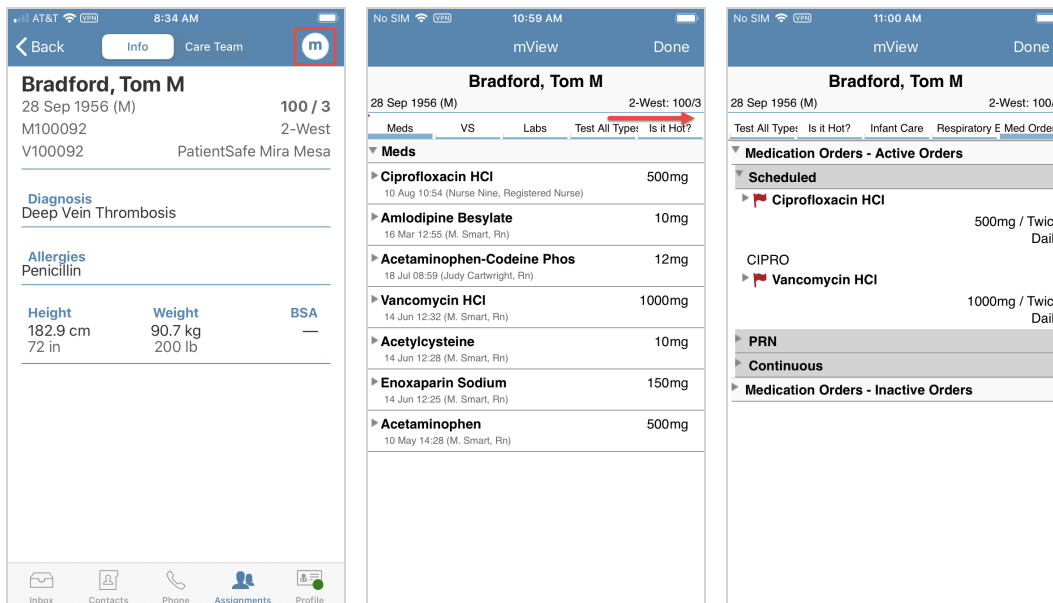
1. Care team members display according to care role. Notice the **Primary Nurse** care role displays at the top.

2. In the image above, the **Primary Nurse** care role has been "hidden" and the next care role in the list 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 information.
3. Scroll to the right to view additional tabs.
4. The additional tabs display, including Infant Care, Respiratory Evaluation, and Med Orders.

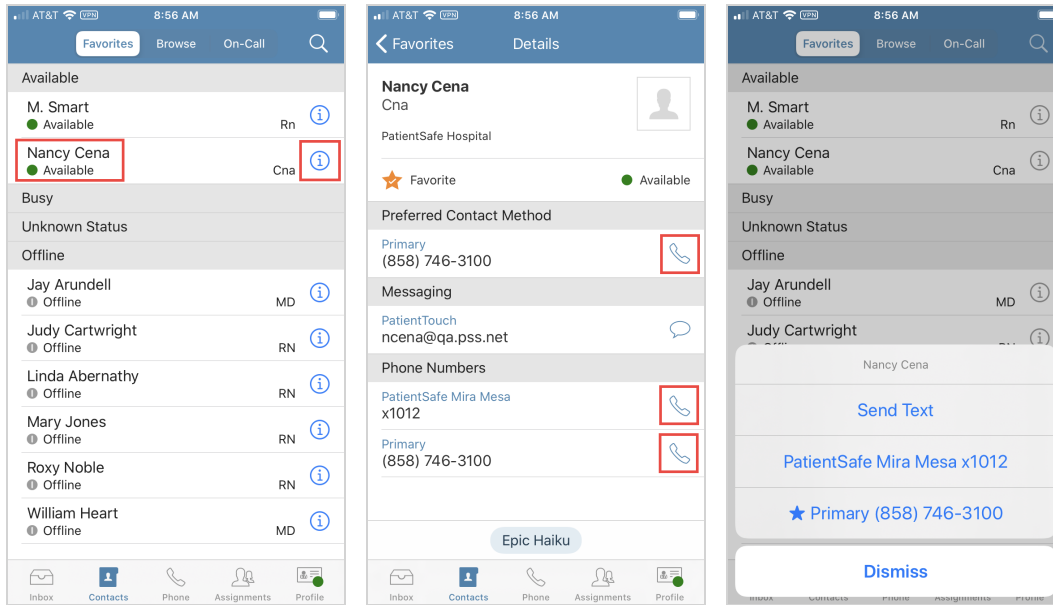
Phone

Placing and Receiving a Call

Placing a Call

Hospital issued shared devices have VoIP capabilities and you can use them to place and receive calls. However, personal device users do not have VoIP capabilities and will need to use their native cellular phone application for calls.

