

Mobile Heartbeat

Advanced Education

Sending Messages

IT Education Analyst

Course Objectives

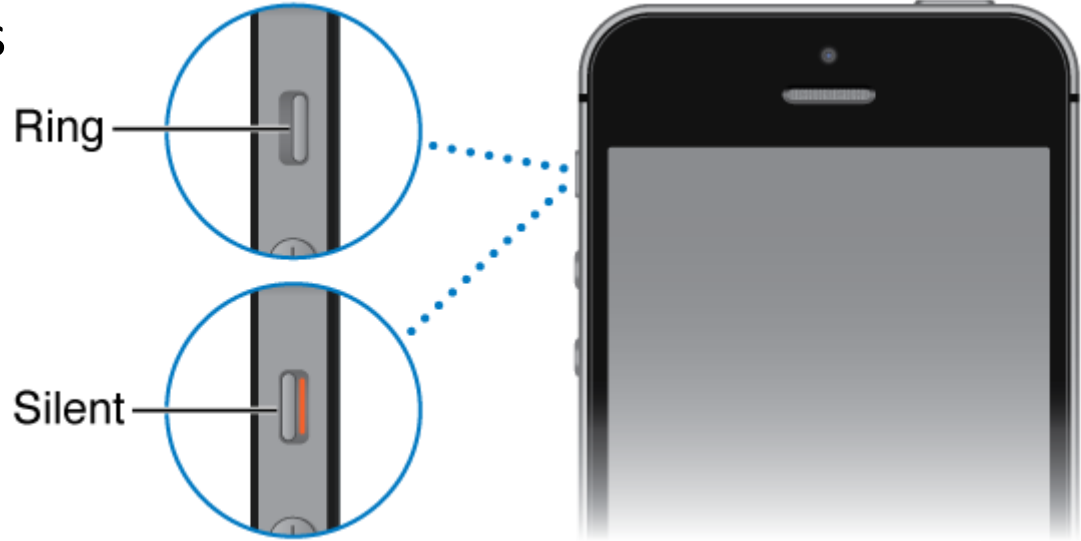
At the end of the Mobile Heartbeat session, you will be able to:

- 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

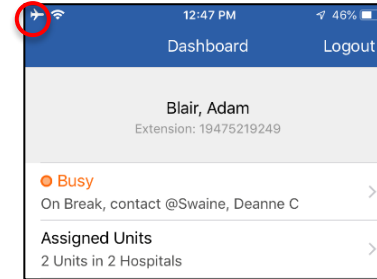
- Be sure the device was not switched to silent.
- Check the volume of the device to ensure you will be able to hear it.



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

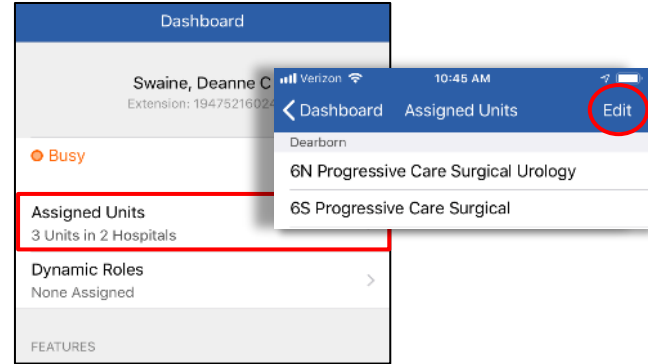
Important Settings

- 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

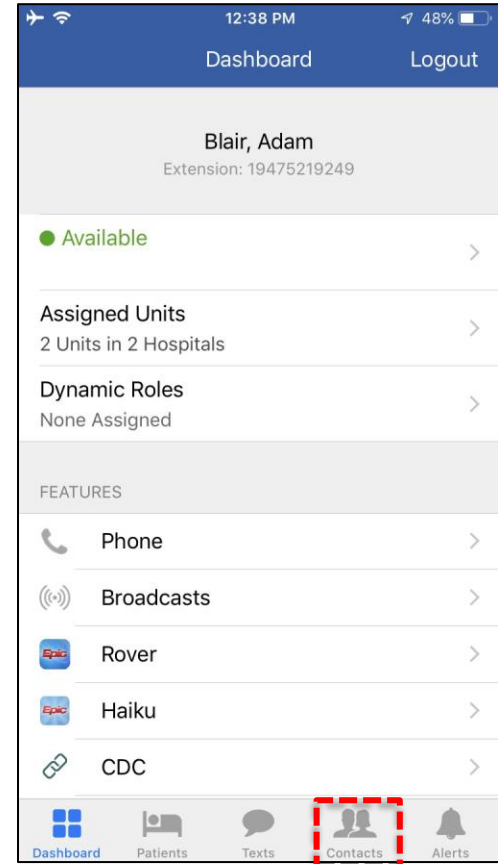
- Navigate to the **Dashboard**.
- Select **Assigned Units**.
- Tap **Edit**
- Remove yourself from
*zTraining/*New User (Dearborn)
and/or Go Live



