

Photon Comprehensive Reference Guide

(In-App Online Support Content)

Minimum Requirements

iOS:

iOS 8

1. Open “Settings” on your smart device
2. Search “Version”
 - Note: Swipe down on settings screen to reveal search bar

Android:

Android v4 “Ice Cream Sandwich”

1. Open “Settings” on your smart device
2. Search “Version”

Web:

Internet Explorer v8/Google Chrome v16/Safari 5.0/Firefox 9.0/Opera 11.5

1. Version is typically found under the browser’s settings/about section

Log In for the First Time

All Platforms:

1. From login page, enter username and temporary password found in email from Photon
2. Click “Log In”
3. You will receive a text message and email with a 5-digit activation code
 - Note: Each device (smart phone/desktop/tablet) requires a one-time activation code
4. Enter 5-digit activation code and click “Register”
5. Create a new password - Follow password requirements listed at the top of the screen
6. Click “Change Password”
7. iOS: Tap hospital name then “Accept” - Android: Tap green checkmark - Web: Click “Accept”
 - Note: If you reject the invitation or cannot login for any reason you will need to contact the hospital’s Photon System Administrator to be re-invited

Set Callback Number

Emergency Provider/Support User:

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

Reset Password

iOS:

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”

Android:

1. From the login screen tap “Forgot?”
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. Tap the back arrow to return to log in screen
5. Enter your username and temporary password in Photon and tap “LOG IN”
6. Create a new password - Follow password requirements listed at the top of the screen
7. Tap “RESET PASSWORD”

Web:

1. From login page click “Reset Password”
2. Type in email registered with Photon and click submit
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 click “Sign In”
5. Create a new password - Follow password requirements listed at the top of the screen
6. Click “Change Password”

System Administrators:

1. Click “Users” on the left side of the screen
2. In the search bar type desired user - Select name
3. Click “Reset Password” on the right side of the screen
 - **Note:** A temporary password will be sent to the user via SMS message and email

Clear System Lockout

All End User Platforms:

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(s) to regain access

System Administrators:

If a user has 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 a user is able to reattempt login. If attempts continue prior to lockout completion the 20-minute period will restart.
- B. **90 Days of Inactivity:** A Photon System Administrator must manually clear the lockout.
 1. Click “Users” under “Administration” on the left hand side
 2. Choose to:
 - a. Type the name of the desired user in the search area, or
 - b. Select “Lockout/Inactive Accounts” in the dropdown box
 3. Click desired user’s name
 4. Click “Clear Account Lockout”
 - Note: If this option does not show the user is not on system lockout

Filter Photon Patient List (Hospital Specific)

Web:

This applies to users at multiple Photon-enabled facilities

1. Upon login click dropdown menu at top of the page
2. Click desired hospital

Add or Search a Patient

iOS:

Receiving a Photon will automatically add the patient to your list

To manually add a patient:

1. From main screen tap:
 - a. “+”
 1. Type the patient’s: **Name** (first, last or portion of), **Room #** or **MRN**
 2. Tap “Search”
 3. Tap desired patient, or...
 - b. “Search All Patients” bar (Tap to type)
 1. Type the patient’s: **Name** (first, last or portion of), **Room #** or **MRN**
 2. Tap “Search”
 3. Tap desired patient
 - Note: Initially you will be brought to that patient’s chart however once selected they will automatically appear on your patient list as well

Android:

Receiving a Photon will automatically add the patient to your list

To manually add a patient:

1. From main screen tap the magnify glass icon
2. Tap:
 - a. “Add a new patient”
 1. Type the patient’s: **Name** (first, last or portion of), **Room #** or **MRN**
 2. Tap desired patient

Web:

Receiving a Photon will automatically add the patient to your list

To manually add a 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 "Add Patient"
3. Type in either the patient's: Name (first, last or portion of), Room # or MRN
4. Click desired patient

Search "Patients" List

Android:

Only applies to patients currently visible on your list

1. From main screen tap the magnify glass icon
2. Tap "Search my patients"
3. Type the patient's: **Name** (first, last or portion of), **Room #** or **MRN**
4. Tap desired patient to enter patient chart

Delete a Patient

iOS:

1. From main screen swipe left over desired patient
2. Tap "Delete"

Android:

1. From main screen hold your finger down on desired patient – It will highlight blue
2. Tap the trash can icon
 - Note: Repeat step one to delete multiple patients at once

Web:

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 "Remove" to the right of desired patient
3. Click "OK"

Hand Off & Remove Patient

iOS:

