FAQs

What is Care Team Communications?

Care team Communications (CTC) is our initiative that is using the MH-CURE application which allows for an improved process of communication using smartphones and clinical work stations to enhance communication with the patient and the interdisciplinary care team.

Who will use MH-CURE?

Initial users for this implementation will include registered nurses, care partners, medical receptionists and telemetry technicians within designated areas at Vanderbilt University Hospital. Depending on your role within the healthcare team will determine which type of device you will use to communicate with other members of the healthcare team. Users are described in one of three categories: Shared Device User: The shared device user will use a hospital issued iPhone with the MH-CURE application each day that they work in their unit. Shared device users include registered nurses and care partners. Desktop Application User: The desktop user will use designated workstations on their unit in which the MH-CURE application has been installed. Desktop users include medical receptionists and telemetry technician. Bring Your Own Device (BYOD) User: The BYOD user will use their personal IOS or Android device in which the MH-CURE will be downloaded to their personal phone. BYOD users will be providers.

Is the Care Team Communication (CTC) initiative an enterprise wide implementation?

Yes. Areas within VUH have been using MH-CURE and the technology is currently rolling at the Children's Hospital. There are plans for implementation at VBH in the spring of 2019.

Can I reset my PIN code?

Yes. When prompted to enter PIN, click "Forgot PIN?" and you will then be prompted to reset your PIN.

What period of inactivity time is set to prompt me to reenter my PIN?

5 minutes.

Is a finger print sign on feature available?
No, this feature is not available.

Should the iPhone be in airplane mode?
Yes. Please leave the iPhone in airplane mode.

Should the wifi be turned on?
Yes. Please leave the wifi turned on. If you turn it off, you will no longer receive calls to the iPhone.

What is my full telephone number?
Your permanent MH-VUMC number is preceded by "615 -42*-****" to give to non MH-CURE VUMC users to call you direct.

Do I have to dial 9 to dial out (to a non MH-CURE VUMC user)?
To call out from a shared device: dial 9-615 for 615 phone numbers. For long distance dial 9-1-area code.

Can I swipe to answer a call on the iPhone?
Yes. All calls can be answered by swiping to the right. Please touch the MIDDLE of the screen and then swipe to the right. Touching to the left of the screen and swiping to the right will take you to a screen of icons. You can still answer the call from the icon screen by selecting the MH-VUMC app and the "Anser or Decline" feature will appear.