Sending a Message through Contacts

Contacts

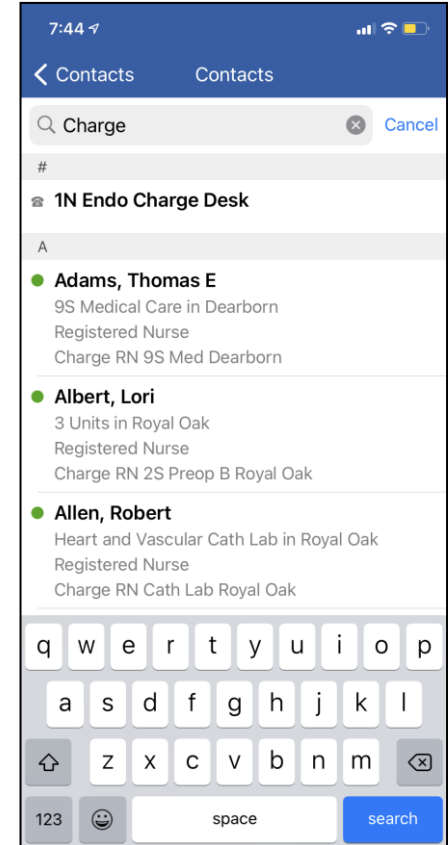
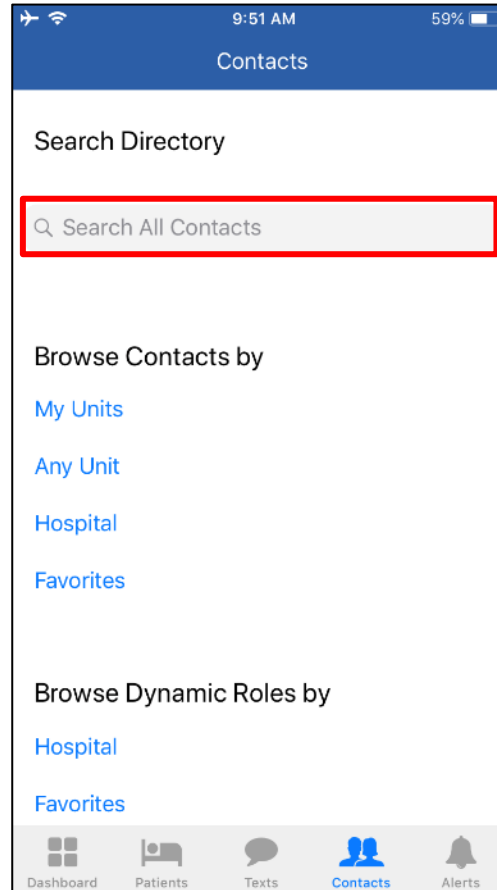
- Users may locate and contact employees who are affiliated with Mobile Heartbeat
 - Shared device users
 - BYOD (Bring Your Own Device) users
 - Desktop Users