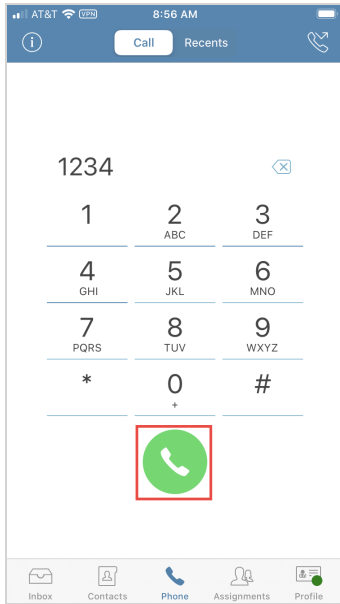
Please use the instructions below to place and receive calls using hospital shared devices.



1. From the Contacts tab, touch the **Info (i)** icon or the **Name** of the contact you wish to reach.

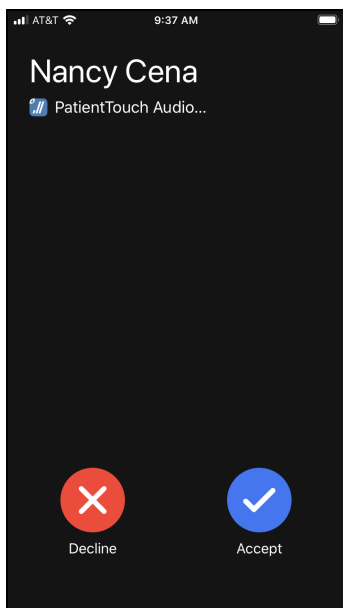
2. Touching the **Info (i)** provides **Contact Details** where you can touch the phone icons to place a call.

3. Touching the **Contact Name** provides an action sheet where you can touch the designated number to place a call.



4. Or, enter the extension or phone number manually and touch the **Call** icon.

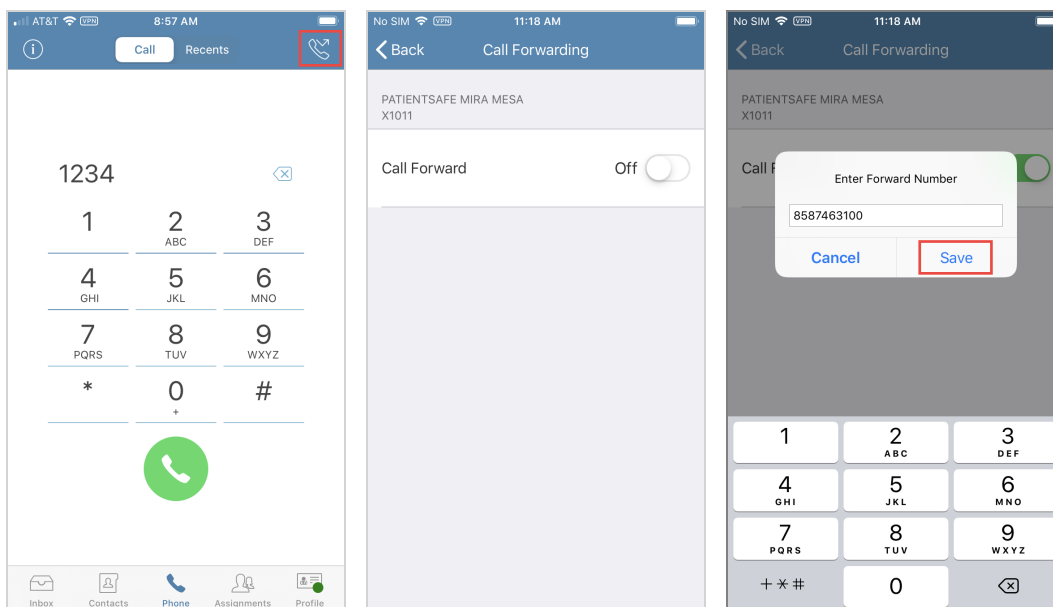
Receiving a Call



When you receive a call, touch **Accept** or **Decline** to respond.

Call Forward

Hospital issued shared devices have VoIP capabilities and you can use them to forward calls. Please use the instructions below to learn how to forward missed calls to another number.

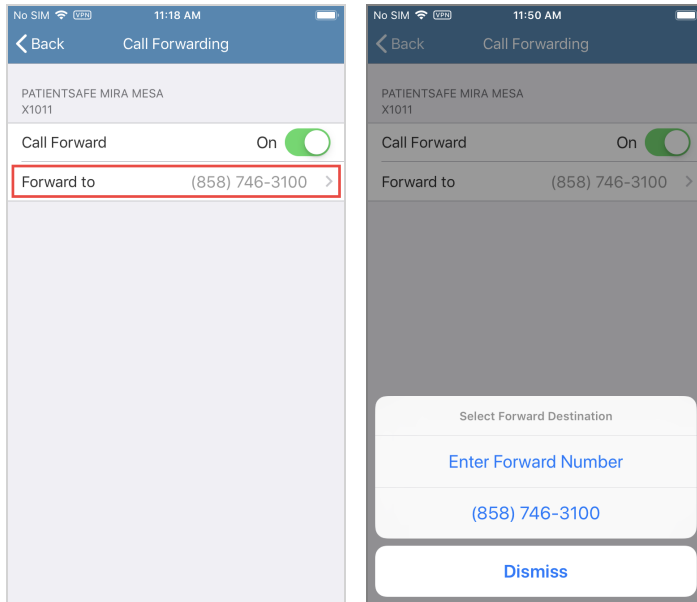


1. From the Phone tab, touch
2. Toggle **Call Forward** to **On**.
3. Enter the phone number

the **Call Forwarding** icon.

you want all missed calls routed to.