1. From main screen tap desired patient
2. Tap "Options"
3. Tap "Hand Off & Remove Patient"
4. Type in the provider's name (first, last or a portion of)
 - Note: You may also click "Current Users" that includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
 - Note: If your facility uses Scheduling you may also click "On-Call Specialists," which is a **real-time** list of providers on-call
5. Tap desired recipient
6. "Hand Off to User" confirmation appears - Select "OK"
7. Patient is now removed from your patient list and will appear on the recipient's
 - Note: Notify recipient of patient hand off as Photon does not alert the new provider

Android:

1. From main screen tap desired patient
2. Tap the options icon in top right corner
3. Tap “Hand Off & Remove Patient”
4. Type in the provider’s name (first, last or a portion of)
 - Note: You may also click “Current Users” that includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
 - Note: If your facility uses Scheduling you may also click “On-Call Specialists,” which is a **real-time** list of providers on-call
5. Tap desired recipient
6. “Assign to User” confirmation appears - Select “YES”
 - Note: Patient is now removed from your patient list & will appear on the recipient’s
 - Note: Notify recipient of patient hand off as Photon does not alert the new provider

Web:

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

Introduction to “Photon Messaging”

New message composition not only provides the secure HIPAA-compliant message itself but also shares the Photon Patient Chart (real-time radiology images/reports, labs, transcriptions, etc.) with the selected recipient.

Send a message to:

- **Share a patient “Photon chart” with another provider**
- **Request a consultation**
- **Communicate securely & efficiently**
- **Gather physician opinion**

NOTE

*All communication is considered part of the patient chart.
Photon should be used for professional patient discussion only.*

(Topic continued on next page)

Recipient Notification:

All initial communication triggers our urgent cycle. Until opened, message alerts are as follows:

- 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)

(Replies deliver an alert only at message receipt)

You may also **customize** this cycle to particular **notification types (robocall or push)** and **sounds**. If desired, please see “Customize Notifications.”

Related Topics: “Send a New Consult/Message,” “Send Photo(s)/Video” and “Respond to/View a Message”

Send a New Consult/Message

iOS:

All communication will become part of the patient chart

1. From main screen tap desired patient
2. Tap “Messages”
3. Tap the compose new message icon in top right corner
4. Type in the provider’s name (first, last or portion of)
 - Note: You may also click “Current Users” that includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
 - Note: If your facility uses Scheduling you may also click “On-Call Specialists,” which is a **real-time** list of providers on-call
5. Tap desired recipient
 - Note: For multiple recipients repeat step 4 to add each additional provider
6. Tap the textbox to type message, then tap “Send”

*You may also **initiate a phone consultation via photon.**
See “Initiate Phone Consultation via Photon”*

Android:

All communication will become part of the patient chart

1. From main screen tap desired patient
2. Tap the pencil icon in the bottom right corner
3. Type in the provider’s name (first, last or portion of)
 - Note: You may also click “Current Users” that includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
 - Note: If your facility uses Scheduling you may also click “On-Call Specialists,” which is a **real-time** list of providers on-call
4. Tap the desired recipient
 - Note: For multiple recipients repeat step 3 to add each additional provider
5. Tap the textbox to type message, then tap “Send Icon”

*You may also **initiate a phone consultation via photon.**
See “Initiate Phone Consultation via Photon”*

Web:

All communication will become part of the patient chart

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 – You will automatically arrive in “Messages” – Most recent thread open
3. Click “New Message”
4. Type in the provider’s name (first, last or portion of)
 - **Note:** You may also click “Current Users” which includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
 - **Note:** If your facility uses Scheduling you may also click “On-Call Specialists” which is a **real-time** list of providers on-call
5. Click the desired recipient
 - **Note:** For multiple recipients repeat step 4 to add each additional provider
 - **Note:** To delete: Click selected recipient on left
6. Click the textbox to type message, then click “Send”
 - **Note:** Sent message appears, entire thread is open

Chat:

1. From “Chat” homepage tap icon in the upper right-hand corner
2. Type recipient’s name (first, last or a portion of)
3. Tap name – Select destination of choice (phone number or email)
 - **Note:** Repeat step 2-3 to add additional recipients
4. Tap the textbox to type message, the tap “Send”

Or... Access Chat directly through Photon - From “Patients” screen, Tap “Menu,” Tap “Chat” – This will seamlessly access Photon Chat. To return to Photon tap “<”

Emergency Provider:

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. 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”**
4. 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”

Support User:

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”

Call Specialist Feature

Emergency Provider:

To be used if the provider does not have a photon account – For a phone call used in conjunction with Photon see steps for “Initiate Phone Communication via Photon”

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. Enter the provider’s phone number in the bottom left corner
4. 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

Support User:

To be used if the provider does not have a photon account – For a phone call used in conjunction with Photon see steps for “Initiate Phone Communication via Photon”

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

Initiate Phone Communication via Photon

iOS:

Record of call initiation and receipt will be captured via a new message thread through Photon.

