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General Information

This section describes the general user interface, the navigation bar, the Dashboard, Presence, notifications, Personal users, clinical users and non-clinical users, and how to log in and out of MH-CURE.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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**Intended Use**

MH-CURE is intended for communication and collaboration use.

MH-CURE should not be used for active patient monitoring.

**Device OS Compatibility**

For information on device OS compatibility, see *MH00160 MH-CURE Device OS Compatibility*. 
Logging In/Out

This section describes Logging In, New User Verification and PIN Setup, Lock Screen PIN, and Logging Out.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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<th>Page</th>
</tr>
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<tr>
<td>Logging Out</td>
<td>15</td>
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</tbody>
</table>
Logging In

MH-CURE uses Active Directory, which allows you to log in using your hospital network credentials.

**NOTE:** If you experience any problems logging in, contact the Help Desk.

To log in:

1. Enter your **USERNAME**.
2. Enter your **PASSWORD**.
3. Press **Login**.

**NOTE:** First time users are prompted for verification. See: [New User Verification and PIN Setup](#)
New User Verification and PIN Setup

The first time you log into MH-CURE, you are asked to verify your Name and Role.

1. Verify that your Name and Role are correct and do one of the following:
   - If the information is correct, press CORRECT.
   - If the information is not correct, press INCORRECT to end the session.

   **NOTE:** Contact the Help Desk if your Name or Role is incorrect.

2. Depending on your administrative settings, the Terms and Conditions display.
   - If the screen does not display, proceed to the next step and set up your PIN.
   - If the Terms and Conditions screen displays:
Read the **Terms and Conditions**.

- Press **Agree** and proceed to the next step.
- Press **Decline** to terminate the login process.

3. When prompted to set up your new PIN, press **Continue**.

![Set your new PIN](image)

**TIPS:**
- This 4-digit numeric code is used to unlock the MH-CURE application.
- If your device goes idle, you are prompted to enter your unlock code to use MH-CURE.

4. Enter your new PIN, and then enter your PIN again to confirm.

   After the PIN is confirmed, the MH-CURE **Dashboard** displays.

---

**TIP:** If you are a user with a personal device that supports a fingerprint reader, a fingerprint reader can be used to unlock MH-CURE after the first log in.
Lock Screen PIN

**NOTE:** If you enter an incorrect PIN [N] times, you are logged out. You are prompted to reset your PIN at your next login. [N] is a setting in the Web Admin.

1. Log into MH-CURE.
2. Press Lock at the bottom of the Dashboard.

3. Select **Forgot PIN?**
4. Press **YES** on the pop up.

Upon pressing **YES** you are logged out automatically.

5. Log into MH-CURE. A prompt displays requesting you to set your new PIN. Press **Continue**.

6. You are prompted to set a 4-digit PIN. Enter your new PIN.

7. You are prompted to verify your PIN. Retype your new PIN.
Logging Out

NOTES:

- This logs you out of the application and unassigns all patients that were assigned to you via MH-CURE.
- The Unassign All My Patients feature is recommended for sites that use MH-CURE as the source of truth for staff assignments. For sites whose source of truth is the nurse call system or EMR, Mobile Heartbeat recommends disabling Unassign All My Patients functionality from shared devices in the Web Admin.
- You do not receive notifications via push notifications after logging out.
- You can logout using Lock on the Dashboard, but it does not have the Unassign All My Patients option.

2. Press **Logout**.

Unassign All My Patients
You will be removed from the dynamic care team of all your patients.

Logout stops all notifications
You will not receive notifications until next login. Also, you will appear as offline to other users.

[LOGOUT]
Personal Devices

This section describes authenticating your personal device and persistent session.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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Authenticate Your Personal Device

NOTES:

- All of your messages and alerts are sent to this device only.
- The following is managed in the Web Admin: notifications stop on your personal device if you log into a shared device. Once you log back into your personal device, notifications resume.

1. Log into your account.

2. A pop up displays authorizing that the device is associated with your account, press OK.
Persistent Session

Persistent sessions are only applicable to BYOD (personal device) users.

If MH-CURE is opened after your persistent session ends, you are logged out. (Your Presence changes from Active to Offline.)

What is a Persistent Session?

After the first log in to your personal device, a persistent session allows you to log into MH-CURE without entering your user name/password during a particular time duration. The time duration (N days) is configured in the Web Admin. The persistent session always expires at 3 AM.

TIP: Persistent session works similarly to email on your phone where you log in once and access all emails without logging in each time you want to view your inbox.

Are Persistent Sessions Secure?

Even though you do not enter your username/password each time, MH-CURE checks for your authentication with Active Directory each time you access the app. You must enter your personalized PIN, fingerprint reader, and face recognition to open MH-CURE.

Why are Persistent Sessions Useful?

If you swipe MH-CURE out of memory the user does not have to re-enter their username/password to get into MH-CURE. You will continue to receive notifications without logging into MH-CURE until you re-open MH-CURE for the first time after your persistent session has expired.

RESTRICTION: If you deliberately log out of MH-CURE, you must enter your username/password again.

Notifications and Persistent Sessions

You will receive notifications after your persistent session expires at 3 AM.

When you open MH-CURE after your persistent session expires, you can do one of the following:

- You can log in again manually, which will begin a new persistent session. Once you log in, you receive notifications.
- You can background the app, meaning you do not log into MH-CURE.
Persistent Session Use Cases

MORNING SHIFT EXAMPLE (7 AM to 7 PM):

1. Log into MH-CURE at 7 AM on your personal device using your username/password.
   
   This begins your persistent session.
   
2. When you use a different app or lock your phone when not in use, each time you return to MH-CURE you are prompted for either your TouchID (iOS only), Face ID (iOS only), or your PIN, never your username/password.
   
3. Your shift ends at 7 PM.
   
4. At 3 AM, your persistent session ends.
   
5. At your next shift, you are required to log back into MH-CURE using your username/password.

   Your persistent session begins again.

OVERNIGHT SHIFT EXAMPLE (7 PM to 7 AM):

1. You open MH-CURE at the start of your shift, but then background the app and do not use it again until 4 AM.

   During this time, your persistent session has expired (3 AM has passed), but you still receive push notifications and you remain Active.
   
2. When you open MH-CURE at 4 AM, you are prompted to enter your password manually.
   
   - If you enter your password, you have started a new persistent session and continue to receive notifications.
   
   - If you do not log back into MH-CURE and background the app, you do not receive notifications until you manually login again and begin a new session.
User Interface

This section describes the **Dashboard** and the navigation bar.

The **Dashboard** includes:

- Name
- **Presence**
- **Assigned Units**
- **Dynamic Roles**
- **Phone**
- **Broadcasts**
- **More**
- **Lock**
- **Logout**
- **Launch Points**

The Navigation bar includes:

- **Dashboard**
- **Patients**
- **Texts**
- **Contacts**
- **Alerts**

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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## Dashboard Layout

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<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Name</strong>: This is the name that displays in MH-CURE to other users in your directory.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Presence</strong>: Displays your presence to every person in your directory. Options include <em>Active</em>, <em>Busy</em>, and <em>Offline</em>.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Assigned Units</strong>: Displays the units and hospitals you are self-assigned to.</td>
</tr>
<tr>
<td>4</td>
<td><strong>Dynamic Roles</strong>: Press dynamic roles to view dynamic roles that are available for assignment. If you assign yourself to a dynamic role, it displays on the <strong>Dashboard</strong>.</td>
</tr>
<tr>
<td>Android Personal</td>
<td>#</td>
</tr>
<tr>
<td>------------------</td>
<td>---</td>
</tr>
<tr>
<td><img src="image" alt="Android Personal" /></td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>9</td>
</tr>
</tbody>
</table>

Missing from figure: App-to-URL Launch Points display under Features.
Navigation Bar

The Navigation bar includes access to **Dashboard**, **Patients**, **Texts**, **Contacts**, and **Alerts**.

<table>
<thead>
<tr>
<th>Android Personal</th>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Navigation Bar" /></td>
<td>1</td>
<td><strong>Dashboard</strong>: The Dashboard is your home screen. It includes your Presence, Assigned Units, Dynamic Roles, Affiliated Hospitals, Phone, Broadcasts, More, Lock, and Logout options.</td>
</tr>
</tbody>
</table>
| | 2 | **Patients**: Use Patients to view all patients that are All Assigned and All in Units.  
All Assigned: All your assigned patients regardless of what unit you are in.  
All in Units: All patients in your assigned units regardless of whether the patients are assigned to you. |
| | 3 | **Texts**: Use Texts to send and receive one-to-one or group text messages. |
| | 4 | **Contacts**: Use Contacts to view users in your directory. You can view these users by browsing through Search All Contacts, My Units, Any Unit, Hospital, and Favorites. |
| | 5 | **Alerts**: Use Alerts to view the following alerts: nurse call, patient discharge, critical labs, abnormal labs, unassign patient, new patient assigned, pager, and system. |
Clinical Users and Non-Clinical Users

There are two types of users and their access to patient information varies depending on their assigned type:

- Clinical User
  - A clinical user with access to confidential patients has full access to patient confidentiality information.
  - A clinical user without access to confidential patients has limited access to patient confidentiality information.

NOTE: All confidential patients display with the (C) icon.

<table>
<thead>
<tr>
<th>Clinical User with Access to Confidential Patients</th>
<th>Clinical User without Access to Confidential Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 (C) Frost Edith F DOB 02/12/1971</td>
<td>11 (C) Confidential Patient DOB ********</td>
</tr>
</tbody>
</table>

- Non-clinical users do not have access to patient information.

Patient Confidentiality for Clinical Users

Only clinical users have access to patient confidentiality data. Patient confidentiality is a permission set in the Web Admin.

For information on what each user sees, go to the following topics:

- Confidential Access in Viewing Contact Details
- Confidential Access in Viewing Patient Data
- Confidential Access in Viewing Patient Details
- Confidential Access Viewing Patient Picks in a Broadcast Group Message
Presence

Your Presence or a contact's Presence is indicated by a colored word.

These options include:

- Active
- Busy
- Offline

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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User Actions Affecting Presence

Numerous actions in MH-CURE affect user presence. Use the table below to understand specific actions and consequences.

**NOTE:** <n> = number. This number is determined by your hospital's settings.

**EXAMPLE:** PRESENCE set to Offline after 15 seconds.

<table>
<thead>
<tr>
<th>If the user does this...</th>
<th>...and is using a Personal Device, then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logs into MH-CURE</td>
<td>PRESENCE set to Active.</td>
</tr>
<tr>
<td>Quits MH-CURE (Swipe Up)</td>
<td>PRESENCE remains Active.</td>
</tr>
<tr>
<td>Selects Busy Presence</td>
<td>PRESENCE set to Busy.</td>
</tr>
<tr>
<td>Is on a phone call</td>
<td>PRESENCE remains Active.</td>
</tr>
<tr>
<td>Disconnects from the server for any reason*Note 1</td>
<td>PRESENCE remains Active.</td>
</tr>
<tr>
<td>Sets auto off-duty timer</td>
<td>PRESENCE set to Offline at time specified.</td>
</tr>
<tr>
<td>Logs out of MH-CURE</td>
<td>PRESENCE set to Offline.</td>
</tr>
<tr>
<td>Allows a personal device authentication token to expire*Note 2</td>
<td>PRESENCE set to Active.</td>
</tr>
<tr>
<td>Docks the device or connect it to a power supply*Note 3</td>
<td>No change occurs.</td>
</tr>
<tr>
<td>Uses any other app on phone other than MH-CURE (MH-CURE goes to background)</td>
<td>PRESENCE remains Active after &lt;n&gt; minutes.</td>
</tr>
</tbody>
</table>

*Note 1: There are three Web Admin settings that modify behavior when server is disconnected. In addition, the server is disconnected for personal device users shortly after MH-CURE is moved to the background. The most common reasons for being disconnected from the server are losing Wi-Fi and cellular data.

*Note 2: There is a Web Admin setting that modifies the time an authentication token is set for a personal user. After the authentication token expires, a personal device user is logged out within 5 minutes for security purposes. The user can log back in to receive a new token. The user continues to receive push notifications unless they deliberately log out of MH-CURE or go off-duty.