Search All Contacts

Search Directory

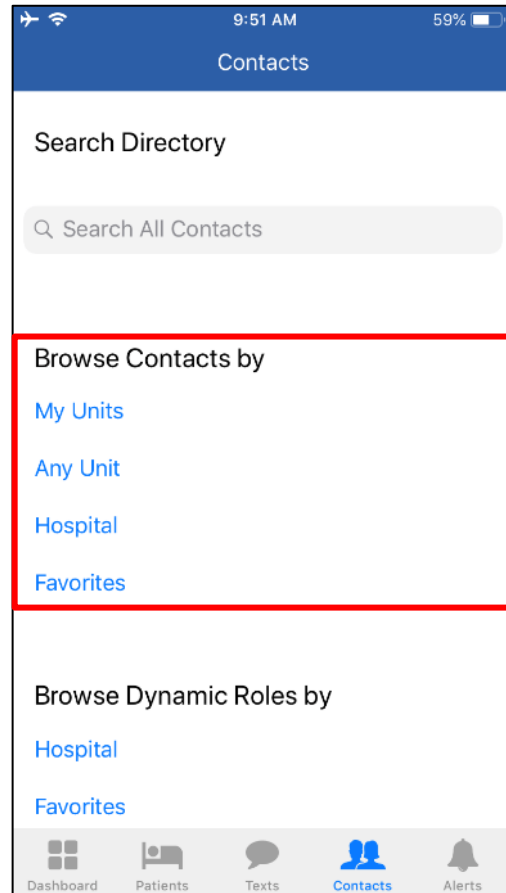
- Search All Contacts:
 - Use the top search bar to search for any person, role, title or dynamic role.



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

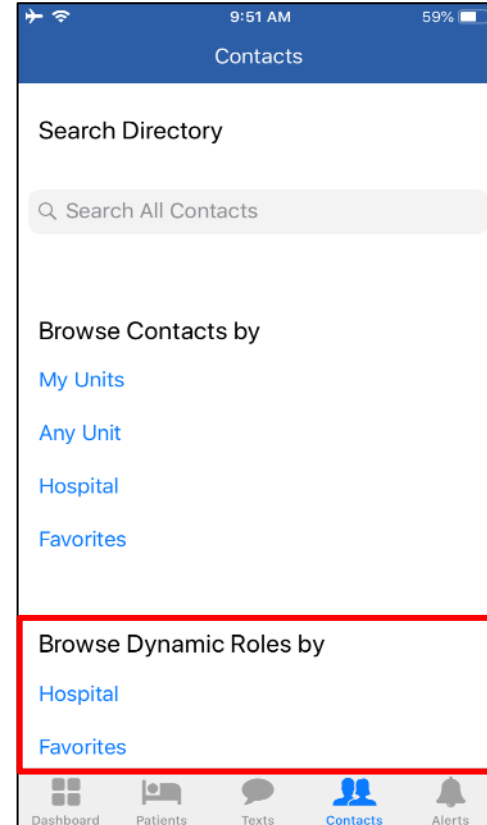


Browse Dynamic Roles by

Users may *browse* by:

Hospital: Browse dynamic roles throughout the hospital

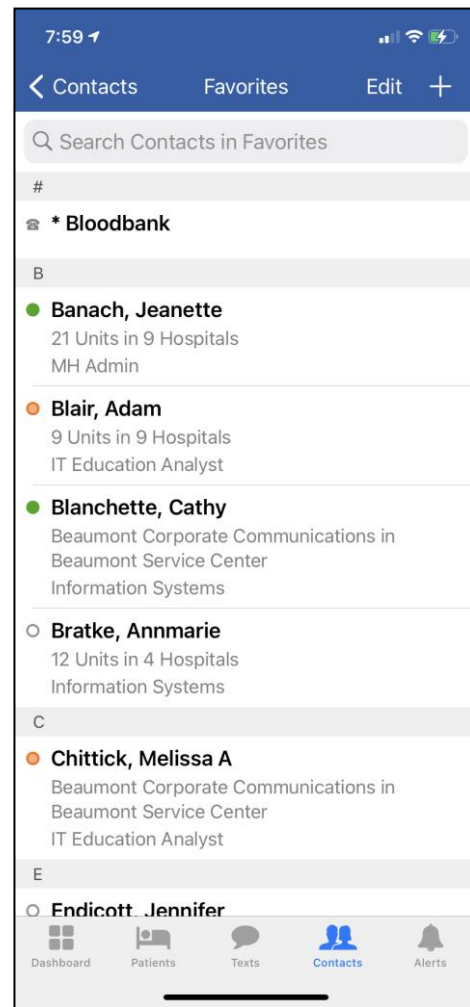
Favorites: Individual for each user



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

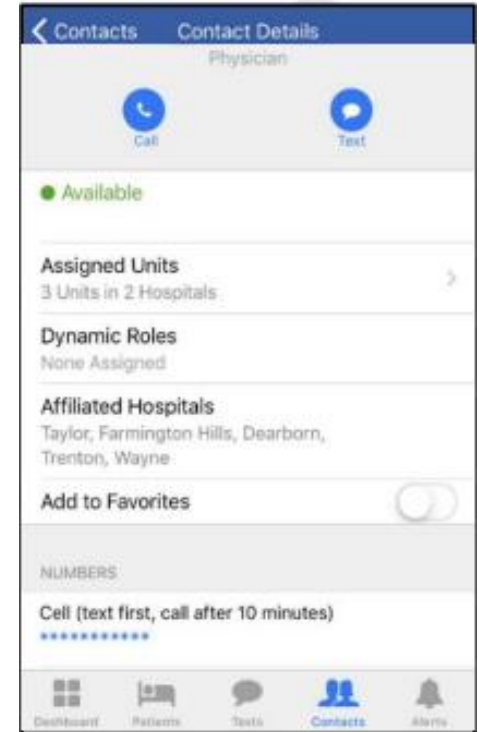


Beaumont

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

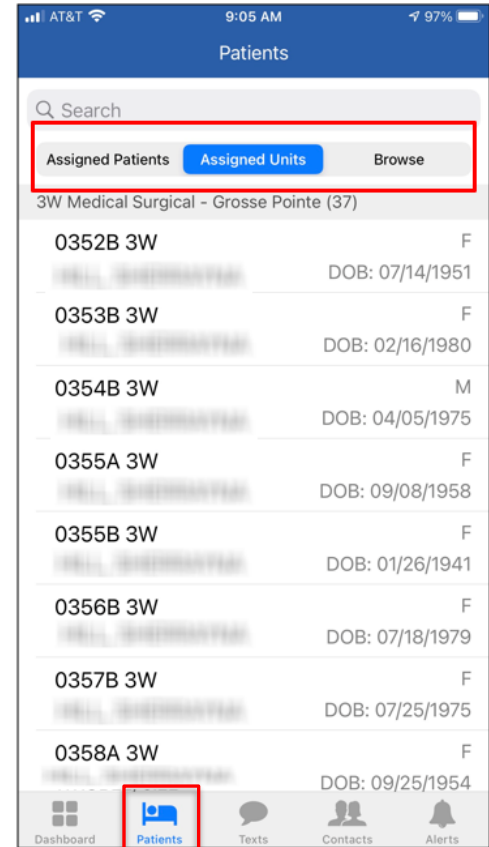
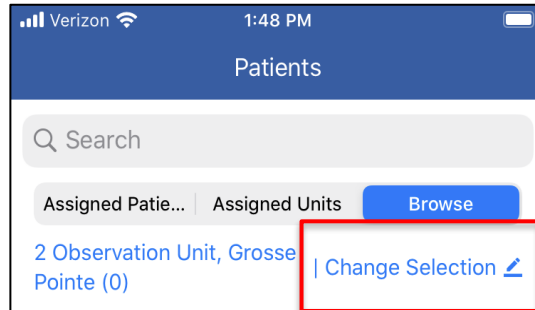


Sending a Message through the Patient Card

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.

Verizon 2:07 PM

< Patients Patient

1111 222222
Cleaver, Alice
MRN: 222222
VN: 333333333
DOB: 04/15/1912

Assigned to me ☐

Confidential? No

Patient Details >

DYNAMIC CARE TEAM

Admitting

- Khanshour, Ammar, MD
*zTraining in Royal Oak
Physician

Attending

- Khanshour, Ammar, MD
*zTraining in Royal Oak
Physician

Dashboard Patients Texts Contacts Alerts

AT&T Wi-Fi 8:44 AM 90%

< Texts Hazin, Ribhi, MD ⓘ

302N01 3MSU | **DEFAULT**
results are abnormal.