4. Touch **Save**.



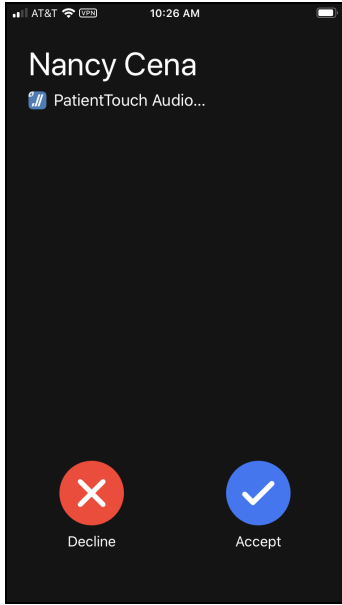
5. The phone number displays.

6. Touch the call forward number.

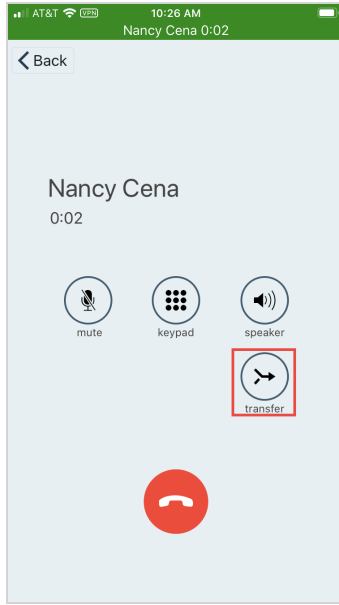
7. An action sheet displays with options to modify/call the number or Dismiss.

Call Transfer

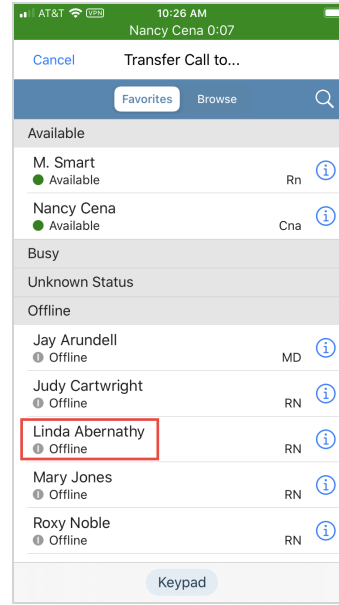
Hospital issued shared devices have VoIP capabilities and you can use them to transfer calls. Please use the instructions below to learn how to transfer a call to another caregiver.



1. When a call comes in, touch **Accept**.

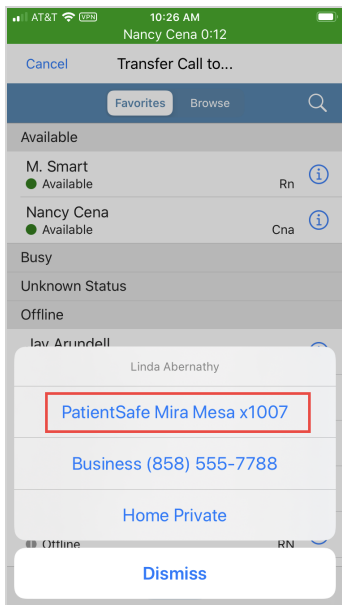


2. Touch **Transfer**.

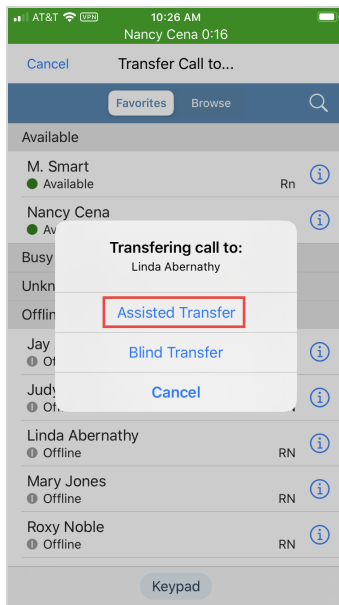


3. Touch the contact name.

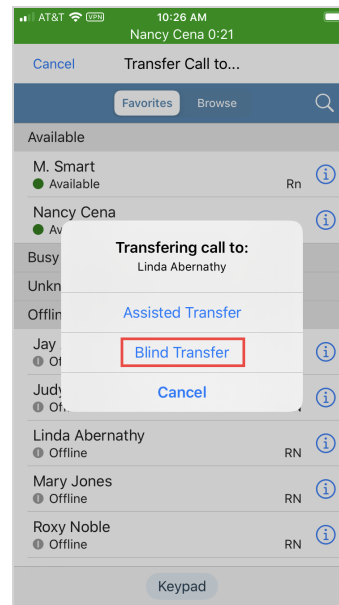
Note: Alternately, you can select the Info icon.



