PatientTouch® Communications (Android)

Frequently Asked Questions (FAQs)

Logging In and Setting Status

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

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

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

   A: Yes, if configured, you can use Fingerprint Sign In to login with your fingerprint profile.

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

   A: Yes, BYOD users have the option to set their application to run in Persistent Login Mode. When this mode is turned on, users will receive notifications of new messages until they navigate to their profile page and explicitly "Log Out" of the application.

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

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

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

5. **How do I log out of the application?**
   A: To log out, tap the Profile icon and choose "Log Out."

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

   A: Tap the Profile icon to set your status to either Available or Busy. Remember to update your status so you don't miss messages and notifications!

Messaging

7. **As a hospital administrator, I'd like to be able to send messages to the entire hospital or to a specific group. Is this possible with PatientTouch?**

A: Yes, PatientTouch users are able to send broadcast messages to a facility, group, or specific organization unit.

Contacts

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

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

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

   A: To see contact options, just tap the contact's name. Or, tap the **Info** icon next to their name and tap the **Phone** icon to call or the message bubble to text.

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

    A: You can send a text message by tapping the **Compose** icon from the Inbox, tapping the Add Recipient icon and selecting one of your favorites and tapping the check mark icon.

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

    A: Tag a patient by tapping the **Patient** icon located at the bottom of the New Message screen. Tap **Tag a Patient** and select the patient from the list. Then tap the **Check Mark** icon .

Badge Count

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

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

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

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

Assignments

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

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

Phone Usage

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

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

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

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

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

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

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

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

19. **Will I be able to use video to contact another caregiver in my facility?**

    A: Yes, PatientTouch Communications does support video calling, which allows you to initiate a video call with one or more caregivers if they have the minimum configuration requirements and are available.

Multi-Facility

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

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

21. **Will I be able to call someone (who is using the PatientTouch Communications application)**

who is from another facility?

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

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

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

Misc

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

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