



PatientTouch® Communications Web Messenger User Guide

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

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

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

PatientTouch Communications Web Messenger	1
Technical Specifications	1
Logging In	2
Manually Enter Your User Name/Password	2
Security Assertion Markup Language (SAML) Integration	3
External Users	3
Internal Users	4
Changing Your Presence	4
Viewing Your Inbox	5
Message Summary	5
New Message Notification	6
Badge Count	6
Pivot	7
Sort	7
Search	8
Composing a New Text Message	8
Add Recipient(s)	9
Add Quick Text Message	11
Enter an Emoji	12
Select Message Priority	13
Tag a Patient	13
Request Acknowledgement	14
Send the Message	14
Offline Contact Notification	15
Acknowledging a Request	17
Sender	17
Receiver	20
Forwarding a Message	21
Short Message Service (SMS) Paging	23
Sending a Page	24
Receiving a Page	27
Deleting a Message	27
Disable Messaging per Facility	29
User Does Not have Secure Messaging	29
User Does have Secure Messaging	31
Managing Your Options	33

Preferred Contact Method	34
Hide Contact Information	35
Resetting Your Password	38
Resetting Your PIN	39
Setting Inbox Reminders	40
Managing Contacts	42
Search	42
Favorites	43
Browse Groups	44
Search and Group Chat	44
Add to My Groups	47
Facility Numbers	49
Assigned & All Pivots	52
On-Call Schedules	54
My On-Call Schedules	57
View Patients	58
View Assigned Patients	59
Browse Units	62
Display or Hide Empty Beds	63
My Assignments	65
Assign Other Caregivers	68
Transferring Assignments	72
On-Call Hospitalist	73
Admitting Hospitalist	74
Logging Out	75
Security Mode	76

PatientTouch Communications Web Messenger

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

The Web Messenger allows you to:

Access your Inbox	Tag patients to text messages	View, search, and manage your Contacts	Browse Facility Numbers
Send, receive, and forward text messages	View and search for patients	Set your Preferred Contact Method	Access On Call Schedules
Have your text messages acknowledged	View, manage, and transfer your assignments	Hide contact information	Set your presence and availability

Technical Specifications

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

Supported Operating Systems

- Windows 10
- MAC OS X

Supported Browsers

- Microsoft Edge 81+
- Internet Explorer (IE) 11
- Chrome 83+

Logging In

PatientTouch Web Messenger allows you to log into the application using one of the following methods: manually entering your user name and password or SAML Integration. Each of these methods are described in this topic and the next topic.

Manually Enter Your User Name/Password

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



The Web Messenger uses the same login credentials as all other PatientTouch applications.



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

patienttouch
communications

PatientTouch
Communications®

PatientSafe Hospital

Username

Password

Login

©2020 PatientSafe Solutions, Inc. [iagnostics](#) [Security & Compliance](#) [Help](#)

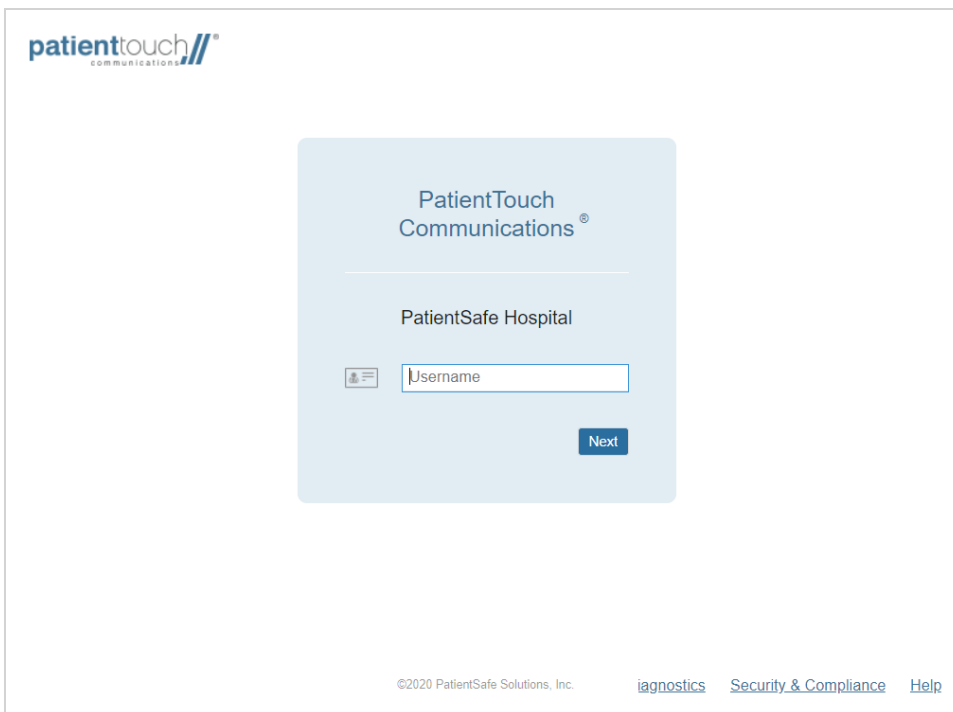
Security Assertion Markup Language (SAML) Integration

SAML Integration is for hospitals that want to use a third party Authentication system to ensure a safer and more secure log in. If your authentication system is configured for Multi Factor Authentication (MFA), PatientTouch will support that workflow. SAML login may be configured for internal users, external users, or both.

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

External Users

1. On the Web Messenger login screen, enter your username.
2. Click **Next**.



patienttouch
communications

PatientTouch
Communications®

PatientSafe Hospital

Username

Next

©2020 PatientSafe Solutions, Inc. [Diagnostics](#) [Security & Compliance](#) [Help](#)

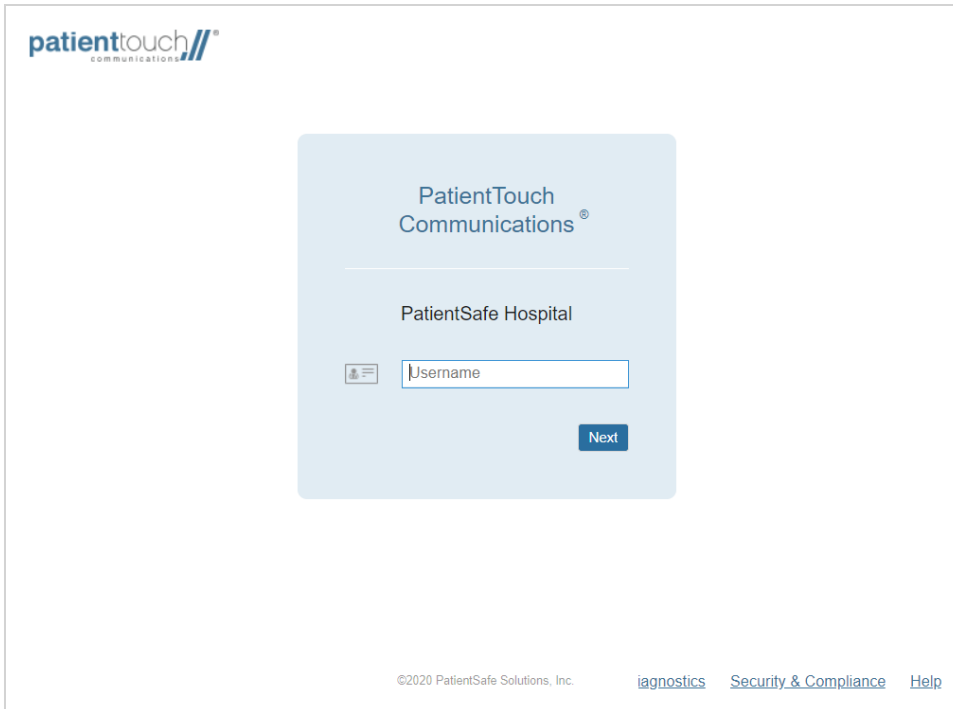
3. You automatically navigate to the hospital's customized MFA/SAML log in screen. Each facility's screen will differ based on the hospital's security policy. Enter your password. Upon logging in, you will automatically navigate to the Web Messenger Inbox.
4. Enter your password or PIN to reauthenticate when in **Security Mode**.



Please refer to the Logging Out, Security Mode topic on the Contents tab to the left for more information about Security Mode.

Internal Users

1. On the Web Messenger login screen, enter your user name.
2. Click **Next**.



patienttouch//
COMMUNICATIONS

PatientTouch
Communications®

PatientSafe Hospital

Username

Next

©2020 PatientSafe Solutions, Inc. [iagnostics](#) [Security & Compliance](#) [Help](#)

3. Enter your password. The screen to enter your password will vary, depending on the vendor you use for authorization.
4. The **Inbox** automatically displays with all of your important messages.
5. Enter your password or PIN to reauthenticate when in **Security Mode**.



Please refer to the Logging Out, Security Mode topic on the Contents tab to the left for more information about Security Mode.

Changing Your Presence

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

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user's name 'Judy Cartwright' is shown with a profile icon, a status dropdown menu (set to 'Available'), and a 'Log Out' button. To the right are 'Contacts' and 'Patients' icons. Below the header is a navigation bar with 'Time', 'Priority', and 'Patients' filters, and a search icon. The main area is split into two panes. The left pane shows an inbox with three message summaries:

- Hanna Arlington**: Patient needs more blankets please. 18m ago. **Caan, Scott:200 - 1**
- Linda Abernathy**: ACK Will patient be discharged today? 22m ago. **Bling, Matt:501 - 1**
- Nancy Cena,M. Smart,Jay Arund...**: Pain Management Request 9/10. Re: Paint Management Request. 23m ago. **Smith, Frank:120 - 1**

The right pane is currently empty and displays the text: "No Message selected. Make a selection in your Inbox to view or compose a new message!"

Viewing Your Inbox

Web Messenger provides visibility to your full Inbox. Please follow the instructions below to learn more.

Message Summary

1. Click a message summary from the left pane to view message details. Message details display in the right pane with the following information:
 - Image attachments
 - Audio Clip attachments
 - Patient Tag information
 - Current Date and Time



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

The screenshot shows the user interface for Judy Cartwright. At the top, there's a status bar with 'Available', 'Log Out', 'Contacts', and 'Patients' icons. Below this is the 'Inbox' section with a red badge showing '2' unread messages. The inbox list includes messages from Hanna Arlington, Linda Abernathy, and Nancy Cena. The Nancy Cena message is highlighted with a red box. To the right, the 'Group Conversation' details are shown for 'Paint Management Request', including a date stamp 'Today, January 27, 2020' and a message from Nancy Cena at 07:49. A red box highlights the message content. At the bottom, there's a 'Med' dropdown and a text input field with a 'Type message here' placeholder. A 'Tagged Patient: Smith, Frank' label is visible at the bottom right of the conversation area.

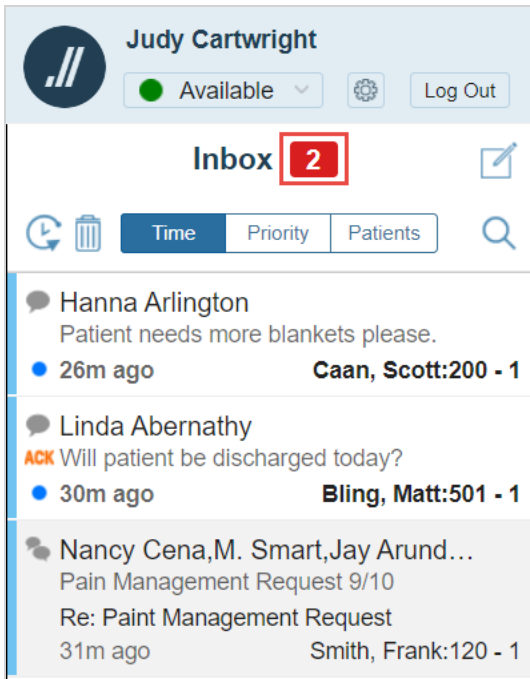
New Message Notification

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

The screenshot shows the user interface for Judy Cartwright. The 'Inbox' section now has a red badge showing '3' unread messages. The inbox list includes messages from Bling, Matt; Linda Abernathy; Caan, Scott; Hanna Arlington; Smith, Frank; Nancy Cena; and M. Smart. A notification pop-up is displayed in the lower right corner, showing the PatientTouch logo, the name 'M. Smart', and the text '1 new message' followed by a truncated URL: 'Google Chrome • documentation-4x-test.qa.pss.net:8443'. The main content area of the messenger displays the message 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

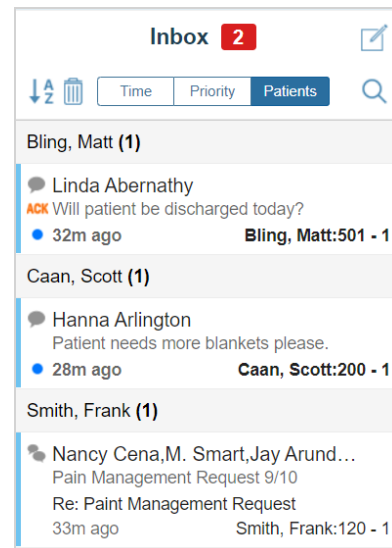
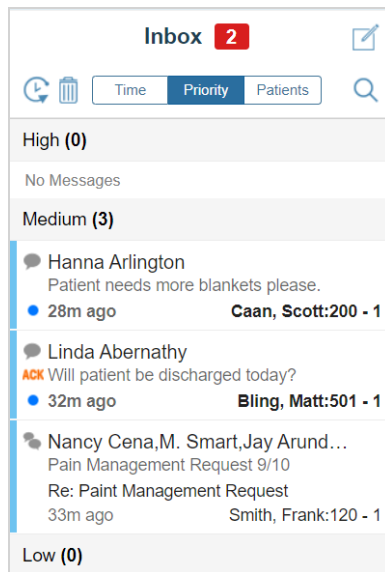
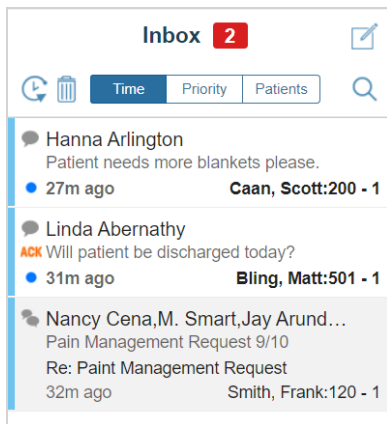
Badge Count

The Inbox Badge Count displays a total of all unread messages in your Inbox. The badge count is updated when a new message is received. In the example below, the badge count is 2.



Pivot

Select a Time, Priority, or Patients pivot to sort your **Inbox** using the instructions below.



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

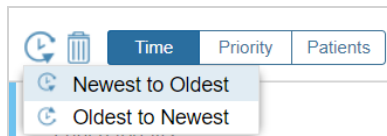
Priority: Sorts your Inbox messages by message priority (High, Medium, Low).

Patients: Sorts your Inbox messages alphabetically by Patient Name.

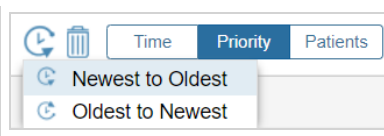
Sort

Sort messages using the following parameters:

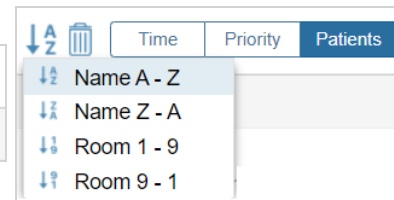
Time



Priority



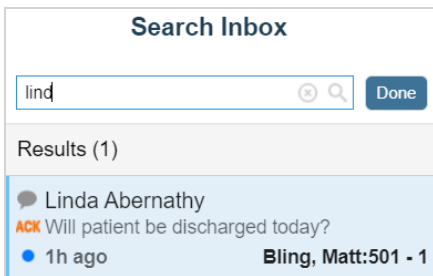
Patients



Search

Click the **Search** icon to search for a message in your Inbox.

Search by sender name, subject, or tagged patient name.



Composing a New Text Message

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



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

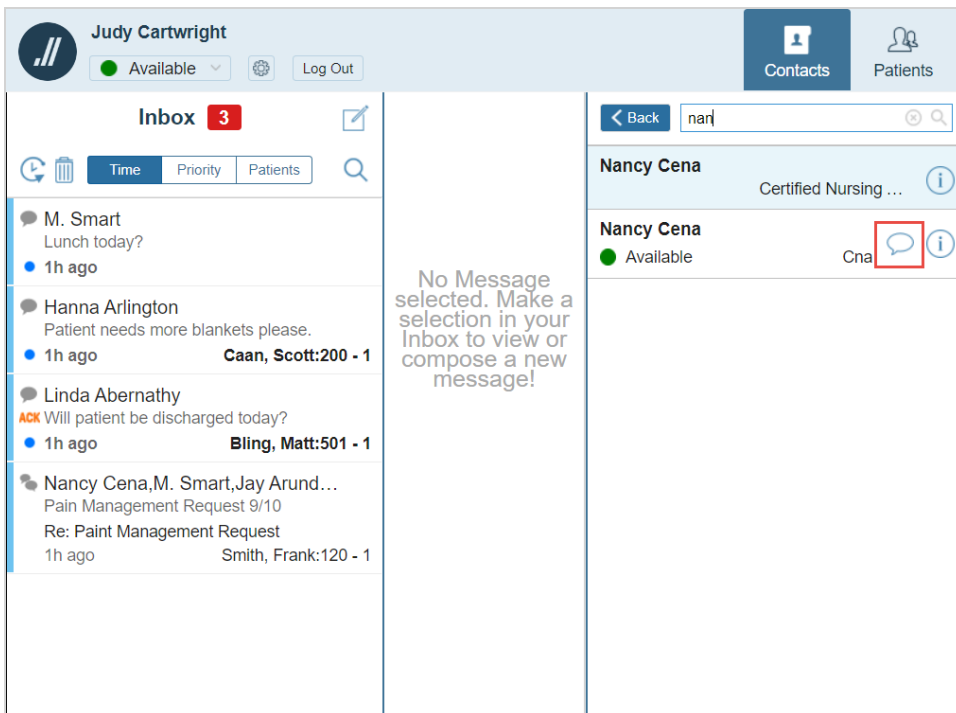
The screenshot displays the PatientTouch Web Messenger interface for user Judy Cartwright. At the top, the user's name and status (Available) are shown, along with a 'Log Out' button and 'Contacts' and 'Patients' icons. Below this is the 'Inbox 3' section, which includes a search bar and filter tabs for 'Time', 'Priority', and 'Patients'. A list of messages is visible, including one from M. Smart about lunch, one from Hanna Arlington about blankets, one from Linda Abernathy about a discharge, and one from Nancy Cena, M. Smart, and Jay Arund... about a pain management request. A red box highlights a context menu with 'Send Text' and 'Send Page' options. The main content area displays a message: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

Add Recipient(s)

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

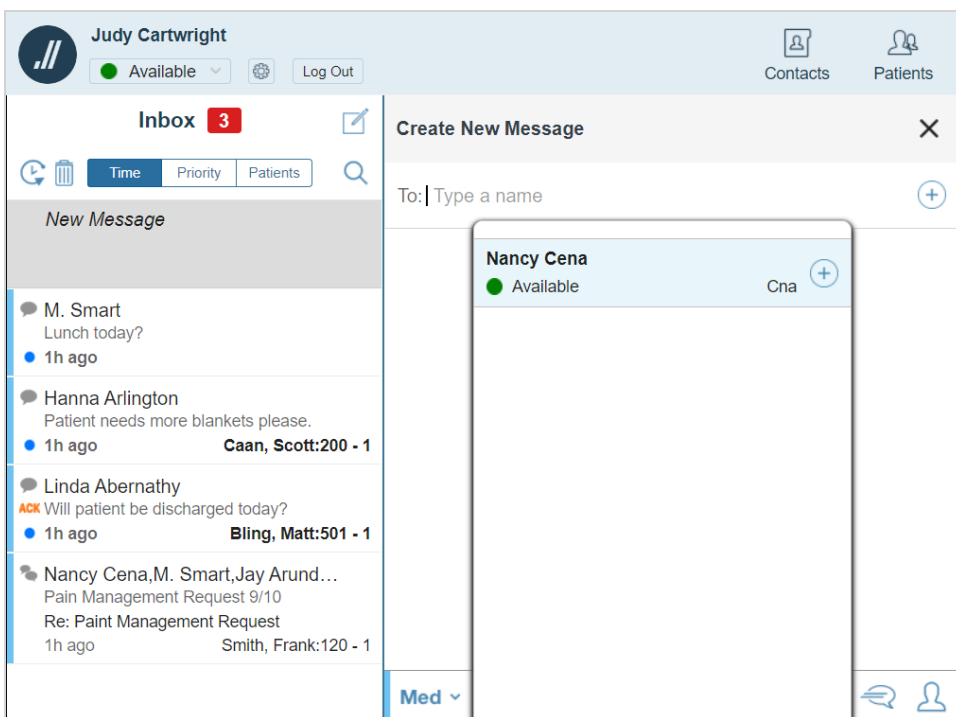
Search

1. Click **Contacts**.
2. Click the **Search** icon.
3. Type the first few characters of the recipient name into the search field.
4. Touch the message bubble to send a text.



To field

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



Contacts tab

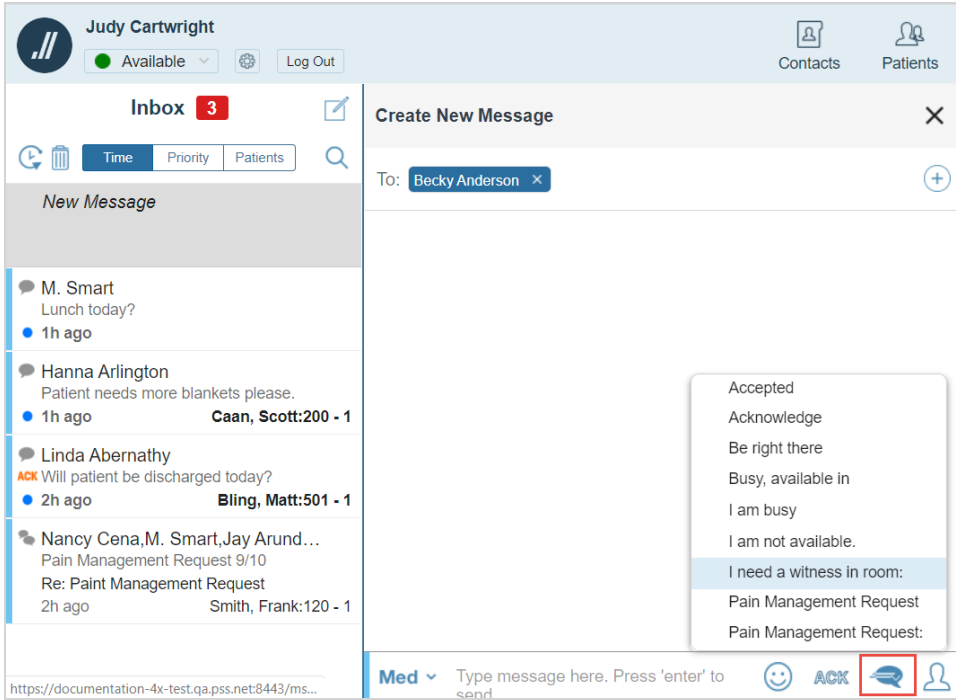
1. Click the Contacts tab to add one or more recipients using **Favorites**.
2. Click the message bubble next to the recipient's name.

Add Quick Text Message

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

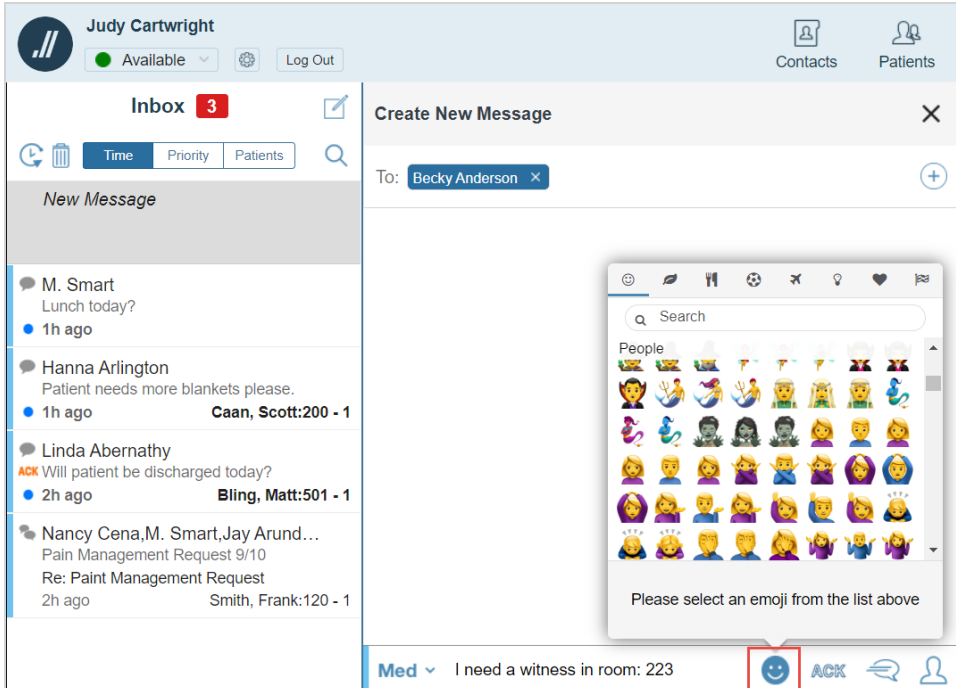


You can also type a message directly in the text message field.