4. Touch the number you wish to transfer the call to.



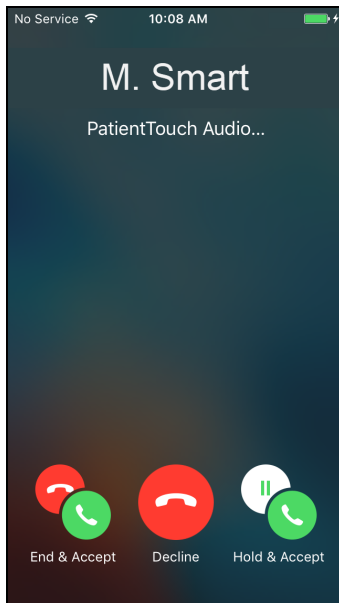
5. Touch **Assisted Transfer** to place the original call on hold to allow for an introduction to the transferred call.



6. Touch **Blind Transfer** to send the call immediately to the other caregiver.

Call Waiting

Hospital issued shared devices have VoIP capabilities and will be able to use the call waiting feature. Users will be able to receive an incoming call when already on a call. The incoming call can be received at any time that there is less than two callers connected. Users will see the screen shot below when on a call and another call comes in. Touch the call buttons provided to answer the call/place the call on hold.

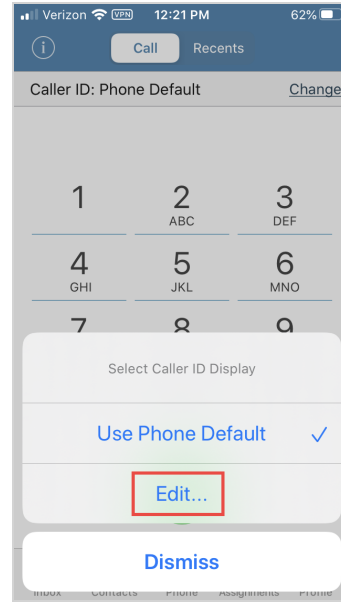
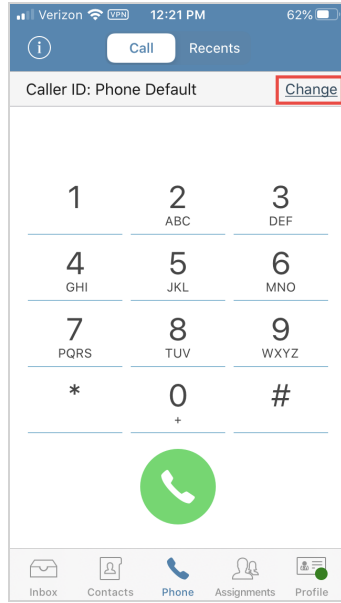
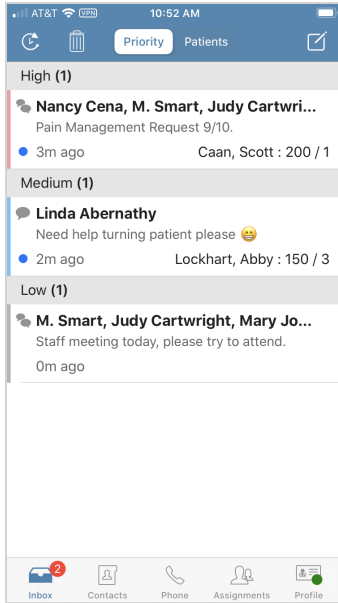


