

# Desktop Utilization Guide

## **To Access Photon:**

Within any web browser go to [www.photonapp.net](http://www.photonapp.net)

### **Log In for the First Time**

1. Enter your received username and temporary password – Sent via text and email from Photon
2. Tap “Log In”
3. You will now be sent a 5-digit activation code to your cellphone from (575) 915-1861 and to your email from Photon Medical Communications, Inc. or [system@photonmed.net](mailto:system@photonmed.net)
4. Enter 5-digit activation code and click “Register”
5. Create your new password and type it in twice
  - **Note:** Please abide to password requirements at the top of the screen
6. Click “Change Password”
7. 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

### **Add a Patient**

*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

### **Send a New Message/Consult**

*All communication will become part of the patient chart*

1. Click “Patients” on the left side of the 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

### **Respond To/View Message**

*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”

***Real-time clinical data is available within each patient under “Hospital Information” - Demographics/ER, Facesheet, Labs, Radiology, Transcriptions, Vitals, and CPACS.***

***Click desired item to view. All data is shared with recipient when a consult/message is sent.***

# FREQUENTLY ASKED QUESTIONS (FAQs)

## 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

## When I log into Photon will my patient list be auto-populated?

This is dependent upon user registration. Each provider has a unique identifier provided by the hospital that may be used to prepopulate your patient list. For further information please contact your facility's Photon System Administrator(s).

In addition, your patient list may be populated through...

- **A Received Photon:** That patient will automatically appear on your "Patients" screen making all communication and their real-time Photon patient chart accessible.
- **Manually Adding a Patient:** You are able to search registered patients (in/out patient) to build your personal Photon list.

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

Type the desired recipient's name into the "To:" field (mobile) or "Search" field (web) while creating a new message. If s/he does not populate below that provider is not yet on Photon.

## How do I know if a provider received my Photon?

After a message is sent this appears below your text: "Sent – 10/8 11:07 AM." Once the recipient has opened your message it will read as follows: "Read – 10/8 11:16 AM."

All messages sent and received become part of the Photon patient chart, which is provided to the hospital in a PDF post discharge.

## How long is patient information available?

Photon defaults to a 90-day period but this may differ depending upon your organization's policies.

- **Inpatient:** Once added, patients will remain on your list through inpatient status for to 96-hours post-discharge. If necessary they may be deleted prior to timeframe completion.
- **Discharged Patient:** When added post-discharge patients will remain on your list for 96-hours. All patient data may be **viewed** up to 90 days post-discharge however additional user-generated information (messages/photos/video) cannot be added past encounter completion.

## Am I able to share user-generated information?

Yes, Photon facilitates the sharing of HIPAA-complaint photo and video. The mobile application must be used to generate this content, which is never resident on your smart device.