+ ⓘ

I Hi Yes

Q W E R T Y U I O P

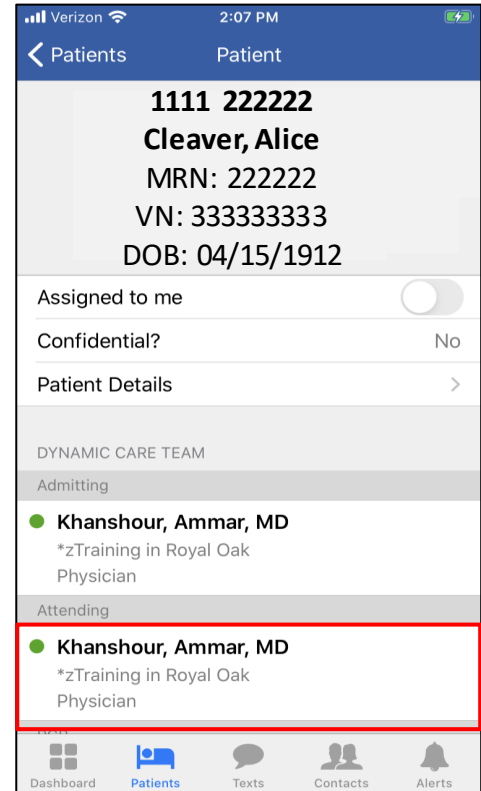
A S D F G H J K L

↑ Z X C V B N M ↵

123 😊 🗣️ space return

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)

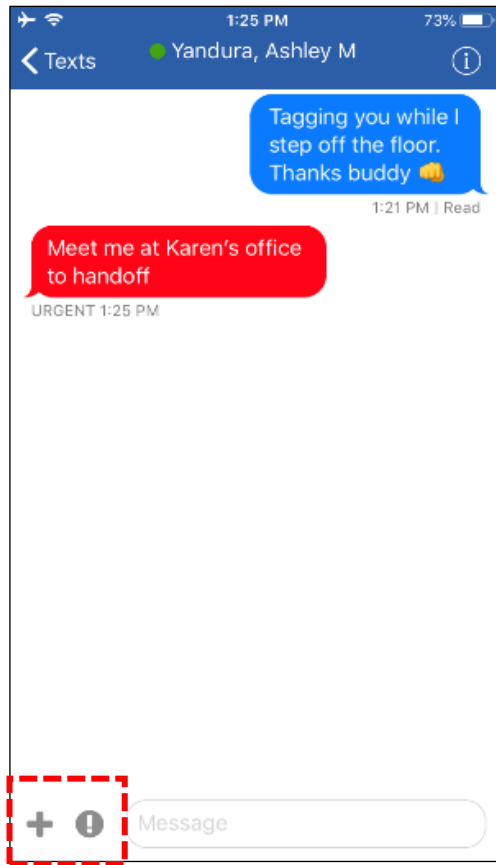
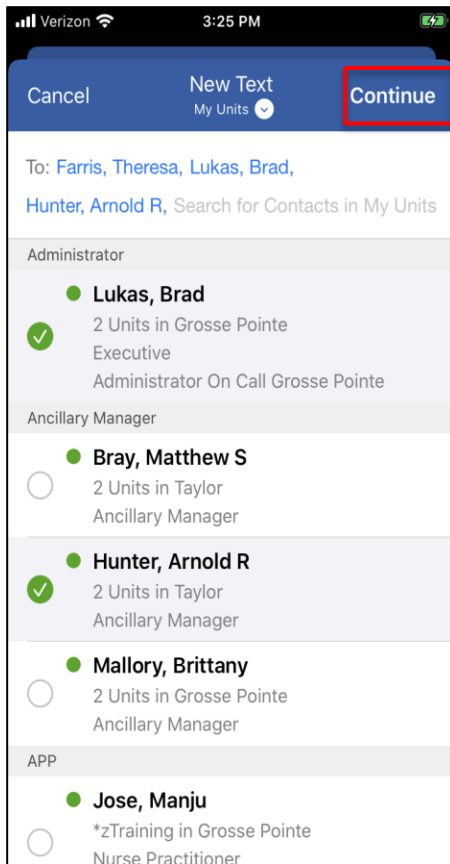