Custom Caller ID

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

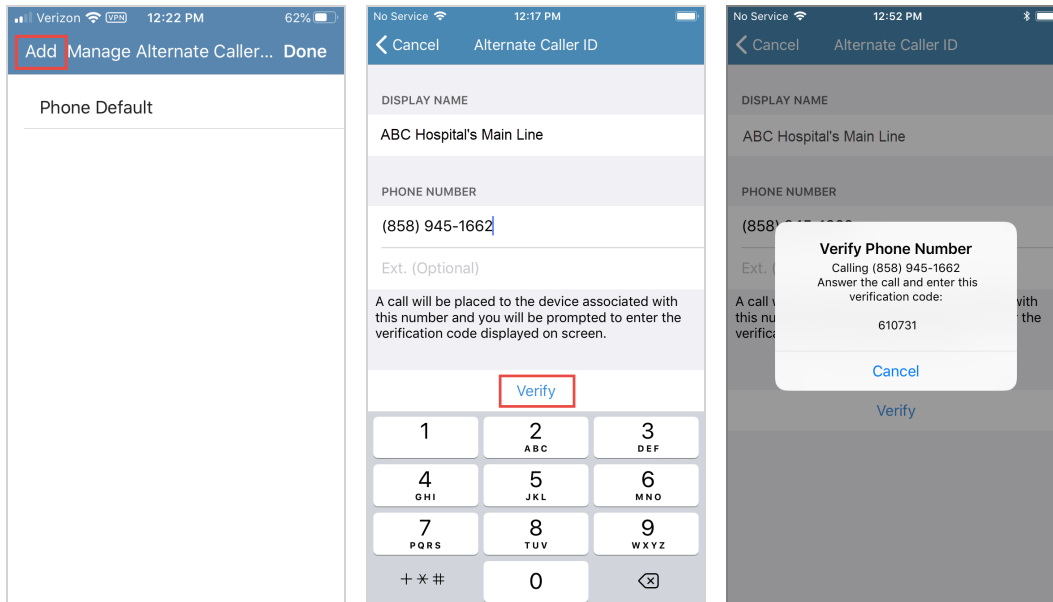


1. Touch the **Phone** tab.

2. The phone number in this example is set to display the original default value.

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

4. Touch **Edit**.



5. Touch **Add**.

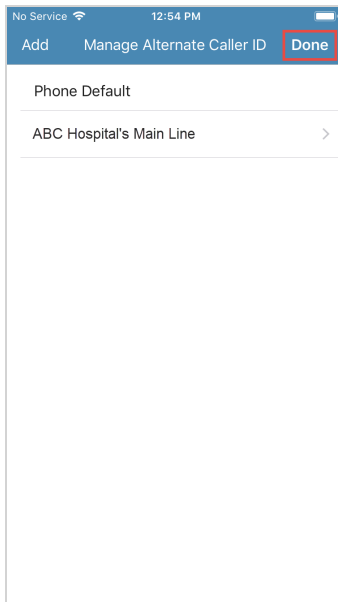
6. Enter a display name, which may be the clinic or hospital. The display name is for the caller's use only.

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

8. Touch **Verify**.

9. PatientTouch Communications calls the second phone, which is the number you entered.

10. Answer the call and enter the 6 digit code that displays on screen.



11. Touch **Done**.

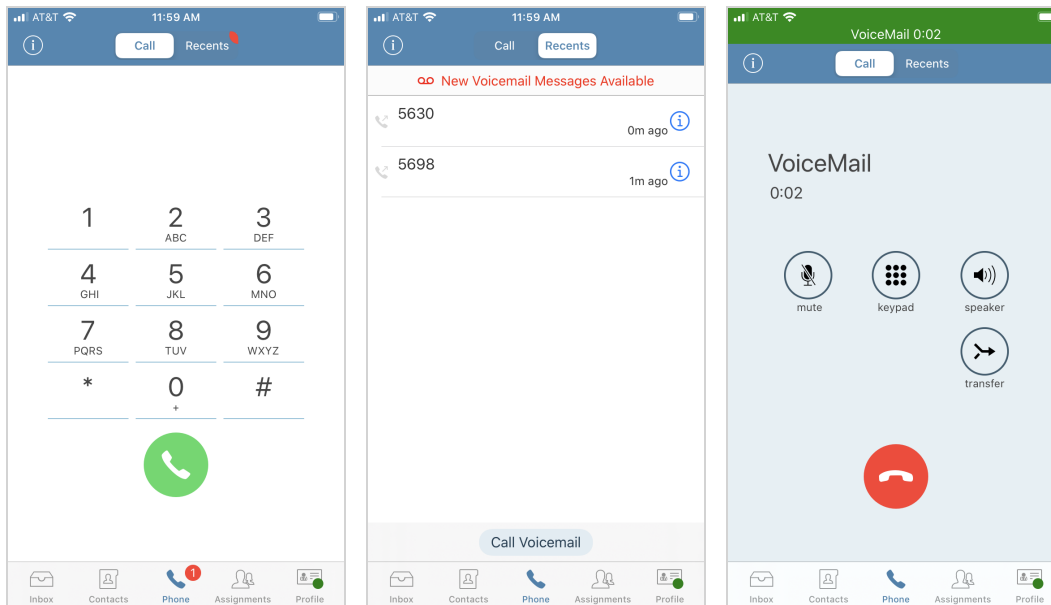
When placing calls the new phone number will display on screen.

Voice Mail Indicator

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

Please follow the instructions below to learn how to access voicemail.

Voicemail Banner



1. The **Phone** tab badge count increases to the number of missed calls or voicemail messages, you have.

2. Touch **Recents**.

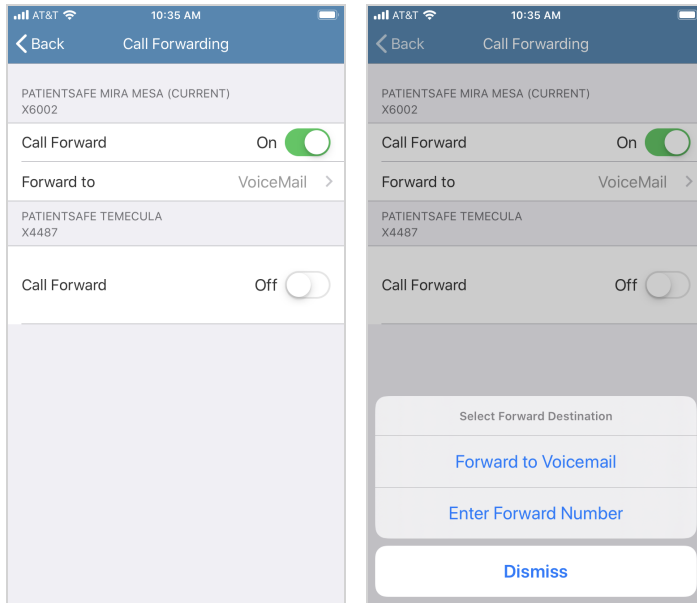
3. Touch the banner on the top of the screen or touch **Call Voicemail** to access your voice mail box.