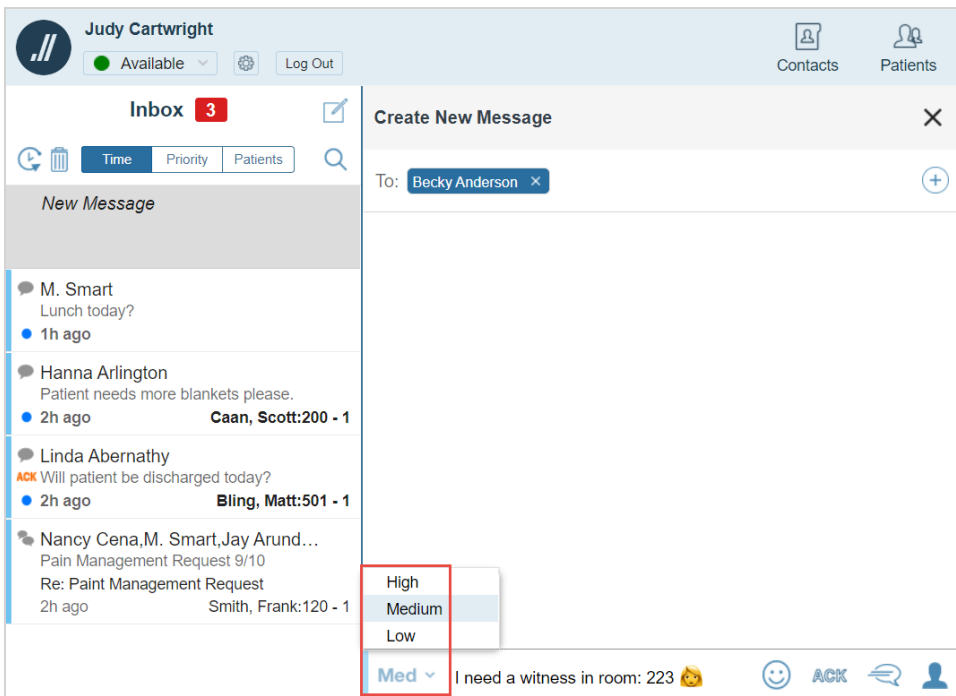
Enter an Emoji

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



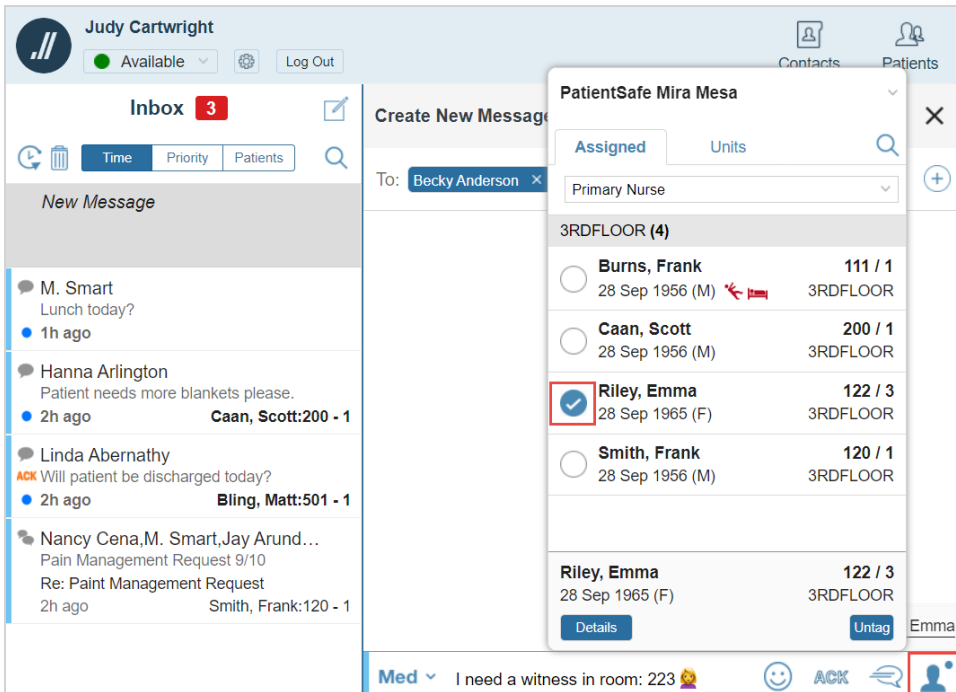
Select Message Priority

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



Tag a Patient

1. Click the Patient Tag icon and select the radio button next to the patient name.



Request Acknowledgement

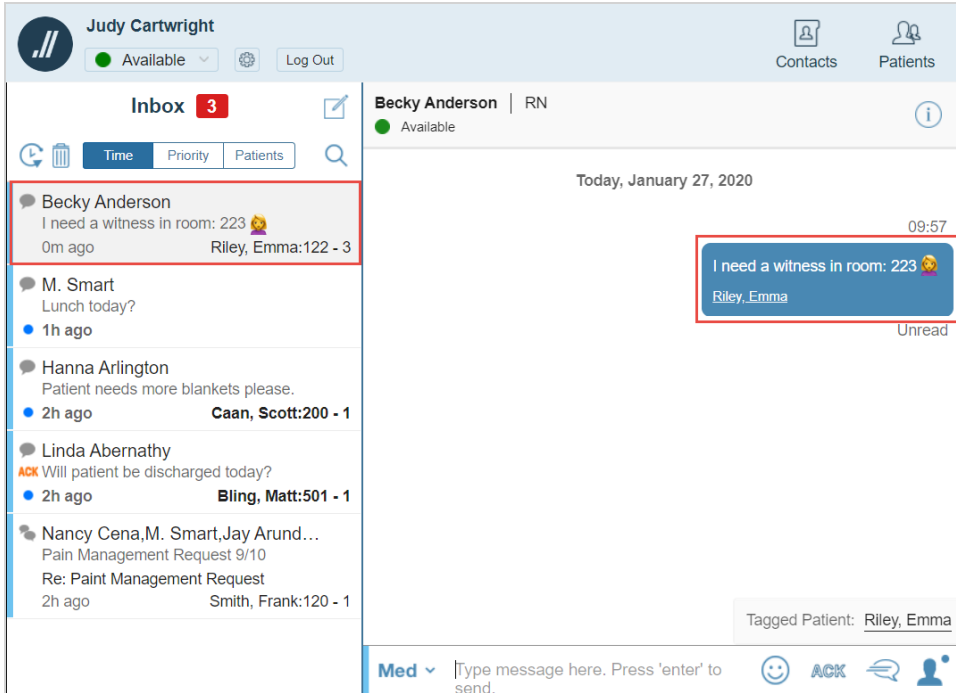
Please see the section on [Acknowledging a Request](#).

Send the Message

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

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user's name 'Judy Cartwright' is shown along with a status indicator 'Available' and a 'Log Out' button. There are also 'Contacts' and 'Patients' icons. The main interface is split into two panes. The left pane is the 'Inbox' with a red notification badge showing '3' messages. It contains a list of messages: 'M. Smart' (Lunch today? 1h ago), 'Hanna Arlington' (Patient needs more blankets please. 2h ago, Caan, Scott:200 - 1), 'Linda Abernathy' (ACK Will patient be discharged today? 2h ago, Bling, Matt:501 - 1), and 'Nancy Cena, M. Smart, Jay Arund...' (Pain Management Request 9/10, Re: Paint Management Request, 2h ago, Smith, Frank:120 - 1). The right pane is titled 'Create New Message' and shows a 'To:' field with 'Becky Anderson' selected. Below this, there is a 'Tagged Patient: Riley, Emma' field. At the bottom of the right pane, there is a text input field containing 'Med' and 'I need a witness in room: 223' followed by a smiley face emoji, and buttons for 'ACK', a speech bubble, and a person icon.

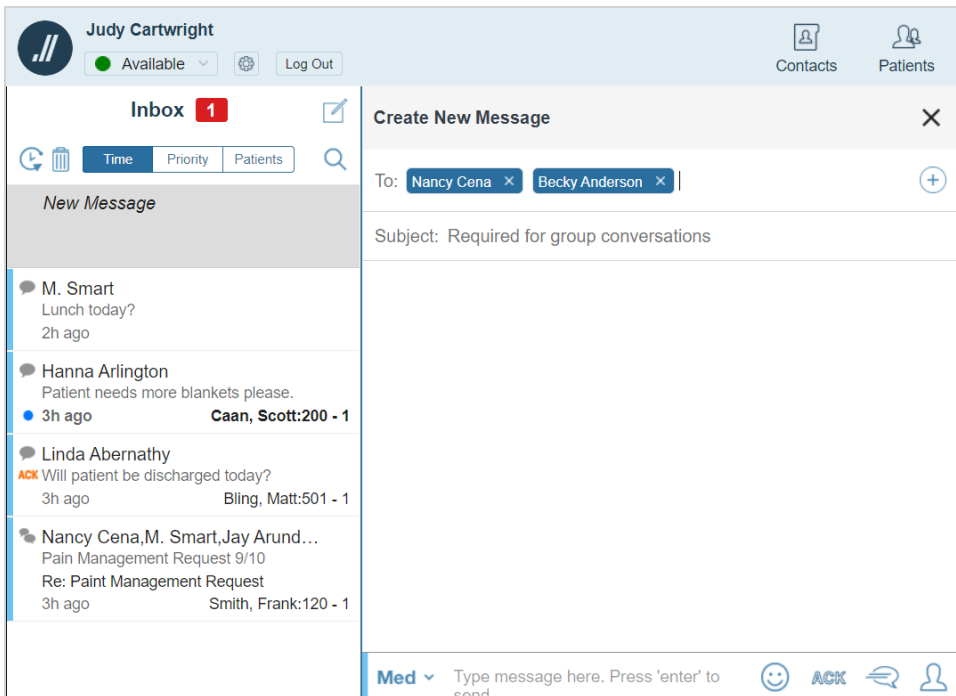
The message displays in the right hand side of the message pane as well as in the Inbox.



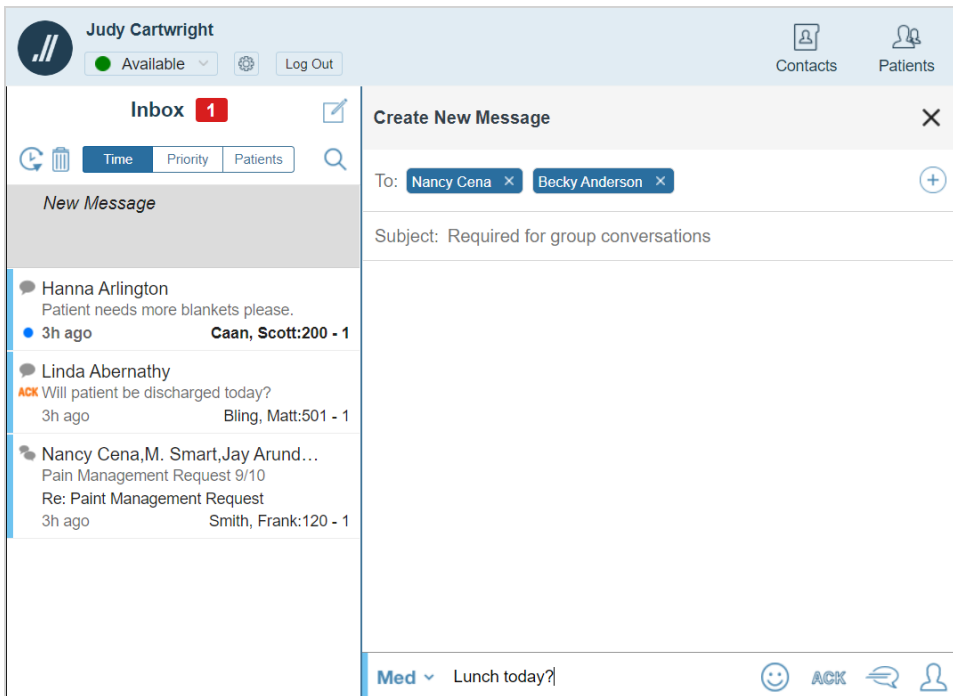
Offline Contact Notification

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

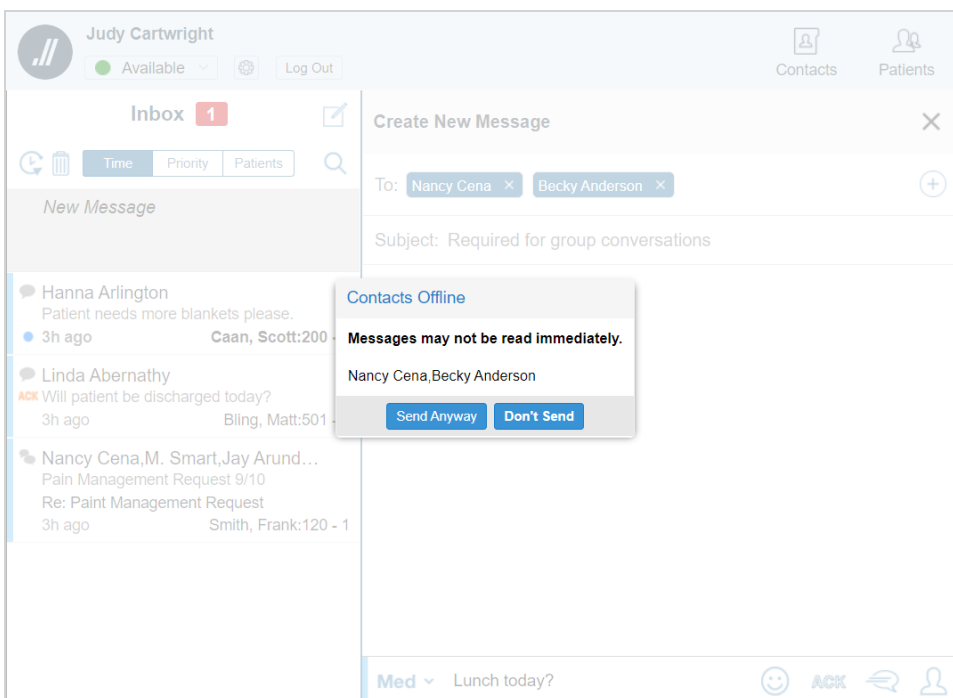
1. From the "To" field, enter the recipients of your message, ensuring one of them is not online.



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



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



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 recipients have acknowledged within the designated time frame.

The scenario below is a group message.



Users must have the Request Message Acknowledgment permission to use this feature. Please refer to the Enterprise Manager for more on user permissions.

Sender

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

The screenshot displays the 'Create New Message' dialog in the PatientTouch Web Messenger. The dialog is titled 'Create New Message' and has a close button (X) in the top right corner. The 'To:' field contains three recipients: Becky Anderson, M. Smart, and Nancy Cena. The 'Subject:' field is 'Witness Needed'. The message body is empty. At the bottom of the dialog, there is a text input field containing the text 'Med I need a witness in room: 709 please'. To the right of the input field are several icons: a smiley face, an 'ACK' button (highlighted with a red box), a speech bubble, and a person icon. The background shows the 'Inbox' with a notification badge '1'. The 'Inbox' list includes messages from Hanna Arlington, Linda Abernathy (with an 'ACK' icon), and Nancy Cena, M. Smart, Jay Arund... The interface also shows the user's profile 'Judy Cartwright' with an 'Available' status and 'Log Out' button.

2. Click **Request Acknowledgement**.
3. Select when you'd like to receive notification if the recipient has not acknowledged the message.
4. Press the **Enter** key on your keyboard to send the message.

Judy Cartwright
 Available | Log Out | Contacts | Patients

Inbox 1

Create New Message

To: Becky Anderson × M. Smart × Nancy Cena ×

Subject: Witness Needed

Request Acknowledgement
 Notify me if not acknowledged within:
 none 5m **15m** 30m 60m

Med ▾ I need a witness in room: 709 please

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

Judy Cartwright
 Available | Log Out | Contacts | Patients

Inbox 1

Group Conversation
 Subject: Witness Needed

Today, January 27, 2020

14:45

I need a witness in room: 709 please
 Acknowledged by 0 · Read by 0

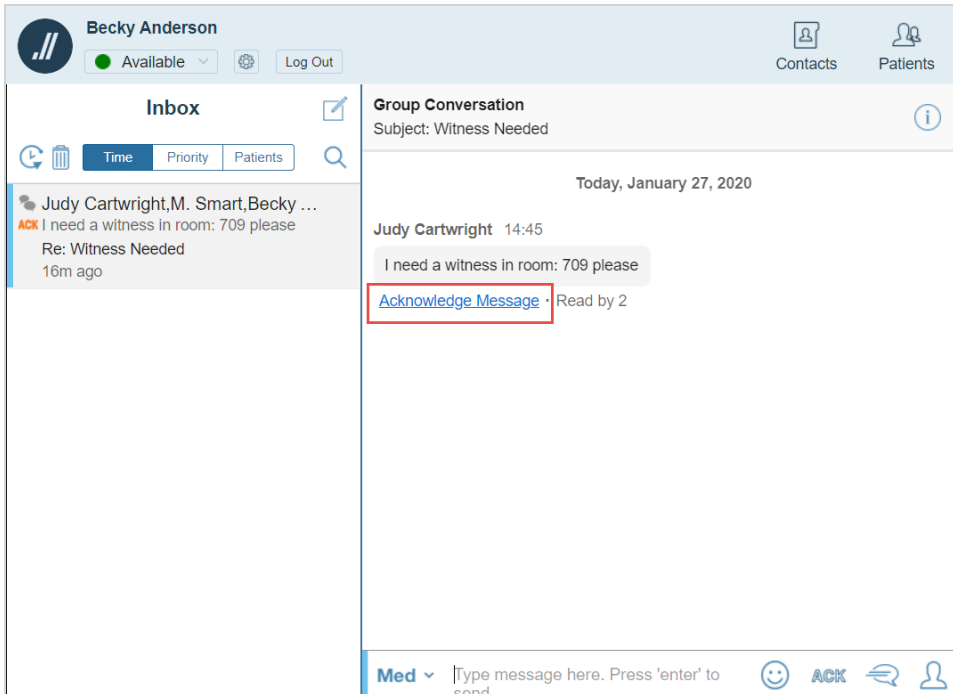
Med ▾ |Type message here. Press 'enter' to send.

- As soon as a recipient acknowledges the message, the Acknowledged by number increases.

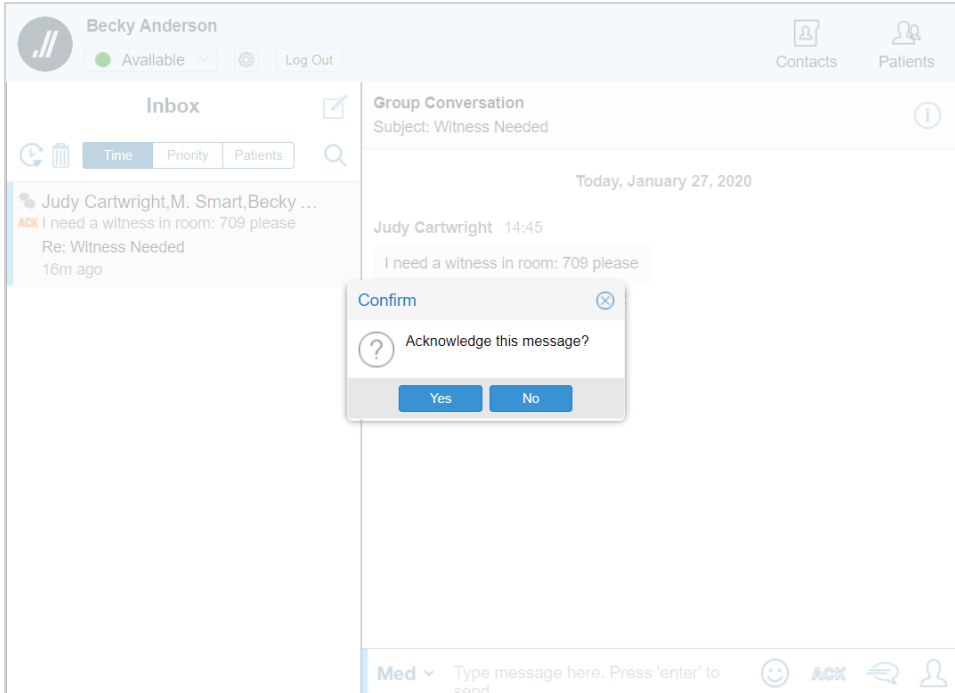
7. After the designated time frame has passed and some recipients have not acknowledged the message, you'll receive a "Message not acknowledged" in your Inbox.
8. Click the message to see who has/has not acknowledged receipt.

Receiver

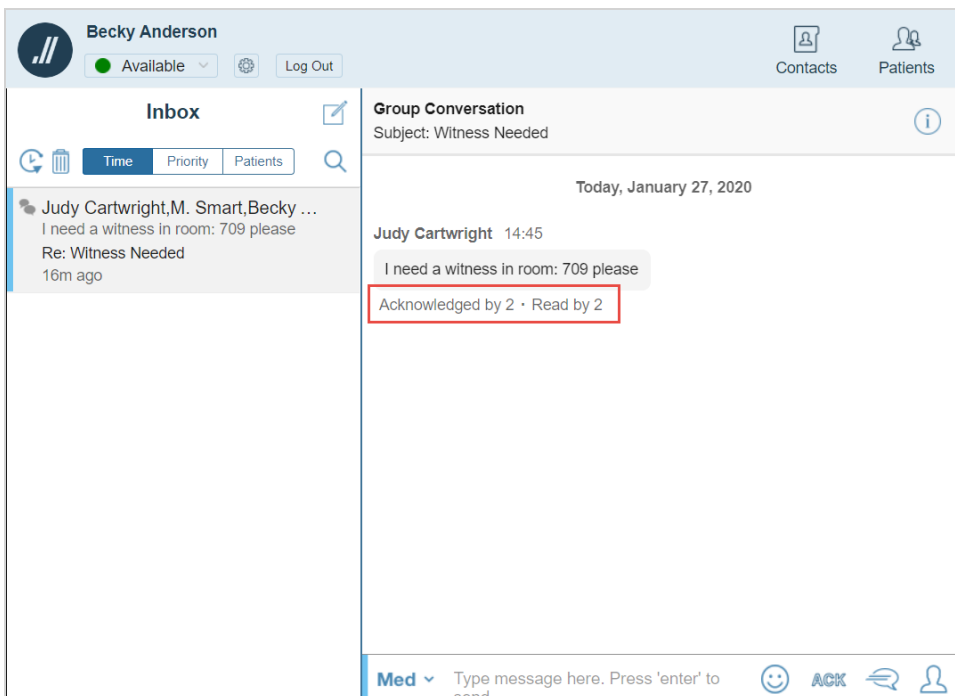
1. If someone has sent you a message and requests acknowledgment, your Inbox will display an **ACK** icon next to the message summary.
2. Click on the message summary.
3. Read the message and click **Acknowledge Message**.



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



5. You can see that your acknowledgment is reflected in the number of acknowledged receipts.



Forwarding a Message

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

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

To forward a message, follow the instructions below.

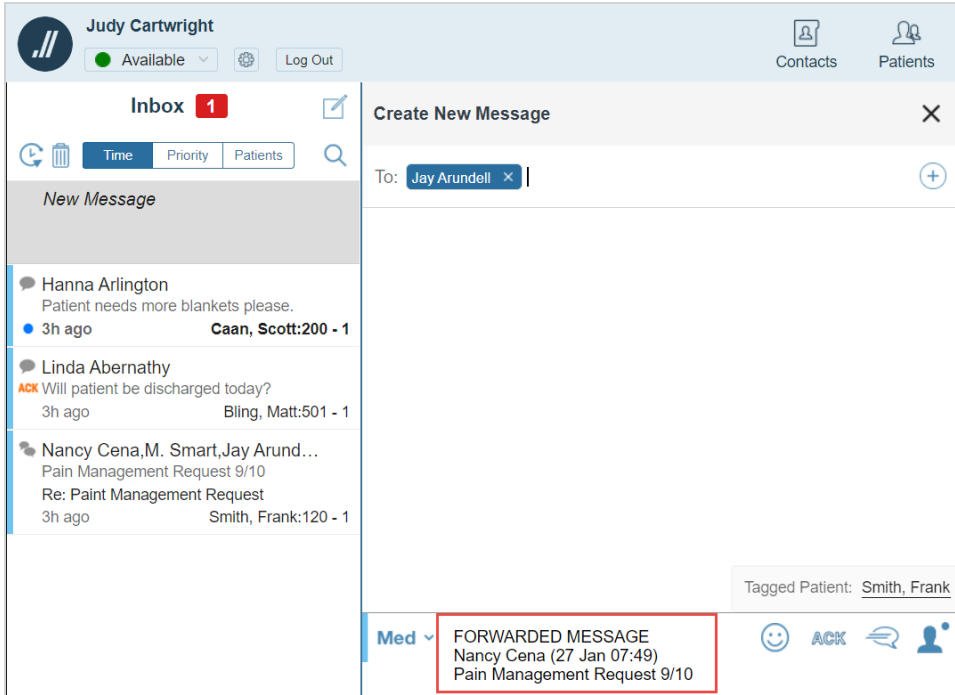
1. Click the message from the conversation pane.
2. Click the Forward icon.

