Photon 3.2: Certification Exam – Answer Key

<u>TROUBLESHOOTING</u>

1. A user is trying to download the Photon app from the App Store/Play Store but is having difficulty. In addition to insuring the user has good Wi-Fi or Cellular connectivity how can you help?
   a. Have him search for "Photon Medical" in the App or Play Store
   b. Show him what the Photon logo looks like
   c. Tell him to use the web version until he is able to download the mobile app
   d. All of the above

2. Now that the user has found the Photon app on his iPhone he does not remember his Apple ID. How can you assist?
   a. Kindly suggest reaching out to his spouse and/or kids. They may be more likely to know this information
   b. Ask him why on earth he has a smart phone if he has never downloaded an app or checked his email. Figure it out
   c. Have him type iforgot.apple.com into a web browser and select "Forgot Apple ID." Now have him follow the prompts to receive a new password by email
   d. Tell him to use the web version until he is able to download the mobile app
   e. a, c and d only

3. A physician informs you that Photon is frozen on his phone. What should he do?
   a. Just wait a little bit longer, connectivity may be slow
   b. Have the user restart his phone
   c. Have the user delete the app and re-download it from the App/Play Store
   d. Have the user close Photon in the task manager and make sure internet/cellular connectivity is strong, then reopen the Photon app
   e. All of the above – D is First Line of Defense

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4. A user is trying to access Photon for the first time and is using both his iPhone and PC simultaneously. He received several SMS messages with registration codes and each device denies them. He tried to reset his password multiple times. What is happening?
    a. Photon cannot handle several devices being registered at the same time. Because accounts are tied to specific devices, each registration code is specific for that device. Have the user set up one device at a time
    b. This is clearly user error. Have the user delete the app and re-download
    c. Choose one code and enter it into both devices
    d. None of the above

5. A user wants to access Photon on a Windows/Blackberry phone. What do you tell him?
    a. Download the app from the Blackberry store
    b. Use the web version on his phone
    c. Download the native Windows OS application
    d. He cannot use Photon on his phone. He must use the web version on a computer

6. A doctor has a flip phone and wants to use Photon. How do you approach registration?
    a. Tell him he has to upgrade his phone to be eligible for an account
    b. Have him text the phrase "Photon login" to (575) 915-1861
    c. Go to your System Administrator (SA) to request a "text only" feed
    d. This has no effect on registration. He is able to access his new login information and the Photon application through a web browser on any computer

7. A physician cannot access Photon. How are you able to help?
    a. Make sure that the user has a strong WIFI and/or cellular signal
    b. Have a SA verify that the physician is a registered user and provide him with the correct username. If unsuccessful, have him tap "Forgot Password?"
    c. Ask if he has exceeded the maximum number of password attempts or if he has been locked out due to 30 days of inactivity. If he has been locked out a SA will need to be contacted. If not, he must wait 20 minutes before reattempting login
    d. Make sure he has the latest version of Photon downloaded
    e. All of the above

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8. "I received a Photon, but there is limited information. I can't see x-rays or transcriptions. Photon is broken." How do you respond?
    a. Have a SA check "Permissions" to verify that the user is "PHI Authorized" and that the correct role(s) are selected
    b. The information isn't currently populated in Photon because it has yet to be entered into the hospital's system. It can take a few minutes for some images to load as well. You just need to wait a little longer
    c. Check the WIFI/cellular connection to see if there is a good signal
    d. The hospital's HL7 feed may be down. Please inquire further information from IT
    e. All of the above

9. You've identified a group of users that are viewing their patients quite a bit but have not been sending many messages. Why might this be?
    a. They feel typing a message may take too long and that calling is faster
    b. These physicians are not sure which providers are currently using Photon
    c. These physicians may not fully understand the concept of Photon. Explain that the Photon patient chart travels with the consultation
    d. All of the above

10. An ED provider does not want to use Photon because she is not sure which providers are currently using the system. What do you tell her?
    a. Show her how to find out by clicking "Choose Specialist" on the dashboard then typing in the provider's name in question. If the provider does not populate below s/he is not on Photon
    b. Tell her that it is just a risk she is going to have to take
    c. Tell her if the provider is not on Photon to enter their cell phone number into the "Call Specialist" box at the bottom of the screen that appears after clicking "New Consultation." This will generate an automatic call to that provider alerting them to a new consultation and will instantly connect them to the call-back number
    d. Tell her not to worry. If the provider is not on Photon they cannot take call
    e. Both a and c

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11. An ED provider hurries to a nearby desktop to access Photon. When attempting to log in it asks for an "activation code." He gets frustrated because he can't send the message immediately. What do you tell him?
    a. Each user must "activate" every new device they use with their specific login information. Until cookies are cleared this is a one time action, per device, to insure PHI security
    b. Only use the same computer that you registered on
    c. Ask another user for their login information
    d. This is a one-time action. It should not happen if the user has already logged into Photon **for the first time**

12. An ED physician is resistant to use Photon because telling the Clerk to call a physician is much faster. What do you tell her?
    a. The Clerk is also a Photon user and can send a consult on her behalf
    b. Nothing. Realize that some providers will never change so there is no use in trying to convince them to use Photon
    c. Yes, Photon may take a little longer but you are empowering the recipient with access to a Photon patient chart. It reduces a lot of wait time for clinical decision
    d. Both a and c

13. An on-call physician refuses to use Photon for consultations because he says he needs a phone call. What do you do?
    a. Give up. Realize that some physicians will never change so there is no use in trying to convince them to use Photon
    b. Force him to use Photon with phases like – You **HAVE TO** use it
    c. Inform him that the Photon patient chart will be received for his review – It must be viewed prior to a Photon response via message or the photon callback feature

