

EDUCATION AND TRAINING STAFF GUIDE

Education and Training Staff (ETS) drive the continued success and adoption of “Photon” within their facility. ETS members will be trained to become certified Photon experts responsible for **Initial Photon Education** and **Troubleshooting/Support**.

Please Note: ETS do not have the ability to register a new user. In order to facilitate this process simply gather and provide SA with the following:

| Full Name | Title (MD, DO, PA, etc.) | Specialty | Email Address | Cell Phone # |
|-----------|--------------------------|-----------|---------------|--------------|
|-----------|--------------------------|-----------|---------------|--------------|

Initial Photon Education - EU training should average 15 minutes

What is Photon?

To insure proper utilization ETS must generate user understanding by reinforcing Photon’s unique concept. A clear introduction to the system will avoid possible confusion and/or misconceptions.

Via a smart device or desktop:

| | |
|---|---|
| Send & Receive | User Generated Content: <ul style="list-style-type: none"> - HIPAA-compliant messages - Photos - Video |
| Access Real-time Patient Information | Hospital Generated Content: <ul style="list-style-type: none"> - Demographics/ER - Labs - Vital Signs (where available) - Radiology - Transcriptions - Cardiology (where available) |
| Set Notifications | <ul style="list-style-type: none"> - Be alerted to information you need in real-time |
| All-in-One | <ul style="list-style-type: none"> - When a Photon is sent the entire Photon chart is shared with (the) message for instant access |

A phone call may also be generated through the system. This option allows for synchronous conversation in conjunction with the benefits of a sent Photon. Please see [Initiate Phone Communication via Photon](#).

Though EUs will focus on specific features depending on workflow the following addresses main functionality for all users:

Add or Search a Patient

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 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

Send a New Message

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”

Send a Photo/Video

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

Initiate Phone Communication via Photon

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*

Troubleshooting/Support – Use in conjunction with “Physician Frequently Asked Questions”

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