The screenshot displays the PatientTouch Web Messenger interface. At the top, the user profile for Judy Cartwright is shown with a status of 'Available' and a 'Log Out' button. There are 'Contacts' and 'Patients' icons in the top right. Below the profile is an 'Inbox' section with a red notification badge showing '1' message. The inbox list includes:

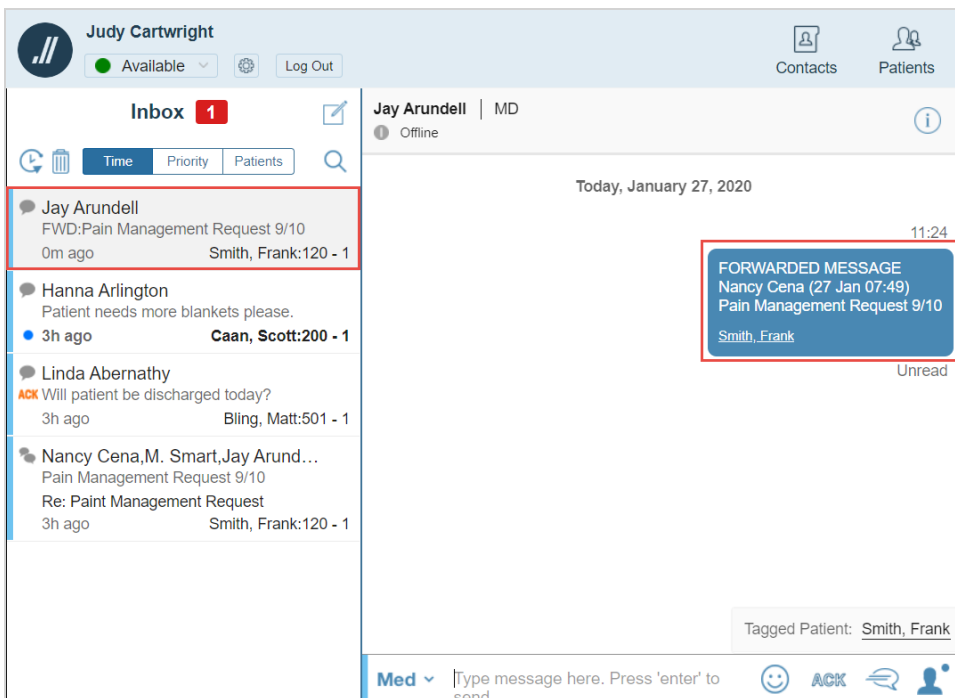
- Hanna Arlington: Patient needs more blankets please. 3h ago. Caan, Scott:200 - 1
- Linda Abernathy: Will patient be discharged today? 3h ago. Bling, Matt:501 - 1
- Nancy Cena, M. Smart, Jay Arund...: Pain Management Request 9/10. Re: Pain Management Request. 3h ago. Smith, Frank:120 - 1

The main area shows a 'Group Conversation' for 'Subject: Pain Management Request'. The date is 'Today, January 27, 2020'. A message from Nancy Cena at 07:49 is displayed: 'Pain Management Request 9/10' with a link to 'Smith, Frank'. Below this is a detailed view of the message, including the sender 'Nancy Cena' (27 Jan 07:49), recipients 'Jay Arundell', 'Judy Cartwright', and 'M. Smart', and the priority 'MEDIUM'. A red box highlights the 'Forward' icon (a document with an arrow) in the top right corner of the message detail view. At the bottom right of the conversation area, it says 'Tagged Patient: Smith, Frank'. The bottom of the screen shows a text input field with a 'Med' dropdown, a placeholder 'Type message here. Press 'enter' to send...', and icons for emojis, 'ACK', and a patient icon.

3. Select the recipient from your contacts list or type the name in the **To** field.
4. Select the message priority.
5. Press the **Enter** key on your keyboard to send the message.



6. The message displays in the right pane and also in your **Inbox** as a forwarded message.



Short Message Service (SMS) Paging

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

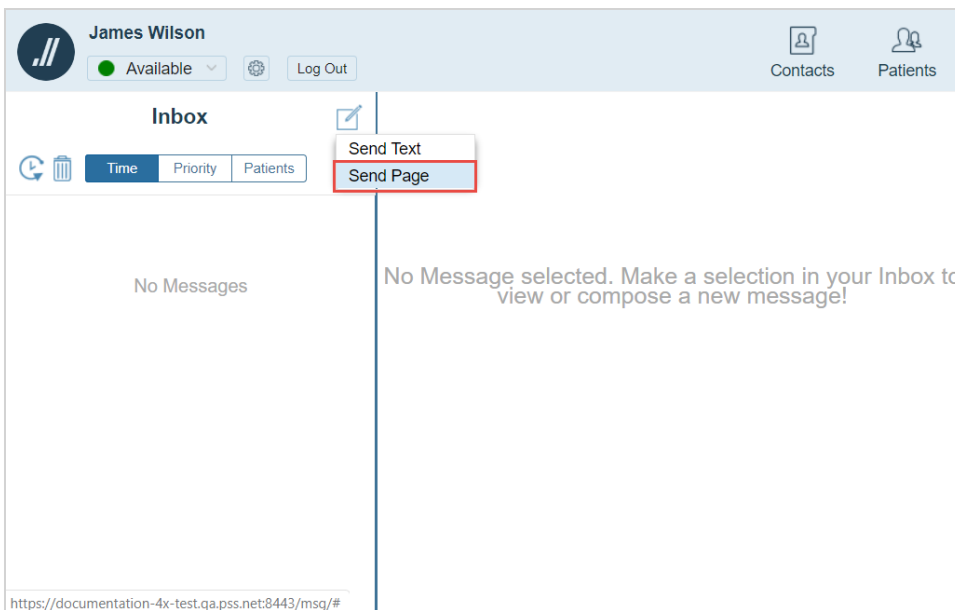
For example, Dr. Wilson (Head of Oncology and user of PatientTouch Communications) may want to consult with Dr. Carter (Orthopedic Surgeon and non-user) for a specific patient.



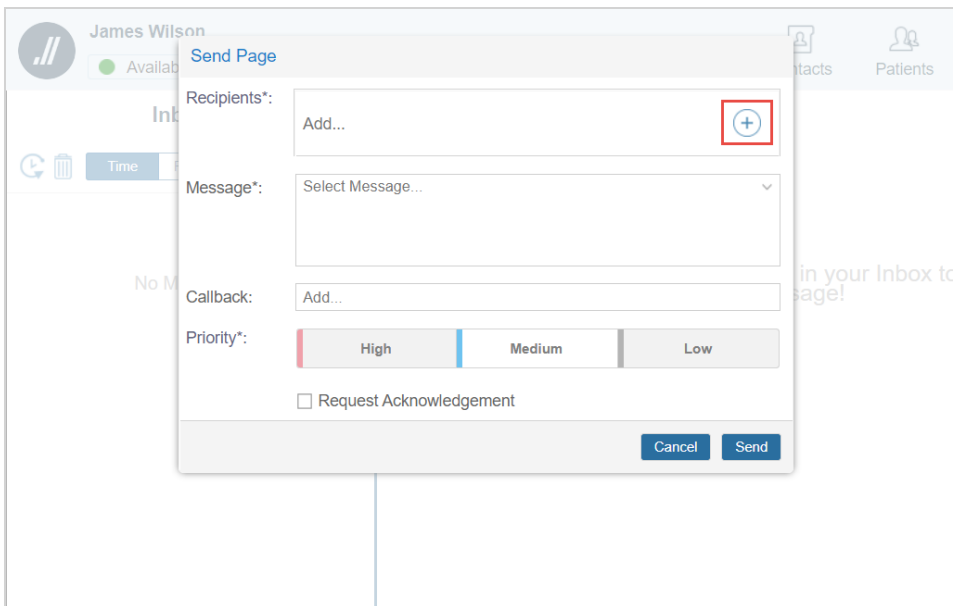
Users must have the appropriate privileges to use this feature.

Sending a Page

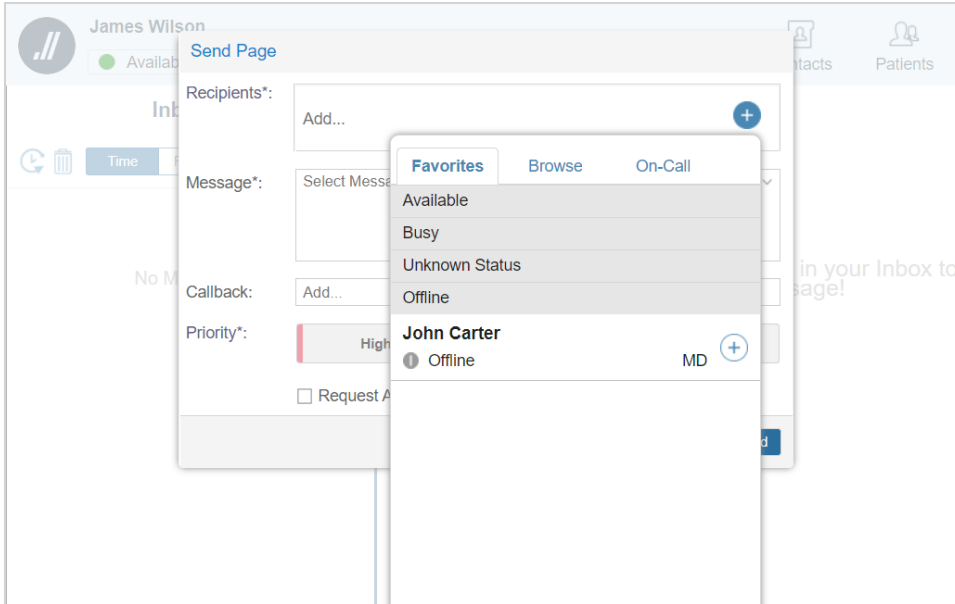
1. Click the **Compose** icon>**Send Page**.



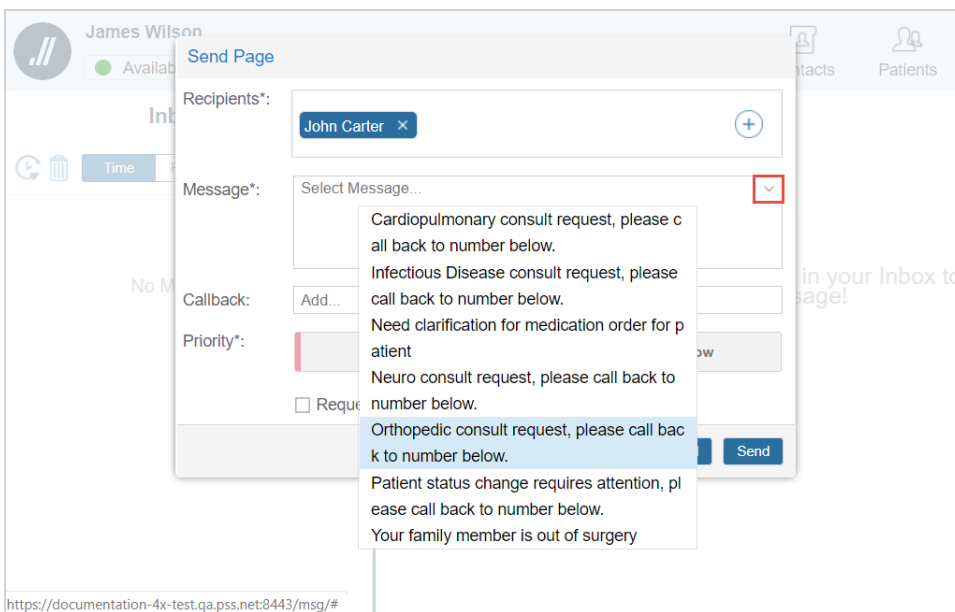
2. Click the **Add Recipient** icon.



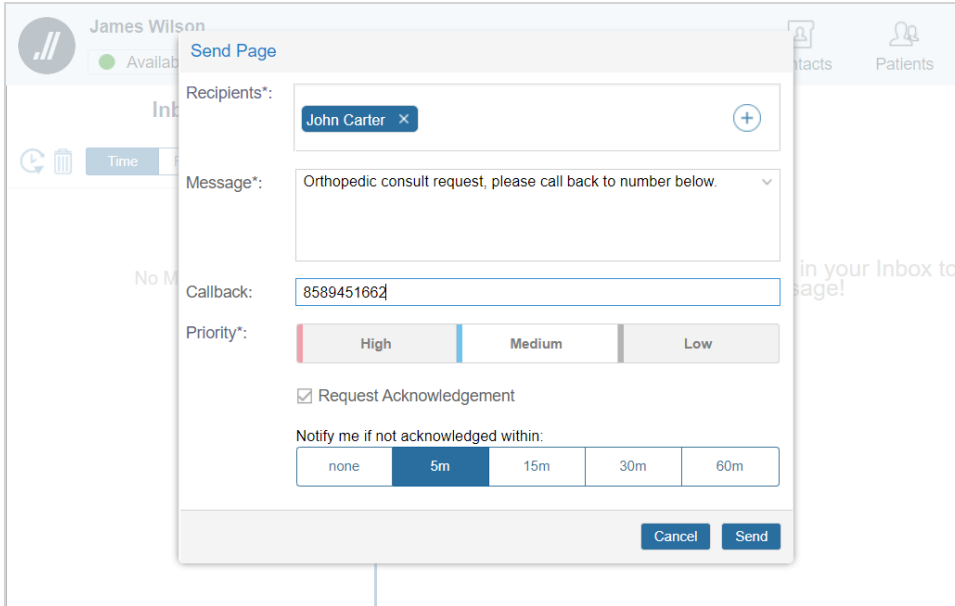
3. Select the recipient from your list of Favorites and press **Enter** on your keyboard.



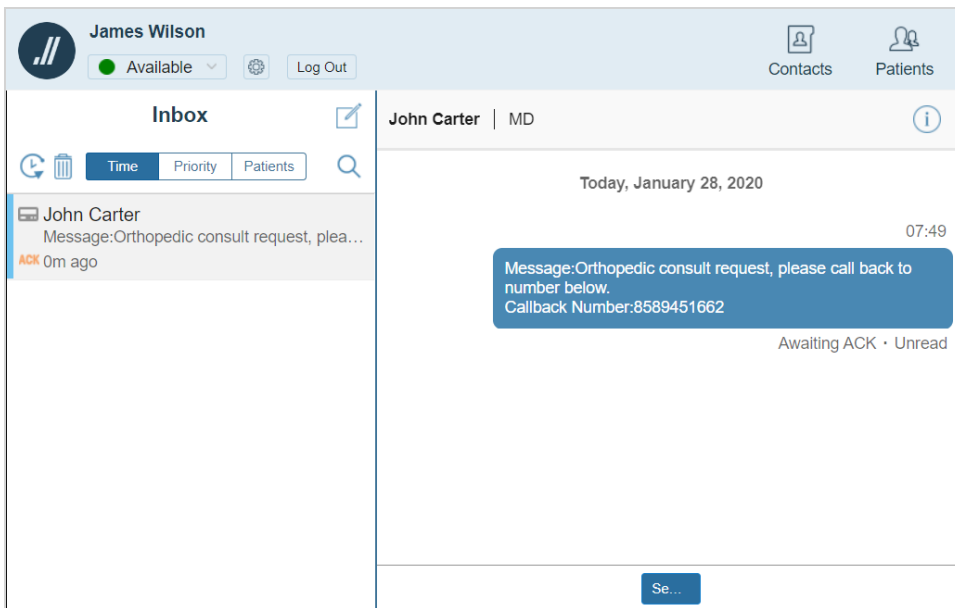
4. Click the **Message** chevron icon to show quick text options. Select the appropriate message.



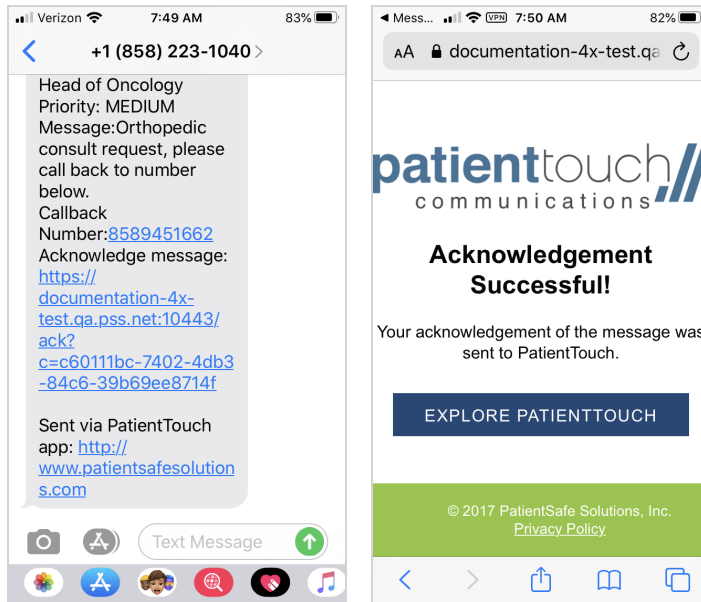
5. Enter a **Callback** number.
6. Select the message **Priority**.
7. If you would like the recipient to acknowledge the message, click **Request Acknowledgement** and choose the time frame for which to receive a notification if the recipient has not acknowledged the message.
8. Click **Send**.



9. The message displays in your **Inbox** and in the conversation pane.



Receiving a Page

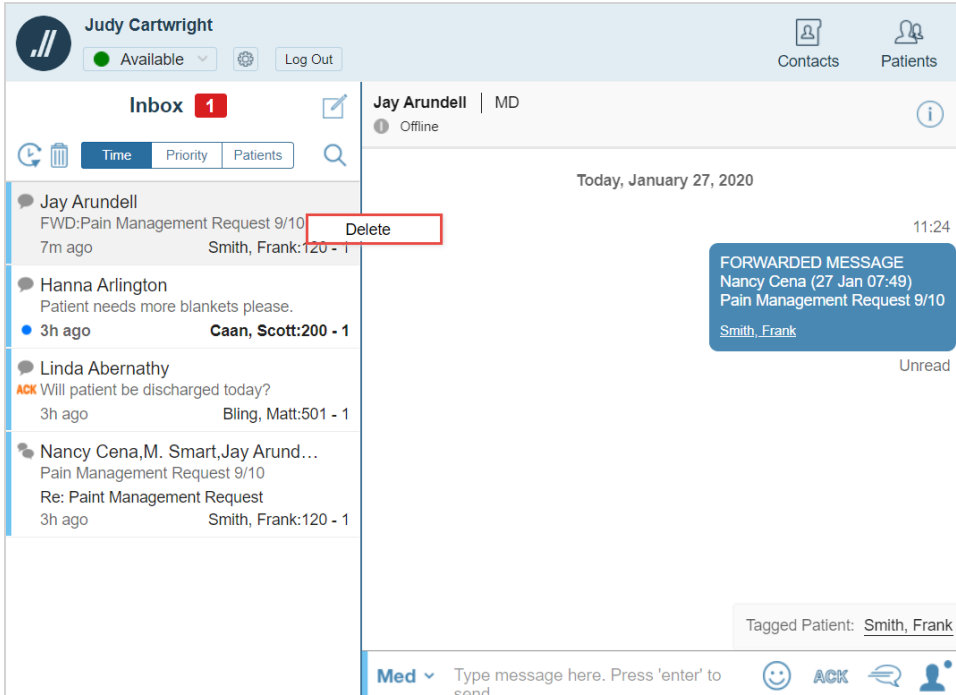


1. The page displays on the recipient's mobile phone.
2. When the recipient acknowledges the page, he/she receives an Acknowledgement Successful! message.

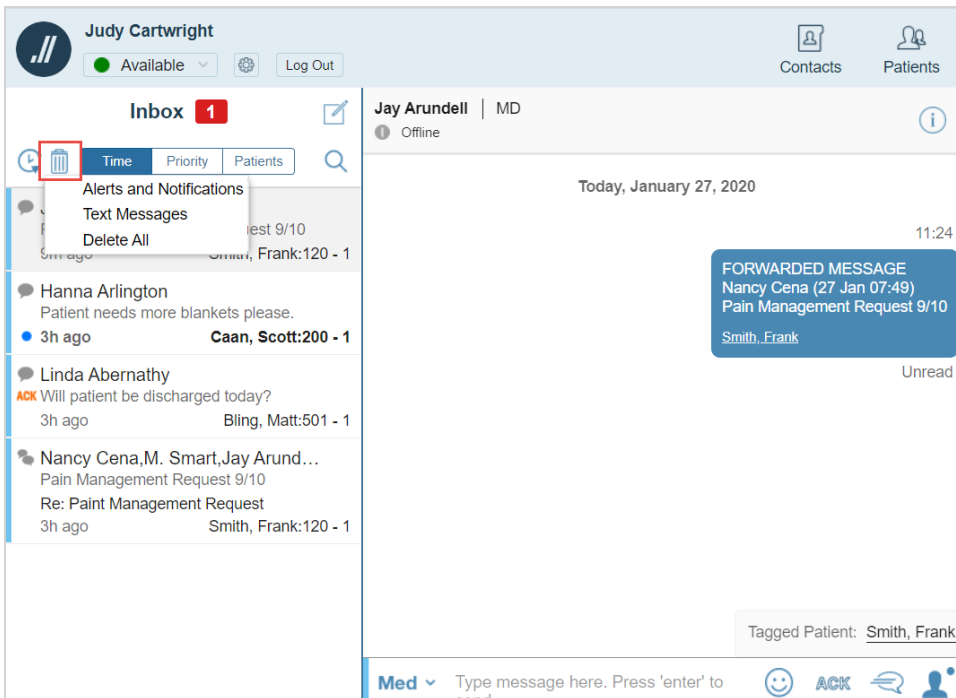
Deleting a Message

Use any of the following methods to delete Inbox messages:

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



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



Disable Messaging per Facility

Hospitals can now configure their users to enable or disable secure messaging. Without the secure messaging 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.



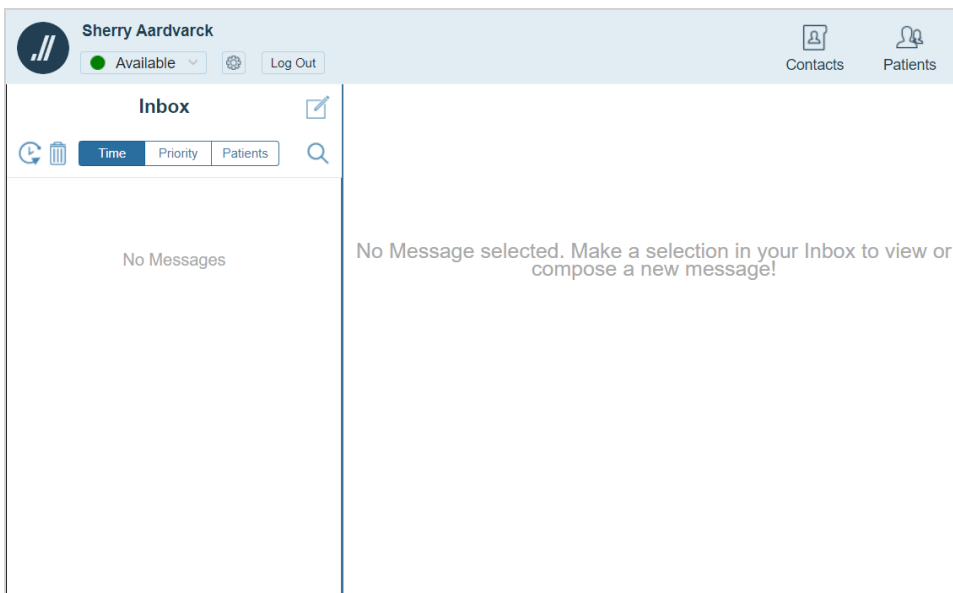
Message forwarding for alerts is disabled for users that do not have the secure messaging permission.