Sending a Message through Texts Icon

Texts

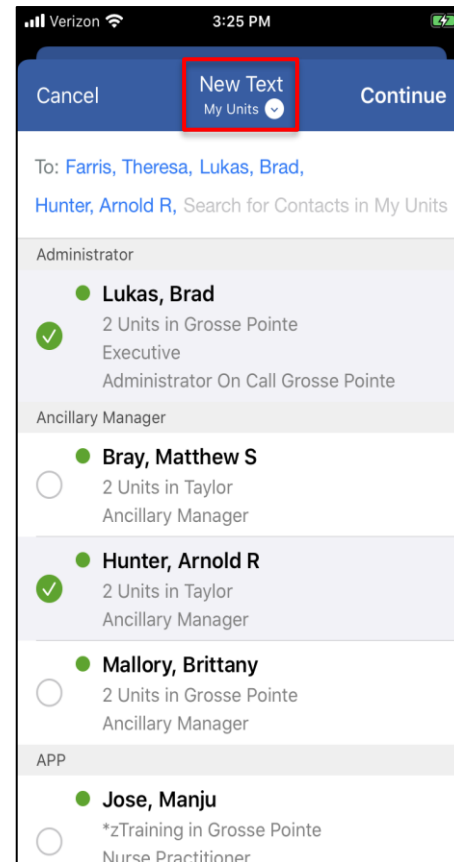
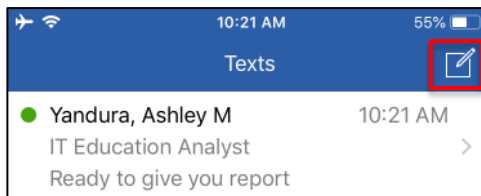


- Locate all recently sent and received texts over the last three days.
- From recent texts, select the person you wish to contact, and tap **Continue**.



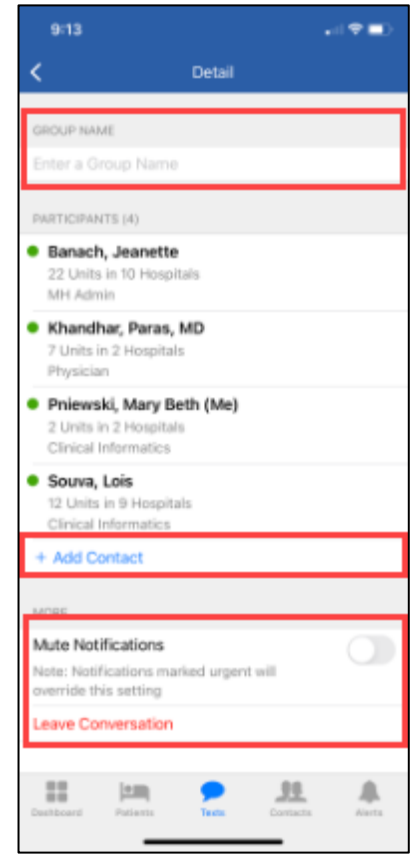
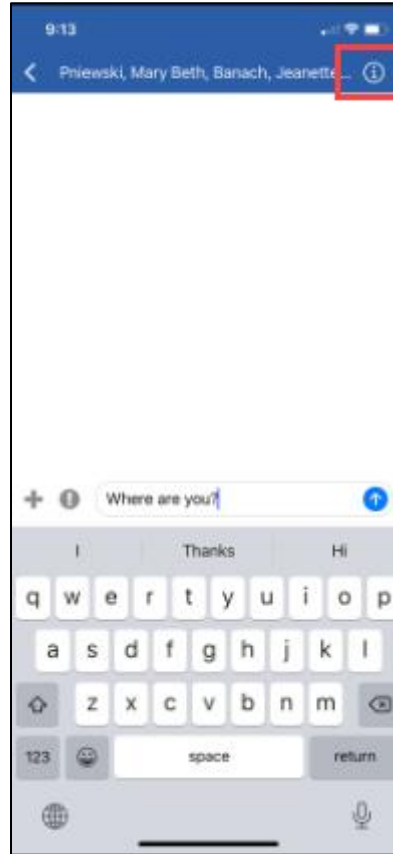
Texts