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

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

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

Forward Calls to Voicemail



Users can forward calls to voicemail.

1. Touch **Forward to**, to set or change your configuration.

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

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

Paging

Short Message Service (SMS) Paging

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

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.

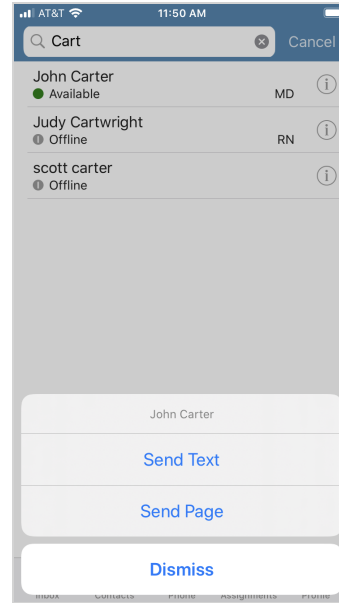
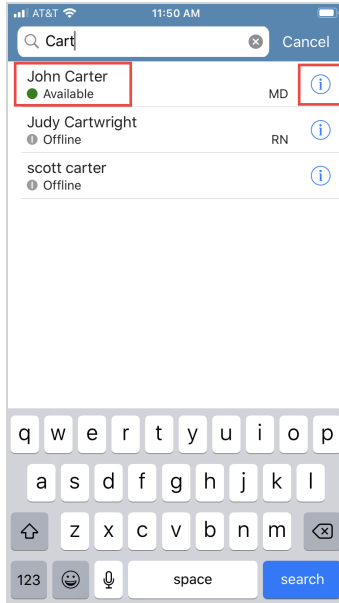
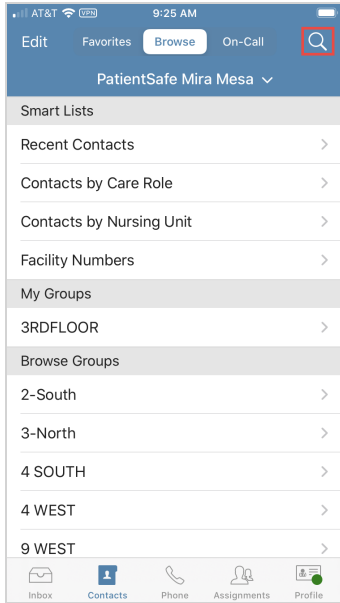
For example, Dr. Wilson (Head of Oncology and user of PatientTouch Communications) may want to consult with Dr. Carter (Orthopedic Surgeon and non-user) for a specific patient.



Users must have the "Send HIPAA-compliant page" permission to use this feature.

Sender - Dr. Wilson (User of PatientTouch Communications)

Please follow the instructions below to send a page.



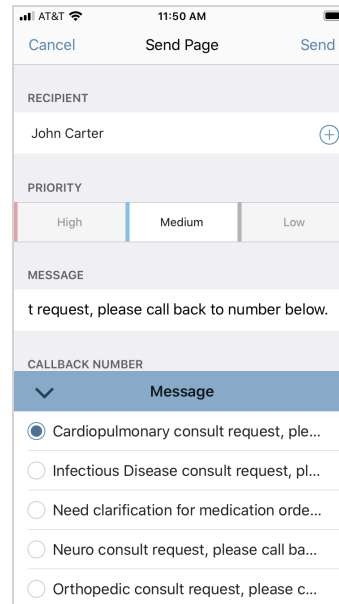
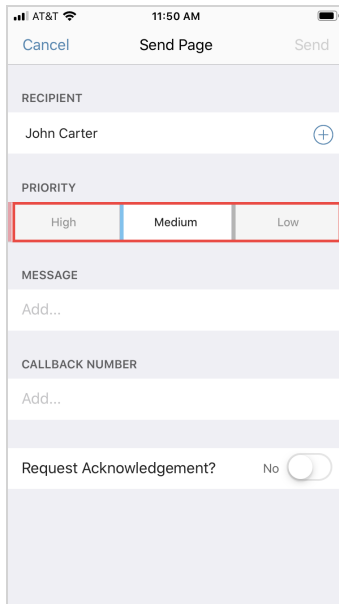
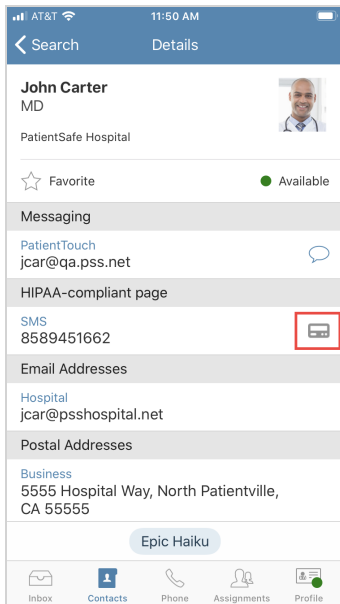
1. From the Contacts tab, touch **Search**.