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

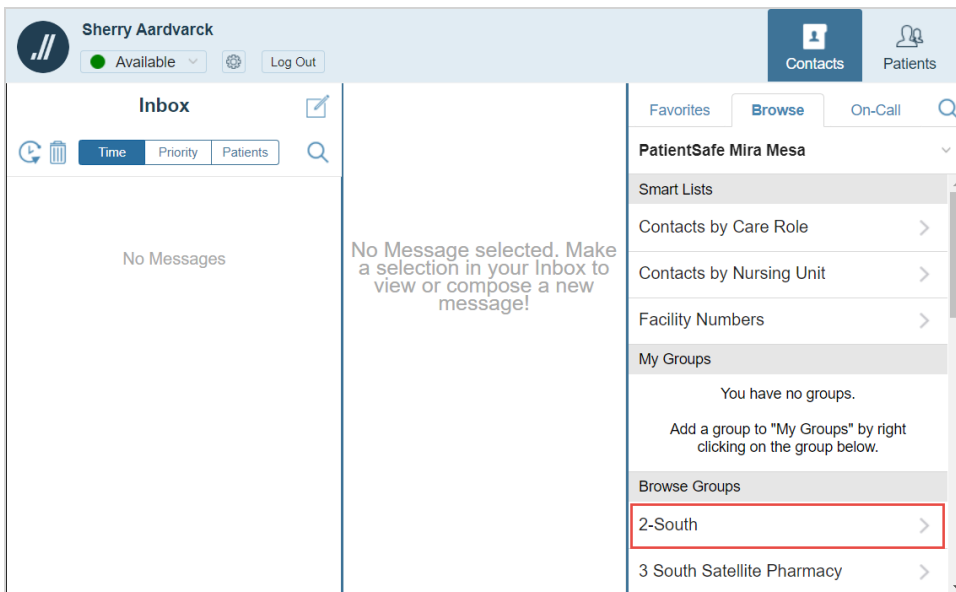
User Does Not have Secure Messaging

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

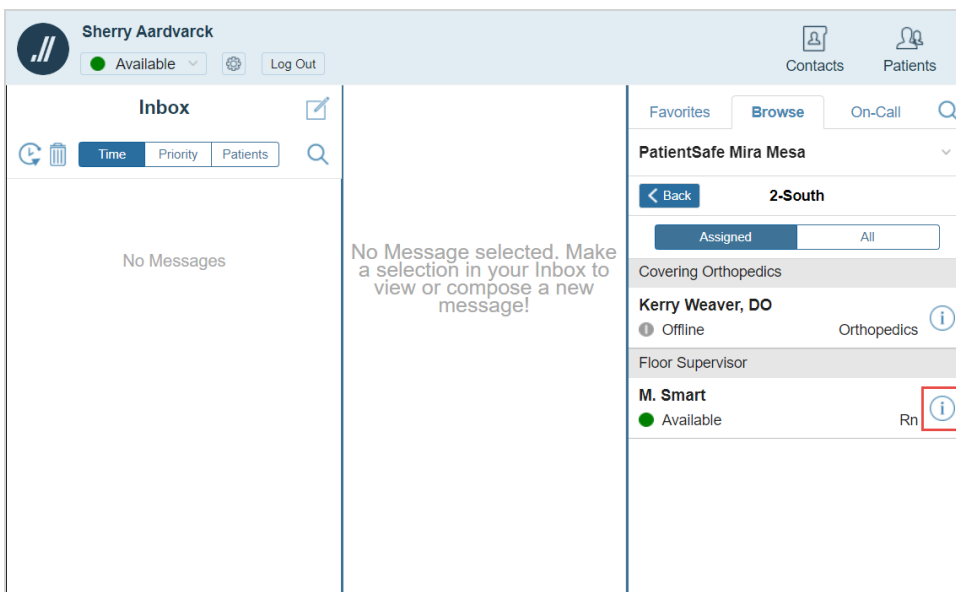
1. From the Inbox, touch **Contacts**.



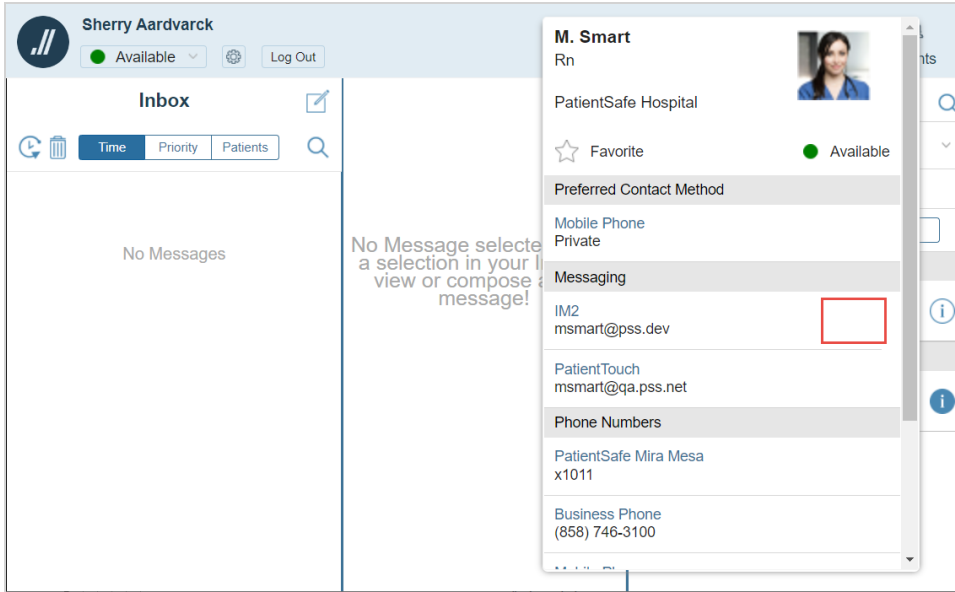
2. Select a **Browse Group**.



3. M. Smart *does* have secure messaging permissions.
4. Touch the **Info** icon to see available methods of communication.



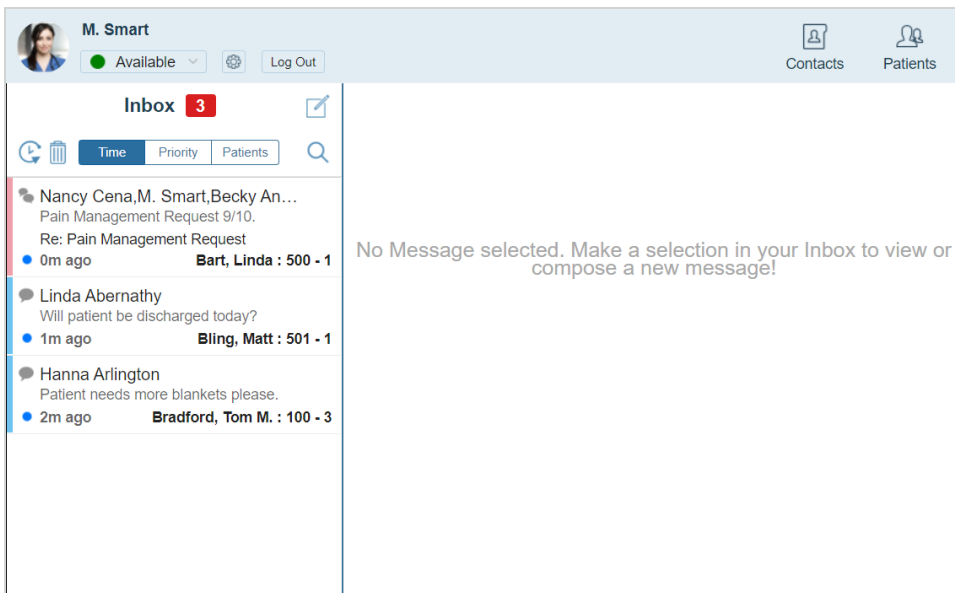
5. The messaging icon does not display because without the Secure Messaging permission, Sherry cannot send a text message.



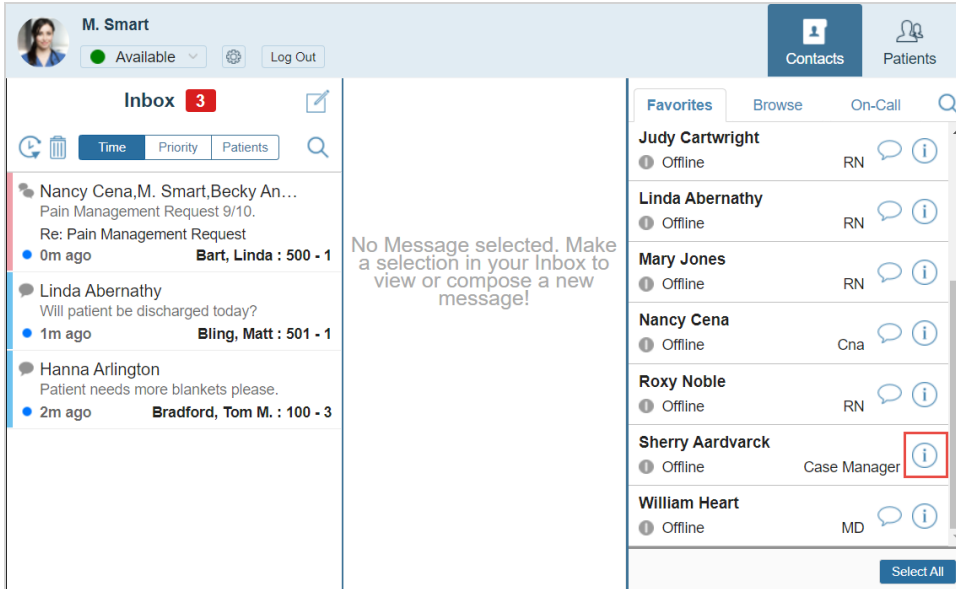
User Does have Secure Messaging

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

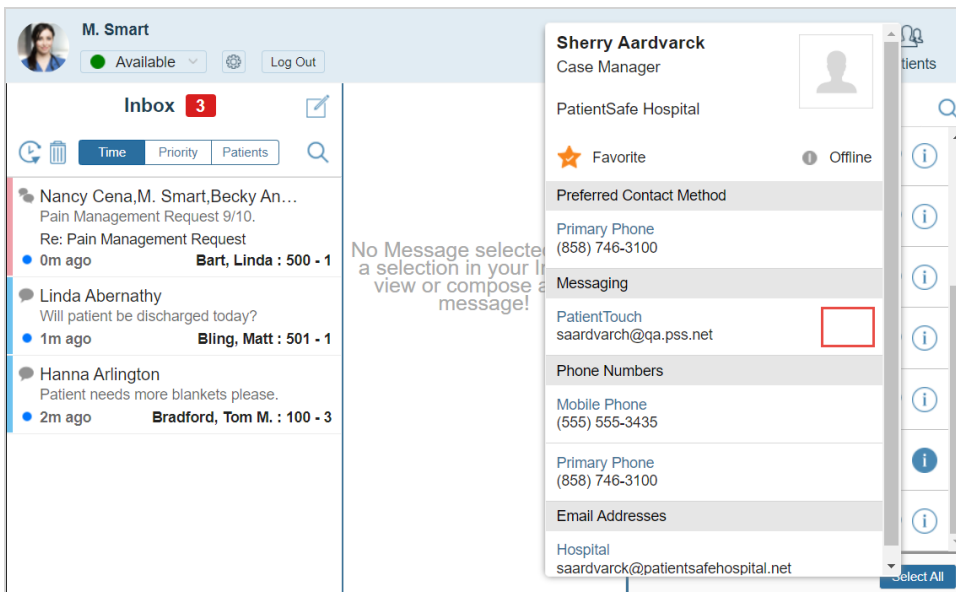
1. From the Inbox, touch **Contacts**.



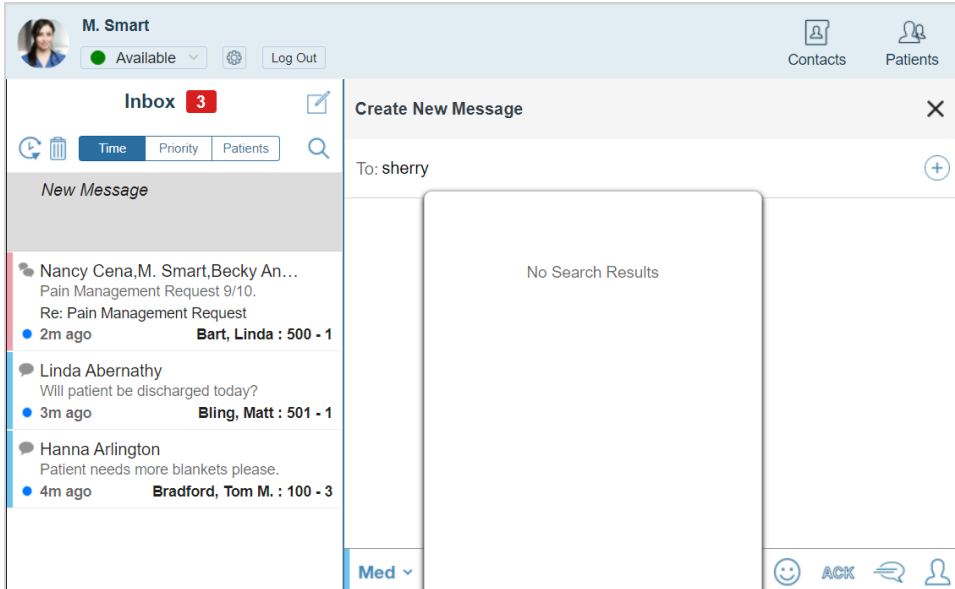
2. From the list of Favorites, touch the Case Manager Info icon.



- In this image, the message bubble does not display because without the Secure Messaging permission, Sherry cannot receive a text message.



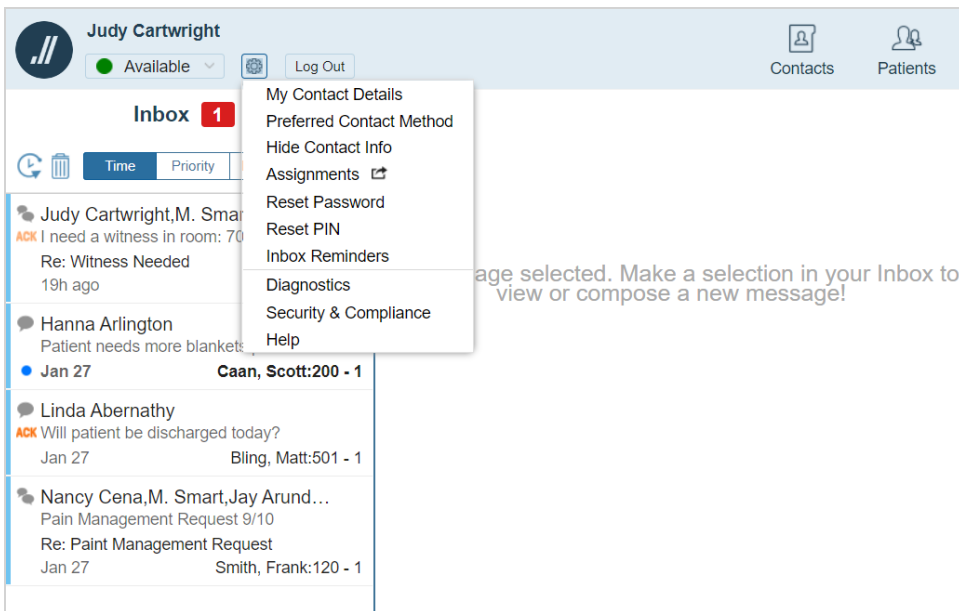
- Even if M. Smart attempted to search for Sherry when trying to send a text message, her name would not display.



Managing Your Options

The **Options** menu provides you with the following features, which are described below or in a separate topic.

1. **My Contact Details:** Access your contact details in Enterprise Manager.



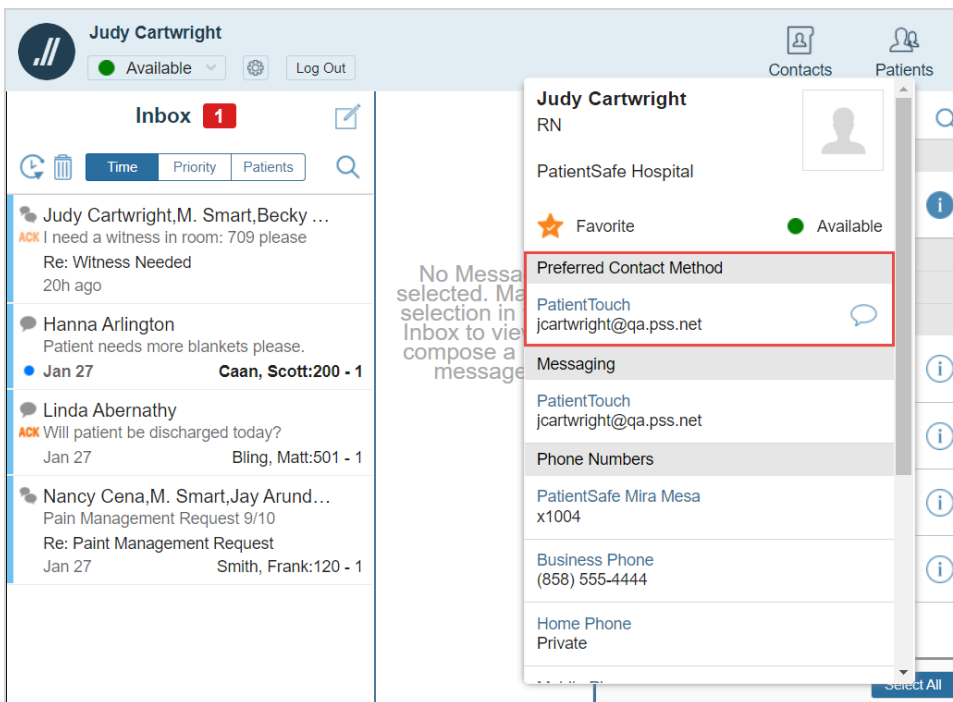
2. **Preferred Contact Method:** Select or edit your preferred method of communication.
3. **Hide Contact Info:** Select the method of communication you want hidden from other users.
4. **Assignments:** Make or change assignments in Enterprise Manager.
5. **Reset Password:** Change your password.

6. **Reset PIN:** Change your PIN.
7. **Inbox Reminders:** Enable, edit, or disable Inbox Reminders.
8. **Diagnostics:** View operating system and application version information.
9. **Security & Compliance:** Information on PatientSafe Solutions' commitment to HIPAA privacy.
10. **Help:** Access online user guide.

Preferred Contact Method

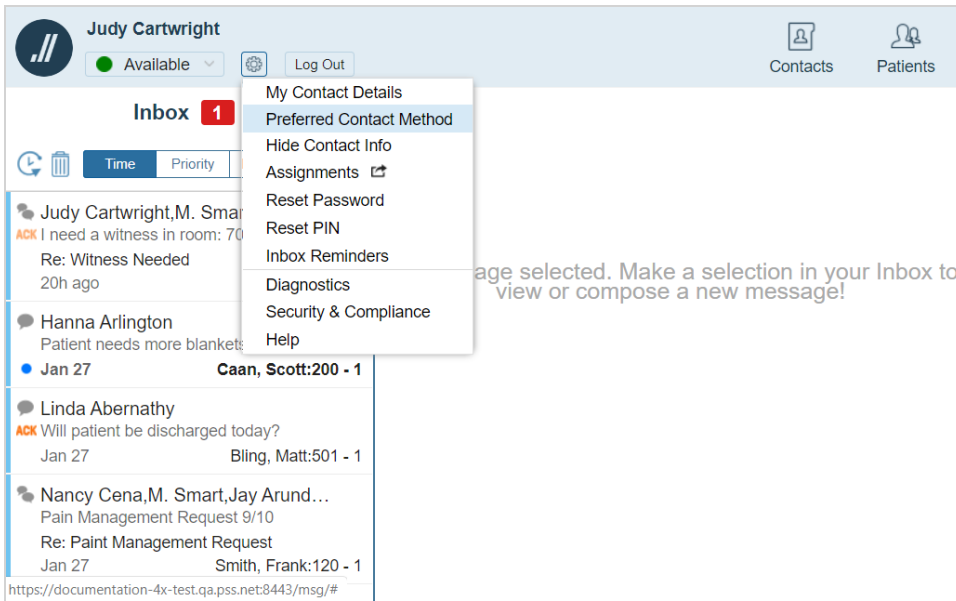
Users may choose a "preferred contact method" to help other users know how best to contact them. For example, one user may prefer to be contacted by their primary phone number, so they may select this option. If, however, another user wishes to be contacted by email, or text message, they may select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

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

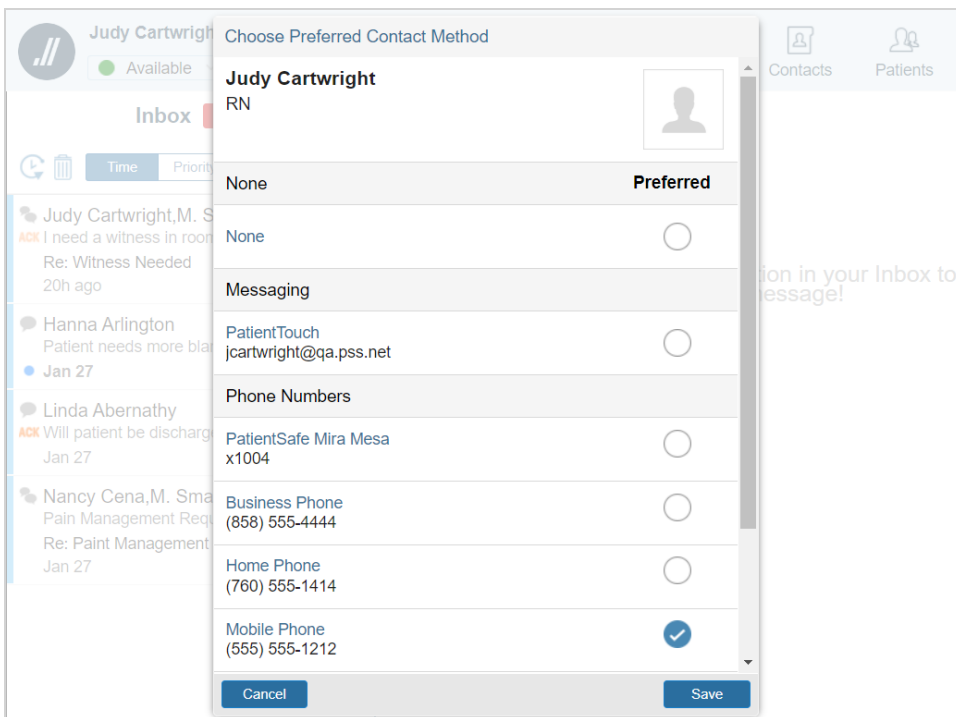


To configure your **Preferred Contact Method**, follow the instructions below.

1. Click **Options>Preferred Contact Method**.



2. Select your preferred contact method(s).
3. Click **Save**.

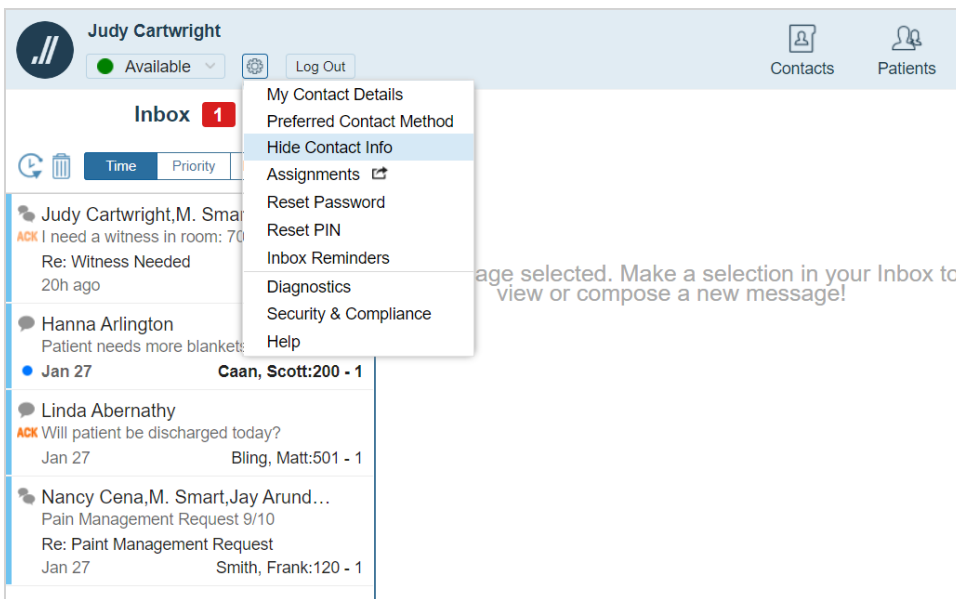


Hide Contact Information

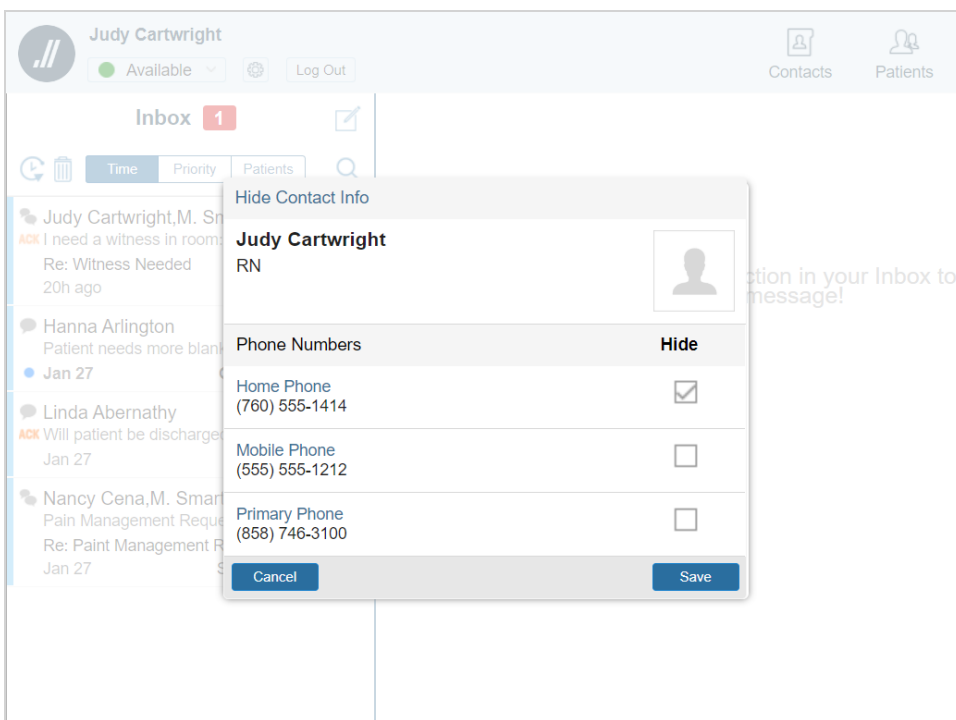
1. Caregivers who have the appropriate permissions, may hide a selected number(s) from other PatientTouch users. This will prevent others from seeing designated phone numbers on any

PatientTouch application. At this time, phone and pager numbers are the only method of communication that can be hidden.