*Note 3: There are Web Admin settings that modify behavior when a shared device is docked or connected to a power supply. One setting controls whether or not the user is automatically logged out upon charging. Another setting controls the amount of time after logging out until assigned patients are unassigned.
Contact Presence Options and Display

The presence of every user is displayed in various locations of the user interface using the display below:

<table>
<thead>
<tr>
<th>Presence Option</th>
<th>Presence Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Active</td>
</tr>
<tr>
<td>Busy</td>
<td>Busy</td>
</tr>
<tr>
<td>Busy - With Patient</td>
<td></td>
</tr>
<tr>
<td>Busy - Stepped Out</td>
<td></td>
</tr>
<tr>
<td>Busy - On the Phone</td>
<td></td>
</tr>
<tr>
<td>NOTE: On the Dashboard and on the Contact Details screen, the full busy status is shown.</td>
<td></td>
</tr>
<tr>
<td>Offline</td>
<td>Offline</td>
</tr>
</tbody>
</table>

Effect of Presence Setting on Notifications

<table>
<thead>
<tr>
<th>If the user is in this PRESENCE</th>
<th>...and is using a Personal Device, then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>All notifications are received</td>
</tr>
<tr>
<td>Busy</td>
<td>All notifications are received</td>
</tr>
<tr>
<td>Offline</td>
<td>No notifications are delivered until next log in</td>
</tr>
</tbody>
</table>
Admin Settings that Affect Presence

In the Web Admin tool, go to Settings>System Settings>User.

![NOTE: <n> = number. This number is determined by your hospital's settings.]

<table>
<thead>
<tr>
<th>If you modify this Web Admin setting...</th>
<th>...and the user is on a Personal Device, then...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Presence updates after connectivity loss interval (seconds)</td>
<td>Presence is set to <strong>Active</strong>.</td>
</tr>
<tr>
<td>Default is 90 seconds.</td>
<td>No impact to the <strong>My Units</strong> list.</td>
</tr>
<tr>
<td><strong>Note:</strong> Personal devices may take up to 5 minutes.</td>
<td></td>
</tr>
<tr>
<td>Removal from <strong>My Units</strong> list after connectivity loss interval (hours)</td>
<td>Presence is set to <strong>Active</strong>.</td>
</tr>
<tr>
<td>Default = 1 hour</td>
<td>User is removed from <strong>My Units</strong> list.</td>
</tr>
<tr>
<td>Auto-logout after connectivity lost period (shared devices only)</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Default = 1 hour</td>
<td></td>
</tr>
<tr>
<td>Logout on charge</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Automatic interval for updating Presence = y seconds</td>
<td>Presence is updated every &lt;n&gt; seconds.</td>
</tr>
<tr>
<td>Default = 5 seconds</td>
<td></td>
</tr>
</tbody>
</table>
Presence Display Locations

User presence locations display in several locations on the MH-CURE User Interface (UI).

NOTE: <n> = number. This number is determined by your hospital's settings.

Presence updates occur:

- When users log in and out in real time.
- Every <n> seconds depending on the Web Admin setting: Automatic interval for updating presence.
- If previously disconnected, contacts auto-sync upon reconnection to MH-CURE.
- When users scroll and pause on a page (for example: scrolling through My Units).

NOTE: Common displays of user presence are Busy, Active, Offline.

LIMITATION: Users do not display in the My Units or Any Unit lists if they are Offline. However, if a user appears as Active but does not display in the My Units or Any Unit list it is due to a Web Admin setting that removes inactive users from the My Units or Any Unit list after <n> hours of inactivity.

A user's presence is shown in the following locations:

- Dashboard
- Contact Details
- Dynamic Care Team list
- Recent calls
- My Units list
- Any Unit list
- Hospital list
- Favorites list
- Recent texts
- Group text details
- Text conversation
- Recent broadcasts
- Broadcast details
Changing Your Presence

Use **Presence** to indicate your online presence to other MH-CURE users.

1. Press **Presence** on the **Dashboard**.

   ![Dashboard](image1.png)

2. Select your online presence, and then press **Done**.

   ![Presence](image2.png)

The **Dashboard** updates automatically with your selected **Presence**.

![Dashboard](image3.png)
Notifications

This section describes the various types of notifications an MH-CURE user receives. Users can control sounds using the device’s hardware button.

These notification types include:

- Broadcasts
- Alerts
- Red and orange banners
- Dynamic roles

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.
Blue Dot for Unread Broadcasts, Texts, and Alerts

Unread notifications and alerts are now marked by a blue dot. Once you have opened the notification, the blue dot disappears.
Controlling Sounds Using the Hardware Button

To mute sounds on your phone, you must use the hardware button of the device.

**LIMITATION:** If you muted MH-CURE using the Sounds icon on the home page in Legacy MH-CURE (versions before 18.2), you still received urgent communications. Beginning with version 19.1, all sounds are controlled via the hardware button and the volume buttons. If you turn your sounds off, you do not hear any ringtones, including any urgent communication.

**TIP:** Depending on your personal device, your user interface may vary slightly from the image shown in this section.

For Android Personal devices, the hardware button is on the left-hand side.

**NOTE:** The hardware button for Android personal devices is called the Volume key.

Although the hardware button is not marked:

- The top of the key increases the volume.
- The bottom of the key decreases the volume.
Broadcasts

You can use **Broadcasts** for rapid one-to-many messaging.

There are two types of **Broadcast** messaging:

- **Quick**: Predefined broadcast message sent to predefined users or roles.
- **Group**: Predefined group of users or roles.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

- Viewing a Broadcast Message .............................................36
- Selecting Broadcasts to Mark as Read .................................38
- Quick Broadcast Details ....................................................41
- Sending a Quick Broadcast Message .................................42
- Confidential Access in Viewing Patient Picks in a Broadcast 45
- Group Broadcast Details ....................................................47
- Sending a Broadcast Message to a Group .........................48

---

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Viewing a Broadcast Message


2. The Recent view opens, and then select a broadcast to view.

3. View Details, including Content, Priority, Sent, and Sender.
TIP: If necessary, press the sender’s name to view their contact details screen.
Selecting Broadcasts to Mark as Read

You have the ability to mark broadcasts as read.

There are two options:

- Mark all broadcasts as read
- Mark a specific broadcast as read

To mark all broadcasts as read:

1. Go to Broadcasts on the Dashboard.

2. The Recent view opens.

3. Press ✉️
4. Press 

![Image]

**NOTE:** This selects both read and unread broadcasts, and changes the icon to.

5. Press 

6. Press **Mark as Read** on the pop up.

The **Recent** view updates and the blue dots disappear.

**To mark a specific broadcast as read:**

1. Go to **Broadcasts** on the **Dashboard**.
2. The **Recent** view opens.

3. Press 🆙.

4. Select the specific broadcast you want to mark as read.

5. Press 🆙.

6. Press **Mark as Read** on the pop up.

   The **Recent** view updates and the blue dot disappears.
Quick Broadcast Details

Unit Only

NOTE: This depends on the units the contacts are assigned to.

If the quick broadcast is configured in the Web Admin to send to a Unit, the user is prompted to select a unit from the list that displays in MH-CURE.

Hospital Only

IMPORTANT: These two items must be true for the broadcast to delivered.

If the quick broadcast is configured in the Web Admin to send to a Hospital group, then users in that group receive a broadcast who are:

- Logged in
- Currently assigned to a unit within the hospital the broadcast group belongs to

Anywhere

If the quick broadcast is configured in the Web Admin to send an Anywhere group, users in that group who are currently logged in receive this broadcast if they are affiliated with the hospital from which the broadcast was sent.
Sending a Quick Broadcast Message


2. Select Quick, and then choose a broadcast from the list that displays.

TIPS:
- This view contains pre-written broadcasts destined for a set of users to quickly send to groups of MH-CURE users.
- Quick broadcasts are managed in the Web Admin.
3. Do one of the following:

**NOTE:** One of the following happens depending on how the Quick broadcasts are configured in the Web Admin. It is possible for quick broadcasts to require one or more of the options below.

- Enter your location.

- Select a patient from the patient list, and then press **Send**.

- Select a Unit.
None of the above.

If neither of those options are specified in the Web Admin, the broadcast prompts you to SEND.
Confidential Access in Viewing Patient Picks in a Broadcast

From the Dashboard, press Broadcasts to display the following data.

- Clinical users with access to confidential patients can see the first and last name of the confidential patient in the patient pick list.
- Clinical users without access to confidential patients see the names of the confidential patients displayed as Confidential Patient in the patient pick list.
- Non-clinical users do not see patients.
Clinical User without Access to Confidential Patients: Patient Pick

Clinical User without Access to Confidential Patients: Patient Pick in Send Broadcast Prompt

Clinical User without Access to Confidential Patients: Patient Pick in Recent View

LIMITATION: Since the Patient Pick list is empty, Non-Clinical users cannot choose a patient; therefore, you cannot send a broadcast with patient context.
**Group Broadcast Details**

Users can send a broadcast to any broadcast group listed. Upon selecting a group, users are prompted to select a Unit, Hospital, or Anywhere.

The list of broadcast groups are determined in the Web Admin, which influences what displays to users in MH-CURE.

**Unit Only**

**NOTE:** This depends on the units the contacts are assigned to.

**IMPORTANT:** All users who belong to this group and are in the specified unit receives the broadcast.

- Selecting Unit displays a unit list.
- The list displays all units available in the hospital to which the broadcast group belongs.

**Hospital Only**

**IMPORTANT:** These three items must be true for the broadcast to be delivered.

Selecting Hospital sends the broadcast to all users who are:

- In the selected broadcast group
- Logged in
- Currently assigned to a unit within the hospital the broadcast group belongs to

**Anywhere**

**IMPORTANT:** These three items must be true for the broadcast to be delivered.

Selecting Anywhere sends the broadcast to all users who are:

- In the selected broadcast group
- Logged in
- Affiliated to the hospital the broadcast group belongs to
Sending a Broadcast Message to a Group


2. To send a message, select the Groups view to choose a group of predetermined users and/or roles.
3. If prompted, select the location you want to send the group broadcast to, and then press **Confirm**.

![Select Location](image1)

**NOTE:** If you select **Unit Only** and you are assigned to multiple units, you must select a unit to send the broadcast to.

4. Specify the following options, and then type the message in the white dialogue box.

![Broadcast](image2)

- Press \(\downarrow\) to change recipient level (**Unit Only**, **Hospital Only**, or **Anywhere**).
- Press \(\uparrow\) to display **Patients** and **Quick Pick**.

**NOTE:** **Quick Pick** and **Patient** can be used together when sending a group broadcast.

- Press \(\uparrow\) to make the Broadcast urgent.

5. To send the broadcast, press \(\rightarrow\).

A pop-up informs you that your broadcast was sent successfully.
Alerts

You can receive and view Alerts from other software integrations. These types of alerts include:

- Nurse Call
- Critical Lab
- Abnormal Lab
- Pager
- System

Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

Viewing Alerts ................................................................. 51
Accepting WCTP Alerts ...................................................... 52
Selecting Alerts to Mark as Read ......................................... 54
## Viewing Alerts

A floating notification appears at the top of your screen. You can either press the notification to view, or you can swipe up to dismiss it and view in **Alerts** on the Navigation bar.

**NOTE:** Unread alerts are indicated by a 🔴.

<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Patient Name</th>
<th>Time</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>H-R Sound Test</td>
<td></td>
<td>10:55 AM</td>
<td></td>
</tr>
<tr>
<td>H-R Sound Test</td>
<td></td>
<td>10:56 AM</td>
<td></td>
</tr>
<tr>
<td>Abnormal Labs Alert</td>
<td>Shelton Arlene</td>
<td>10:20 AM</td>
<td>Abnormal</td>
</tr>
<tr>
<td>Abnormal Labs Alert</td>
<td>Shelton Arlene</td>
<td>10:20 AM</td>
<td>Abnormal</td>
</tr>
<tr>
<td>Critical Labs Alert</td>
<td>Shelton Arlene</td>
<td>10:31 AM</td>
<td>Critical</td>
</tr>
</tbody>
</table>
Accepting WCTP Alerts

MH-CURE can receive and display WCTP action items. These action items may include: Call Back, Accept, or Reject.

The response selection displays in the WCTP alert details screen.

NOTE: Your specific action items may vary depending on the hospital’s Web Admin settings.

Example Procedure: Accepting a WCTP alert

1. In Alerts, select the WCTP alert you want to respond to, or tap the floating notification.

2. The alert opens, which displays the message details and available actions.

Select an action: Call Back, Accept, Reject
3. After you've selected an action, the screen updates automatically with your selection.

**NOTE:** The option to **Call Back** remains on the alert details screen.

If your facility is configured to clear WCTP messages, the following is an example how a **Cleared** alert displays.
Selecting Alerts to Mark as Read

You have the ability to select one (1) or more alerts to mark as read.