*Phone conversations are **not** recorded*

1. From main screen tap desired patient
2. Tap “Messages”
3. Tap the compose new message icon in top right corner
4. Type in the provider’s name (first, last or portion of)
5. Tap the phone icon to right of desired recipient – Confirmation will appear
6. Tap Call – Disclaimer will appear
7. Wait for YOUR PHONE TO RING to establish a secure connection to the recipient
 - Note: Call is always from (575) 915-1861 – It’s recommended to save this number in your phone’s contacts as “Photon” to ensure call recognition
8. Stay on the line to be connected to the selected recipient via Photon

*Initiated phone calls will **add the patient to your Photon list** similar to a received message*

Android:

Record of call initiation and receipt will be captured via a new message thread through Photon.

*Phone conversations are **not** recorded*

1. From main screen tap desired patient
2. Tap the pencil icon in the bottom right corner
3. Type in the provider's name (first, last or portion of)
4. Tap the phone icon to left of desired recipient – Confirmation will appear
5. Tap Yes – Disclaimer will appear
6. Wait for YOUR PHONE TO RING to establish a secure connection to the recipient
 - **Note:** Call is always from (575) 915-1861 – It's recommended to save this number in your phone's contacts as "Photon" to ensure call recognition
7. Stay on the line to be connected to the selected recipient via Photon

*Initiated phone calls will **add the patient to your Photon list** similar to a received message*

Send Photo(s)/Video

iOS:

All Photos sent will automatically appear under Photos & Video within the Photon Patient Chart

1. From main screen tap desired patient
2. Tap "Messages"
3. Tap the compose new message icon in the top right corner or tap existing message thread
 - A. **New Message:** Type recipients name, tap "On-Call Specialists" or "Current Users"
 - B. **Existing Message:** Tap desired Message thread
4. Tap the paperclip icon
5. Tap:
 - A. **Take Photo or Video:** Take Photo/Video then tap "Use Photo/Video" to send
 - B. **Choose Existing** (Photo is resident on your smart device): Tap desired photo/video
6. Tap "Use Photo" or "Retake" to send

Android:

All Photos sent will automatically appear under Photos & Video within the Photon Patient Chart

1. From main screen tap desired patient's name
2. Tap the pencil icon in bottom right corner or tap existing message thread
 - A. **New Message:** Type recipients name, tap "On-Call Specialists" or "Current Users"
 - B. **Existing Message:** Tap desired Message thread
3. Tap camera icon
4. Tap:
 - A. **Take Photo or Video:** Tap "Take Picture" or "Record Video" to insert into textbox
 - **Note:** You may add a written note to accompany the recording
 - B. **Add Existing:** (Photo that is resident on your smart device): Tap photo or video
5. Tap "Send Icon"

Chat:

All Photo(s) and/or Video exchanged are HIPAA-compliant – Never resident on your smart device

1. From "Chat" homepage, Choose to send photo(s)/video in either a new or existing message
2. Tap camera icon
3. Tap "Take Photo or Video" – Take image
4. Tap "Use Photo" or "Use Video" to send

Respond To/View Message

iOS:

All communication will become part of the patient chart

1. From main screen tap patient with the green badge
2. Tap “Messages”
3. Tap desired message
4. Tap the textbox to type
 - **Note:** Tap the paperclip to attach a HIPAA-compliant photo or video
 - **Note:** All photos **taken within Photon** are never resident on your device
5. Tap “Send”

Android:

All communication will become part of the patient chart

1. From main screen tap desired patient
2. Tap desired message
3. Tap the textbox to type message
 - **Note:** Tap camera icon to attach a HIPAA-compliant photo or video
 - **Note:** All photos **taken within Photon** are never resident on your device
4. Tap the send icon

Web:

All communication will be become part of the patient chart

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 the patient(s) with the green badge – You will automatically arrive in “Messages”
3. Click desired message – Most recent thread will be open upon arrival
4. Click the textbox to type message
 - **Note:** You are unable to take or add photos and/or video through the Web Version of Photon – Use the Photon mobile application to take & send HIPAA-compliant images
5. Click “Send”