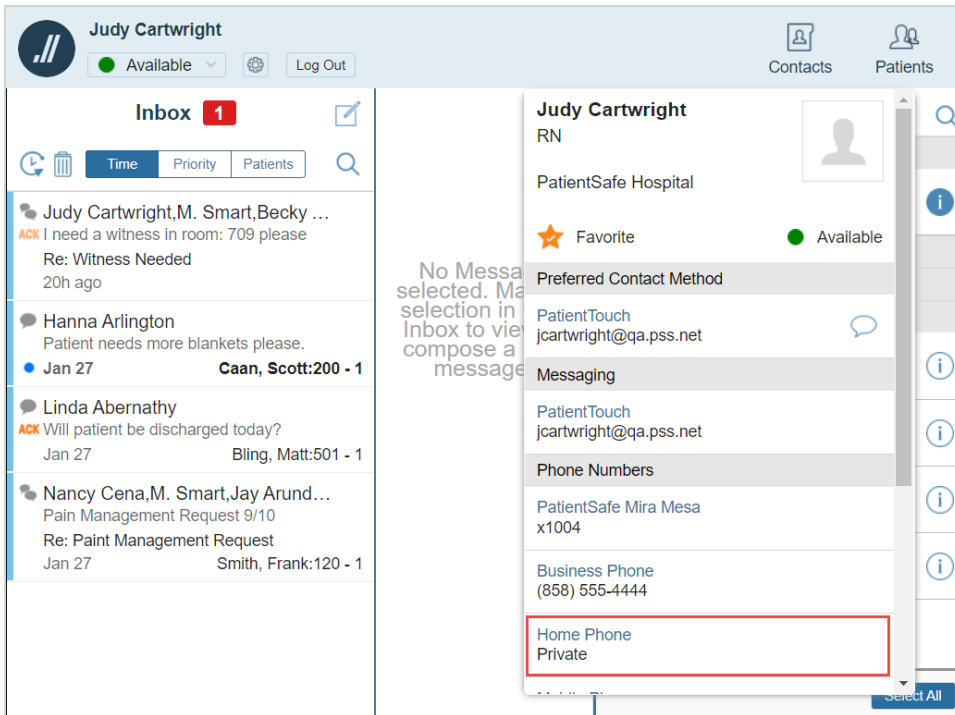
- To hide your number(s), click **Hide Contact Info** from the **Options** menu.



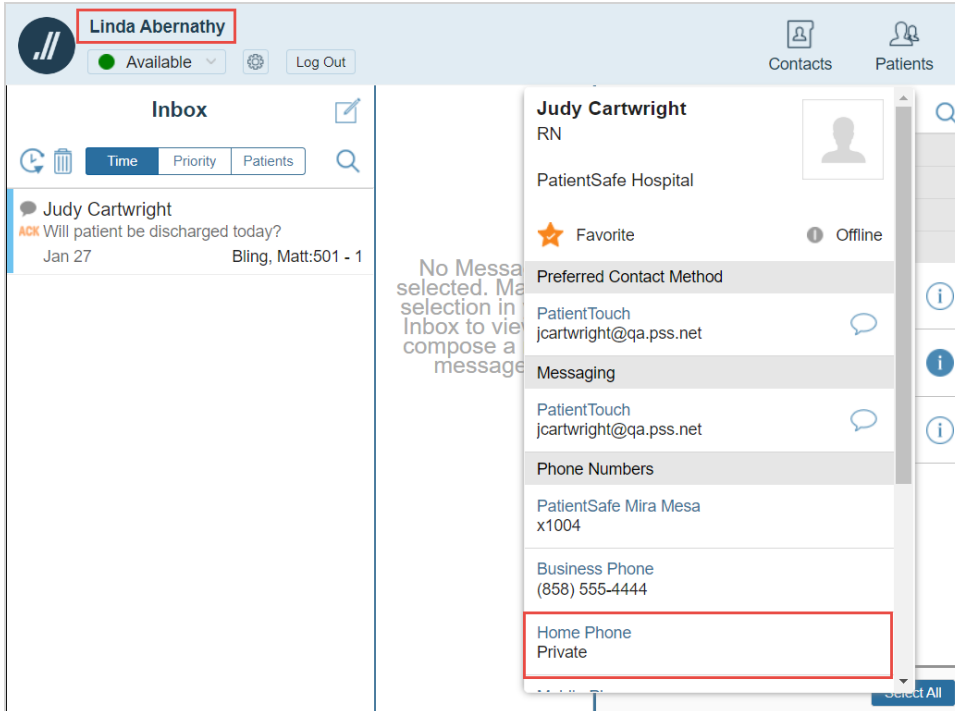
- Select the contact item(s) you want hidden from other users.
- Click **Save**.



5. To view the changes you have just made, click **Contacts**.
6. Click the **Info** icon.
7. The hidden phone number displays as **"Private"** on the Contact Details screen.



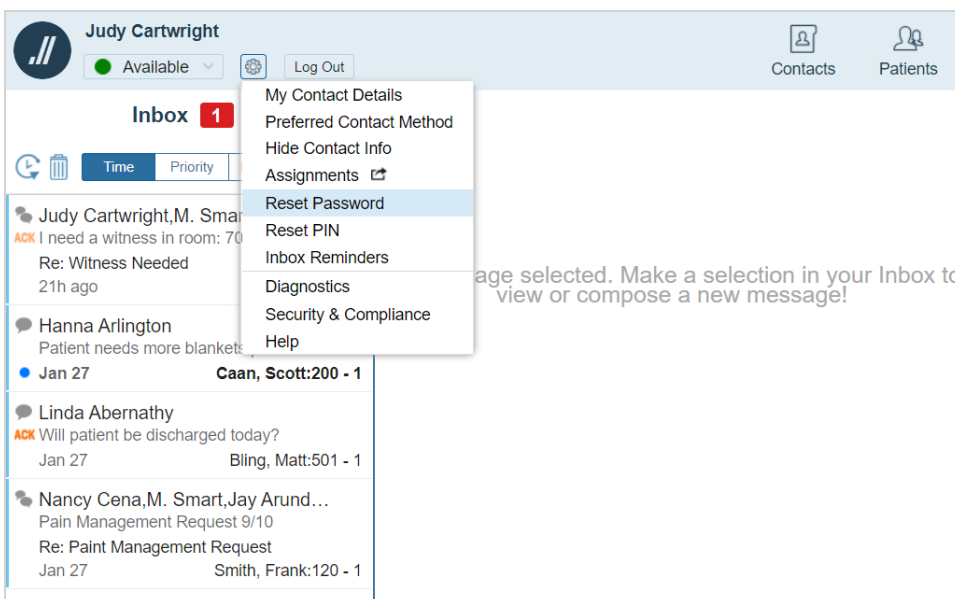
8. In addition, when another user views your Contact Info screen, the number shows as "Private" to indicate the contact information is hidden.



The screenshot shows the PatientTouch interface. At the top, the user's name is "Linda Abernathy" and their status is "Available". Below this is the "Inbox" section with a search bar and filters for "Time", "Priority", and "Patients". A message from Judy Cartwright is visible: "ACK Will patient be discharged today? Jan 27 Bling, Matt:501 - 1". On the right, the contact details for Judy Cartwright, RN, are displayed. The "Home Phone" field is highlighted with a red box and contains the text "Private".

Resetting Your Password

1. Click **Options>Reset Password**. If PatientTouch is integrated with Active Directory (or another authentication provider) you will not be able to change your password in PatientTouch.



The screenshot shows the PatientTouch interface for Judy Cartwright. The user's name is "Judy Cartwright" and their status is "Available". Below this is the "Inbox" section with a search bar and filters for "Time" and "Priority". A message from Judy Cartwright, M. Smart is visible: "ACK I need a witness in room: 70 Re: Witness Needed 21h ago". On the right, the contact details for Judy Cartwright are displayed. The "Reset Password" option is highlighted in the options menu.

2. Enter your current password.
3. Enter your new password twice.

4. Click **Save**.

Reset Password

Current Password:

New Password:

Re-Enter New Password:

Resetting Your PIN

1. Click **Reset PIN** from the Options menu.

The screenshot shows the PatientTouch interface for user Judy Cartwright. The top bar includes the user's name, status (Available), and a 'Log Out' button. Below the header is an 'Inbox' with a notification badge '1'. A context menu is open over a message from 'Judy Cartwright, M. Smart', listing options such as 'My Contact Details', 'Reset Password', and 'Reset PIN'. The 'Reset PIN' option is highlighted. A watermark message reads: 'Image selected. Make a selection in your Inbox to view or compose a new message!'.

2. Enter your PatientTouch password.
3. Click **Next**.

Reset PIN

Enter Password

You need to enter your password to set or change your PIN.

4. Enter your new 4-digit PIN.
5. Click **Next**.

Reset PIN

Set PIN

Must be 4 digits in length.

Cancel
Next

6. A message displays indicating a successful PIN reset.
7. Click **OK**.

Reset Successfully
✕

Your PIN has been reset.

OK

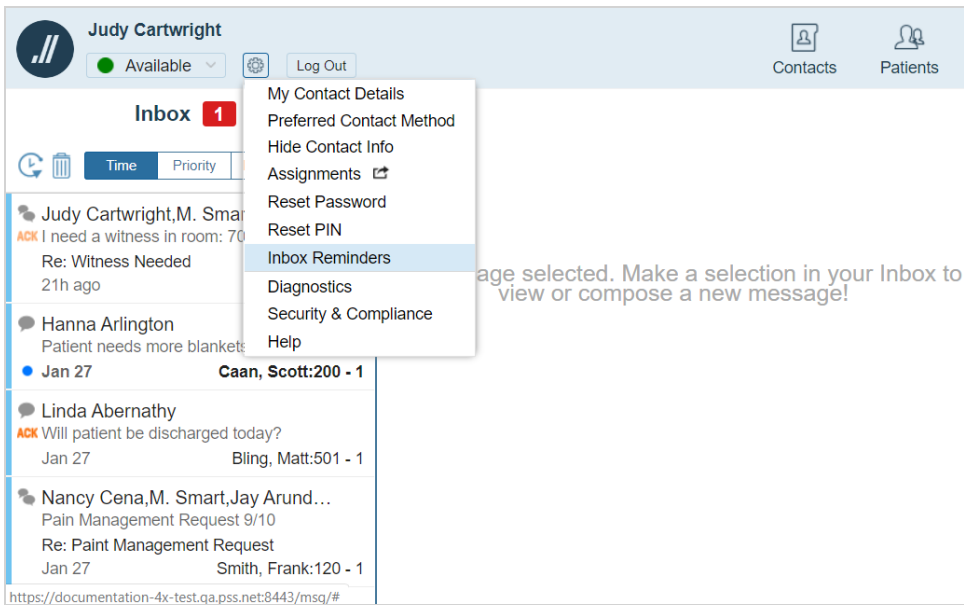
Setting Inbox Reminders

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

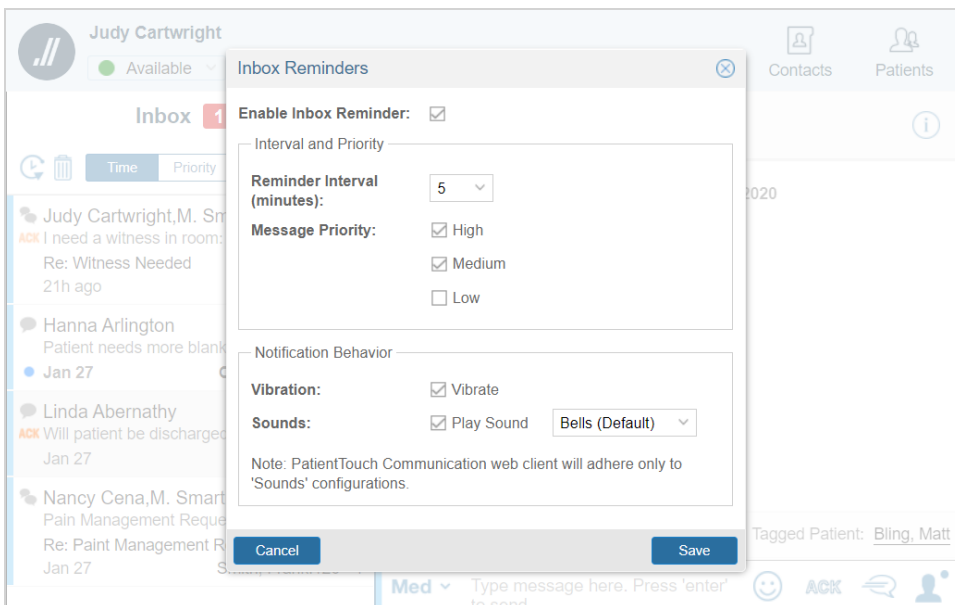
An **Inbox Reminder** notification displays on the lower right hand side of the your desktop. It lets you know there are messages that require your attention.

The screenshot shows the PatientTouch web messenger interface. At the top, the user's name is Judy Cartwright, and their status is 'Available'. The interface is divided into an 'Inbox' on the left and a chat window on the right. The chat window shows a conversation with Linda Abernathy, RN, dated 'Yesterday, January 27, 2020'. The chat history includes a message at 07:50 asking 'Will patient be discharged today?' and a link to 'Acknowledge Message'. The 'Inbox' on the left lists several messages, including one from Judy Cartwright about a witness needed, one from Hanna Arlington about blankets, and one from Linda Abernathy about patient discharge. In the bottom right corner, there is a dark 'Inbox Reminder' notification that says 'There are messages in your inbox that require your attention.' The notification also includes the text 'Google Chrome • documentation-4k-test.qa.pss.net:8443'.

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



2. Use the instructions below to configure reminder notifications.



- Enable Inbox Reminder:** Check to enable or disable Inbox Reminders.
- Reminder Interval:** Select the **time frame** in minutes for which to receive a reminder.
- Message Priority:** Select the **message priority** High, Medium, or Low for which to receive reminder

notifications.

Notification Behavior: Select the **notification behavior** for the reminder notifications.

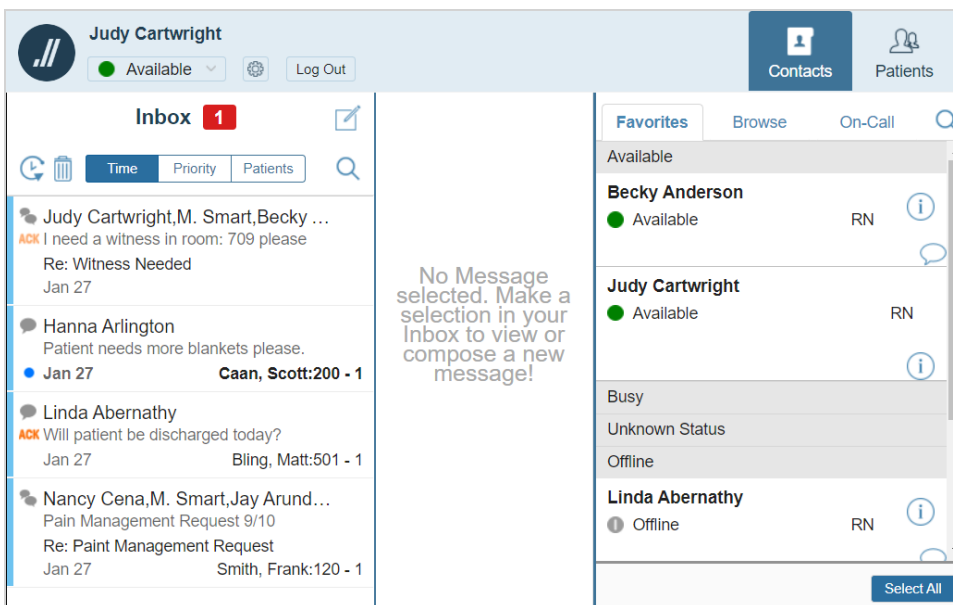
3. Click **Save**.

Managing Contacts

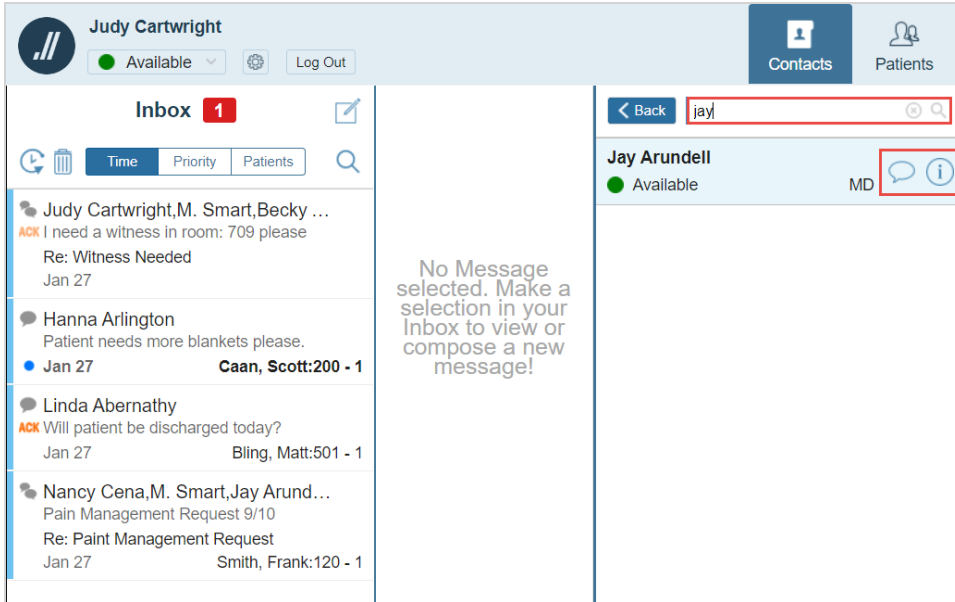
PatientTouch Communications allows you to add favorites to your contact list. You can then easily view contact details and select a method of communication.

Search

1. Click the **Contacts** tab to view to search and browse for contacts.

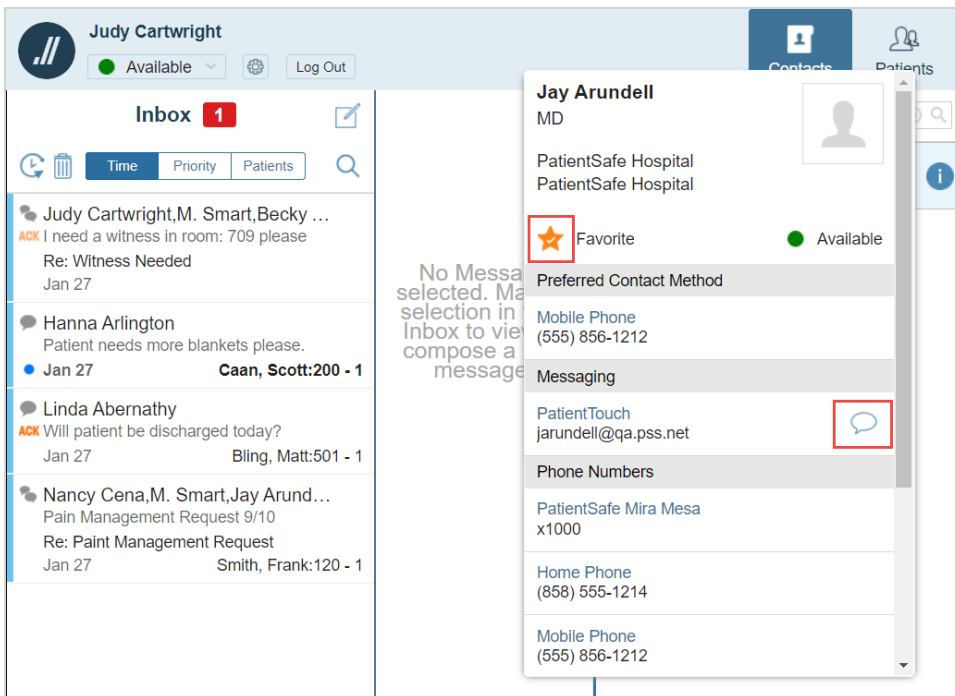


2. To search by name, click the Search icon and enter a name or partial name in the search field.
3. The search result will display the option to text (message bubble) or view contact details. Click the Info (i) icon to view contact details.



Favorites

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



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

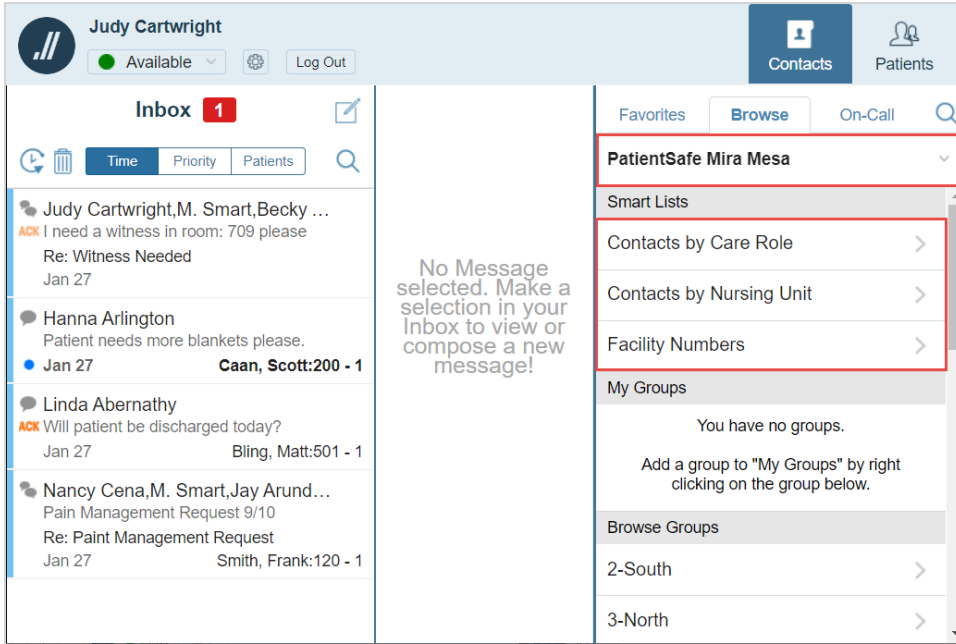
The screenshot displays the PatientTouch Web Messenger interface. At the top, the user profile for Judy Cartwright is shown with a status of 'Available' and a 'Log Out' button. To the right are 'Contacts' and 'Patients' tabs. Below the profile is an 'Inbox' section with a red notification badge showing '1'. The inbox list includes messages from Judy Cartwright, Hanna Arlington, Linda Abernathy, and Nancy Cena. A 'Create New Message' dialog box is open, showing the recipient 'Jay Arundell' and a text input field. The bottom of the interface features a 'Med' dropdown, a text input field with a placeholder, and icons for emojis, 'ACK', and a person icon.

Browse Groups

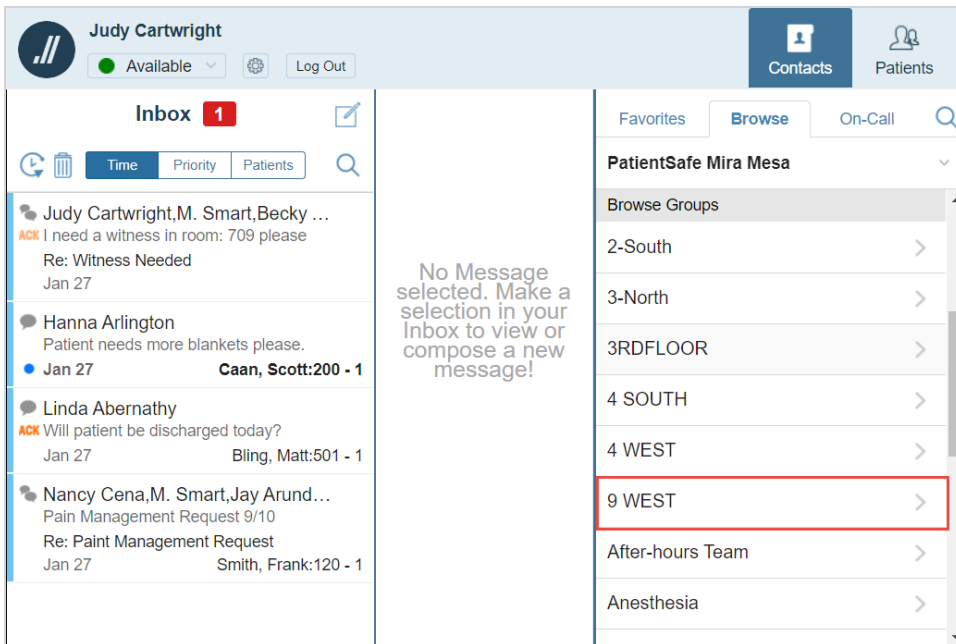
PatientTouch Communications provides **Browse Groups** for you to quickly locate caregivers. When configured, **Browse Groups** displays organization units like teams, on-call providers, or other groups relevant to the hospital. Search by Care Role, Nursing Unit, or Facility Number. Browse Group membership is based on assignment.