There are two options:

- Select specific alerts to mark as read
- Mark all alerts as read

To select specific alerts to mark as read:

1. Go to Alerts on the Navigation bar.
2. Press .
3. Select the alerts you want to mark as read by pressing the empty box.

4. Press .
5. On the pop up, press Mark as Read.

The Alerts view updates.

💡 TIP: In addition to pressing to select alerts as read, you can long press on an alert to mark an alert as read.
To select all alerts as read:

1. Go to **Alerts** on the Navigation bar.

2. Press 🔄.

3. Press 🔄.

   This selects all alerts (read or unread). If you press the icon again, it unselects all alerts.

4. Press 🔄.

5. On the pop up, press **Mark as Read**.

The **Alerts** view updates.
Red and Orange Banners

Banners display at the bottom of the screen. Banners do not interfere with using MH-CURE.

There are two types of banners:

- **ORANGE**: Alerts user to a system issue such as disconnection to Wi-Fi/internet or the SIP server.
- **RED**: Displays when a user has an UNREAD and URGENT:
  - Alert
  - Message
  - Broadcast

Banners show up on all of the screens in MH-CURE except when...

- The keyboard is up
- The user is in a text conversation
- In an active photo session
- The user is on a phone call
- The user is logged out of the app

⚠️ **IMPORTANT**: Only one banner can display at a time.

If both an orange banner and red banner are active:

- Orange banners always take precedence over a red banner.
  
  (If both are active: the orange banner displays, the red banner does not.)

- If an orange banner displays over the red banner, the urgent notifications still display as a badge on the **Alerts** icon located on the Navigation bar.

For more information on these banners, see [Orange Banner](#) and [Red Banner](#).
Orange Banner

Orange notification banners alert the user that immediate action is required.

- An orange banner displays if internet or phone (SIP server) connectivity is lost. Banner examples include:
  - **Phone is disconnected from network**
    (Explanation: The phone is not connected to WiFi/internet; all MH-CURE services unavailable.)
- The orange banner disappears automatically after the device reconnects to the WIFI/internet or the SIP server.
**Red Banner**

*Red* notification banners display unread, urgent alerts, messages, broadcasts, nurse calls, and labs.

- Red banner is persistent until item is read.
- You can tap a red banner to directly open the item.
  - If there is one unread item, it opens directly.
  - If there are two or more unread items of the same type, it opens a list of items.
  - If there are two or more unread items of different types, it opens an action list where you can open the items or lists.
- Red banner format is: (*<Total #> Unread <source>*)
  
Examples include:

- 1 Unread Urgent Alert
- 2 Unread Urgent Messages
- 3 Unread Urgent Items
Dynamic Role

You can use **Dynamic Role** to assign yourself to one or more dynamic roles.

**NOTE:** The maximum number of dynamic roles you can assign yourself to is 20.

Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

- About Dynamic Role .......................................................... 60
- Assigning a Dynamic Role ................................................... 61
- Unassigning Dynamic Roles ............................................... 65
About Dynamic Role

Dynamic Roles allow you to dynamically assign yourself to a specific floating role (for example, Charge Nurse) to receive texts, calls, and other alerts for the specific role in addition to your own permanent role. Some dynamic roles are only visible based on your permanent role in MH-CURE. The Dynamic Role has an associated phone number, which is then associated to you in addition to your personal number.

EXAMPLE: You are a nurse who assumed the Charge Nurse dynamic role in your unit for the day. The phone number associated with the Charge Nurse dynamic role is now associated with you. Calls to the Charge Nurse's phone number are forwarded to you. The following day, when a different nurse assumes the Charge Nurse dynamic role, calls are forwarded to that nurse instead.

NOTES:

- Dynamic Roles are specific to each hospital and based on your role.
- If you do not see Dynamic Roles on your Dashboard, it has been disabled in the Web Admin.
Assigning a Dynamic Role

There are two ways to assign yourself to a Dynamic Role:

- Under All
- Under Recent

To assign yourself to a dynamic role using All:

**NOTE:** You would use the dynamic roles under All if you have never assigned yourself to a dynamic role before.

**EXAMPLE:** If you are the Charge Nurse for your shift and you've never been the Charge Nurse in MH-CURE before, the Charge Nurse dynamic role is found under All.


2. Select a dynamic role from the following options available to you.
3. Slide the associated toggle to the right, which turns the toggle green and signifies **On**.

   ![Dynamic Roles](image)

   **NOTE**: You can assign yourself as multiple dynamic roles, which displays on the **Dashboard**.

4. An alert box asks you to confirm you are assigning yourself to a dynamic role. Press **CONFIRM**.

   ![Confirm Dynamic Role](image)

5. An alert informs you that you are now in a **Dynamic Role** position. Press **OK**.

   Once you are self assigned to a dynamic role, the **Dashboard** updates.

   Your dynamic role also displays to other users in **My Units**, **Any Unit**, **Hospital**, and **Favorites**.

   **NOTE**: You receive calls associated with your personal extension and the extension of the Dynamic Role. You must have a valid MH-CURE phone number to assign yourself a Dynamic Role.
IMPORTANT: You are not unassigned from a dynamic role if you log out of MH-CURE. You can be removed from a dynamic role if another user assigns themselves to the role.

To assign yourself to a dynamic role using Recent:

NOTE: You would use the dynamic roles under Recent if you have previously assigned yourself to a dynamic role before.

EXAMPLE: If you are the Charge Nurse for your shift and you've been the Charge Nurse in MH-CURE before, Charge Nurse dynamic role is found under Recent.


2. Select a dynamic role from the following options available to you.
3. An alert box asks you to confirm you are assigning yourself to a dynamic role. Press **CONFIRM**.

4. An alert informs you that you are now in a **Dynamic Role** position. Press **OK**.

Once you are self assigned to a dynamic role, the **Dashboard** updates.

**NOTE:** You receive calls associated with your personal extension and the extension of the Dynamic Role.
Unassigning Dynamic Roles

1. Press **Dynamic Role** on the **Dashboard**.

2. Under **Recent**, toggle the **Dynamic Role** icon that you wish to remove yourself from to the left.

3. The **Confirm Dynamic Role** window pops up, press **CONFIRM**.

**NOTE**: The **Recent** section only shows the most recent 3 dynamic roles. If you are assigned to more than 3 dynamic roles, you must find the respective role in the list.
4. **Unassigning Dynamic Role** pops up, press **OK**.

![Unassigning Dynamic Role](image)

The **Dashboard** updates.

![Dashboard](image)
Assigned Units Overview

**EXCEPTION FOR 19.1.x CLIENTS**

If a mobile device user is assigned to multiple units, then the Desktop client displays ONLY the unit that the user most recently selected.

(The desktop client does not display multiple assigned units.)

Updating your location using Assigned Units is available in Android clients.

- If you float between units in a hospital, you can choose to self-assign to more than one unit.
- If you float between hospitals, you can choose to assign yourself to more than one unit within those hospitals.

Users can only assign themselves to units in hospitals they are affiliated with.

Assigned Units display in:

- Dashboard
- Broadcasts
- Contacts
- Patients

**NOTE:** You must be assigned to at least one unit. MH-CURE does not allow users to be assigned to zero units.
One Hospital: Assigning Units on Your Dashboard

This topic describes how to change the displayed units on your Dashboard when you are affiliated with one hospital.

You can assign yourself to as many units in your affiliated hospital as you choose.

EXAMPLE: In the figures below, Andrew Martin is a user in Forest Hills Hospital.

1. On the Dashboard, press Assigned Units.

   ![Dashboard screen with assigned unit](image)

   **Assigned Units**: Unit 1 in Forest Hills Hospital

   **Dynamic Roles**: None Assigned

2. Press

3. Tap the units to add.

   ![Units selection screen](image)

   **You have selected all units in this hospital**

4. Press

5. On the pop up, press Change Units.
6. The **Assigned Units** screen displays where you can see all the units you are assigned to.

   ![Assigned Units Screen]

7. Press **Dashboard** to return to your **Dashboard**. Your **Assigned Units** have been updated.

   ![Dashboard Screen]

   **Assigned Units**
   5 Units in Forest Hills Hospital
Two or More Hospitals: Assigning Units on Your Dashboard

This topic describes how to change the displayed units in your affiliated hospitals on your Dashboard.

1. Log into MH-CURE.
2. On the Dashboard, go to Assigned Units.

![Dashboard screenshot]

**EXAMPLE:** Andrew Martin is affiliated with two hospitals: Forest Hills Hospital and Saint Katherine Medical Center. He is currently assigned to one unit in Forest Hills Hospital and he needs to assign himself to units in Saint Katherine Medical Center.

3. Press 

4. Select a hospital from the pop up.

![Assigned Units screenshot]
5. Select the units you want to assign to yourself, and then press 

![Unit Selection Screen]

6. On the pop up, press Change Units.

7. The Assigned Units screen displays, where you can see all hospitals you are affiliated with and all units you are assigned to.

![Assigned Units Screen]

8. Press Dashboard to return to your Dashboard. Your Assigned Units have been updated.
Assigned Units in Broadcasts

You receive broadcasts for every unit in every hospital you have assigned yourself to.

**IMPORTANT:** You do not have to change your location to send a broadcast to another unit.

**TIP:** For the option to **Send Broadcast to Care Team** under Patient Details, broadcasts are sent to any user who is assigned to the patient and in the patient’s unit in the hospital the patient is in. Both of those items must be true for a broadcast to be delivered.

**NOTE:** The **Quick** view displays quick broadcasts for all units the user is assigned to across the hospitals.

- For information on how broadcasts display in one hospital, see [Assigned Units in Broadcasts: One Hospital](#).
- For information on how broadcasts display in two or more hospitals, see [Assigned Units in Broadcasts: Two or More Hospitals](#).
- To send a Quick Broadcast, see [Sending a Quick Broadcast](#).
- To send a Group Broadcast, see [Sending a Group Broadcast](#).
- To view a broadcast message, see [Viewing a Broadcast Message](#).
- To understand your potential configurations, see [Quick Broadcast Details](#) and [Group Broadcast Details](#).
Assigned Units in Broadcasts: One Hospital

Broadcasts display differently if you are a user in one hospital:

- The **Quick** view lists all quick broadcasts for the one hospital you are affiliated with.
- The **Groups** view lists all groups you can send a broadcast to in the one hospital you are affiliated with.
- The **Recent** view lists all broadcasts you send and receive.

**NOTE:** You are brought to the **Recent** view after selecting **Broadcasts** from the **Dashboard**.
Assigned Units in Broadcasts: Two or More Hospitals

Broadcasts display differently if you are a user in two or more hospitals. Each hospital and its broadcasts are listed in alphabetical order.

- The **Quick** view lists all quick broadcasts for the hospitals you are affiliated with.
- The **Groups** view lists all groups you can send a broadcast to in all hospitals you are affiliated with.
- The **Recent** view lists all broadcasts you send and receive and are not divided by the hospitals you are affiliated with.

**NOTE**: You are brought to the **Recent** view after selecting **Broadcasts** from the **Dashboard**.

---

**Quick Broadcast View**

- Forest Hills Hospital
  - All Staff Meeting
    - All staff to the conference room
  - Code Blue
    - Code Blue
  - Code Orange
    - Code Orange
  - Code Red
    - Code Red
  - MD to the Patient's Room
    - MD to the Patient's Room

**Quick Broadcast View, Cont.**

- Saint Katherine Medical Center
  - All Staff Meeting
    - All staff to the conference room
  - Code Blue
    - Code Blue
  - MD to the Patient's Room
    - MD to the Patient's Room
### Group Broadcast View

<table>
<thead>
<tr>
<th>QUICK</th>
<th>GROUPS</th>
<th>RECENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>Patients</td>
<td>Texts</td>
</tr>
<tr>
<td><strong>Forest Hills Hospital</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>FHH MDs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FHH Nurses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 1 Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 2 Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 3 Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 4 Staff</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unit 5 Staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Group Broadcast View, Cont.

<table>
<thead>
<tr>
<th>QUICK</th>
<th>GROUPS</th>
<th>RECENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>Patients</td>
<td>Texts</td>
</tr>
<tr>
<td><strong>Saint Katherine Medical Center</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SKMC All Roles</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Recent View

<table>
<thead>
<tr>
<th>QUICK</th>
<th>GROUPS</th>
<th>RECENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard</td>
<td>Patients</td>
<td>Texts</td>
</tr>
<tr>
<td>John Jacobs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Active</td>
<td>FHH Nurses</td>
<td>Urgent</td>
</tr>
<tr>
<td>All staff to the conference room for...</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Assigned Units in Contacts: One Hospital

The Contacts view and the Contact Details screen display assigned units, too.