2. Enter the first few characters of the person's first or last name.

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

4. When you touch the person's name, an action sheet displays with the contact options.

5. Touch **Send Page**.



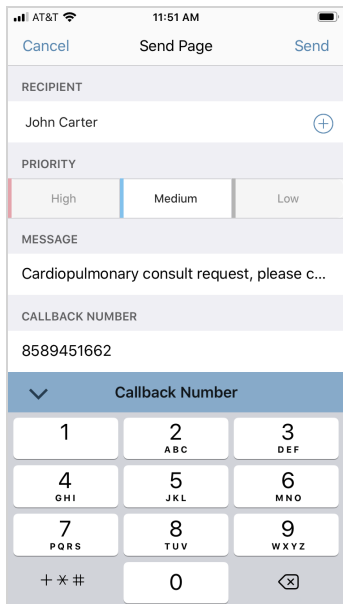
6. Or, if you touch the **Info (i)** icon, Contact Details displays.

7. Touch the **Send Page** icon.

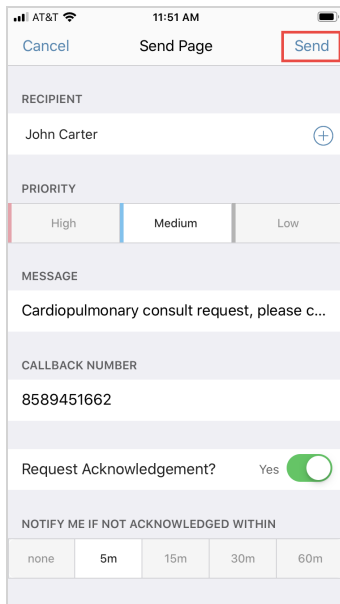
8. Select the **Priority**: High, Medium, Low.

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

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

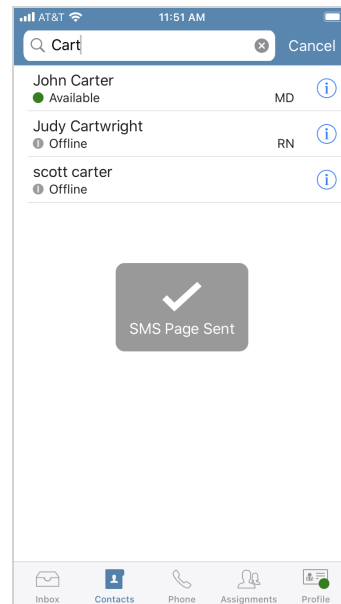


11. Touch the **Callback Number** field to add a callback phone number.



12. Touch **Request Acknowledgement** to receive a notification of when the recipient acknowledges.

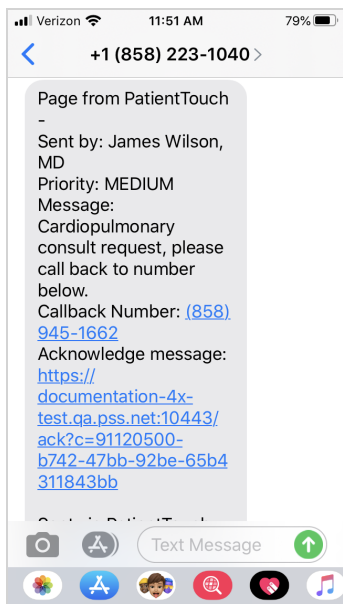
13. Touch **Send**.



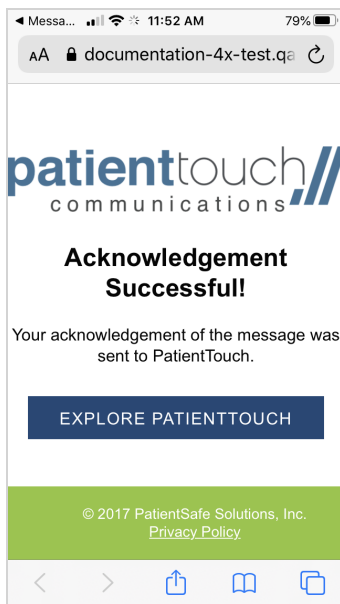
14. An **SMS Page Sent** message indicates a successful page.

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

Please review the information below on the process for the recipient of the page.