14. A physician learns that all messages sent within Photon including text and photos become part of the patient record. All of a sudden he wants nothing to do with the system. What's your response?
    a. Tell the provider that this is to protect him. It eliminates the "he said/she said" with reliable data that protects both the sender and recipient
    b. Tell him – So your telling me that you have been skirting around doing your job correctly and you want to continue being paid to do so?
    c. They can use our secure companion Chat application for information that should not be in a patients chart
    d. Both a and c

15. A physician is frustrated when he turns notifications on for labs because he gets too many "dings" on his phone. What do you suggest he does?
    a. Tell him that he is able to set notifications for each individual patient. This is particularly helpful if the physician is waiting to receive a critical lab or radiology study before moving forward with the patient
    b. Suggest that he activates global notifications only while he is at the hospital
    c. Suggest that he use the web version instead. This way he doesn't get any audible "dings" but the red badges indicating a new notification
    d. Both a and b
    e. a, b and c

16. A physician who sees mostly outpatients wants to use Photon. Do you add him to the system?
    a. Yes. However inform the physician that he will have to add his patient while they are registered within the hospital for a procedure(s)/test(s). You can not add a patient to your Photon list after the patient has been discharged
    b. No. Photon will be of limited use for him. It's not even worth getting him on
    c. No. Have him download Photon Outpatient instead
    d. Yes. Not only can that physician add their patient while they are physically in the hospital they can also add them up to 90 days post discharge

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17. A member of Education and Training Staff (ETS) is approaching a doctor for the first time to set up Photon. What should the ETS member do?
    a. Ask the potential user what he knows about Photon then expand on his answer
    b. Gather his full name, title (MD, PA, etc.), specialty, cell phone # and email address (accessible via smart device). This is to be provided to the SA for registration
    c. Be concerned that the doctor will be annoyed by the prolonged need for training
    d. Both a and b

18. Once an SA has approved access to Photon and the invitation has been sent, what is the next step in the initial log in process?
    a. Direct the doctor to the email account they provided to find the email from system@photonmed.net containing their username and temporary password. If not found have him search his deleted mail and spam folder
    b. Direct the new user to tap "Forgot Your Password?" on the login screen, and assume they have been registered as a user already
    c. If the email cannot be found have **ETS** re-invite the user on the web version
    d. ETS should just create an account for the doctor and authorize PHI

19. A new user just downloaded the Photon app however he is using a dated operation system. Photon keeps crashing. Why?
    a. Photon has a minimum required operating system: iOS 8 and Android v4 [Ice Cream Sandwich] - Earlier versions may not function properly
    b. The user loaded the wrong application
    c. The application never fully downloaded and must be re-downloaded
    d. The user downloaded the Android version of Photon instead of the iOS version

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20. A physician can't remember the name of the patient they are trying to look up in Photon. What do you suggest they do?
    a. Call a nurse supervisor and ask for their patient list
    b. Ask a hospital staff member to find out why the patient isn't showing up
    c. Search for the patient by their room number or MRN
    d. Delete the app and re-upload it

21. A doctor wants to send another doctor an x-ray of his patient. How does he do that?
    a. Doctor #1 clicks the x-ray, then types in the name of doctor #2 and taps send
    b. Pull up the x-ray in Photon, then take a screenshot of the image and send via text
    c. Send the doctor a Photon. The patient and their Photon record automatically appears on the receiving doctor's Photon patient list
    d. Tell the doctor that this isn't possible

22. A surgeon uses Photon to take intraoperative photos. He is concerned about where these photos go. What should you tell him?
    a. Tell him not to worry. All the images are stored to his smart device
    b. Photon doesn't allow users to take intraoperative photos
    c. All images **taken through the Photon app** are stored in the cloud in a HIPAA-compliant manner. These images will be saved to the Photon patient record and given back to the hospital, never residing on the user's smart device
    d. These photos are saved to Photon and also emailed as a PDF back to the user for their personal use. These photos are not saved to the smart device

23. What does the Hand Off & Remove feature do?
    a. Takes the patient off your "Patients" list
    b. Transfers only labs, x-rays, and other hospital acquired data to another user
    c. Transfers your Photon account to another user
    d. Transfers a patient to the designated recipient's "Patients" list while removing that patient from the sender's list

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24. A doctor is asking where to find EKGs. How do you respond?

    a. Look in "Photos & Video" of the applicable patient. Some facilities are unable to provide a CVIS feed so a picture of a EKG must be taken within Photon either as consult or within the Photos & Video section

    b. The EKG is under Cardiology

    c. Show the spinning 3D CT scan of the knee to distract him from this question

    d. A and b are both possible options – it depends on your facility

25. A Photon user within the web version is trying to add a photo to a patient chart from his computer. He is having difficulty. Why?

    a. The Web version is disabled from taking photos and using images from your computer (except for uploading your avatar in "My User Profile")

    b. There shouldn't be any difficulty. Have the user click on the paperclip to the left of the textbox while in messages, click "browse" and then the upload button

    c. The user needs to make sure he is able to log into Photon, then click on create user, then click the camera button, then click upload

    d. There are no photos stored in their desktop

26. A doctor says when she clicks on "Dashboard" she can't see the "New Consultation" button. Why would that be?

    a. She needs to refresh her web browser

    b. There are two dashboards - one with the "New Consultation" button, which is on the user's home screen, and the other is within each patient's main menu. She must click "<" to return to the Main Navigation screen and click "Dashboard"

    c. Her web browser is frozen and she must restart her desktop

    d. She needs to scroll down to the bottom of the web page to bring the "New Consultation" button in to view

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