Users can view all active users in all units they are assigned to in My Units. Users can select a contact and view their Contact Details screen to see the specific units a user is assigned to.

**EXAMPLE** (figures shown below):

- The My Units screen shows John Jacobs is in 6 units in one hospital (*Figure: My Units*).
- Tapping his name in the My Units screen brings the user to the Contact Details screen (*Figure: Contact Details*).
- Pressing Assigned Units on the Contact Details screen shows the user that John Jacobs' Assigned Units in Saint Katherine Medical Center are Emergency Room, Unit 1, Unit 2, Unit 3, Unit 4, and Unit 5 (*Figure: Assigned Units*).
Assigned Units in Contacts: Two or More Hospitals

The Contacts view and the Contact Details screen display assigned units, too.

Users can view all active users in all units and hospitals they are assigned to in My Units. Users can select a contact and view their Contact Details screen to see the specific units and hospitals a user is assigned to.

EXAMPLE (Figures shown below):

- The My Units screen shows John Jacobs is in 11 units in 2 hospitals (Figure: My Units).
- Tapping his name in the My Units screen brings the user to the Contact Details screen (Figure: Contact Details).
- Pressing Assigned Units on the Contact Details screen shows the user that John Jacobs' Assigned Units in Forest Hills Hospital is Unit 1, Unit 2, Unit 3, Unit 4, and Unit 5, and his Assigned Units in Saint Katherine Medical Center are the Emergency Room, Unit 1, Unit 2, Unit 3, Unit 4, and Unit 5 (Figure: Assigned Units).
Assigned Units in Patients

In Patients, the patients displayed in the All Assigned and All in Units views are separated by Unit Name, Hospital (# of patients).

All Assigned displays all patients you are assigned to regardless of unit assignment. All in Units displays all patients in all of the units you are assigned to.

- For information on assigned patients in one hospital, see Assigned Units in Patients: One Hospital.
- For information on assigned patients in two or more hospitals, see Assigned Units in Patients: Two or More Hospitals.
Assigned Units in Patients: One Hospital

Figure: *All Assigned* shows assigned patients for the user Andrew Martin. Andrew Martin is in 1 hospital (Forest Hills Hospital) and 2 units (Unit 1, Unit 2).

Figure: *All in Units* shows all patients in the units Andrew Martin is assigned to. These units include all patients currently in Forest Hills Hospital in the units Andrew Martin has self-assigned himself to.

Figure: *All Assigned*  
Figure: *All in Units*  
Figure: *All in Units (Cont.)*
Assigned Units in Patients: Two or More Hospitals

Figure: All Assigned and Figure: All Assigned Cont. shows assigned patients for the user Andrew Martin. Andrew Martin is in 2 hospitals (Forest Hills Hospital and Saint Katherine Medical Center) and 4 units (Unit 1, Unit 2, Emergency Room, and Unit 1).

Figure: All in Units and Figure: All in Units Cont. show all patients in the units Andrew Martin is assigned to. These units include all patients currently in Forest Hills Hospital and Saint Katherine Medical Center in the units Andrew Martin has self-assigned himself to.

Figure: Assigned Patients

Figure: Assigned Patients (Cont.)

Figure: All in Units

Figure: All in Units (Cont.)
Unassigning Assigned Units

To remove an assigned unit, use the following procedure:

1. Go to **Dashboard**.

2. Press **Assigned Units**.

3. Press ▼
4. If applicable, select a hospital.

5. Select the unit you want to remove, and then backspace using the keyboard.

6. Press ☑️
7. Press **Change Units** on the pop up.

Your **Assigned Units** view updates.
Contacting Users

This section describes the ways you can contact a user, including phone calls, paging, video chatting, and texting.

Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

**EXCEPTION FOR 19.1.x CLIENTS**

If a mobile device user is assigned to multiple units, then the Desktop client displays ONLY the unit that the user most recently selected.

(The desktop client does not display multiple assigned units.)

<table>
<thead>
<tr>
<th>Contacts</th>
<th>85</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Calls</td>
<td>99</td>
</tr>
<tr>
<td>Paging a Contact</td>
<td>103</td>
</tr>
<tr>
<td>Text Messaging</td>
<td>106</td>
</tr>
<tr>
<td>Video Chat</td>
<td>119</td>
</tr>
</tbody>
</table>
Contacts

You can use Contacts to view contacts that are available in My Units, Any Unit, Hospital, and specified Favorites.

You can also search through the hospital’s directory.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Details User Interface</td>
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</tr>
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</tr>
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<td>Viewing Contact Information</td>
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</tr>
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<td>97</td>
</tr>
</tbody>
</table>
## Contact Details User Interface

Contacts, located on the Navigation bar, changes its user interface with each phase of the process.

<table>
<thead>
<tr>
<th>Contact Details User Interface</th>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Contact Details User Interface" /></td>
<td>1</td>
<td>Send a <strong>Text</strong> to the contact.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Press to <strong>Call</strong> the number associated with the contact.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>Displays the <strong>Presence</strong> of the contact you’re viewing.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>View the <strong>Dynamic Roles</strong> the contact is currently assigned to.</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>Add the contact to your <strong>Favorites view</strong>.</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>Press <strong>Video</strong> to video chat with the user. <strong>NOTE</strong>: This may or may not be shown depending on the Web Admin settings for your hospital.</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>Send a <strong>Page</strong> to the contact. <strong>NOTE</strong>: This may or may not be shown depending on the Web Admin settings for your hospital.</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>View the <strong>Assigned Units</strong> the contact is self-assigned to. If the user is also assigned to multiple hospitals, you are able to view those too.</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>If the contact is associated with multiple hospitals, view their <strong>Affiliated Hospitals</strong>. <strong>Missing from figure</strong>: Numbers, which allows you to see the numbers associated with the contact. <strong>Missing from figure</strong>: The Assigned Patients list, which allows you to see the patients assigned to the user.</td>
</tr>
</tbody>
</table>
### Unit Contacts User Interface

<table>
<thead>
<tr>
<th>Contacts User Interface</th>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>The <strong>Search</strong> bar allows you to search by name, role, or assigned dynamic role in your hospital’s directory.</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>The <strong>My Units</strong> view displays all active and busy contacts available in your self-assigned units.</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>The <strong>Any Unit</strong> view displays all contacts from the other units you are not currently in. For example, if you are in Unit 1 and you want to see contacts in Unit 5, you can use this view to see the Unit 5 contacts without changing the unit you’re in.</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>The <strong>Hospital</strong> view allows you to select a hospital, and then view all contacts within that hospital (Active, Busy, or Offline). If you are a single-hospital user or you are only assigned to units in one hospital, you are not prompted to select a hospital.</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>The <strong>Favorites</strong> view displays all users you selected as your favorite.</td>
</tr>
</tbody>
</table>
Searching for a Contact

**EXCEPTION FOR 19.1.x CLIENTS**

If a mobile device user is assigned to multiple units, then the Desktop client displays ONLY the unit that the user most recently selected. (The desktop client does not display multiple assigned units.)

- Press 🧐 to display the search bar to search by name, role, or assigned dynamic role for any user/unit in the hospital.

- The 🧐 bar displays:
  - In the Contacts view, which searches the entire hospital Directory.
  - In the My Units view, Any Unit view, Hospital view, and the Favorites view, which only searches within that selected view.

To search, enter the keyword that you want to search for and MH-CURE searches for that keyword as a name, role, dynamic role, or unit.

**NOTE:** The search results generate after at least one character is entered.

Example search criteria:

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Unit</th>
<th>Dynamic Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Martin</td>
<td>RN</td>
<td>Unit 1</td>
<td>Charge Nurse</td>
</tr>
<tr>
<td>Andrew</td>
<td>MD</td>
<td>Unit 6</td>
<td>Chief RN</td>
</tr>
<tr>
<td>Martin</td>
<td>Admin</td>
<td>Unit 4</td>
<td>On Call Respiratory Therapist</td>
</tr>
</tbody>
</table>
Adding a Contact Favorite

NOTE: Your Favorites list is attached to your account and follows you on any phone. Your Favorites list is in alphabetical order.

There are two options to add a contact favorite.

Option 1

1.  Go to Contacts on the Navigation bar.

2.  Select either the My Units or Any Unit view.

NOTE: If you select the Any Unit view:
   - If you are in multiple hospitals, select a hospital, select a unit, and then select a user.
   - If you are not a multiple hospital user, press a unit, and then select a user.
3. Select a user.

![Image of My Units screen]

4. The **Contact Details** screen opens. Toggle the **Add to Favorites** switch to the right.

![Image of Contact Details screen]

After you have toggled the switch to the right, it displays like the following:
Option 2

1. Press **Contacts** on the navigation bar.

2. Select either **My Units** or **Any Unit** view.

3. Press and hold a contact in the list.

4. Press 🔄 The contact is added to your **Favorites** view automatically.
Removing a Contact Favorite

There is one way to remove a contact from your Favorites view.

1. Go to **Contacts** on the **Dashboard**.
2. Go to **Favorites**.

3. Long press on the user you want to delete.
   A selected checkbox appears.

4. Press ✗
Viewing Contact Information

1. Go to Contacts on the Navigation bar.

2. Select one of the following: My Units view, Any Unit view, Hospital view, or Favorites view.

3. Select a contact to view.
4. From the **Contact Details** screen, do any of the following:

**NOTE:** These icons appear if the user has set these modules in the Web Admin.

- Call
- Text
- Video
- Page
- View **Numbers** associated with the user
- View **Assigned Patients**
- View the contact's **Presence**
- View the contact's **Assigned Units**
- View the contact's **Dynamic Roles**
- View the contact's **Affiliated Hospitals**
- Add to Favorites or Remove from Favorites

See also: [Confidential Access in Viewing Contact Details](#)
Confidential Access in Viewing Contact Details

From the Navigation bar, press Contacts to display the following data.

- Clinical users with access to confidential patients see the first and last names of the confidential patients in the Assigned Patients list.
- Clinical users without access to confidential patients see the names of confidential patients as Con-idential Patient in the Assigned Patients list.
- Non-clinical users do not have access to the Assigned Patients list.

<table>
<thead>
<tr>
<th>Clinical User with Access to Confidential Patients</th>
<th>Clinical User without Access to Confidential Patients</th>
<th>Non-Clinical User</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assigned Patients</strong></td>
<td><strong>Assigned Patients</strong></td>
<td></td>
</tr>
<tr>
<td>2 1 Sandoval Nancy 12/04/1962</td>
<td>2 1 Sandoval Nancy 12/04/1962</td>
<td></td>
</tr>
<tr>
<td>Room 1 Bed 110 Ogdon Kristen 09/12/1992</td>
<td>Room 1 Bed 110 Confidential Patient</td>
<td></td>
</tr>
<tr>
<td>1 1 Libron Arlene 03/28/1995</td>
<td>1 1 Confidential Patient</td>
<td></td>
</tr>
<tr>
<td>4 1 Sanford Rosemary 04/24/1991</td>
<td>4 1 Sanford Rosemary 04/24/1991</td>
<td></td>
</tr>
</tbody>
</table>

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Changing the Displayed Available Unit

**NOTE:** The **My Units** view lists all MH-CURE users that are logged into the same unit as you. Users are separated by Dynamic Role and Role.

1. On the Navigation bar, press **Contacts**.

2. Press **Any Unit**.

   ![Contacts Menu](image_url)

   **Search Directory**

   ![Search Directory](image_url)

   **Browse By**

   - **My Units**
   - **Any Unit**
   - **Hospital**
   - **Favorites**

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3. Select the desired unit.

The **Any Unit** view updates with your selected unit.

**NOTE:** If there are no available contacts in the unit, the following message displays:
Phone Calls

When **Phone** is selected from the **Dashboard**, it launches to the Recent tab within MH-CURE.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted Phone Numbers</td>
<td>100</td>
</tr>
<tr>
<td>Calling Offline Users</td>
<td>101</td>
</tr>
<tr>
<td>Leaving a Voicemail</td>
<td>102</td>
</tr>
</tbody>
</table>
Restricted Phone Numbers

Personal device (BYOD) phone numbers associated with an MH-CURE user or contact can be restricted or masked by asterisks under **Contacts** in **Contact Details**. This is managed in the Web Admin.

**NOTES:**

- Restricted numbers are masked and do not appear within the MH-CURE client application.
- However, restricted numbers display on desk phone Caller ID’s, as well as the Caller ID of other MH-CURE personal device users.
Calling Offline Users

**NOTE:** This setting only affects shared device users calling personal device users. Calling shared device users is unaffected.

