

# **SUPPORT USER GUIDE**

## ***CLERK, HUC, SCRIBE, ETC.***

### **Login**

1. Enter Username and Password
2. Enter callback number – Calls returned by specialist are routed to this number
  - Note: Callback number defaults to your registered number, until changed
  - Note: This number may be reset each time you login

### **Send a New Consultation**

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. Click “Choose ER Provider” and type physician’s name – Select physician
4. Click “Choose Specialist” and type specialist’s name – Select specialist
  - **Note: If provider is not found – Use “Call Specialist Feature”** by typing the providers phone number in the bottom left corner and click “Call Specialist”
5. Click “Send” to deliver the default message of “Please Evaluate”
  - Note: Click the textbox to type an customized message
  - Note: Once sent, consult appears chronologically under “Current Consultations”

### **Use Call Specialist Feature**

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. Click “Choose ER Provider” and type physician’s name – Select physician
4. Enter the provider’s phone number in the bottom left corner
5. Click “Call Specialist”
  - Note: This initiates a robocall connecting providers or a message is left
  - Note: Robocall provides a “Press 1” option accessible once call is answered. This allows a circulating nurse to address the consult if the physician is in surgery

### **Hand Off & Remove Patient**

1. Click “Patients” on the left side of the screen
  - Note: “<” must be selected if within a patient to access “Patients” on main screen
2. Click desired patient
3. Click “Options”
4. Click “Hand Off & Remove Patient”
5. Type in the provider’s Name (first, last or portion of)
  - Note: If the desired provider does not populate below s/he is not yet on Photon
6. Click desired recipient – “Hand Off to User” confirmation appears
7. Click “OK”
  - Note: Notify recipient of patient hand off as Photon does not alert the new provider

***Continued...***

## FREQUENTLY ASKED QUESTIONS (FAQs)

### How do I know which providers are currently using Photon?

Type the desired recipient's name under "Choose Specialist" while creating a new consult. If s/he does not populate below that provider is not yet on Photon, utilize the "**CALL SPECIALIST**" feature.

### A support user initiates a consult - Will the recipient recognize it's a provider request?

Yes, though the support user initiates the message recognition of a provider request is clear as each message leads with "On behalf of Ex. John Smith, MD: Additional Text." The requesting provider is also included in the message thread.

### What if the specialist doesn't hear the Photon "ding?"

A physician may **customize** this cycle to particular **notification types (robocall or push)** and **sounds** such as assigning a robocall to any 5-minute interval or changing the push notification alert to a truck horn, ambulance siren, etc.

All **initial communication** is **automatically marked urgent** and will default to the following cycle:

- Until opened the recipient will receive:
  - An *audible push notification* will be administered at...
    - Message creation
    - After both 5 and 10 minutes
  - A *robocall* will be administered after 15 minutes
  - This cycle will repeat once (30 minutes in total)

### The system won't allow access/I forgot my password... How do I reset it?

1. From login screen tap "Forgot Password?"
2. Type in email registered with Photon and tap "RESET PASSWORD"
3. You will receive an email with your username and a temporary password
  - Note: If you do not receive the email please check your spam folder
4. Enter your username and temporary password in Photon and tap "LOG IN"
5. Create a new password - Follow password requirements listed at the top of the screen
6. Tap "CHANGE PASSWORD"

### I have been locked out of Photon. How do I regain access?

If you have been locked out due to -

- A. **Login Attempts**: A 20-minute lockout will occur after 6 failed attempts to log in to the system. After surpassing this allotted timeframe you are able to reattempt login. If attempts continue prior to lockout completion the 20-minute period will restart.
- B. **90 Days of Inactivity**: Contact your facility's Photon System Administrator to regain access