Search and Group Chat

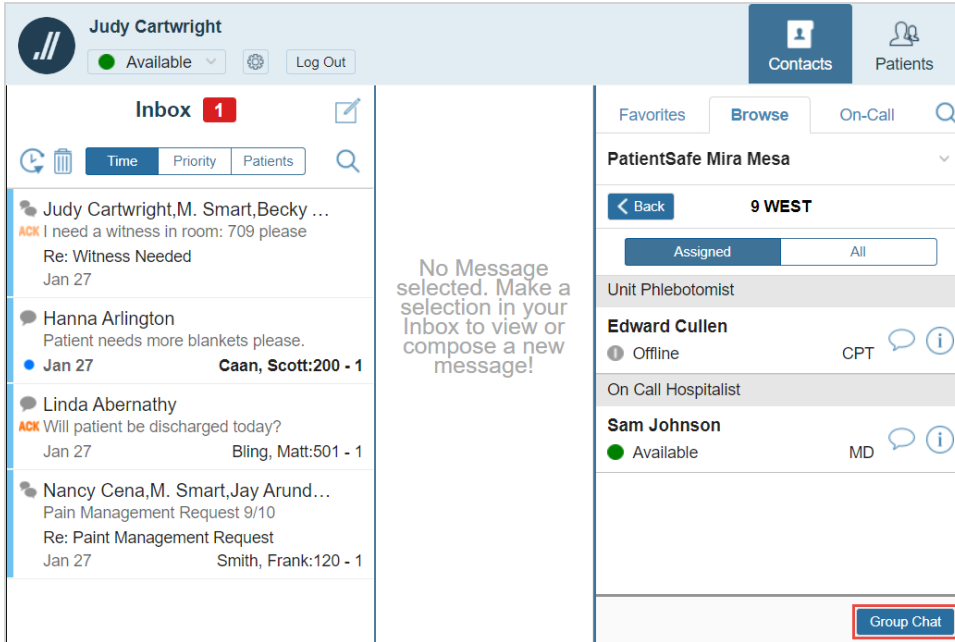
1. From the Contacts tab, click **Browse**.
2. Select your specific facility from the **Facilities** drop down menu.
3. Search for a contact by **Care Role, Nursing Unit, or Facility Number**.



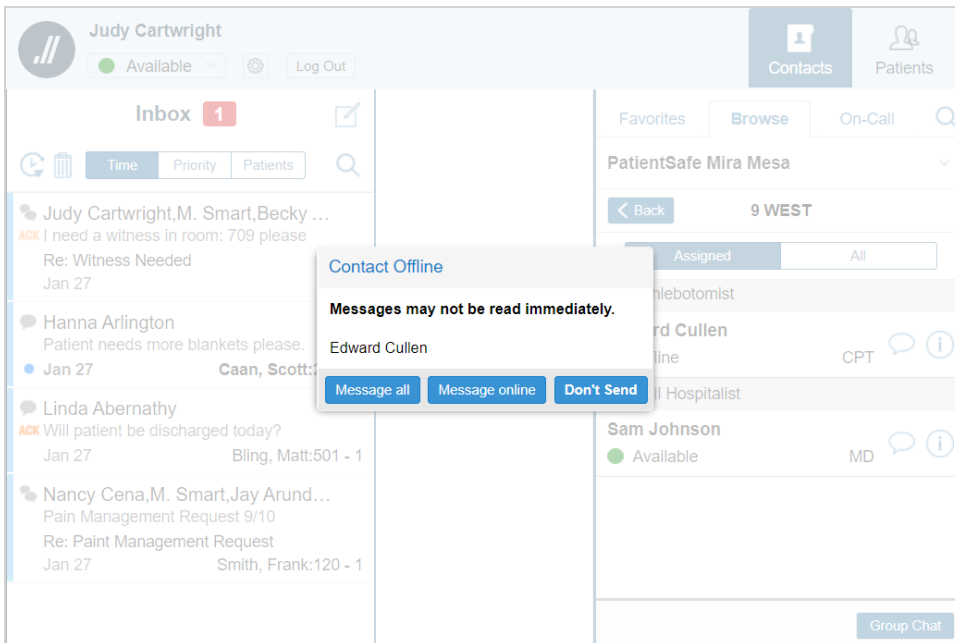
4. Click a specific **Browse Group** to view team members.



5. 9 WEST team members display. Click **Group Chat** to send a message.



6. If not all members are online, you'll see a Contact Offline notification. You have the option to **Message All**, **Message online** (members only), or **Don't Send**.
7. Click **Message All**.



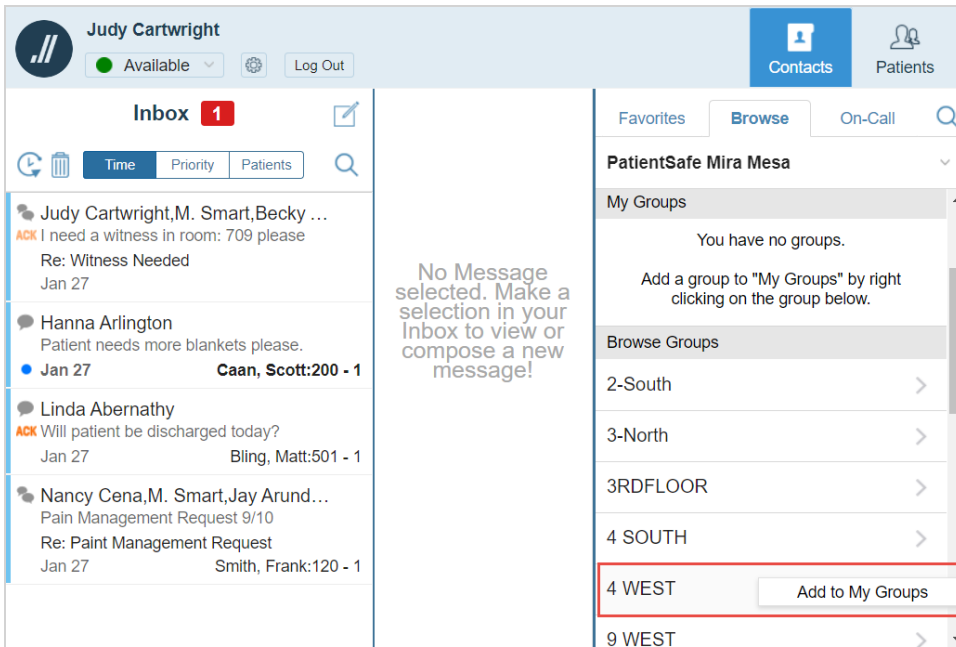
8. Send a message to all group members. A subject is required for group conversations.

Add to My Groups

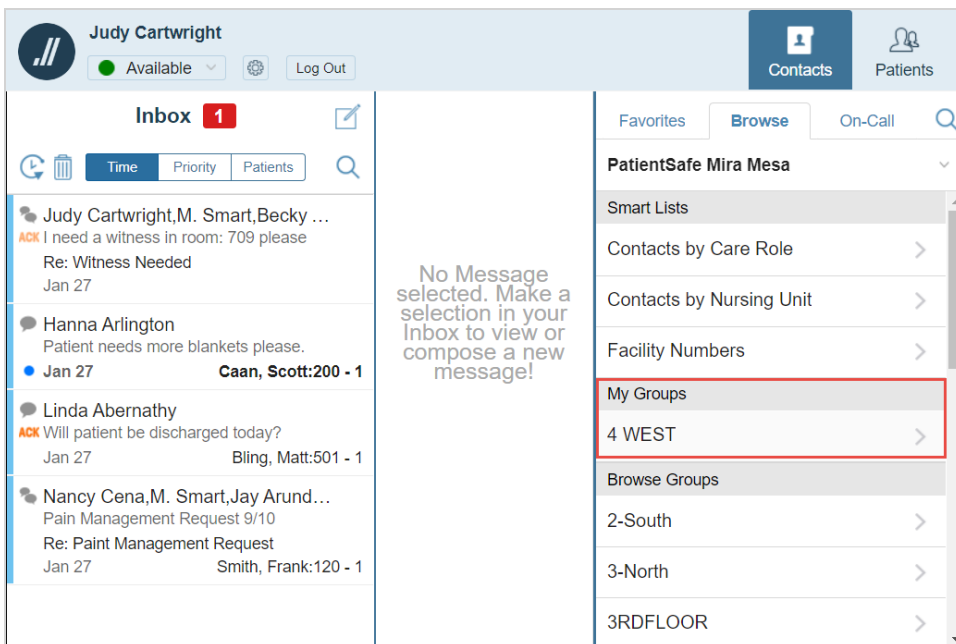
Caregivers can add specific **Browse Groups** to their **My Groups**. You will see in the instructions below how to add a group. Before you've selected groups to add, you'll see a message like the one below, stating "You have no groups. Add a group to 'My Groups' by right clicking on the group below."

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

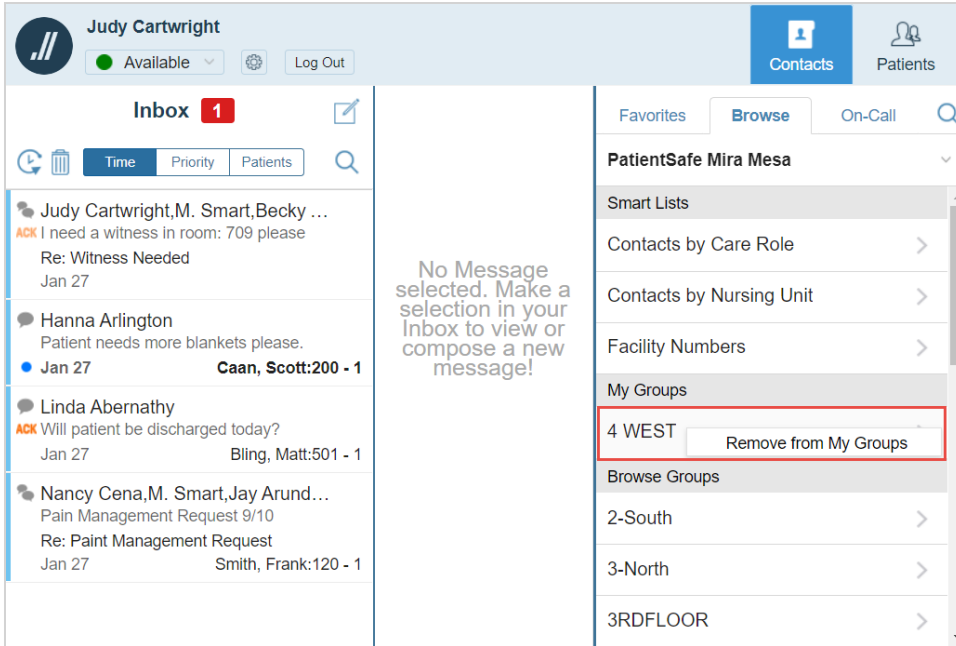
1. Right-click on the desired group and select **Add to My Groups**.



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



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

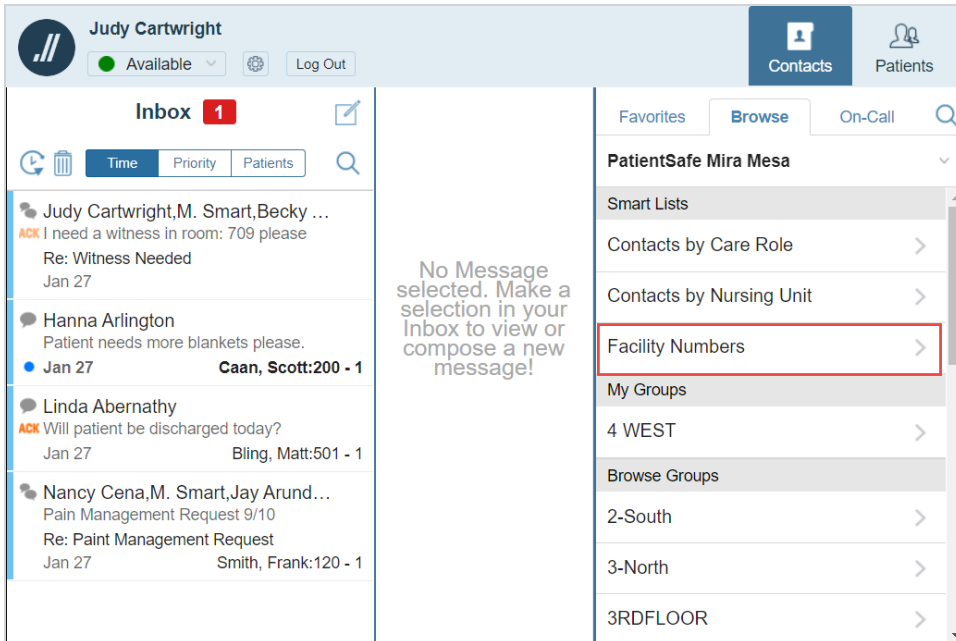


Facility Numbers

Multi-facility hospitals may have contact numbers specific to each facility that users need to view and access. For example, User A may need to reach a nursing unit in Facility A. Facility Numbers provides an efficient method for locating numbers within a specific facility.

Please follow the instructions below to learn about Facility Numbers.

1. Click **Contacts>Browse>Facility Numbers**.



2. Select the desired facility from the **Facilities** drop down menu.
3. Click 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.

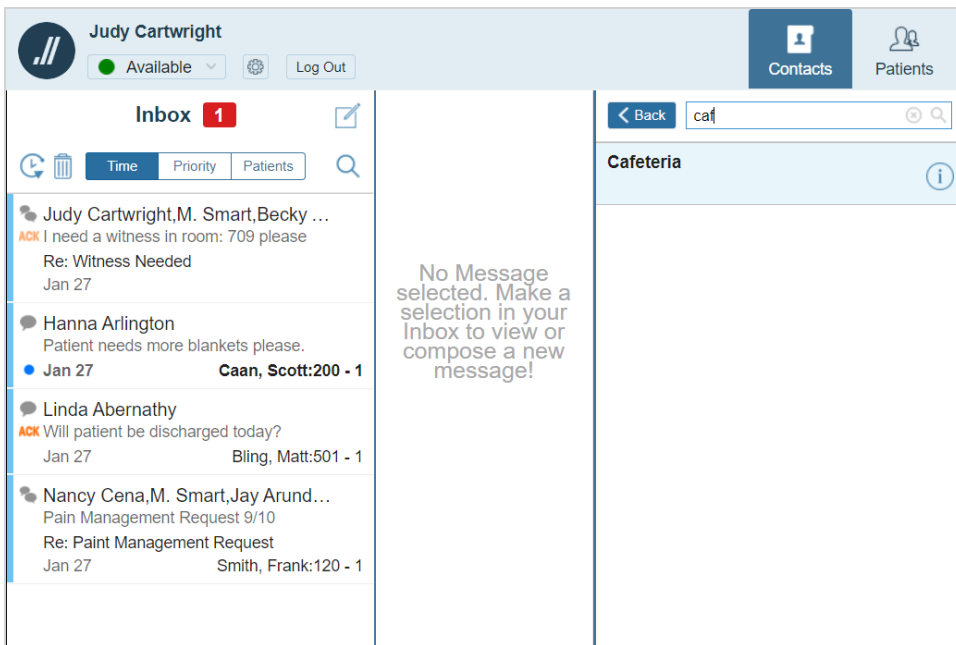


Clicking the magnifying glass outside of facility numbers will universally search across all contacts. This search returns a mix of caregivers, address book entries and care role forwarding numbers.

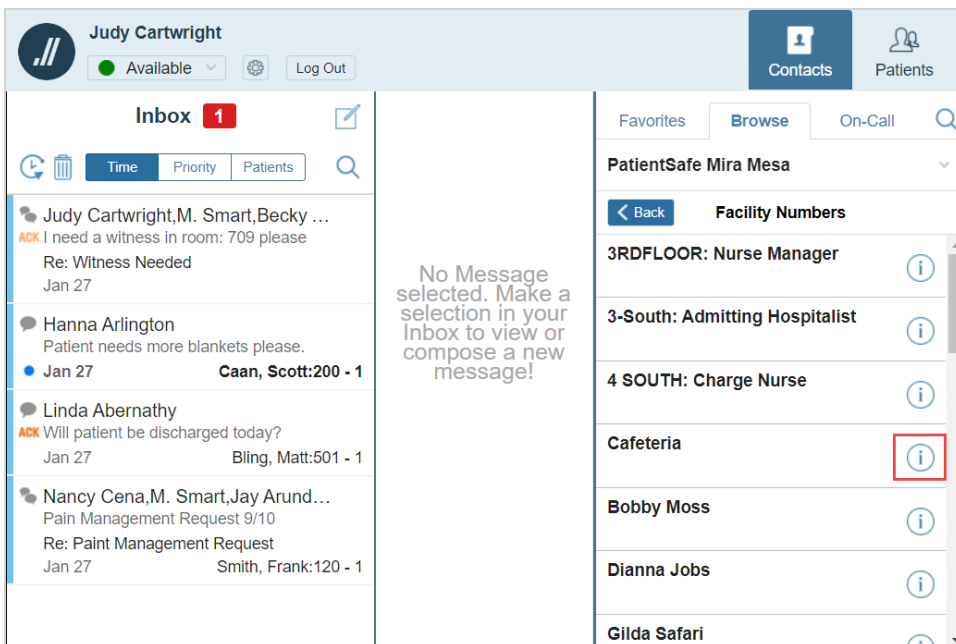
The screenshot shows the user interface for Judy Cartwright. The top navigation bar includes 'Available', 'Log Out', 'Contacts', and 'Patients'. The main area is divided into three sections:

- Inbox (1):** A list of messages from Judy Cartwright, Hanna Arlington, Linda Abernathy, and Nancy Cena.
- Message Content:** A central area displaying the text: "No Message selected. Make a selection in your inbox to view or compose a new message!"
- Facilities Panel:** A right-hand panel with tabs for 'Favorites', 'Browse', and 'On-Call'. A search icon is highlighted in a red box. Below the tabs, 'PatientSafe Mira Mesa' is selected. Underneath, a 'Facility Numbers' list is shown with items like '3RDFLOOR: Nurse Manager', '3-South: Admitting Hospitalist', '4 SOUTH: Charge Nurse', 'Cafeteria', 'Bobby Moss', 'Dianna Jobs', and 'Gilda Safari'. Each item has an information icon (i).

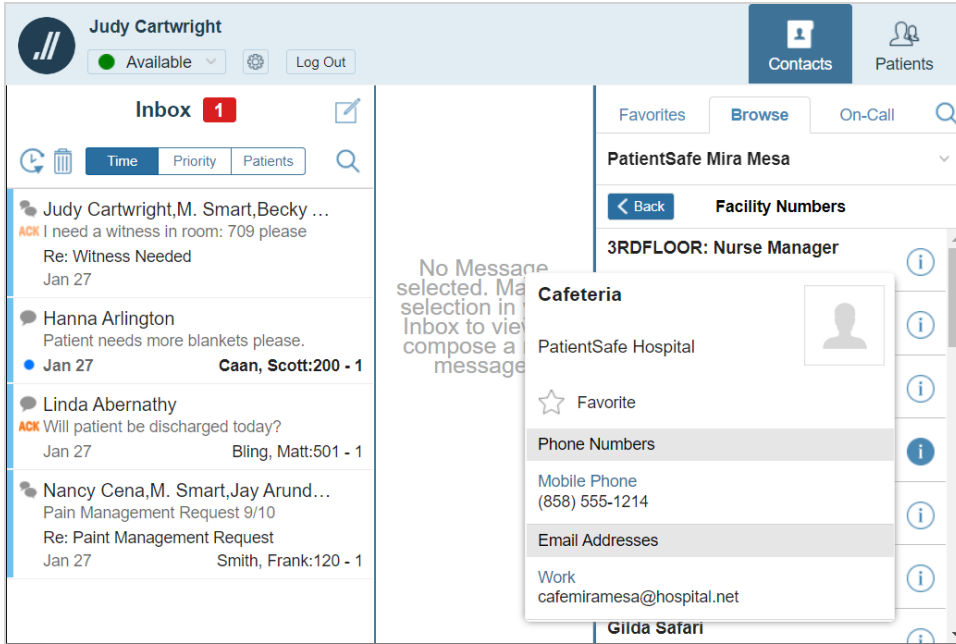
4. Enter the name of the contact you wish to reach. You may click the contact name or Info icon to see contact details.



5. Or, you may click the **Info (i)** icon under Facility Numbers.



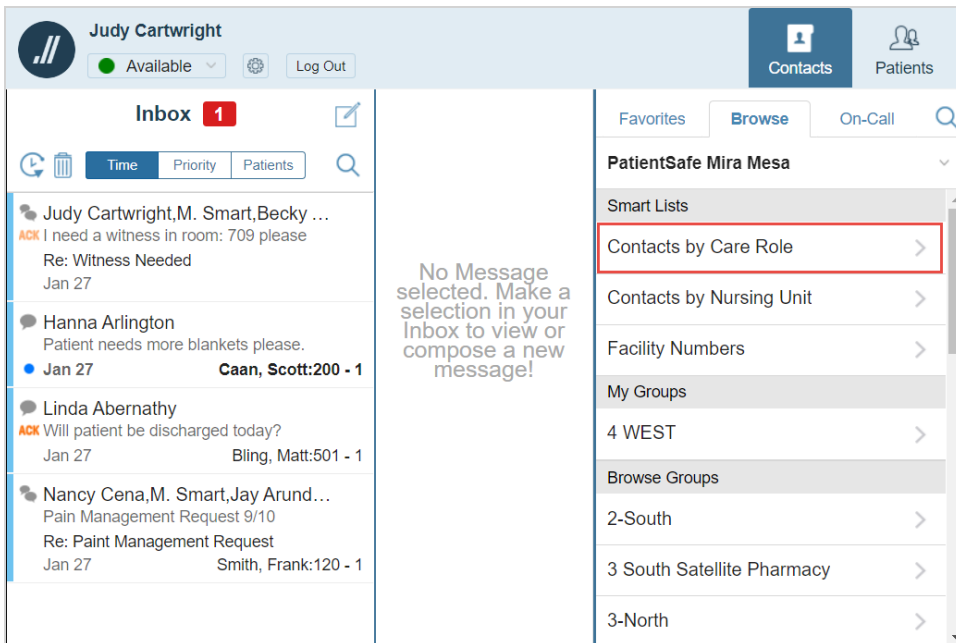
6. The phone number and contact information displays.



Assigned & All Pivots

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

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



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

The screenshot shows the user interface for Judy Cartwright. On the left is an 'Inbox' with a red notification badge '1'. It contains four messages from various contacts. In the center, a large text overlay reads: "No Message selected. Make a selection in your inbox to view or compose a new message!". On the right, the 'Contacts' pane is open, showing a list of care roles under the heading 'PatientSafe Mira Mesa'. The 'Consulting Oncologist' role is highlighted with a red rectangular box. Other roles listed include Consulting Neurologist, Consulting OBGYN, Consulting Orthopedics, Coumadin Pharmacist, Covering Anesthesiologist, Covering Cardiologist, and Covering Internal Med.

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

This screenshot shows the same interface as the previous one, but the 'Assigned' pivot is selected for the 'Consulting Oncologist' role. The 'Assigned' button is highlighted in blue, and the 'All' button is in white. Below the pivot, the profile for 'James Wilson' is displayed. He is shown as 'Available' with a green status dot, and his title is 'MD'. Other status options like 'Busy', 'Unknown Status', and 'Offline' are listed below. The central text overlay remains the same: "No Message selected. Make a selection in your inbox to view or compose a new message!".

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

The screenshot displays the PatientTouch Web Messenger interface for user Judy Cartwright. The top bar shows the user's name, status (Available), and a Log Out button. Below this is the 'Inbox' section with a red notification badge showing '1' message. The inbox lists several messages from various contacts, including Judy Cartwright, Hanna Arlington, Linda Abernathy, and Nancy Cena. To the right of the inbox, a large text overlay reads: "No Message selected. Make a selection in your Inbox to view or compose a new message!". On the far right, the 'Contacts' panel is visible, showing a search bar and a list of contacts under the heading 'Consulting Oncologist'. The contacts listed include James Wilson (MD, Available), Amanda Carr (MD, Offline), Samantha Peters (MD, Offline), and Peter Baker (MD, Offline, On-Call Cardiologist).