In the Web Admin there is a setting, **Disable calling to logged out users**, that disables calling to offline users when set to **Yes**.

If disabled, calls to an offline user do not go through. If you attempt to call an offline user, a pop-up displays on your phone informing you that calling offline users is disabled.

When calling is disabled, the setting is applied to users who are:

- Are logged out personal device users
- Have never logged into MH-CURE
- Are viewed in the **Contact Details** (via **Contacts** or **Texts** conversation) and Patient Details screens
- Are in 1-to-1 text menu item for **Call**
- Are assigned a **Dynamic Role** and logged out

This setting has no effect on:

- Manual dialing via the dial pad
- The logged out BYOD user number displayed in the **Recent Calls** list
- Logged out shared device users
Leaving a Voicemail

A personal device user may leave a voicemail for another user, but the ☎️ icon is unusable in MH-CURE.

Any voicemails for a personal device user goes to their device’s voicemail box, not the MH-CURE voicemail box.

To leave a voicemail for another user, use the following procedure:

1. Call a contact using either the keypad or their Contact Details screen.
2. After the voicemail prompt, record your message.
3. Once you have finished your message, press End Call.
Paging a Contact

You can use **Page** to send a short message.

**TIP**: Depending on the version of the device’s operating system, your user interface may vary slightly from the images shown in this section.

**NOTE**: This feature is only available when a contact has a pager number associated with their account.

To page a contact:

1. On the Navigation bar, press **Contacts**.
2. Select a contact from your **My Units** list, which brings you to their **Contact Details**.
3. Press **Page** to begin a page.
4. Type your page in the white dialogue box.

**NOTE**: The name and role of the sending user is added as a signature at the end of the page.
5. Press ➤ to send the page.

6. A pop up informs you that your page was sent successfully. Press OK.

For information on how to receive a page, see Receiving a Page.
Receiving a Page

1. A notification appears at the top of your screen, tap the notification.

![Message](image)

James Mesa
Extension: 17817867856

2. The pager message opens where you can view **Sent**, **Received**, **Priority**, and **Details**.

![Message Details](image)

Can you stop by Room 1, Bed 1? The nurse has questions. Thanks!
- Andrew Martin
Text Messaging

You can use **Texts** for secure user-based messaging.

There are two types of text messaging: 1:1 and group.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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- Sending a Text Message ............................................. 108
- Sending a Photo Text Message ................................. 111
- Sending a Group Text Message ................................. 112
- Managing the Group Details ..................................... 114
- Forwarding a Text Message ..................................... 115
- Delivery Statuses ...................................................... 117
## Text User Interface

The **Texts** user interface changes with each phase of the process.

<table>
<thead>
<tr>
<th>Texts User Interface</th>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Texts User Interface" /></td>
<td>1</td>
<td>This is an example of what a one-to-one text message looks like.</td>
</tr>
<tr>
<td><img src="image2" alt="Texts User Interface" /></td>
<td>2</td>
<td>This is an example of what a group text message looks like.</td>
</tr>
<tr>
<td><img src="image3" alt="Texts User Interface" /></td>
<td>3</td>
<td>This is the compose icon, which is used to compose a new text message.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Texts User Interface</th>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image4" alt="Texts User Interface" /></td>
<td>1</td>
<td>Includes options for <strong>Quick Pick</strong>, <strong>Patient Pick</strong>, <strong>Call</strong>, and <strong>Camera</strong>.</td>
</tr>
<tr>
<td><img src="image5" alt="Texts User Interface" /></td>
<td>2</td>
<td>Marks a text message as urgent.</td>
</tr>
<tr>
<td><img src="image6" alt="Texts User Interface" /></td>
<td>3</td>
<td>Dialogue box which allows you to respond or send a new text message.</td>
</tr>
</tbody>
</table>
## Sending a Text Message

**TIP:** You can send a text message from the **Contact Details** screen.

1. Go to **Texts** on the Navigation bar.

   ![Navigation bar](image)

2. Press 📩.

3. Type the name of the contact you want to include in the message. A list of names populates.

   **NOTE:** The default view when composing a text message is **My Units**.

   **TIP:** Pressing 📩 allows you to change your search view to either **Search Directory**, **My Units**, **Any Unit**, **Hospital**, or **Favorites**.

   ![Contact search](image)
4. Tap their name.

![Image of tapping name to open contact details]

5. Press ✔️ to add the contact to the message.

6. Type the message in the white dialogue box.

![Image of keyboard with text input]

7. If necessary, press + to display a list of text message options.

- **Quick Pick**: use to select a pre-defined text message.
- **Patient Pick**: use to send a patient link from your patient list.
- **Call**: use to quickly call the person you are texting.
- **Camera**: use to take and send a photo via text message.

To see how to take and send a photo text message, see [Sending a Photo Text Message](#).
8. If necessary, press 🔴 to mark the text message as urgent. Pressing 🔴 turns the icon red.

![Meeting in Staff Room 6](image)

TIP: This is how an urgent message displays in a text message.

![TIP](image)

9. Press ➤ to send the message.
Sending a Photo Text Message

To text a picture to another user, or to a group of users:

1. Go to Texts on the Navigation bar.
2. Select the text message thread between you and the user(s) you wish to send a picture to.

   ✨ TIP: If you have not texted the user you want to send a picture to, see Sending a Text Message before continuing.

3. The text message thread opens. Press +.
4. Select Camera.
5. Focus the camera on the designated item and press 📷.
6. If you are happy with the photo, press Send.

   ✨ TIP: Press RETAKE to redo the photo.

The photo sends in the text message thread.
Sending a Group Text Message

NOTE: Texts can only be sent to MH-CURE users.

1. On the Navigation bar, press **Texts**.

2. Press to compose a new group text.

3. Begin typing the name of a contact you want to include in the group message, and then press the checkbox next to their name to add them to the message. Repeat this step for each contact you wish to add to the group message.

4. Once you are finished adding all contacts to the group message, press .
5. Type the message in the white dialogue box.

6. For additional options:
   - Press + to display **Quick Pick**, **Patient Pick**, and **Camera**.
   - Press ▲ to mark the text message as urgent, which turns the icon red ⚠.
   - Press  to view the **Details**. See *Managing the Group Details*.

   **TIP:** is only applicable to group messages. It is located on the top right-hand side of the text message thread.

7. Press ▶ to send the text.
Managing the Group Details

1. Open the group thread.
2. Press 📖.
3. Select Group Details.
4. Within the Details view, do any of the following:
   - Change the Group Name
   - View Participants
   - Add Contact to the group message
   - Mute Notifications
   - Leave Conversation

**TIP:** Instead of pressing 📖, you can press the name of the group, which brings you to the Details screen.
Forwarding a Text Message

- Users can forward a text message to another user, or to a group message.
- Users can edit and add to the forwarded text message.

To forward a text message:

1. Go to Texts on the Navigation bar.
2. Select a text message thread.
3. Press and hold the message you want to forward, and then press 🔄.
4. Type the name of the user(s) to include in the text message, select the user(s), and then press ✓.
5. The message displays in the text composition field. Press ➤.

💡 TIP: You can copy a text message by long pressing on the message you want to copy and pressing 📝. You can paste the copied message into any one-on-one text message or group message.
## Delivery Statuses

The following table lists the delivery status, an explanation of what the status means, and an example.

**LIMITATION:** Delivery statuses only apply to 1-on-1 text messaging. The following delivery statuses do not apply to group text messaging.

<table>
<thead>
<tr>
<th>Status</th>
<th>Explanation</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent</td>
<td>A message is <strong>Sent</strong> once the message successfully reaches our server, but has yet to be delivered to the intended recipient. If the recipient has MH-CURE in the background, for instance, that text technically hasn't been delivered yet.</td>
<td>User A sends Michael O'Brien a message in MH-CURE. Michael O'Brien is a personal device user, and he has placed MH-CURE in the background. When User A sends the message, Michael O'Brien receives a push notification, but the message won't be delivered until he reopens MH-CURE.</td>
</tr>
<tr>
<td>Delivered</td>
<td>A user sees <strong>Delivered</strong> if the recipient received the message while using MH-CURE, but has yet to actually view the message.</td>
<td>User A sends Michael O'Brien a message in MH-CURE. Michael O'Brien is actively using the application when User A sends the message. He receives a notification at the top of his screen when the text message comes in. Instead of reading the message, Michael O'Brien continues doing what he was doing in the app (viewing lab results, texting another user, etc.). The message shows as Delivered until Michael O'Brien actually reads the text message from User A.</td>
</tr>
<tr>
<td>Read</td>
<td><strong>Read</strong> appears when the recipient opens the chat conversation and reads the message.</td>
<td>User A sends Michael O'Brien a message in MH-CURE. Michael O'Brien is using MH-CURE when User A sends the text message. Michael O'Brien navigates to the Texts screen and opens the conversation between User A and himself. The moment he opens the conversation, User A sees that their message is Read.</td>
</tr>
<tr>
<td>Failed</td>
<td>The message failed to reach our text-</td>
<td>User A sends Michael O'Brien a message in MH-CURE.</td>
</tr>
<tr>
<td>Status</td>
<td>Explanation</td>
<td>Example</td>
</tr>
<tr>
<td>--------</td>
<td>-------------</td>
<td>---------</td>
</tr>
<tr>
<td>&quot;Failed&quot;</td>
<td>User A is in an area with poor connection (maybe in the basement). User A’s device attempts to send the message to our server. After some time, the device determines that it cannot deliver the message to our server and times out. It displays as <strong>Failed</strong> and includes the 📬 icon.</td>
<td></td>
</tr>
</tbody>
</table>
| "[Blank]" | A user sees the blank status when...  
  - The text is originally being sent.  
  - The text is being sent again (on retries).  
  It takes a maximum of 60 seconds for this blank status to update to any other status. | User A sends Michael O’Brien a text message, but there is no indication of Failed, Read, Delivered, or Sent. |
**Video Chat**

Video chat allows you to initiate peer-to-peer HD video calls with another contact via **Contact Details**.

For example:

- You may want to chat with a remote specialist regarding specific wounds or circumstances.
- Behavioral health observers can show the behavior of a patient to off-site or remote specialists.

### NOTES:

- Video chat must be enabled per user, and the default is off. The user must have video chat enabled on the User Profile in the Web Admin.
- You must enable MH-CURE access to your device’s camera for Video Chat to work.
- Video chat is associated with a user, not a phone number.
- If you have video chat enabled, you can initiate a video chat with any other MH-CURE user.
- Video chat is between two users only.
- All incoming calls and video calls are automatically declined while the user is in a video chat. The caller is informed that the call was declined.
- If you do not have video chat, you can receive video chats if you are called, but you do not see the button to start a video chat with another user.

### The following are known issues of video chat functionality:

- iOS Only: Backgrounding MH-CURE while on a video chat ends the video chat.
- Camera Permissions must be enabled on the device for video chat to work.
- You cannot use the MH-CURE app while on a video chat.
- Video chat is not available on the Desktop application.
- Video chat is dependent on strong Wi-Fi conditions. Video chat may not work correctly in areas with intermittent or weak Wi-Fi signal.

See: [Starting a Video Chat](#) and [Answering a Video Chat](#)
Starting a Video Chat

1. Go to **Contacts** on the Navigation bar.

2. Go to either **My Units**, **Any Unit**, **Hospital**, or **Favorites**, and then select a contact to video chat with.

3. Press **Video** in **Contact Details** to initiate the call.
Answering a Video Chat

- To answer a video chat, press 📱
- To decline a video chat, press 📞

💡 **TIPS**: Once a video call is answered, you have the ability to:

- Flip the camera.
- Mute the call.
- Move the small in-screen view of what their camera is looking at around the screen.
Patient-Specific

You can use **Patients** to view patients that are **All Assigned** or patients **All in Units**.

Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigning a Patient</td>
<td>123</td>
</tr>
<tr>
<td>Viewing a Patient List</td>
<td>124</td>
</tr>
<tr>
<td>Viewing Patient Details</td>
<td>125</td>
</tr>
<tr>
<td>Confidential Access in Viewing Patient Data</td>
<td>126</td>
</tr>
<tr>
<td>Confidential Access in Viewing Patient Details</td>
<td>127</td>
</tr>
<tr>
<td>Pressable Patient Pick Link</td>
<td>129</td>
</tr>
<tr>
<td>Patient Access is Restricted to One Unit</td>
<td>131</td>
</tr>
<tr>
<td>Unassigning a Patient</td>
<td>132</td>
</tr>
<tr>
<td>Patient Labs</td>
<td>133</td>
</tr>
<tr>
<td>Receiving a Patient Lab Result</td>
<td>134</td>
</tr>
<tr>
<td>Receiving Critical Lab Result Alerts</td>
<td>134</td>
</tr>
<tr>
<td>Viewing Patient Lab Results</td>
<td>135</td>
</tr>
<tr>
<td>Confirming Labs have been Viewed</td>
<td>138</td>
</tr>
<tr>
<td>Forwarding Patient Lab Results</td>
<td>141</td>
</tr>
</tbody>
</table>
Assigning a Patient


   ![Navigation Bar]

   **NOTE:** You must have permission set in the Web Admin to use this function.

2. Press All in Units to display a list of all patients currently in the unit, and then select a patient to assign to yourself.

   ![Patients List]

3. Under Patient Details, toggle Assigned to me to the right to show blue, which signifies the patient has been assigned to you.

   ![Patient Details]

   **NOTE:** Your name also displays under the Dynamic Care Team.
Viewing a Patient List


2. Choose one of the following views:
   - **All Assigned**: Contains only your assigned patients in the units you have self-assigned to.
   - **All in Units**: Contains all patients currently in your assigned units.
**Viewing Patient Details**

Select a patient from the **All Assigned** or **All in Units** views to navigate to the **Patient Details** screen to view information about the patient.

Patient Details is a drop down, and keeps the patient’s details on the **Patient Details** Screen.

![Patient Details Screen](image)

**NOTE:** Features and integrations vary per site.

![Patient Details Screen](image)

**NOTE:** Not displayed in these figures are the **Dynamic Care Team** list and **Lab Results**.

See also:

- [Confidential Access in Viewing Patient Data](#)
- [Confidential Access in Viewing Patient Details](#)
Confidential Access in Viewing Patient Data

From the Navigation bar, press Patients to display the following data.

- A clinical user with access to confidential patients sees the first and last name of the patient, their DOB, and their gender.
- A clinical user without access to confidential patients does not see their first and last name, their DOB, or their gender.
- A non-clinical user has no access to patients, so they do not see any patients in the Assigned Patients or All in Units views.

<table>
<thead>
<tr>
<th>Clinical User with Access to Confidential Patients</th>
<th>Clinical User without Access to Confidential Patients</th>
<th>Non-Clinical User</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Clinical View" /></td>
<td><img src="image2" alt="Non-access View" /></td>
<td>No Patients</td>
</tr>
</tbody>
</table>

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Confidential Access in Viewing Patient Details

From the Navigation bar, press Patients to display the following data.

- When you have full permission, you see all of the patient's data.
- When you do not have full permission, you only see the patient's room, bed number, date admitted, and length of stay. You do not see their name, gender, height, weight, or chief complaint (CC).
**LIMITATION**: Non-Clinical users do not see any patients listed in **Patients**.
Pressable Patient Pick Link

Users can send a pressable link to a patient's details screen in a text message or a group message.

⚠️ **LIMITATION:** Non-clinical users receive the patient pick link, but as plain text. Non-clinical users are unable to navigate to the patient details page.

**To send a pressable patient pick link:**

1. Go to **Texts** on the Navigation bar.

2. Select a user you want to send a pressable patient pick link to.

3. Press 📱.

4. Press **Patient Pick**.

5. The **Patients** screen opens. Chose a patient.
6. Press

**TIP:** You can add more text either before or after the patient pick link before you send it.

The intended recipient receives the patient link as a text message. When the user presses the link, it opens the **Patient Details** screen.
**Patient Access is Restricted to One Unit**

**RESTRICTION:** The content below is only applicable if your site has enabled this feature.

"Patient access is restricted to one unit" is a setting managed in the Web Admin. This setting restricts users from accessing more than one unit.

For example, if a user is logged into the Emergency Room, the user does not see any patients in Unit 1. If the user logs out of the Emergency Room and logs into Unit 1, they only see patients in Unit 1.

<table>
<thead>
<tr>
<th>This setting affects:</th>
<th>How is it affected?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard: Assigned Units</td>
<td>Users cannot change their assigned unit, or add additional units.</td>
</tr>
<tr>
<td>Patients: Assigned Patients</td>
<td>Users can see all of the patients they are assigned to.</td>
</tr>
<tr>
<td>Patients: All in Units</td>
<td>Users can only see all patients in the unit they are restricted to.</td>
</tr>
<tr>
<td>Texts: Patient Pick</td>
<td>A user can send a pressable Patient Pick link for any patient in their unit. However, if User A (restricted access) receives a patient pick from User B (full access) for a patient not in their unit, there is no pressable link.</td>
</tr>
<tr>
<td>Broadcasts: Patient Pick</td>
<td>A user can send a Patient Pick for any patient in their unit.</td>
</tr>
<tr>
<td>Contacts: Contact Details</td>
<td>A user can only see the patients assigned to the contact in the unit they are restricted to.</td>
</tr>
</tbody>
</table>

Preconditions: User A is restricted to Unit 1. User B has patients assigned in Unit 1, Unit 2, and Unit 3.

For example: if User A is viewing User B's Contact Details, User A only sees the patients assigned in Unit 1 listed under Assigned Patients.
Unassigning a Patient


2. Under All Assigned, select a patient you want to unassign.

3. Toggle Assigned to Me to the left so the blue disappears, which signifies the patient has been unassigned from you.
Patient Labs

You can use Patients to view up-to-date Lab Results and Notes associated with the labs.

Labs can be labeled as Critical, Abnormal, or Normal.

Patient Details applications vary per site.

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

- Receiving a Patient Lab Result .................................................. 134
- Receiving Critical Lab Result Alerts ........................................... 134
- Viewing Patient Lab Results ...................................................... 135
- Confirming Labs have been Viewed .......................................... 138
- Forwarding Patient Lab Results ................................................ 141
Receiving a Patient Lab Result

This is a pop up from the System indicating there is a lab result to look at.

Receiving Critical Lab Result Alerts

MH-CURE sends alerts for lab values to users who are assigned to the patient.
Viewing Patient Lab Results


2. Go to All Assigned, and then select a patient.

3. Under Patient Details, press Lab Results.

NOTE: The (#) indicates how many lab results there are for the patient.
4. Choose a specific lab from the **Lab Results** view to see the patient’s **Lab Details**.

5. The **Lab Details** screen opens, scroll to **Lab Values** and press a specific lab value.
6. The **Lab Item** screen opens where you can view all information regarding the lab.

![Lab Item Screen](image)

**NOTE:** If the lab result alert was received from the system, it is shown in **Alerts** on the Navigation bar, too. Forwarded lab results are sent as text messages.

**TIP:** If there are Notes available, they display after Criticality.
Confirming Labs have been Viewed

**NOTES:**
- Confirm only works if it is in place at your hospital.
- Confirm is a role based permission, so not all users are able to see the Confirm icon.

1. On the navigation bar, press **Patients**.
2. Select a patient from the **Assigned in Unit** view.

![Patients View](image)

3. After the **Patient** screen opens, scroll down and press **Lab Results**.

![Lab Results Feature](image)

4. Choose a result to open.

![Lab Result Details](image)
5. Press **Confirm**.

6. A pop up displays, press **OK**.
7. The **Lab Details** screen updates with two new fields: **Confirmed on** and **Confirmed by**.

<table>
<thead>
<tr>
<th>Criticality</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical</td>
<td></td>
</tr>
</tbody>
</table>

**Reported Date**

- **01/16/19 05:11 AM**

- **Confirmed on**
  - **01/17/19 12:23 PM**

- **Confirmed by**
  - Andrew Martin
Forwarding Patient Lab Results

You have the ability to send a lab result to other users for a second opinion, or to bring something to their attention.

Procedure

1. On the navigation bar, press Patients.
2. Select a patient from the All Assigned view.
3. The Patient Details screen opens. Scroll to the bottom of the Patient Details screen and press Lab Results.
4. Choose a result to open.
5. The **Lab Details** screen opens. Press **Send**.

![Lab Details screen](image)

6. The **Contacts** screen opens, and then select **My Units**.

   **NOTE:** You can select **Any Unit** if your intended recipient is in a different unit. You can select **Favorites** if your intended recipient is listed as a favorite.

![Contacts screen](image)

**Search Directory**

Search All Contacts

**Browse By**

- My Units
- Any Unit
- Hospital
- Favorites
7. Select a contact to forward the lab to.

![Image of My Units screen with a contact listed]

8. Press **Send** on the pop-up.

If you want to change the recipient, press **Cancel** and return to Step 7.

![Image of My Units screen with a pop-up for sending lab result]

This is how the forwarded lab result displays to the user receiving the forwarded lab result.

**NOTE:** The user can click on the link, which launches the Lab Details screen.

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More Features

You can use **More** for additional app options.

These options include:

<table>
<thead>
<tr>
<th>User Profile</th>
<th>About</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Settings</td>
<td>Terms and Conditions</td>
</tr>
<tr>
<td>Off-Duty Timer</td>
<td>Application Logs</td>
</tr>
</tbody>
</table>

💡 Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.
User Profile

In More, select User Profile to view information pertaining to you. My Profile includes your Login, Name, Role, Primary Hospital, and Affiliated Hospitals.

💡 TIP: You can also view your User Profile by pressing your name on the Dashboard.

NOTE: You cannot edit these fields. These fields are managed in the Web Admin.

More Screen

User Profile Screen
Application Settings

In More, use App Settings to view and adjust the settings on your device.

The default settings for Personal Device Users are:

- Base URL
- Unit ID
- Shared Device (toggle off)
- Quicklink Mode
- Log out on Charge (toggle off)
- CONFIRM
- CLEAR LOCAL DATA

WARNING: It is not advisable to change any of the pre-determined settings unless instructed to.
Overview on Logging

Users can send logs to Mobile Heartbeat when they are having a problem with the MH-CURE app. Mobile Heartbeat uses the logs for debugging and troubleshooting.

If necessary, Mobile Heartbeat asks the user to send their logs while looking into an issue.

VoIP Logs are relevant if a crash happens during a phone call.

Application Logs are relevant if a crash happened within MH-CURE.
Application Logs

To send Application Logs, use the Application Logs view in More.
About

The About view in More allows you to view the App Name, the Version number, the Build number, the Serial Number, and the Date your version of MH-CURE was built.

NOTE: The serial number is for the phone you are using, whether it is a BYOD device or a shared device.
Terms and Conditions

The Terms and Conditions view under More provides the terms and conditions you accepted when you logged into MH-CURE for the first time.

Your privacy is important to us. This privacy policy covers our online privacy practices with respect to use and/or disclosure of information we may collect from you when you access or use our Services. This policy does not apply to information collected through other means, such as by telephone or in person. Please review our privacy practices and contact us at info@mobileheartbeat.com if you have questions.

By accessing and using our Services, you acknowledge and fully understand our Privacy Policy and freely consent to the information collection and use practices described in this Privacy Policy. If you do not consent to the information collection and use practices described below, you must immediately cease any access or use of our Services.
OffDuty Timer

**NOTE:** You do not receive notifications if you are off-duty.

1. Log into MH-CURE using your Username and Password.
2. You are then prompted with the Off Duty Timer screen, select a time you’d like to be logged out at.

   **TIP:** If you do not wish to set an Off Duty Timer, toggle the button to the left.

3. Toggle Set Automatically to the right if you would like to be logged out of MH-CURE at the same time each shift.

   **NOTE:** If you set an Off Duty Timer, you are automatically off-duty and logged out of MH-CURE at the time you set.

4. Select Disable this feature so you are not prompted to set an Off Duty Timer each time you log into MH-CURE.

   **TIP:** You can re-enable this feature in More.

5. The Dashboard updates with your Presence.
Launch Points

NOTE: Launch Points are managed in the Web Admin.

Launch Points allow outbound and inbound launches of third party applications from within the MH-CURE app. Outbound launches are from MH-CURE into a partner application. Inbound launches are from a partner application into MH-CURE.

A Launch Point could be:

- Training videos
- Web Applications
- Organization documents
- Mobile EHR

Any URL can be made into a Launch Point.

Launch Points display in:

- the FEATURES section of the Dashboard
- the More screen
- Patient Details screen

An App-to-URL Launch Point means that the launch point launches from MH-CURE into an internet browser.

EXAMPLE: SafeDose is an App-to-URL Launch Point. After pressing the launch point, it opens to the online website for SafeDose.
Reference Materials

This section describes default sounds, client features by platform, how to clean and disinfect your device, and the MH-CURE glossary.

