Mobile Heartbeat
Advanced Education
Sending Messages

IT Education Analyst
Course Objectives

At the end of the Mobile Heartbeat session, you will be able to:

• Send messages through Contacts
• Send messages through the Patient Card
• Send messages through the Text Icon
• Utilize Message Features
• Practice Message Etiquette
Important at Time of Log In

Check your Sound Settings

- Be sure the device was not switched to silent.
- Check the volume of the device to ensure you will be able to hear it.

NOTE: Turning the device to silent increases the risk of alerts and alarms to be missed. This becomes a patient safety issue.
Important Settings

- Shared Device Users
  - BHVoice
  - Airplane Mode
    - Properly connect to the network
    - Prevents battery drain
    - When devices complete an update, Airplane Mode must be reenabled
- Personal Device Users
  - BHGuest
  - Be sure to Allow Critical Alerts within the app
  - If you own an Apple Watch, disable notifications for MH-Cure
Remove Yourself from Training Unit

- Navigate to the Dashboard.
- Select Assigned Units.
- Tap Edit
- Remove yourself from *zTraining/*New User (Dearborn) and/or Go Live
Sending a Message through Contacts
Contacts

- Users may locate and contact employees who are affiliated with Mobile Heartbeat
  - Shared device users
  - BYOD (Bring Your Own Device) users
  - Desktop Users
Search All Contacts

Search Directory

• Search All Contacts:
  • Use the top search bar to search for any person, role, title or dynamic role.
Contacts

Users may browse by:

- **My Unit**: Unit you are logged into
  - 2N Medical Surgical

- **Any Unit**: A specific unit in the hospital
  - Emergency Department

- **Hospital**: The entire hospital
  - Beaumont Health Troy

- **Favorites**: Departments and contacts saved as favorites
  - Departments, roles, and people you contact frequently
Browse Dynamic Roles by

Users may *browse* by:

**Hospital**: Browse dynamic roles throughout the hospital

**Favorites**: Individual for each user
Status

When you contact someone, please be aware of their availability:

• Status:
  • Green – Logged in and available for calls and text messages
  • Orange – Logged in, but has set themselves to busy. They may not respond to you in a timely fashion
  • Clear – Not logged in and will not receive your call or message. You will receive a popup message to contact someone else
Calling and Texting in Contacts

Using the contact card:

- To contact a user directly, select the **Call** or **Text** icon.
- Check status
- View calling preferences
- Save to Favorites
Sending a Message through the Patient Card
Send a Message Through Patients

Viewing Options

- **Search**: Search for patients by Name, Room Number, MRN
- **Assigned Patients**: View patients you assigned to yourself (Treatment Team in Epic)
- **Assigned Units**: View all patients in assigned unit
- **Browse**: Find patients on any unit
  - Must select a hospital unit
Patients

Texting through Patients:

- Select the person you would like to send a message to (i.e. Attending)
- Will pull patient identifying information automatically into text.
Benefits of Messaging Through Patients

- Attaches patient information
- No confusion when patients have similar names
- Names with complex spellings
- Send a broadcast to the Dynamic Care Team (Treatment Team in Epic)
Sending a Message through Texts Icon
Locate all recently sent and received texts over the last three days. From recent texts, select the person you wish to contact, and tap **Continue**.
Texts

• To start a new text, tap the paper-pencil icon.
• It will default to the unit you are logged into
• Select the person(s) to send a message.
  • Ability to send group text!
• Tap Continue.
Group Messages

• Select multiple people
• Name Group
• Add new group members
• Leave/Mute options
Message Features
Text and Text Options

- Tap the ! to send a message as urgent
- Tap the + to access:
  - Quick Pick
  - Patient Pick
  - Camera
Quick Pick and Patient Pick

- **Quick Pick**: Preconfigured statements.
- **Patient Pick**: Patient identifying information.
Camera Feature

- Camera: Send a picture for communication purposes only

*Continue to capture and document clinical scenarios according to protocol

“Beaumont Health does not store secure messaging communications in the patient medical record”
Clinical Photos

The use of clinical photos for healthcare purposes fall into three categories: education, publication and documentation in the health record.

- If a photo needs to become part of the patient’s medical record, use Haiku or Canto (Wound Care Team).

*Continue to capture and document clinical scenarios according to protocol

“Beaumont Health does not store secure messaging communications in the patient medical record”
Message Etiquette
Text Etiquette

- Messages should be short, concise, professional and free of abbreviations.
- If the issue is critical and requires an urgent response: Identify the most appropriate method of reaching the care team member. Texting is not always perceived to be of an urgent status.
- Indicate the urgency of the matter:
  - Urgent (call back immediately)
  - Routine (call back within 2 hours)
  - FYI (no callback needed)
- Use the read receipt to determine if the message has been read or if further follow up is needed.
- Keep responses at a minimum and content specific. Unnecessary, extraneous responses may cause interruptions in care.
The Joint Commission (TJC) and Center for Medicare & Medicaid Services (CMS) prohibit orders being communicated via text messaging.

- For nursing/ancillary staff: When responding to orders received by text, reply using the Quick Pick: *As CMS does not allow verbal orders via text, kindly enter directly or call with a telephone order.*
• Dates and times for Advanced Webinars
• The website is constantly changing
• Mobile Heartbeat has regular updates
• Reminder when a shared device has an update, airplane mode must be enabled again
Upcoming Sessions

- Dynamic Roles
- Provider Education
- Resources
- Upgrades
- Make-up Session
QUESTION?
COMMENT?
CONCERN?

We want to hear about it.