Mark Response as Urgent

iOS:

Initial communication is automatically marked “urgent” - All others must be manually marked

1. After sending a message two icons will appear to the left of your text
2. Tap the exclamation point – It will turn red
 - **Note:** ***Until opened*** the recipient will be notified as follows:
 - o An *audible push notification* will be administered at:
 - Message creation
 - After both 5 and 10 minutes
 - o A *robocall* will be administered after 15 minutes
 - o This cycle will repeat once (30 minutes in total)

*You may also **customize** this cycle to particular **notification types (robocall or push)** and **sounds**. If desired, please see “Customize Notifications.”*

Android:

Initial communication is automatically marked “urgent” - All others must be manually marked

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Web:

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1. After sending a message two icons will appear to the left of your text
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 - **Note: *Until opened*** the recipient will be notified as follows:
 - o An *audible push notification* will be administered at:
 - Message creation
 - After both 5 and 10 minutes
 - o A *robocall* will be administered after 15 minutes
 - o This cycle will repeat once (30 minutes in total)

*You may also **customize** this cycle to particular **notification types (robocall or push)** and **sounds**. If desired, please see “Customize Notifications.”*

Customize Notifications

iOS:

Feature largely beneficial overnight and while in surgery

1. From main screen tap “Menu”
2. Tap “My Profile”
3. Tap “Notification Schedules”
4. Tap “+”
5. Tap Start and End Time to create timeframe
6. Select notification at each desired five minute interval (spanning 30 minutes)
 - **Note:** A *robocall or push notification* may be chosen – Tap “Type”
 - **Note:** Any push notification chime may be changed – Tap “Chime”
7. Tap “Save” - Timeframe appears first under “Schedules”
 - **Note:** Each schedule may be turned on/off and will reside until deleted
 - **Note:** To delete – Swipe Left

Robocall provides a **“Press 1” option** accessible once call is answered. This allows a circulating nurse to answer a physician’s locked phone and press one to directly connect to the sender.

Android:

Feature largely beneficial overnight and while in surgery

1. From main screen tap icon in top left corner
2. Tap “System Settings”
3. Tap “Notification Schedules”
4. Tap “+”
5. Tap Start and End Time to create timeframe
6. Select notification at each desired five minute interval (spanning 30 minutes)
 - Note: A *robocall* or *push notification* may be chosen – Tap “Type”
 - Note: Any push notification chime may be changed – Tap “Chime”
7. Tap “Save” - Timeframe appears first under “Schedule”
 - Note: Each schedule may be turned on/off and will reside until deleted
 - Note: To delete – Hold finger down on desired timeframe – Tap “Delete”

Robocall provides a **“Press 1” option** accessible once call is answered. This allows a circulating nurse to answer a physician’s locked phone and press one to directly connect to the sender.

Web:

Feature largely beneficial overnight and while in surgery

1. Click your picture in top right corner
2. Click “My Account”
3. Click “Notifications”
4. Click “New” next to “Schedules”
5. Click dropdown box under Start and End Time to create timeframe
6. Select notification at each desired five minute interval (spanning 30 minutes)
 - Note: A *robocall* or *push notification* may be chosen – Click appropriate dropdown
 - Note: Any push notification sound may be changed – Click appropriate dropdown
7. Tap “Save” - Timeframe appears first under “Schedules”
 - Note: Schedule will reside until deleted – May be turned “on/off” in mobile app
 - Note: To delete – Click “Remove”

Robocall provides a **“Press 1” option** accessible once call is answered. This allows a circulating nurse to answer a physician’s locked phone and press one to directly connect to the sender.

Request Message Confirmation – Sender

iOS/Android/Web:

Every message will be marked as “read” when opened - By requesting confirmation you are notified that the message has been acknowledged by the recipient

1. After sending a message two icons will appear to the left of your text
2. Click the checkmark – It will turn green

Acknowledge Message Confirmation – Recipient

iOS/Android/Web:

Every message will be marked as “read” when opened - By requesting confirmation the sender is asking the recipient to confirm that the message has been received and acknowledged

1. When a confirmation request has been made a grey checkmark will appear to the right of the message
2. Click checkmark to acknowledge message – Click Confirm (Checkmark will turn green)

Reply Via Phone Call to a Photon Message

iOS:

All providers communicated with through Photon may also be easily reached via phone call

1. From main screen tap desired patient
2. Tap “Messages”
3. Tap desired message thread
4. Tap the phone icon – All providers in the message thread will be listed (by name)
5. Tap desired name to automatically generate a phone call
 - Note: Call logged as a consult *reply* in message thread. Ex – “John Doe, MD initiated a call to Michael Smith, MD.” *Phone call* is not recorded.