1. The page displays as a text



3. A message displays

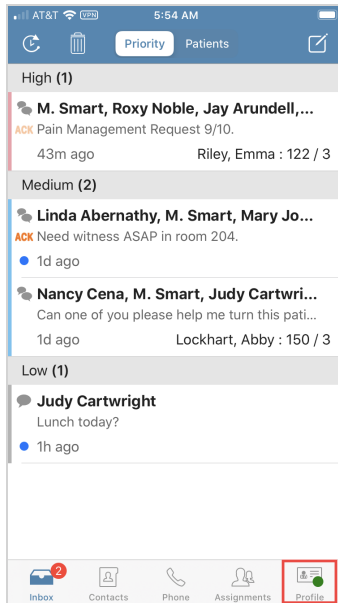
message on the recipient's phone.

indicating a successful acknowledgment.

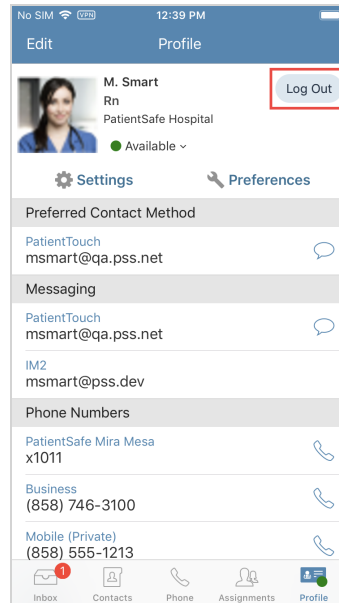
2. Touch the message to acknowledge.

Logging Out

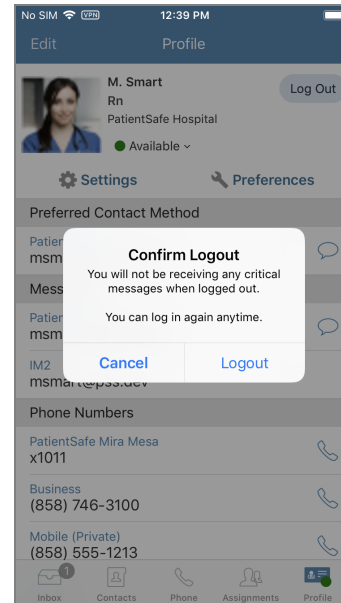
Please use the instructions below to learn how to log out of the application, when it's time to end your shift or change devices.



1. Touch the **Profile** icon.



2. Touch **Log Out**.

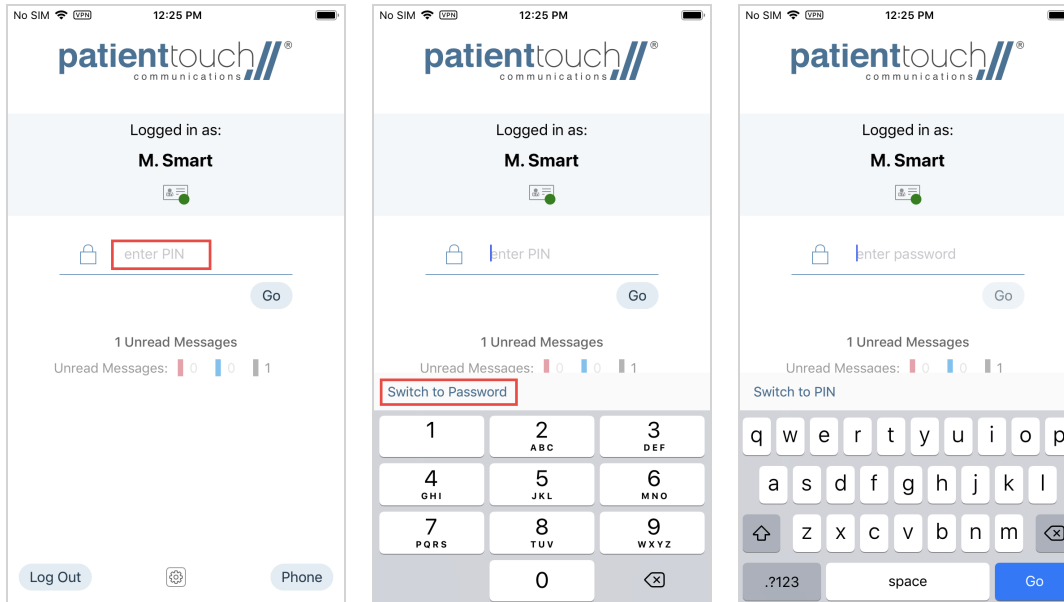


3. Touch **Logout** on the confirmation screen to exit the application.

Security Mode

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

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



1. Touch **Phone** to quickly access the dial pad and make a call.
2. Touch **Log Out** to log out of the application.
3. To reauthenticate, touch **enter PIN**.

4. The numeric keypad displays for you to enter a PIN.
5. Touch **Switch to Password**.

6. The alphanumeric keypad displays for you to enter your password.

Connectivity Error Handling

Banner Messages

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

Red: indicates no network connection

Yellow: indicates a service or feature is not available

Green: indicates a recovery success

Sample Screen Images