On-Call Schedules



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

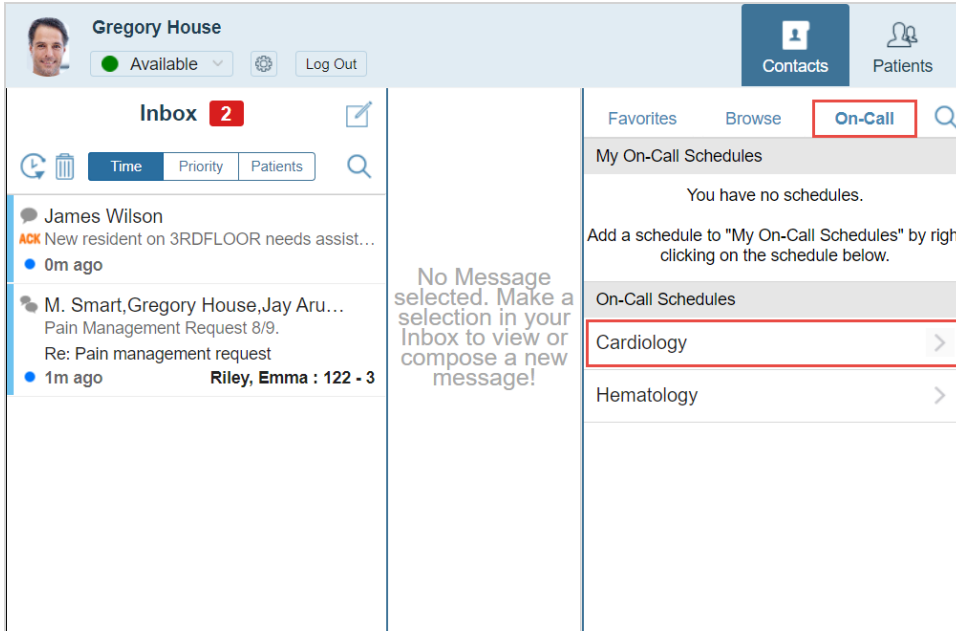
On-Call Schedules allow caregivers to easily find who is currently on-call as well as look ahead to future shifts. Caregivers who are on-call can also see their own schedule within the app.

If your site is setup for On Call Scheduling, you will see the **On-Call Pivot** at the top of the Contacts screen.

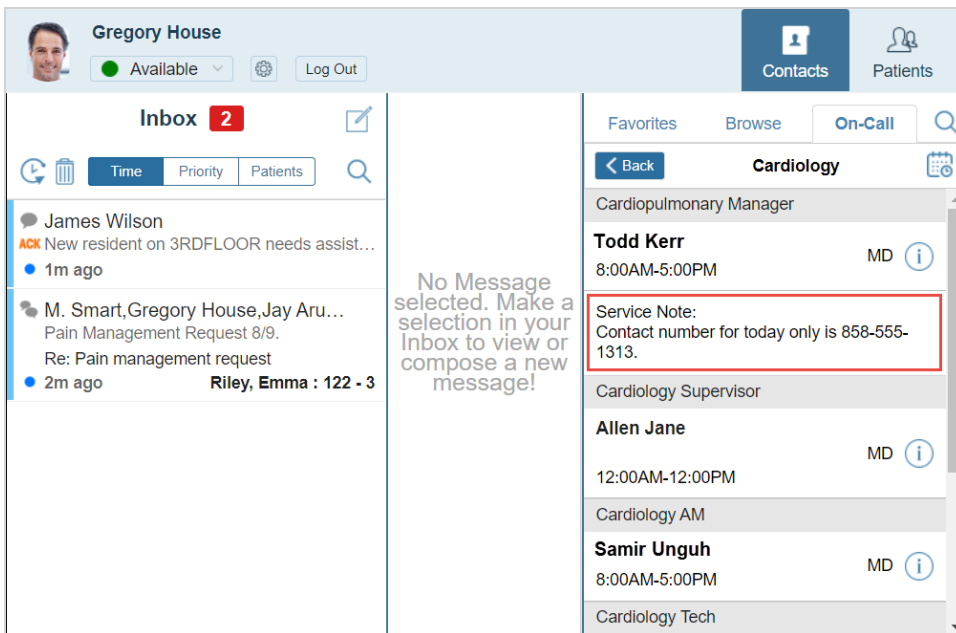
To learn more about On Call Schedules, follow the instructions below.

Select the schedule you want to view from the list.

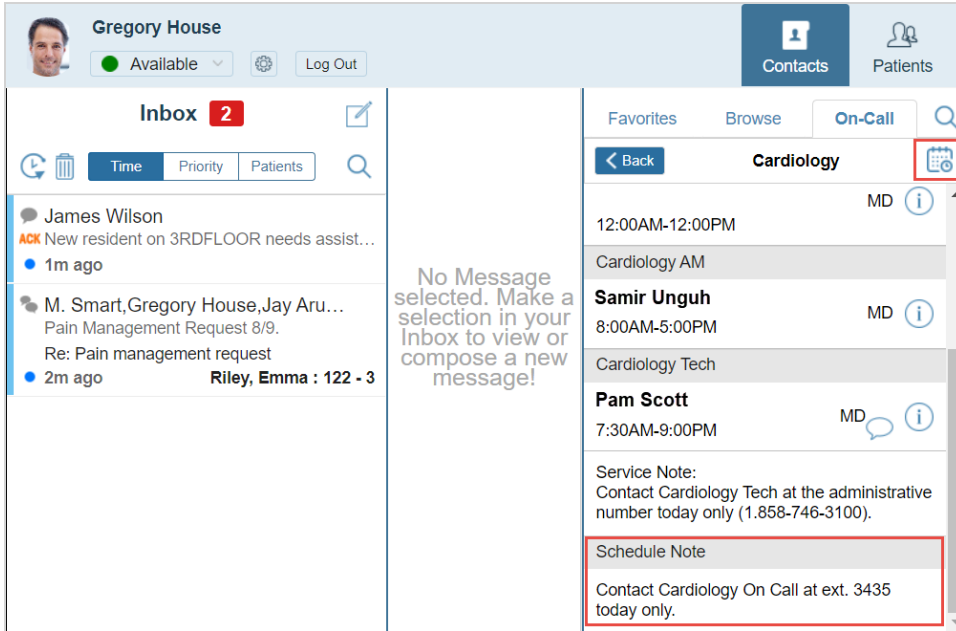
1. Touch **Cardiology**.



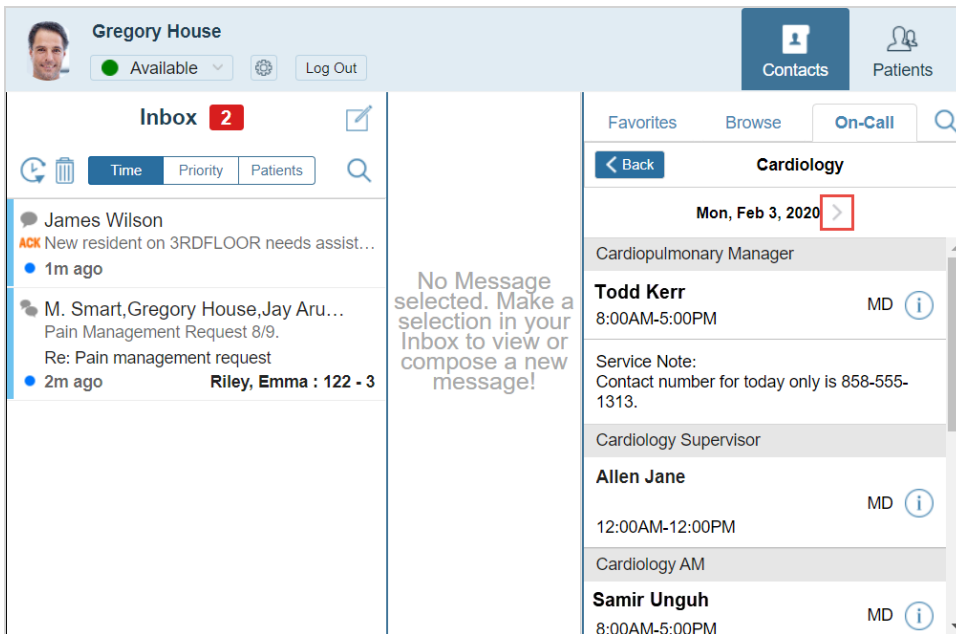
2. A list of caregivers who are currently on-call in the Cardiology schedule display.
3. The **Service Note** displays for the Cardiopulmonary Manager. Service notes show additional information for that specific service.
4. Scroll down to see any **Schedule Notes**.



5. The **Schedule Note** displays. Schedule notes show additional information for the whole schedule.
6. Touch the **Info** icon to view Contact Details.
7. Touch the **Calendar** icon to see who will be on call next.



8. The calendar displays who will be on call for that day plus the next four days.
9. Touch the right, gray arrow to navigate to the next day.



10. The on-call caregivers display for that day.

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

Gregory House
Available Log Out

Inbox 2

Time Priority Patients

James Wilson
ACK New resident on 3RDFLOOR needs assist...
2m ago

M. Smart, Gregory House, Jay Aru...
Pain Management Request 8/9.
Re: Pain management request
3m ago Riley, Emma : 122 - 3

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

Contacts Patients

Favorites Browse On-Call

Cardiology

< Tue, Feb 4, 2020 >

Cardiopulmonary Manager

Jane Fonda MD
8:00AM-5:00PM

Service Note:
Contact number for today only is 858-555-1313.

Cardiology Supervisor

Allen Jane MD
12:00AM-12:00PM

Cardiology AM

Jackie Nurse MD

My On-Call Schedules

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

1. Right-click a schedule from those listed under **On-Call Schedules**.
2. Click **Add to My On-Call Schedules**.

Gregory House
Available Log Out

Inbox 2

Time Priority Patients

M. Smart, Gregory House, Jay Aru...
Pain Management Request 8/9.
Re: Pain management request
1m ago Riley, Emma:122 - 3

James Wilson
ACK New resident on 3RDFLOOR needs assist...
3m ago

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

Contacts Patients

Favorites Browse On-Call

My On-Call Schedules

You have no schedules.

Add a schedule to "My On-Call Schedules" by right clicking on the schedule below.

On-Call Schedules

Cardiology Add to My On-Call Schedules

Hematology

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

Gregory House

Available Log Out

Contacts Patients

Inbox 2

Time Priority Patients

M. Smart, Gregory House, Jay Aru...
Pain Management Request 8/9.
Re: Pain management request
2m ago Riley, Emma:122 - 3

James Wilson
ACK New resident on 3RDFLOOR needs assist...
4m ago

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

Favorites Browse On-Call

My On-Call Schedules

Cardiology

On-Call Schedules

Hematology

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

Gregory House

Available Log Out

Contacts Patients

Inbox 2

Time Priority Patients

M. Smart, Gregory House, Jay Aru...
Pain Management Request 8/9.
Re: Pain management request
2m ago Riley, Emma:122 - 3

James Wilson
ACK New resident on 3RDFLOOR needs assist...
4m ago

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

Favorites Browse On-Call

My On-Call Schedules

Cardiology

Remove from My On-Call Schedules

On-Call Schedules

Hematology

<https://documentation-4x-test.qa.pss.net:8443/msg/#>

View Patients

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

View Assigned Patients

1. Select your specific facility from the **Facilities** drop down menu.
2. The **Assigned** tab provides access to all of your [assigned locations or patients](#). If you are assigned multiple Care Roles, click the drop down menu to view assignments in each Care Role.

Judy Cartwright Available Log Out

Inbox 2

PatientSafe Mira Mesa

Assigned Units

Primary Nurse (selected)
Primary Nurse
ED Nurse
OR nurse

28 Sep 1956 (M) 3RDFLOOR

Caan, Scott	200 / 1
28 Sep 1956 (M)	3RDFLOOR
Riley, Emma	122 / 3
28 Sep 1965 (F)	3RDFLOOR
Smith, Frank	120 / 1
28 Sep 1956 (M)	3RDFLOOR

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

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

Judy Cartwright Available Log Out

Inbox 2

PatientSafe Mira Mesa

Assigned Units

Primary Nurse

3RDFLOOR (4)

Burns, Frank	111 / 1
28 Sep 1956 (M)	3RDFLOOR
Caan, Scott	200 / 1
28 Sep 1956 (M)	3RDFLOOR
Riley, Emma	122 / 3
28 Sep 1965 (F)	3RDFLOOR
Smith, Frank	120 / 1
28 Sep 1956 (M)	3RDFLOOR

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

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

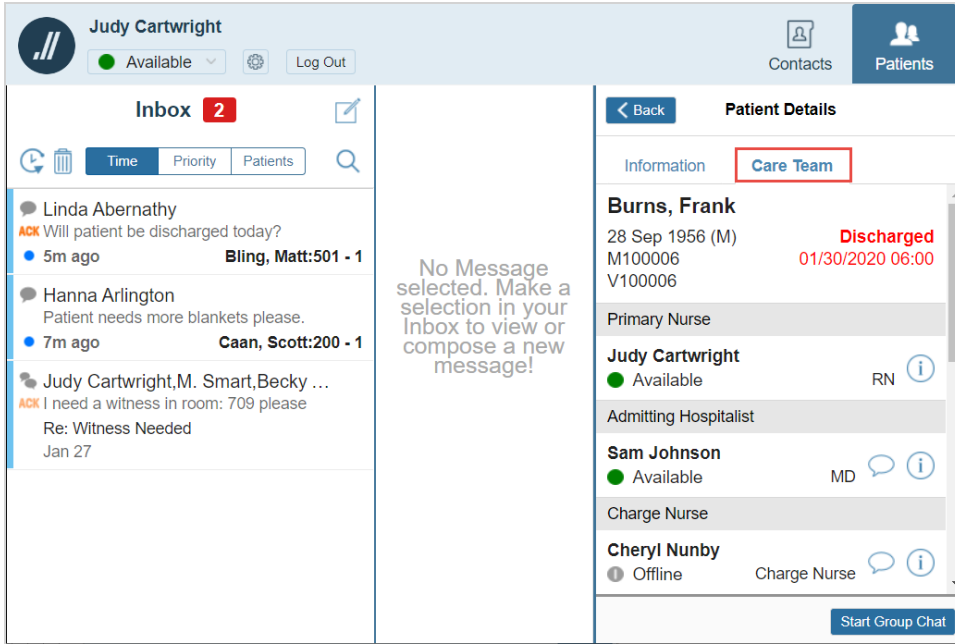
The screenshot shows the Patient Details page for Frank Burns. The page is divided into two main sections: Information and Care Team. The Information section displays the patient's name, date of birth (28 Sep 1956), MRN (M100006), and visit number (V100006). It also shows the patient's status as **Discharged** on 01/30/2020 at 06:00. Below this, there are two risk categories: **Fall risk** (High (95) on 01 Aug 21:19) and **Pressure ulcer risk** (High (8) on 01 Aug 20:48). The **Diagnosis** section lists Atherosclerosis, and the **Allergies** section lists Lipitor. A **See mView** button is located at the bottom right of the patient details section.

- Click **See mView** to see a display of the latest documentation of patient information.

The screenshot shows the **See mView** window for Frank Burns. The window displays a list of medications with columns for the medication name, date and time, and the user who prescribed it. The medications listed are:

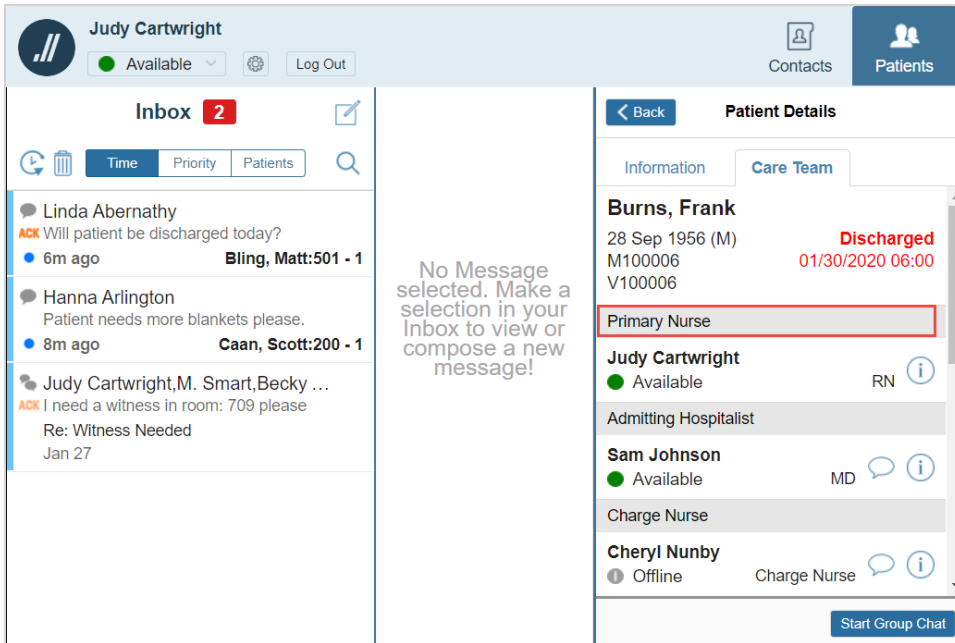
Medication	Date/Time	User
Morphine Sulfate	26 Jul 08:32	Judy Cartwright, RN
Hepatitis A Vaccine	21 Feb 10:05	Judy Cartwright, Rn
Atorvastatin Calcium	06 Feb 11:03	Judy Cartwright, Rn
Acetaminophen-Codeine Phos	28 Mar 01:30	(Admin User)
Digoxin	13 Sep 14:30	Judy Cartwright, Rn
Amlodipine Besylate	25 Jul 13:47	(Grace Hua, MD)
Oxycodone HCl	27 Jun 10:27	(Admin User)
Acetaminophen		

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



- Care Roles may be configured to be "hidden" or not display under the Care Team tab. For example, the Primary Nurse Care Role, if configured, will not display and the next care role displays instead.

Notice the Primary Nurse Care Role displays in the image below.



When configured to not display, the next care role in the list displays instead.

The screenshot shows the PatientTouch Web Messenger interface for user Judy Cartwright. The top bar includes the user's name, status (Available), and a Log Out button. The main area is divided into three sections:

- Inbox (2):** Contains three messages:
 - Linda Abernathy: "Will patient be discharged today?" (7m ago, Matt:501 - 1)
 - Hanna Arlington: "Patient needs more blankets please." (9m ago, Scott:200 - 1)
 - Judy Cartwright, M. Smart, Becky ...: "I need a witness in room: 709 please" (Re: Witness Needed, Jan 27)
- Message Area:** A large grey box with the text: "No Message selected. Make a selection in your Inbox to view or compose a new message!"
- Patient Details:** Shows details for Frank Burns, including birth date (28 Sep 1956), status (Discharged 01/30/2020 06:00), and ID numbers (M100006, V100006). The "Admitting Hospitalist" field is highlighted with a red box, listing Sam Johnson (MD, Available).

Browse Units

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

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

The screenshot shows the PatientTouch Web Messenger interface for user Judy Cartwright, displaying the "Browse Units" view for PatientSafe Mira Mesa. The top bar is identical to the previous screenshot. The main area is divided into three sections:

- Inbox (2):** Contains the same three messages as in the previous screenshot.
- Message Area:** A large grey box with the text: "No Message selected. Make a selection in your Inbox to view or compose a new message!"
- Units List:** Shows a list of nursing units under the heading "Nursing Units (7)". The "2-West" unit is highlighted with a red box and a right-pointing arrow. Other units listed include 3RDFLOOR, 4 WEST, 9 WEST, CCU, ED, and Zohreh Unit1.

2. Click the **Sort** icon to sort by Name (A-Z, Z-A) or Room Number.
3. Click a patient name to view Patient Details.

Judy Cartwright
Available | Log Out

Inbox 2

Linda Abernathy
ACK Will patient be discharged today?
8m ago **Bling, Matt:501 - 1**

Hanna Arlington
Patient needs more blankets please.
10m ago **Caan, Scott:200 - 1**

Judy Cartwright, M. Smart, Becky ...
ACK I need a witness in room: 709 please
Re: Witness Needed
Jan 27

PatientSafe Mira Mesa

Assigned | **Units**

Back | Details

2-West (4)

Bart, Linda
28 Sep 1956 (F)

Bling, Matt
28 Sep 1956 (M) 501 / 1
2-West >

Bradford, Tom M.
28 Sep 1956 (M) 100 / 3
2-West >

Lockhart, Abby
28 Sep 1956 (F) 150 / 3
2-West >

Name A - Z
Name Z - A
Room 1 - 9
Room 9 - 1

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

Display or Hide Empty Beds

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

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

1. Click the **Patients** tab.
2. Click **Units** to display all available nursing units.

Judy Cartwright
Available | Log Out

Inbox 2

Linda Abernathy
ACK Will patient be discharged today?
31m ago **Bling, Matt:501 - 1**

Hanna Arlington
Patient needs more blankets please.
33m ago **Caan, Scott:200 - 1**

Judy Cartwright, M. Smart, Becky ...
ACK I need a witness in room: 709 please
Re: Witness Needed
Jan 27

PatientSafe Mira Mesa

Assigned | **Units**

Primary Nurse

3RDFLOOR (4)

Burns, Frank
28 Sep 1956 (M) 111 / 1
3RDFLOOR >

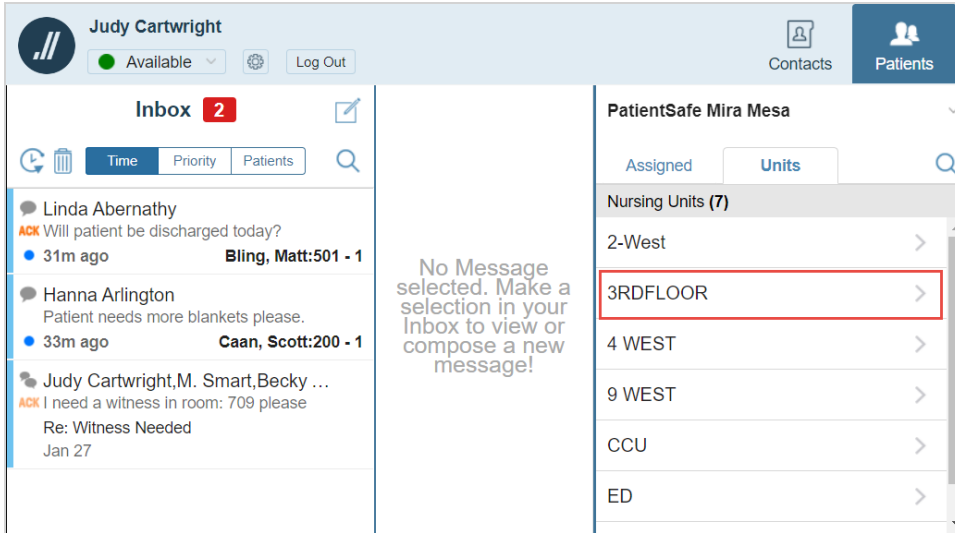
Caan, Scott
28 Sep 1956 (M) 200 / 1
3RDFLOOR >

Riley, Emma
28 Sep 1965 (F) 122 / 3
3RDFLOOR >

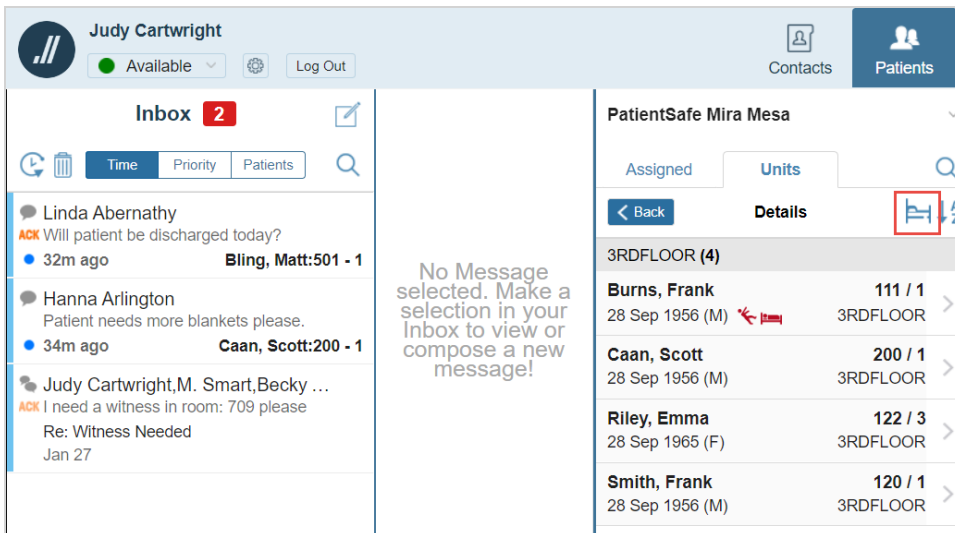
Smith, Frank
28 Sep 1956 (M) 120 / 1
3RDFLOOR >

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

3. Click the nursing unit for which you want to show or hide empty beds.

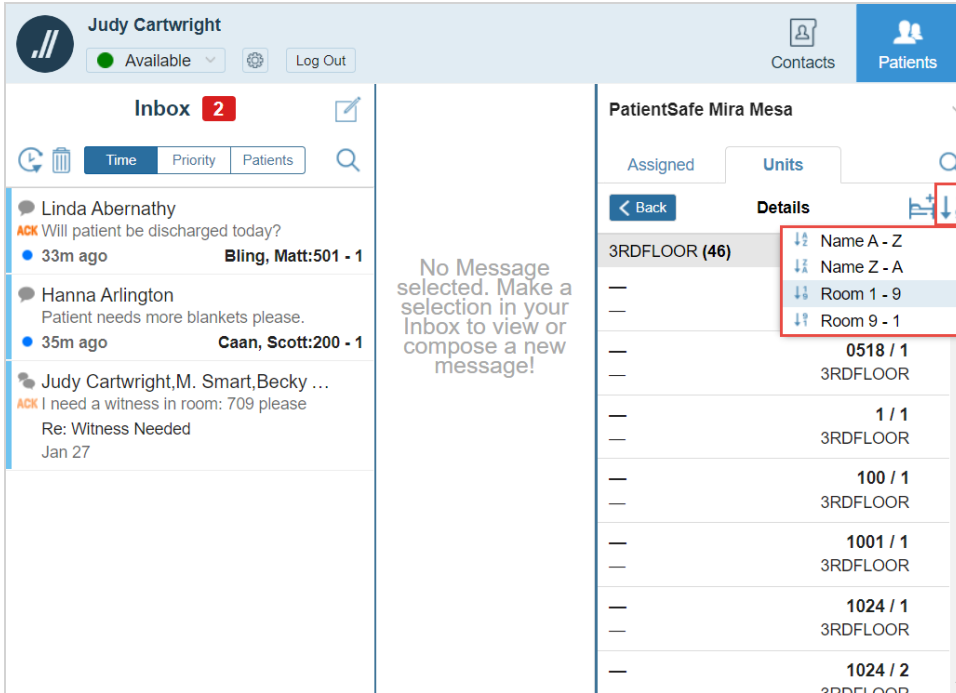


4. Click the **Bed** icon to display empty beds.



5. The empty locations display. You may need to scroll to see additional empty beds.

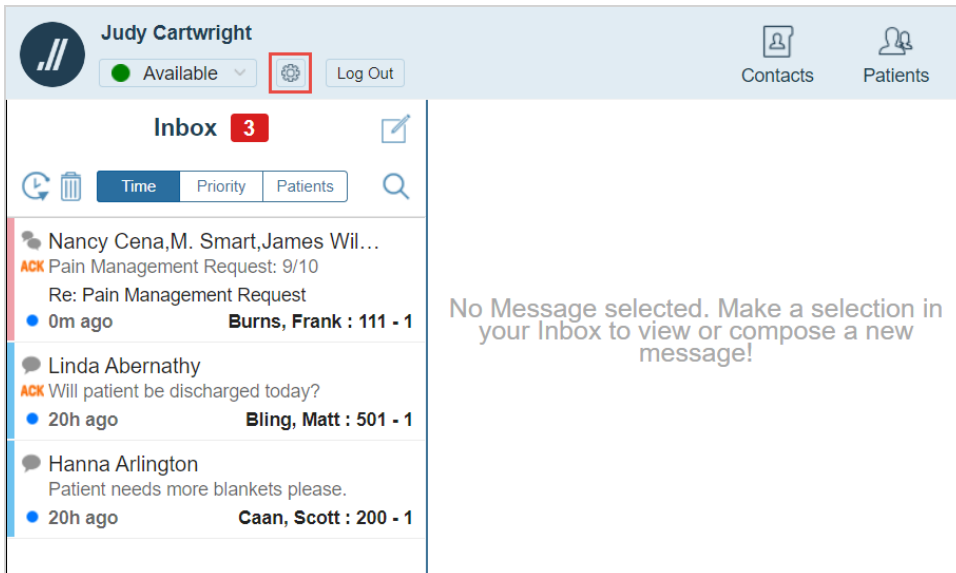
6. Click the **Sort** icon to sort numerically by bed number.