Android:

All providers communicated with through Photon may also be easily reached via phone call

1. From main screen tap the desired patient’s name
2. Tap desired message thread
3. Tap the phone icon - All providers in the message thread will be listed (by name)
4. Tap desired name to automatically generate a phone call
 - Note: Call logged as a consult *reply* in message thread. Ex – “John Doe, MD initiated a call to Michael Smith, MD.” *Phone call* is not recorded.

Turn Notifications On/Off – Patient Specific

iOS:

1. From main screen tap desired patient
2. Tap “Options” – Last menu item
3. Tap “Notifications”
4. Tap desired notification to turn “on” or “off”
5. Tap “<” in the top left corner to save selections
 - Note: Ensure notification is deactivated after receipt if one item. Otherwise audible alerts for selected notification will continue.

Android:

1. From main screen tap desired patient
2. Tap options icon in top right corner
3. Tap “Notifications”
4. Swipe desired notification to turn “on” or “off”
5. Tap back arrow to save selections

Web:

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 “Notifications”
5. Click desired notification to turn “on” or “off”
6. Click “Save”

Turn Notifications On/Off – All Patients

iOS:

1. From main screen tap “Menu” on the left
2. Tap “My Profile”
3. Tap “Notifications For All Patients”
4. Tap desired notification to turn “on” or “off”
5. Tap “<” in the top left corner to save selections

Android:

1. From main screen tap icon in the top left corner **OR** ‘swipe’ screen from left to right
2. Tap “System Settings”
3. Tap “Notifications for All Patients”
4. Swipe desired notification to turn “on” or “off”
5. Tap the back arrow to save selections

Web:

1. Upon login click your name in the top right corner
2. Click “My Account”
3. Click “Notifications”
4. Click desired notification to turn “on” or “off”
5. Click “Save”

View Photos & Video

iOS

1. From main screen tap desired patient
2. Tap “Photos & Video”
3. Tap thumbnail to view
 - Note: Zoom in and out with a pinching motion

Android:

1. From main screen tap desired patient
2. Tap the photos icon next to “Messages”
3. Tap thumbnail to view
 - Note: Zoom in and out with a pinching motion

Web:

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 “Photos & Video”
4. Click thumbnail to view

Attach Photo(s) and Video Directly to Patient Chart

iOS:

Once a photo and/or video is added to the patient chart they cannot be removed

1. From main screen tap desired patient
2. Tap “Photos & Video”
3. Tap the camera icon
4. Choose:
 - a. “Take Photo or Video”
 - Note: Popup box may appear, tap “Allow” for functionality
 - b. “Choose Existing” (Photo is resident on your smart device)
5. Tap “Use Photo” or “Retake”

Android:

Once a photo and/or video is added to the patient chart they cannot be removed

1. From main screen tap the desired patient
2. Tap the photos icon next to “Messages”
3. Tap the icon in bottom right corner
4. Choose:
 - a. “Take Picture” or “Record Video”
 - b. “Choose Existing” (Photo that is resident on your smart device)
5. Tap “OK”

View Demographics/ER

iOS:

1. From main screen tap desired patient
2. Tap “Demographics/ER”
 - Note: Items with a number indicate information is available – Tap to access

Android:

1. From main screen tap the desired patient
2. Tap the third icon in the list at top of screen
 - Note: Items with a number indicate information is available – Tap to access

Web:

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 “Demographics/ER”
 - Note: If text is blue information for that item available – Tap to access

View/Print Facesheet

iOS:

To View:

1. From main screen tap desired patient
2. Tap “Facesheet”
 - Note: Zoom in and out with a pinching motion

To Print (*Must have air-print capability*):

1. Tap “Print”
2. Select printer and number of copies
3. Tap “Print”

Android:

To View:

1. From main screen tap desired patient
2. Tap dog-eared paper icon next to beaker icon
 - Note: Zoom in and out with a pinching motion

To Print (*Device must be paired with a wireless printer*):

1. Tap printer icon
2. Tap arrow icon in top right corner
3. Select printer or download as PDF
4. Select number of copies and Tap “Print”

Web:

To View:

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 “Facesheet”

To Print:

1. Click printer icon in toolbar

View Labs

iOS:

1. From main screen tap desired patient
2. Tap “Labs”
3. Tap desired lab (Ex. CBC)
 - Note: To quickly move from lab to lab, swipe left or right
 - Note: Tap on any lab value to view trend

Android:

1. From main screen tap desired patient
2. Tap beaker icon at top of screen
3. Tap desired lab (Ex. CBC)
 - Note: To quickly move from lab to lab, swipe left or right
 - Note: Tap on any lab value to view trend

Web:

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 “Labs”
4. Click desired lab

View Vital Signs

iOS:

1. From main screen tap desired patient
2. Tap “Vital Signs”
 - **Note:** Most recent vital sign will show on main vitals page
3. Tap desired vital sign to view previous results

Android:

1. From main screen tap desired patient
2. Tap stethoscope icon at top of screen
 - **Note:** Most recent vital sign will show on main vitals page
3. Tap desired vital sign to view previous results

Web:

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 “Vital Signs”
4. Click “View History” of desired vital sign to view previous results

View Radiology (Images and Reports)

iOS:

1. From main screen tap desired patient
2. Tap “Radiology”
 - **Note:** Swipe between thumbnails within each modality to view all studies available
 - **Note:** You may toggle between images and reports at the bottom of the screen
3. Tap a study within a desired modality
 - **X-Rays:** Swipe left for multiple images if applicable
 - **CT, MRI, US:** View first image set by sliding the circle left or right, or tap play
 - **Note:** Different image sets located at bottom of the screen – Tap to access
 - **Note:** The double arrows will move the study one slice at a time
4. Tap “Report” in upper right-hand corner within a study
 - **Note:** If “Report” is greyed out it is not yet completed

Android:

1. From main screen tap desired patient
2. Swipe left on icons at the top of the screen – Tap x-ray icon
 - Note: Swipe between thumbnails within each modality to view all studies available
 - Note: Tap dog-eared x-ray icon at top of screen to view radiology reports
3. Tap a study within a desired modality
 - X-Rays: Swipe left for multiple images if applicable
 - CT, MRI, US: View first image set by sliding the circle left or right, or tap play
 - Note: Different image sets located at bottom of the screen – Tap to access
 - Note: The double arrows will move the study one slice at a time
4. Tap “Report” in upper right-hand corner within a study
 - Note: If “Report” is greyed out it is not yet completed

Web:

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 “Radiology”
4. Click desired thumbnail or report
 - X-Rays: Click double arrows for multiple images if applicable
 - CT, MRI, US: View first image set by sliding the blue circle left or right
 - Note: Different image sets located at bottom – Click to access
 - Note: The double arrows will move the study one slice at a time

View Cardiology (Images and Reports)

iOS:

1. From main screen tap desired patient
2. Tap “Cardiology”
 - Note: Swipe between thumbnails within each modality to view all studies available
 - Note: You may toggle between images and reports at the bottom of the screen
3. Tap a study within a desired modality
 - EKG: Swipe left for multiple images if applicable
 - Note: Zoom in and out with a pinching motion
 - Note: Tap “Print” if desired (*Must have air-print capability*)
 - US, CATH: View first image set by sliding the circle left or right, or tap play
 - Note: Different image sets located at bottom of the screen – Tap to access
 - Note: The double arrows will move the study one slice at a time
 - Note: Tap “Report” to the right of images to view reports

Android:

1. From main screen tap desired patient
2. Swipe left on icons at the top of the screen – Tap EKG icon
 - Note: Swipe between thumbnails within each modality to view all studies available
3. Tap a study within a desired modality
 - EKG: Swipe left for multiple images if applicable
 - Note: Zoom in and out with a pinching motion
 - Note: Tap “Print” if desired (*Device must be paired with a wireless printer*)
 - US, CATH: View first image set by sliding the circle left or right, or tap play
 - Note: The double arrows will move the study one slice at a time
 - Note: Tap “Report” in the upper right hand corner within a study

Web:

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 “Cardiology”
4. Click on desired thumbnail or report
 - EKG: Click double arrows for multiple images if applicable
 - US, CATH: View first image set by sliding the blue circle left or right
 - Note: Different image sets located at bottom – Click to access
 - Note: The double arrows will move the study one slice at a time

View Transcriptions**iOS/Web:**

1. From main screen click desired patient
2. Click “Transcriptions”
3. Click desired transcription

Android:

1. From main screen tap desired patient
2. Swipe left on icons at the top of the screen
3. Tap dog-eared paper icon at end of list
4. Tap desired transcription