Depending on the model and the OS version of your device, your user interface may vary slightly from the images shown in this section.

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- Client Features by Platform ................................................................................................ 155
  - Shared Devices vs. Personal Devices .................................................................................. 156
  - Detailed Differences ......................................................................................................... 157
- Cleaning and Disinfecting Mobile Devices ........................................................................ 166
  - General Notes ................................................................................................................ 166
  - Mobile Device Barriers to Prevent External Contamination of Device ......................... 166
  - Recommended Disinfection Products .............................................................................. 166
  - When to Disinfect a Mobile Device ................................................................................ 166
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- MH-CURE Glossary ............................................................................................................ 168
## Default Sounds

<table>
<thead>
<tr>
<th>Default Sound</th>
<th>You Hear this Sound when...</th>
</tr>
</thead>
<tbody>
<tr>
<td>App_Text_Message.wav</td>
<td>• You receive text messages&lt;br&gt;• You receive group text messages</td>
</tr>
<tr>
<td>AppRingtone.wav</td>
<td>• You receive phone calls</td>
</tr>
<tr>
<td>App_Text_Message_Urgent.wav</td>
<td>• You receive urgent text messages&lt;br&gt;• You receive urgent group text messages&lt;br&gt;• You receive urgent broadcasts</td>
</tr>
<tr>
<td>App_Broadcast_Message.wav</td>
<td>• You receive broadcasts</td>
</tr>
<tr>
<td>AppLowBattery.wav</td>
<td>• You receive a low battery alert</td>
</tr>
<tr>
<td>WifiLoss.wav</td>
<td>• You receive a Wi-Fi loss notification</td>
</tr>
<tr>
<td>ApplicationWillTerminate.wav</td>
<td>• You swipe the app out of memory</td>
</tr>
</tbody>
</table>
Client Features by Platform

This document describes the differences between iOS, Android, and Desktop devices.

Client platform options for MH-CURE are: iOS (Shared or Personal), Android (Shared or Personal), and Desktop (Windows, Shared only).

<table>
<thead>
<tr>
<th>iOS</th>
<th>Desktop</th>
<th>Android</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="iOS Dashboard" /></td>
<td><img src="image2" alt="Desktop Dashboard" /></td>
<td><img src="image3" alt="Android Dashboard" /></td>
</tr>
<tr>
<td>Presence</td>
<td>Contacts</td>
<td>Presence</td>
</tr>
<tr>
<td>Active</td>
<td>Broadcasts</td>
<td></td>
</tr>
<tr>
<td>Assigned Units</td>
<td>Texts</td>
<td></td>
</tr>
<tr>
<td>4 Units in 2 Hospitals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dynamic Roles</td>
<td></td>
<td></td>
</tr>
<tr>
<td>None Assigned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broadcasts</td>
<td></td>
<td></td>
</tr>
<tr>
<td>More</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logout</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Featured</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Shared Devices vs. Personal Devices

This section outlines the major functional differences between iOS, Android, and Desktop client applications. There are two models of usages for MH-CURE client application that explain the high-level differences between shared and personal devices. Changes from previous MH-CURE version are highlighted in yellow.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Shared Device Model</th>
<th>Personal Device Model</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General description</strong></td>
<td>Device is shared among users, hospital-owned, and typically stays (lives) in the hospital</td>
<td>User’s personal mobile device with the MH-CURE app installed</td>
</tr>
<tr>
<td><strong>Which platforms are supported?</strong></td>
<td>iOS, Android, and Desktop</td>
<td>iOS and Android</td>
</tr>
<tr>
<td><strong>Who uses this device type?</strong></td>
<td>Shared device usage model is typically used by hospital staff that only need access to MH-CURE while working in the hospital (for example, nursing staff)</td>
<td>Personal device usage model is typically used by hospital staff that need to access MH-CURE inside or outside the hospital (for example, physicians)</td>
</tr>
<tr>
<td><strong>How does calling work?</strong></td>
<td>Shared devices use VoIP (calling over hospital Wi-Fi). Desktop clients cannot place or receive calls.</td>
<td>Personal devices use cellular calling/the phone number associated with their iOS or Android device. The number needs to be associated with the user’s account in the Web Admin Tool.</td>
</tr>
<tr>
<td><strong>What presence options are applicable?</strong></td>
<td>Active, Busy, Offline</td>
<td>Active, Busy, Offline</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Desktop only: Mobile (push notifications)</td>
</tr>
<tr>
<td><strong>What types of notifications are supported?</strong></td>
<td>In-app notifications</td>
<td>In-app notifications, push notifications</td>
</tr>
<tr>
<td><strong>Is the model compatible with QuickLaunch?</strong></td>
<td>Yes</td>
<td>No, personal devices are not compatible with QuickLaunch.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE</strong>: Registering a new badge using QuickLaunch does not work in 18.2.</td>
<td></td>
</tr>
</tbody>
</table>

For more information regarding the specific features available for iOS, Android, and Desktop clients, see the [Detailed Differences](#) section.
Detailed Differences

The following tables are a detailed list of the differences between iOS, Android, and Desktop MH-CURE Client applications.

Changes from previous MH-CURE version are highlighted in yellow.

Login and Dashboard

NOTE: The Dashboard is new with MH-CURE 19.1. On MH-CURE Desktop, the dashboard is the Home Screen.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated User Interface and Experience</td>
<td>Additional UI and UX improvements.</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Login Screen - QuickLink Entry</td>
<td>Provides automatic configuration of server, unit, device type, etc. by entering a code into the username field</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Off-Duty Timer (Personal Devices only)</td>
<td>Personal device users can set an &quot;end of shift&quot; timer. When the timer expires, the user is automatically set as off-duty</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Orange Banner</td>
<td>An orange banner displays at the bottom of most screens when the device is disconnected from wifi (and cell data for personal devices). It also displays when calling is unavailable.</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Red Banner</td>
<td>A red banner displays at the bottom of most screens when the user has any urgent and unread texts, broadcasts, or alerts.</td>
<td>✓</td>
<td>✓</td>
<td>x</td>
</tr>
<tr>
<td>Presence</td>
<td>Indication of the user's presence (online, offline) in the application and also selection of busy presence options</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Busy Timer</td>
<td>Selection of busy duration to 23 hours, 59 minutes</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Busy - On the Phone</td>
<td>Automatic presence display when the user is on</td>
<td>✓</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>iOS</td>
<td>Android</td>
<td>Desktop</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>a call</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Logout</td>
<td>Option to log out of the MH-CURE app</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Unassign All My Patients</td>
<td>After selecting logout from the home screen, there is an option to unassign from all patients at logout</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
</tr>
<tr>
<td>Go Off-Duty Toggle</td>
<td>After selecting logout from the home screen, there is an option to set your presence to “off-duty” at logout</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
</tr>
<tr>
<td>Sounds Icon (Mute/Unmute)</td>
<td>Option to mute all sounds except for urgent alerts/messages <strong>NOTE</strong>: This feature exists in Desktop only. There is no Sounds icon in iOS and Android. Sounds are managed with the device's hardware.</td>
<td>✗</td>
<td>✗</td>
<td>✔️</td>
</tr>
<tr>
<td>Lock</td>
<td>Option to lock MH-CURE</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Lock Screen - Logout Option</td>
<td>Option to log out of MH-CURE from the lock screen</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Lock Screen - Forgot Pin</td>
<td>If user forget PIN number, user can reset 4-digit PIN</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Lock Screen - Fingerprint to Unlock</td>
<td>Option to use the fingerprint scanner to unlock app</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
</tr>
<tr>
<td>Lock Screen - Face ID</td>
<td>Option to use iPhone X’s Face ID.</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Change Hospital/Unit</td>
<td>Allows user to switch between units and/or hospitals</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Select Multiple Hospitals/Units</td>
<td>Option to self-assign multiple units across their affiliated hospitals</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
</tr>
<tr>
<td>SSO Launch Points</td>
<td>Can be configured to navigate to another app and are listed as options on the Dashboard, More, under Patient Details, or within the Alert details.</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>URL Launch Points</td>
<td>Can be configured to navigate to a URL and are listed as options on the Dashboard, More,</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>iOS</td>
<td>Android</td>
<td>Desktop</td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>under Patient Details, or within the Alert details.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Phone

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>VoIP Calling (Shared Devices Only)</td>
<td>Allows shared device users to make calls over the hospital Wi-Fi using a unique SIP extension</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Cellular Calling (Personal Devices Only)</td>
<td>Allows personal device users to make calls over cellular</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Recent Calls List in MH-CURE</td>
<td>Allows user to see history of calls made through the app</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Contacts List Available While in Call</td>
<td>During Transfer, Attended Transfer, Add Call, the Contacts screen appears to allow searching, browsing, and selection.</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>

### Dynamic Role

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dynamic Role</td>
<td>Allows users to dynamically assign themselves to a specific role and receive calls and other alerts for that specific role</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>

### Notifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>When Application is in the Foreground</td>
<td>User receives pop-up (alert style) notifications</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>User receives configured native notifications</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>When Application is in the Background or Minimized (Client is brought to the foreground)</td>
<td>User receives banner notifications</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>When User is Logged In and the Application is Idle or Swiped Out of Memory (Personal only)</td>
<td>User receives push notification (if notifications are not silenced)</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>
## Feature

<table>
<thead>
<tr>
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<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notifications: Texts and Broadcasts</td>
<td>Notification consists of a snippet of message, priority of message, sender information, and option to decline message or respond to sender</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Notifications Alerts (Nurse Call, ADT)</td>
<td>Notification consists of patient information, priority of message, and option to view alert</td>
<td>☑️</td>
<td>(WCTP Only)</td>
<td>☑️</td>
</tr>
<tr>
<td>Notifications: Lab Results</td>
<td>Notification consists of patient information, priority of message, and option to view alert</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Unread Indicator for Broadcasts, Alerts, Texts</td>
<td>Unread indicator (blue dot) for Broadcasts, Alerts, and Texts</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
</tbody>
</table>

### Alerts Module

<table>
<thead>
<tr>
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<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alerts Module</td>
<td>Allows user to receive and view alerts associated with their assigned patients</td>
<td>☑️</td>
<td>(WCTP Only)</td>
<td>☑️</td>
</tr>
<tr>
<td>Multi-Select Alerts as Read</td>
<td>Allows a user to select multiple alerts and mark them as read without navigating.</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
</tbody>
</table>

### Contacts

<table>
<thead>
<tr>
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<th>Description</th>
<th>iOS</th>
<th>Android</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Available in Unit View, Directory View, Search</td>
<td>Available in Unit view: Shows other users who are logged into the app on their unit. Directory view: Shows all users in the hospital. Search: Allows user to search for a contact by name, role, or unit.</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>My Units View</td>
<td>Shows users who are logged into the app in your units</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Any Unit View</td>
<td>Shows users who are logged into the app and assigned to the other unit you are viewing</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
<tr>
<td>Hospital View</td>
<td>Shows users their affiliated hospitals and dis-</td>
<td>☑️</td>
<td>☑️</td>
<td>☑️</td>
</tr>
</tbody>
</table>
### Feature Description