- 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

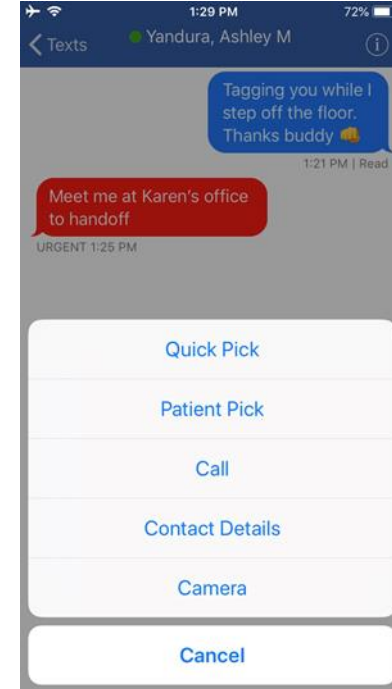
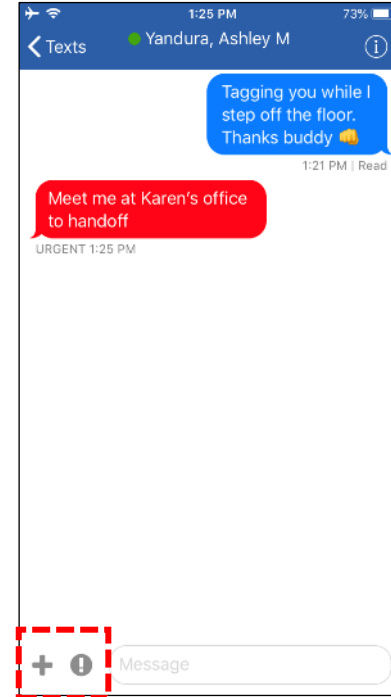
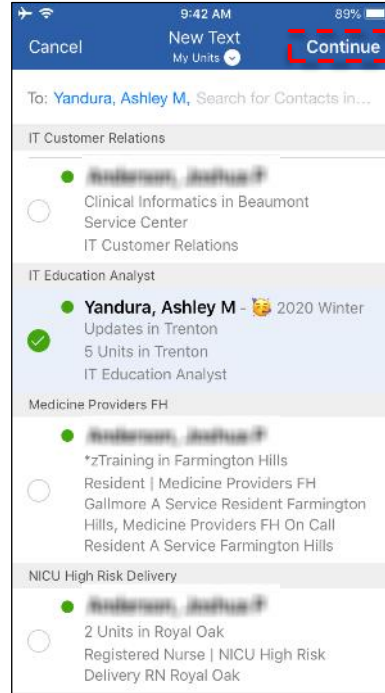
- Select multiple people
- Name Group
- Add new group members
- Leave/Mute options



Message Features

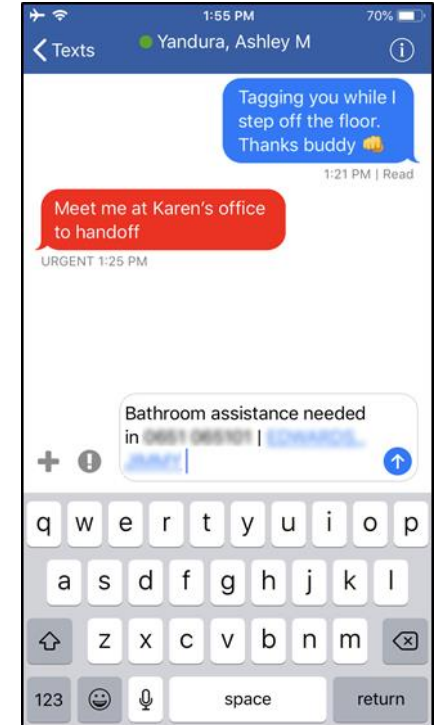
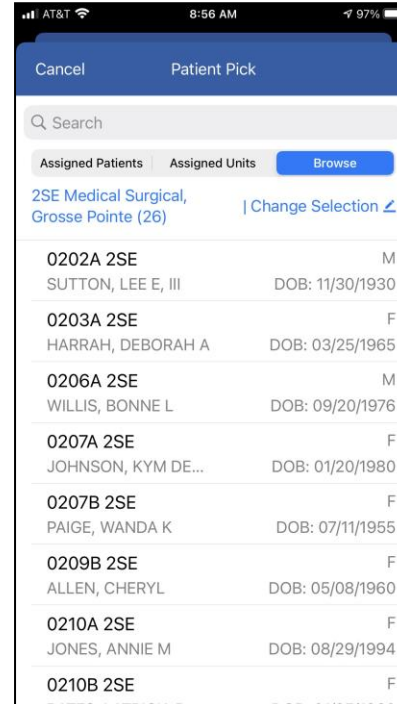
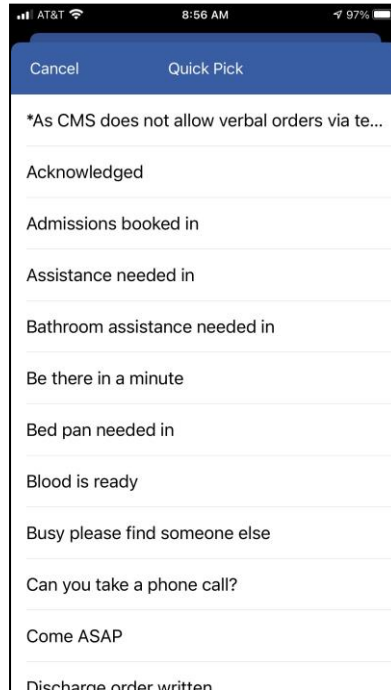
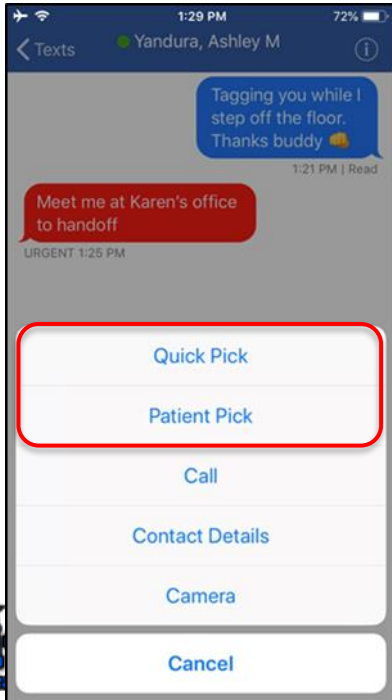
Text and Text Options