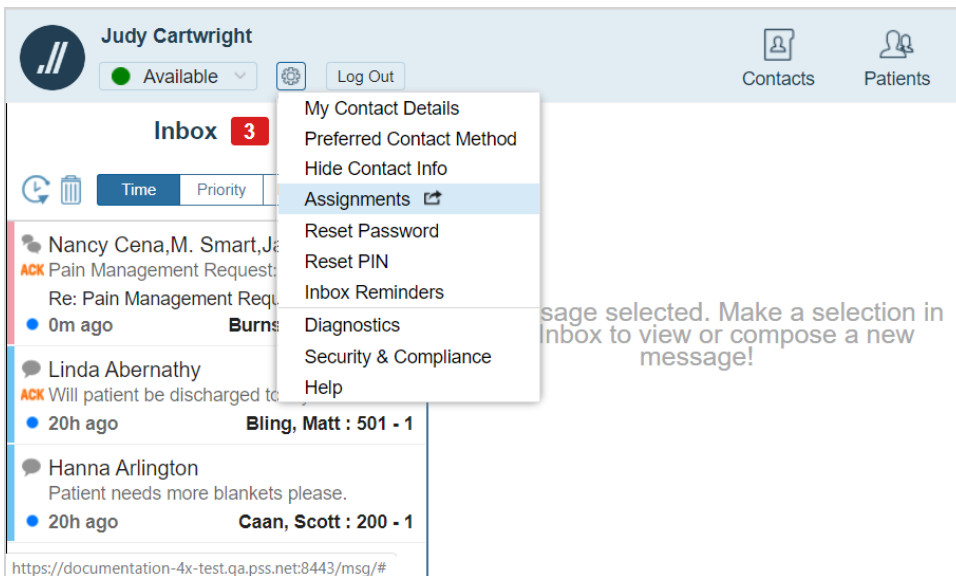
My Assignments

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

1. Click the **Options** menu.

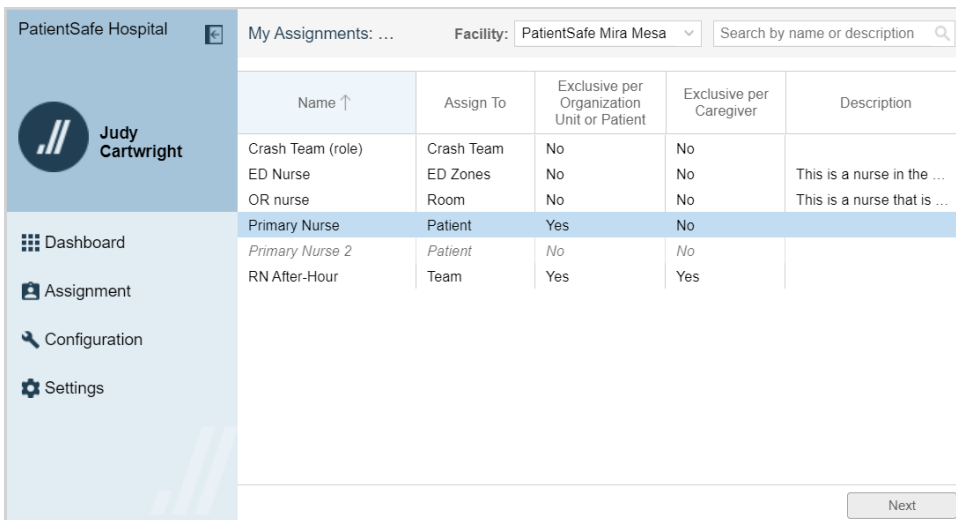


2. Click **Assignments**.



Enterprise Manager automatically displays your My Assignments screen.

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



4. Double-click the nursing unit where you're assigning.

The screenshot shows the 'Assignment' page for 'Primary Nurse' at 'PatientSafe Mira Mesa'. A 'Patient List' dropdown is open, showing a search bar and a list of nursing units: 2-West, 3RDFLOOR (highlighted), 4 WEST, 9 WEST, and CCU. The main table below is empty, and the 'Assign' button is visible.

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

The screenshot shows the 'Assignment' page with the 'Nursing Unit' set to '3RDFLOOR'. The 'Patient List' table has two rows selected with checkmarks:

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input checked="" type="checkbox"/>	122 3	Emma	Riley	M11101	V11101	
<input checked="" type="checkbox"/>	120 1	Frank	Smith	M1001	V1001	

Below the table, the text 'Assign 2 patient(s):' is followed by a blue 'Assign' button, which is highlighted with a red box. The 'Current Assignments' section below shows the two assigned patients:

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

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

PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: 3RDFLOOR

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	200 1	Scott	Caan	M110099	V110099	Judy Cartwright
<input type="checkbox"/>	111 1	Frank	Burns	M100006	V100006	Judy Cartwright
<input type="checkbox"/>	122 3	Emma	Riley	M11101	V11101	Judy Cartwright
<input type="checkbox"/>	120 1	Frank	Smith	M1001	V1001	Judy Cartwright

[Assign](#)

Current Assignments Patients (4) Org Units (3)

<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	200 1	3RDFLO...	Caan	Scott	M110099	V110099	Primary ...
<input type="checkbox"/>	111 1	3RDFLO...	Burns	Frank	M100006	V100006	Primary ...
<input type="checkbox"/>	122 3	3RDFLO...	Riley	Emma	M11101	V11101	Primary ...
<input type="checkbox"/>	120 1	3RDFLO...	Smith	Frank	M1001	V1001	Primary ...

[Unassign](#)

[Back](#)

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

8. Click **Unassign**.

PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Patient List: Nursing Unit: 3RDFLOOR

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	200 1	Scott	Caan	M110099	V110099	Judy Cartwright
<input type="checkbox"/>	111 1	Frank	Burns	M100006	V100006	Judy Cartwright
<input type="checkbox"/>	122 3	Emma	Riley	M11101	V11101	Judy Cartwright
<input type="checkbox"/>	120 1	Frank	Smith	M1001	V1001	Judy Cartwright

[Assign](#)

Current Assignments Patients (4) Org Units (3)

<input type="checkbox"/>	Location	Nursing Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	200 1	3RDFLO...	Caan	Scott	M110099	V110099	Primary ...
<input type="checkbox"/>	111 1	3RDFLO...	Burns	Frank	M100006	V100006	Primary ...
<input type="checkbox"/>	122 3	3RDFLO...	Riley	Emma	M11101	V11101	Primary ...
<input checked="" type="checkbox"/>	120 1	3RDFLO...	Smith	Frank	M1001	V1001	Primary ...

[Unassign](#)

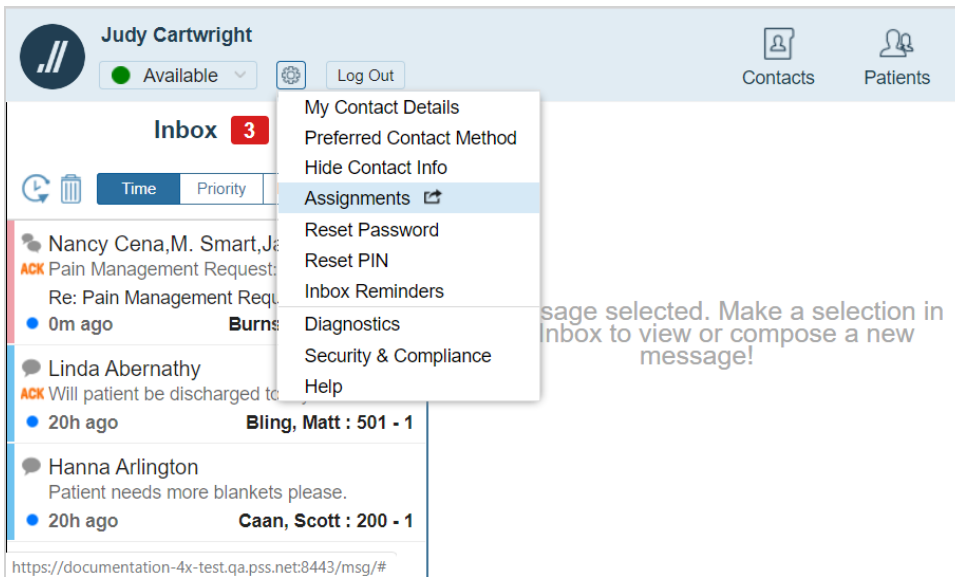
[Back](#)

Assign Other Caregivers

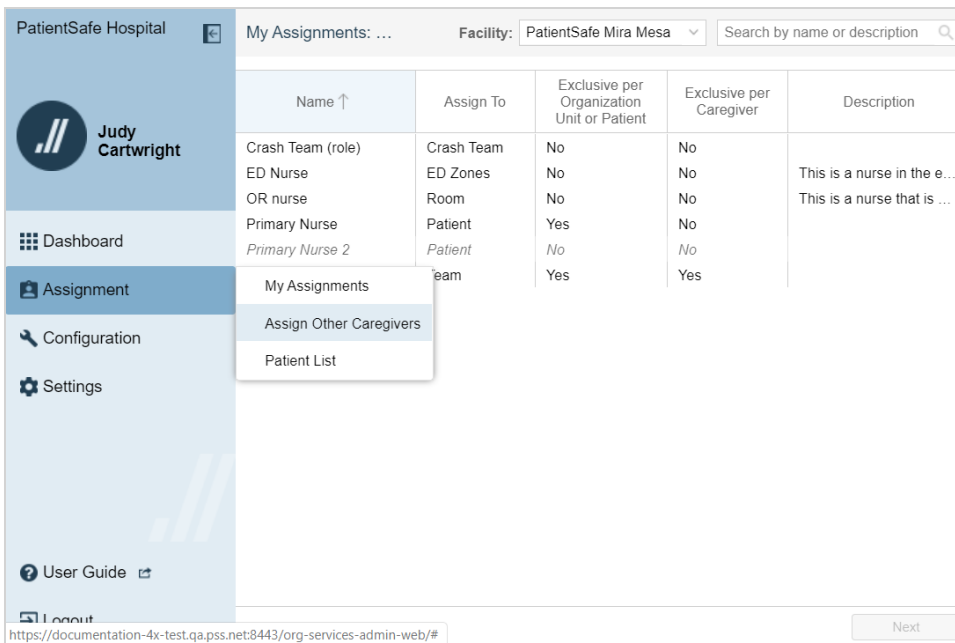
The Web Messenger allows you to access Enterprise Manager to assign other caregivers. Charge Nurses or Unit Secretaries may want to assign patients to staff nurses.

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

1. Click **Options>Assignments**.



2. In the Enterprise Manager, click **Assignment>Assign Other Caregivers**.



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

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

PatientSafe Hospital Assign Other Care... Facility: PatientSafe Mira Mesa

Name ↑	Assign To	Exclusive per Organization Unit or Patient	Exclusive per Caregiver	Description
Primary Nurse	Patient	Yes	No	
Primary Nurse 2	Patient	No	No	

Dashboard **Assignment** Configuration Settings User Guide Logout Next

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

PatientSafe Hospital Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

C... Search Patient List: Search

Caregiver	Assia...	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to

Select a Nursing Unit

Nursing Unit ↑

- 10151
- 2-SOUTH
- 2-South
- 2-West
- 3-North
- 3-South
- 3RDFLOOR

MRN	Visit #	Care Role

Page 1 of 2 1 - 25 of 41

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

Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Caregiver: **Mary Jones** 2...

Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/> 100 3	Tom	Bradford	M10...	V1...	M. Smart
<input type="checkbox"/> 150 3	Abby	Lockhart	M10...	V1...	M. Smart
<input type="checkbox"/> 500 1	Linda	Bart	M10...	V1...	
<input type="checkbox"/> 501 1	Matt	Bling	M10...	V1...	

Assign

Loca...	Nurs... Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/> 102 1	3-EA...	John...	Tim	M10...	V100...	Prim...
<input type="checkbox"/> 101 1	3-EA...	Smith	John	M10...	V100...	Prim...

Unassign

7. Click the check boxes next to the patient names you want to assign to this caregiver.
8. Click **Assign**.

Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

Caregiver: **Mary Jones** 2...

Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/> 100 3	Tom	Bradford	M10...	V1...	M. Smart
<input type="checkbox"/> 150 3	Abby	Lockhart	M10...	V1...	M. Smart
<input checked="" type="checkbox"/> 500 1	Linda	Bart	M10...	V1...	
<input checked="" type="checkbox"/> 501 1	Matt	Bling	M10...	V1...	

Assign 2 patient(s) to **Mary Jones** **Assign**

Loca...	Nurs... Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/> 102 1	3-EA...	John...	Tim	M10...	V100...	Prim...
<input type="checkbox"/> 101 1	3-EA...	Smith	John	M10...	V100...	Prim...

Unassign

The newly assigned patients display under Current Assignments.

PatientSafe Hospital **Judy Cartwright**

Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

C... Search

All Recents

Caregiver A...

zohreh "
Peter Aardema
Mary Abba
Linda Abernathy 1...
Becky Anderson
Vicki Anderson
Judy Cartwright 4...
Nancy Cena
Nurse Five 1...
Unice Halper 1...
Dr John 1...
Jacquie Jones 3...
Mary Jones 4...
P.T. Kare
Margaret Mad...
Shana Mana
Olga Molani

Patient List: Nursing Unit: 2-West Search

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M10...	V1...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M10...	V1...	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M10...	V1...	Mary Jones
<input type="checkbox"/>	501 1	Matt	Bling	M10...	V1...	Mary Jones

Assign

Current Assignments Patients (4) Org Units (0)

<input type="checkbox"/>	Loca...	Nurs... Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-EA...	John...	Tim	M10...	V100...	Prim...
<input type="checkbox"/>	101 1	3-EA...	Smith	John	M10...	V100...	Prim...
<input type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Prim...
<input type="checkbox"/>	501 1	2-West	Bling	Matt	M1003	V1003	Prim...

Unassign

Back

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

10. Click **Unassign**.

PatientSafe Hospital **Judy Cartwright**

Assignment: Primary Nurse Facility: PatientSafe Mira Mesa

C... Search

All Recents

Caregiver A...

zohreh "
Peter Aardema
Mary Abba
Linda Abernathy 1...
Becky Anderson
Vicki Anderson
Judy Cartwright 4...
Nancy Cena
Nurse Five 1...
Unice Halper 1...
Dr John 1...
Jacquie Jones 3...
Mary Jones 4...
P.T. Kare
Margaret Mad...
Shana Mana
Olga Molani

Patient List: Nursing Unit: 2-West Search

<input type="checkbox"/>	Location	First Name	Last Name	MRN	Visit #	Currently Assigned to
<input type="checkbox"/>	100 3	Tom	Bradford	M10...	V1...	M. Smart
<input type="checkbox"/>	150 3	Abby	Lockhart	M10...	V1...	M. Smart
<input type="checkbox"/>	500 1	Linda	Bart	M10...	V1...	Mary Jones
<input type="checkbox"/>	501 1	Matt	Bling	M10...	V1...	Mary Jones

Assign

Current Assignments Patients (4) Org Units (0)

<input type="checkbox"/>	Loca...	Nurs... Unit	Last Name	First Name	MRN	Visit #	Care Role
<input type="checkbox"/>	102 1	3-EA...	John...	Tim	M10...	V100...	Prim...
<input type="checkbox"/>	101 1	3-EA...	Smith	John	M10...	V100...	Prim...
<input type="checkbox"/>	500 1	2-West	Bart	Linda	M1002	V1002	Prim...
<input checked="" type="checkbox"/>	501 1	2-West	Bling	Matt	M1003	V1003	Prim...

Unassign

Back

Transferring Assignments

Caregivers can transfer their assignments to another caregiver. This may be useful for Care Roles like On-Call Hospitalist who may want to transfer assignments to the Admitting Hospitalist. At this time only roles that do not assign directly to patients may transfer assignments.

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

On-Call Hospitalist

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

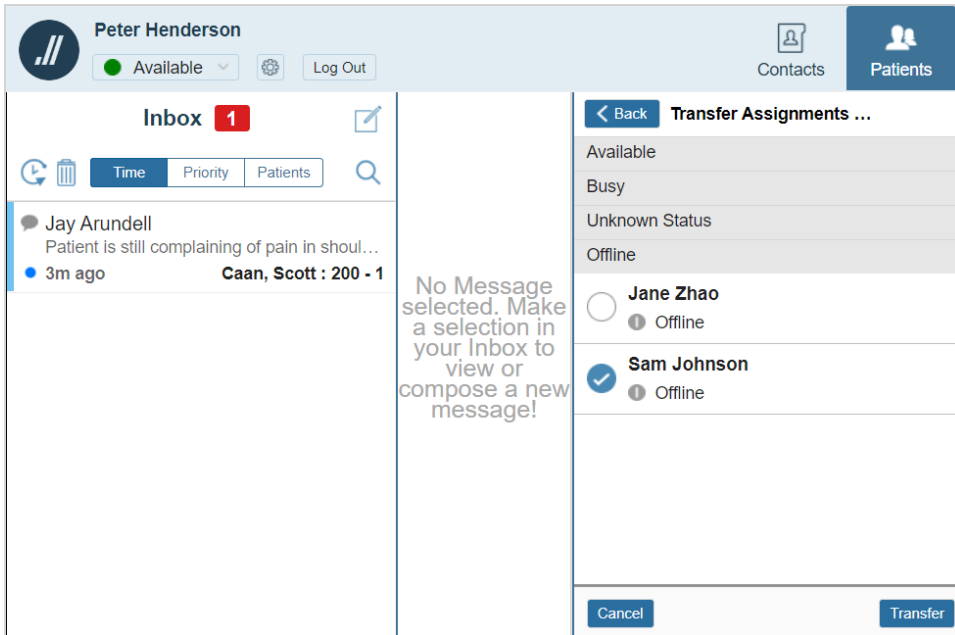
The screenshot shows the PatientSafe interface for Peter Henderson. The top navigation bar includes 'Available', 'Log Out', 'Contacts', and 'Patients'. The main area is divided into three sections: an 'Inbox' on the left with a message from Jay Arundell, a central message area with a 'No Message selected' warning, and a 'PatientSafe Mira Mesa' panel on the right. The 'Assigned' tab in the right panel shows 'Nursing Units (3)' with a list of units: 2-West (4), 3RDFLOOR (4), and 9 WEST. A 'Transfer' button is located at the bottom right of the right panel.

The units display that are ready for transfer.

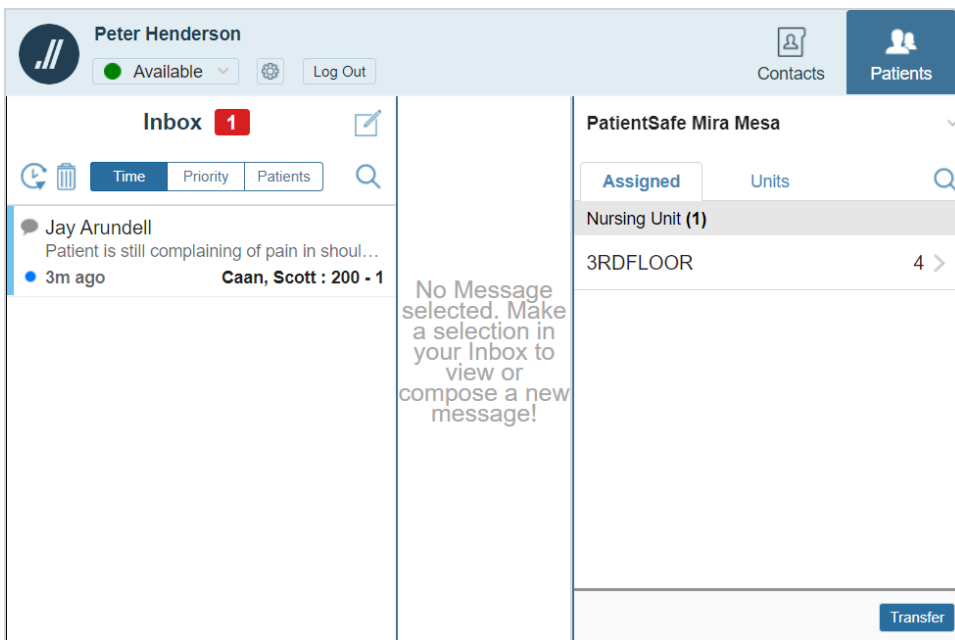
2. If desired, deselect a unit.
3. Click **Next**.

This screenshot shows the same PatientSafe interface as the previous one, but with the 'Assigned' units list updated. The units 2-West and 9 WEST now have blue checkmarks in their selection circles, indicating they are selected. The 3RDFLOOR unit remains unselected. The 'Next' button is now visible at the bottom right of the right panel, while the 'Transfer' button is no longer present.

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



6. The transferred units have been reassigned and no longer display.



Admitting Hospitalist

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

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

Sam Johnson

Available Log Out

Contacts Patients

Inbox 1

Time Priority Patients

ASSIGNMENT TRANSFER
User phenderson (Peter Henderson) has t...
0m ago

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

- The message indicates that the transfer is complete, and the units have been transferred.

Sam Johnson

Available Log Out

Contacts Patients

Inbox

Time Priority Patients

ASSIGNMENT TRANSFER
User phenderson (Peter Henderson) has t...
0m ago

From: **PSS Dispatch**
To: **Sam Johnson**
Priority: **MEDIUM**

14 Feb 08:00
Read 08:01

ASSIGNMENT TRANSFER

User phenderson (Peter Henderson) has transferred On Call Hospitalist assignments (2-West, 9 WEST) to you.

Logging Out

- To log out, click **Log Out** located on the top navigation pane.

The screenshot shows the user interface for Judy Cartwright. At the top, there is a header with the user's name, a status indicator (Available), a settings gear, and a 'Log Out' button. Below the header is an 'Inbox' section with a red notification badge showing '2' messages. The inbox lists three messages: one from Linda Abernathy asking about discharge, one from Hanna Arlington about blankets, and one from Judy Cartwright asking for a witness. To the right of the inbox, a large text area displays the message: 'No Message selected. Make a selection in your Inbox to view or compose a new message!'.

Security Mode

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

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

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

The screenshot shows the Security Mode login screen. At the top left is the PatientTouch Communications logo. The main content area is a light blue box containing the text 'PatientTouch Communications®', 'PatientSafe Hospital', and 'Logged in as: Judy Cartwright'. Below this is a password field with a lock icon, a checked 'Use password' checkbox, and a 'Go' button. Underneath the login box, it says '2 New Notifications' and shows a progress bar for 'Messages' with 0 red, 2 blue, and 0 grey segments. At the bottom of the box is a 'Log Out' button. The footer contains the copyright notice '©2020 PatientSafe Solutions, Inc.', and links for 'Diagnostics', 'Security & Compliance', and 'Help'.