<table>
<thead>
<tr>
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<th>Android</th>
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<tr>
<td><strong>Feature</strong></td>
<td><strong>Description</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>plays all contacts available in the selected hospital in alphabetical order.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Search All Contacts Function</td>
<td>Allows user to search for a contact by name, role, or unit within the hospitals that the user is affiliated with</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Favorites View</td>
<td>Allows user to create a list of their most common contacts</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Options - Directory by Hospital/Dynamic Role</td>
<td>Allows user to view directory of contacts by hospital and dynamic role</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Options - View Another Unit</td>
<td>Allows user to see available contacts by unit</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Options - Add/Edit Favorites</td>
<td>Allows user to add and edit favorite contacts</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Contact Info</td>
<td>Shows a user’s contact information</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>User’s Location(s) and Role</td>
<td>Shows a user’s role, unit, and affiliated hospitals</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>User’s Patients</td>
<td>Shows list of patients assigned to user</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Ability to Begin a Text</td>
<td>Allows user to send a text message to the contact</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Ability to Begin a Call</td>
<td>Allows user to call the contact</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Ability to Send a Page</td>
<td>Allows user to send a page to the contact</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Ability to Add to Favorites</td>
<td>Allows user to add the contact to their favorites list</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td><strong>Texts</strong></td>
<td><strong>Description</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recent Text List</td>
<td>Shows user’s recent text conversations</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>New Text Icon</td>
<td>Allows user to select a contact to message</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Text Conversation View (1-on-1 Text)</td>
<td>Screen from which user creates a text message and selects a single recipient</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Options - Ability to Send Photo Messages</td>
<td>Allows user to attach a photo to the text message</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
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<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options - Ability to Receive Photo Messages</td>
<td>Allows user to receive photos from other users via text</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Urgent Texts</td>
<td>Option to send a high-priority/urgent message</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Quick Pick</td>
<td>Allows user to send a quick text by selecting from a list of pre-formulated messages</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Patient Pick</td>
<td>Allows user to include patient information (name and bed) in the message by selecting from a list of patients</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Ability to Access Contact Details</td>
<td>Allows user to view the contact info page of recipient</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Options - Ability to Initiate a Call</td>
<td>Allows user to call the recipient</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Text Conversation View (Group Text)</td>
<td>Screen from which user creates a text message and selects multiple recipients</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Ability to Send Photo Messages</td>
<td>Allows user to attach a photo to the text message</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Options - Ability to Receive Photo Messages</td>
<td>Allows user to receive photos from other users via text</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Urgent Texts</td>
<td>Option to send a high-priority/urgent message</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Quick Pick</td>
<td>Allows user to send a quick text by selecting from a list of pre-formulated messages</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Options - Patient Pick</td>
<td>Allows user to include patient information (name and bed) in the message by selecting from a list of patients</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Details - Group Name</td>
<td>Allows user to create or edit a name for the conversation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Details - Participants</td>
<td>Allow user to view the list of participants</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Details - Ability to Access Contact Details</td>
<td>Allows user to access the contact info page of each participant</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Details - Ability to Add Users to the Group</td>
<td>Allows user to add in one or more users to the conversation</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>iOS</td>
<td>Android</td>
<td>Desktop</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-----</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>Details - Mute Notifications</td>
<td>Allows user to stop notifications unless the message is marked as urgent</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Details - Leave Conversation</td>
<td>Allows user to leave the conversation</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

**Broadcasts**

<table>
<thead>
<tr>
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<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Broadcast</td>
<td>Allows user to send a pre-formulated quick message to a pre-determined group of users</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Group Broadcast</td>
<td>Allows user to formulate a message to send to a pre-determined group of users</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>More - Urgent, Quick Pick, Patient Pick</td>
<td>Allows user to send an urgent message, send a quick message, and choose from a list of patients to include in the message</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Location - Unit, Hospital, Anywhere</td>
<td>Allows user to send message to a group of recipients in a certain location</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Recent Broadcast List</td>
<td>Shows a list of broadcasts recently received or sent by the user</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Mark All Broadcasts as Read</td>
<td>Allows user to select one or more broadcasts to mark as read</td>
<td>✔️</td>
<td>✔️</td>
<td>✗️</td>
</tr>
</tbody>
</table>

**Patients**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
</table>
| Assigned in Unit View, All In Unit View, All Assigned View | Assigned in Unit view: Shows the patients assigned to the user within their current unit  
All in Unit view: Shows all patients in the user’s current unit  
All Assigned view: Shows all patients assigned to the user across all units and hospitals | ✗️  | ✗️      | ✔️      |
<p>| Assigned Patients View               | Shows all patients assigned to you                                          | ✔️  | ✔️      | ✗️      |
| All in Units View                    | Shows a list of all patients in the units the user is logged into          | ✔️  | ✔️      | ✗️      |
| Patient Search                       | Allows user to search for a patient by name or bed                         | ✔️  | ✔️      | ✔️      |</p>
<table>
<thead>
<tr>
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<th>Description</th>
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<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Masking PHI for Confidential Patients</td>
<td>Hides patient identification information for confidential patients</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Patient Details</td>
<td>Shows information for individual patient</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Self Assign Toggle</td>
<td>Allows user to assign the patient to themselves</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Dynamic Care Team</td>
<td>Provides information (name, role, location, presence) on the patient's caregivers and displays their patient-specific roles</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Patient Assignment Indicator</td>
<td>Indicates that the patient is assigned to the user</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Send Broadcast to Patient Care Team</td>
<td>Allows the user to send a broadcast message to the patient's caregivers</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Lab Results</td>
<td>Shows all available lab results for the current patient visit</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Confirming Lab Results</td>
<td>Ability to mark lab results as confirmed</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Forwarding Lab Results</td>
<td>Ability to send and receive lab results as a link in a text message</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td>Camera Module</td>
<td>Allows user to view and take photos associated with the patient</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>More Details - Bedside Phone</td>
<td>Allows user to call patient's bedside phone</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>More Details - MRN, Visit Number, Length of Stay, Admission Time, Height, Weight, Chief Complaint, Date of Birth, Age, Gender</td>
<td>Provides additional information on the patient.</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>

**More**

<table>
<thead>
<tr>
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<th>Description</th>
<th>iOS</th>
<th>Android</th>
<th>Desktop</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charts</td>
<td>Provides standardized charts, such as an eye chart</td>
<td>✔</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Feature</td>
<td>Description</td>
<td>iOS</td>
<td>Android</td>
<td>Desktop</td>
</tr>
<tr>
<td>-------------------------------</td>
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<td>-----</td>
<td>---------</td>
<td>---------</td>
</tr>
<tr>
<td>User Profile</td>
<td>Shows user’s MH-CURE profile information</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Sounds (Shared Only)</td>
<td>Allows user to set a ringtone for incoming calls and texts.</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Application Settings</td>
<td>Additional settings for application</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Base URL</td>
<td>URL of MH-CURE server</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Turnkey (Shared) Device</td>
<td>Setting to switch between shared and personal device</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Unit ID for Turnkey (Shared)</td>
<td>Setting for Unit ID when device is used as a shared device</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>SIP Logging</td>
<td>Setting to Enable SIP logging</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Logging</td>
<td>Setting to enable application logging</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Logout on Charge (Setting)</td>
<td>Setting to enable logout when device is on charge</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>QuickLink Mode</td>
<td>Setting to switch between QA and production mode</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Reset Data Cache</td>
<td>Setting to reset the data cache</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>
Cleaning and Disinfecting Mobile Devices

**REQUIREMENT:** Always follow the specific instructions for your facility. The instructions that follow are general recommendations.

**General Notes**

- Devices to disinfect include mobile phones, tablets, and similar hand-held technology.
- Devices must be regularly disinfected between use in patient rooms or care areas to reduce the risk of transmission.
- A residual haze or film may reduce visibility and touch friction contact. Remove residue with an alcohol pad.
- If necessary, wear gloves to protect from exposure to disinfectant chemicals.
- If using a personal device, follow manufacturer’s instructions.

**Mobile Device Barriers to Prevent External Contamination of Device**

- Hard sided cases
- Disposable plastic sleeve (change daily prior to recharging)

**TIP:** Disinfect barriers within antimicrobial additive technology using low level disinfectant wipes for rapid microbial kill.

**Recommended Disinfection Products**

- Super Sani-Cloth® Wipes
- Sani-Cloth® Bleach Wipes

**When to Disinfect a Mobile Device**

- At the start of a shift
- When visibly soiled
- If the mobile device is in use upon entry of a patient's room
- If the mobile device was in use or accessed while in a patient's room

**Disinfecting a Mobile Phone in Isolation**

⚠️ **RECOMMENDATION**: Use of a mobile phone in an isolation room is not recommended if it can be avoided.

If you must use a mobile device in an isolation room, use one of the two options:

- If the device is in use upon entry of a patient's room: sanitize the device after hand hygiene and donning gloves and gowns.
- If the device was in use or accessed while in the patient's room: sanitize the device before removing gloves and gowns.
MH-CURE Glossary

A

AD

Active Directory. Authentically and authorizes all users and computers in a Windows domain type network—assigning and enforcing security policies for all computers and installing or updating software.

AP

Access Point. An AP carries WiFi for the phones from point to point. If staff report dropped calls, AP points are located in the ceiling.

Assigned DID Dynamic Role

Must be used commonly, and for cases where outside callers frequently dial the role number, or if the user wants to forward his/her desk phone.

B

Broadcast Group

Predetermined group of people who receive a broadcast message.

BYOD

Bring Your Own Device. Cell phone users who download the application onto their personal or hospital provided cell enabled phone.

C

Care Team Builder

The use of an iPad to assign large groups of staff at once within MH. Usually departments that do not have Nurse Call systems or not unit based. For instance, a respiratory therapy director can make bulk assignments to patients, units, or zones for the shift.

CFNA

Call Forward No Answer. Forwards calls when the phone is not answered after the configured No Answer Ring Duration timer is exceeded or the destination is unregistered (setting in CUCM).

CUCM

Cisco Unified Call Manager. The step by step guide for configuring devices and end users. Details DID number assignment and call routing.
Device Operating System
The software that allows iPhones, iPads, Androids, and desktop devices to run applications and programs. It also manages cellular and wireless network connectivity.

DID Number
Direct Inward Dialing numbers for Voice over Internet Protocol (VoIP). DID numbers are custom to the customer. It can be any number of digits. DID numbers are specific to the server, and are specified in the Web Admin settings.

Dynamic Care Team
The staff members assigned to the patient, which may include doctors, nurses, and specialists.

Dynamic Role
A temporary title for purposes of identification or call-forwarding within the system. These roles are assigned by a user each shift and direct communication for that role is sent to the correct user.

EMR
Electronic Medical Records. Systemized collection of patient and population electronically stored health information in a digital format.

External User
MH-CURE users can text non MH-CURE users, for example, PatientKeeper, using federated messaging. Non MH-CURE users display as External in the contact directory.

Label Only Dynamic Role
Label names are typically a location or team member description. No DID phone number is necessary unless there is a specific scenario or technology that requires call-forwarding or alerting from another system or application. For example, a charge nurse would use a Dynamic Role to be easily identified each shift by the House Supervisor.

MH
Mobile Heartbeat. Uses smartphones to improve clinical workflow and secure team communications. The Mobile Heartbeat solution consolidates clinical communications, including alarms and notifications, pertinent patient information, lab data, texting, and voice.

MH-CURE
Mobile Heartbeat's product name for the communication application.
MH-CURE Web Administration Tool

The MH-CURE Web Administration Tool is also referred to as Web Admin. Web-based tool where Mobile Heartbeat Administrators configure the application settings for mobile application, including build (hierarchy, users, directory), dynamic roles, user/role groups, broadcasts, security permissions, and mapping. This tool also includes reports used to troubleshoot logins, assignments, and call/text history.

MH Extension

A 4 to 11-digit number used for calling individuals connected through MH-CURE.

MRN

Medical Record Number. This number is used by a hospital as a systematic documentation of a patient's medical history and care during a hospital stay.

Presence

Presence refers to your availability while logged into your device. It indicates Active, Busy, and Offline.

Quick Broadcast

A predefined text message that is sent to a predefined group of users. For example, a code fall (a predefined text) sent to All Staff on Unit (predefined set of people created from a combination of user groups and role groups in the Web Admin). Allows for details to be included for each message such as a room number or location.

QuickLaunch

QuickLaunch gives shared device users the ability to quickly log into their shared device by swiping their ID badge.

Role Group

Term used in the Web Admin. Acts as a method for identifying a subset of people identified as belonging to a specific group to whom you wish to communicate. These groups are assigned within the Web Admin.

Shared Devices

iPhones and/or Androids may be provided by the hospital. Hospital employees share the same devices within their department or unit during the shifts. These devices function on WiFi and have no cellular service.
SIP
Session Initiation Protocol. A communications protocol used in instant messaging over Internet Protocol (IP) networks. Some third party integrations utilize this method for patient calls to reach the staff member assigned to the patients on their mobile device. In MH, this comes across as a phone call.

Toggle
This refers to a switch that you can slide to the right to indicate On, or to the left to indicate Off.

User Group
Term used in the Web Admin. Acts as a method for identifying people by individual name who fall into a specific category. For example, nurses who are ED charge or those who are House Supervisors. When sending a broadcast message by user group, all individuals who are included in the group receive the message. Dynamic roles can be created using both user groups and role groups.

VGW
Voice Gateway.

VLAN
Virtual Local Area Network. WiFi wireless network for MH-CURE.

VoIP
Voice over Internet Protocol. WiFi enabled phone network that is dependent upon being connected to the WiFi. This means that MH-CURE shared devices do not use a cellular plan, and do not work outside of the hospital.

WCTP
Wireless Communication Transfer Protocol. The integration method that allows Hill-Rom patient calls to reach the staff member assigned to the patient on their mobile device. In MH, this comes across as an alert.