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



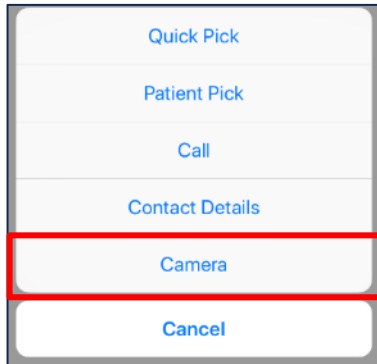
Quick Pick and Patient Pick

- **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”

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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.

IMPORTANT!

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.

Resources

Beaumont Intranet > Education > Mobile Heartbeat

Beaumont Intranet

Employee Search

Applications ▾ Departments ▾ Documents ▾ **Education ▾** News ▾ Nursing Quality ▾ Resources ▾

Schedule Vaccine Now

Ask a

Trust Line

Patient Repc

Ana and Raimundo Pastor, D.O. Clinical Skills Laboratory

Continuing Medical Education

Employee Scholarships

Graduate Medical Education

HealthStream

LGBTQ Education and Resources

Medical Library

Microsoft Outlook & more

Microsoft Teams & Yammer Video Training

oneChart

Mobile Heartbeat

- 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

The latest Mobile Heartbeat Updates

- [Downtime Procedures](#)
- [How to send logs to Mobile Heartbeat](#)
- Go-live at Beaumont, Troy: March 15, 2021
- [Mobile Heartbeat Settings for Personal iPhones \(flyer\)](#)
- [Mobile Heartbeat Troubleshooting for Shared Devices \(flyer\)](#)

General Education

Webinars

View the [Mobile Heartbeat webinar flyer](#) for a list of upcoming webinars.

Videos

Video: [Mobile Heartbeat Provider and Personal Device Users](#)

User Guides, Pamphlets and Tip Sheets

- [Call Masking \(flyer\)](#)
- View a list of resources on the [oneChart Education Bookshelf](#).

HealthStream Modules

- WAYNE Mobile Heartbeat Desktop Application – MHB001
- Mobile Heartbeat – MHB001
- CTMU (Central Telemetry Monitor Unit) – MHB001
- Rover – MHB001
- Mobile Heartbeat Desktop Application – MHB001

Downloading Instructions

Beaumont Intranet > Education > oneChart > Bookshelf > Mobile Apps

Applications ▾	Departments ▾	Documents ▾	Education ▾	News ▾
Ana and Raimundo Pastor, D.O. Clinical Skills Laboratory		LGBTQ Education and Resources		
Continuing Medical Education		Medical Library		
Employee Scholarships		Microsoft Teams & Yammer Video Training		
Graduate Medical Education		Mobile Heartbeat		
HealthStream		oneChart		

Education Links



COVID19 Support Education
Materials



HealthStream

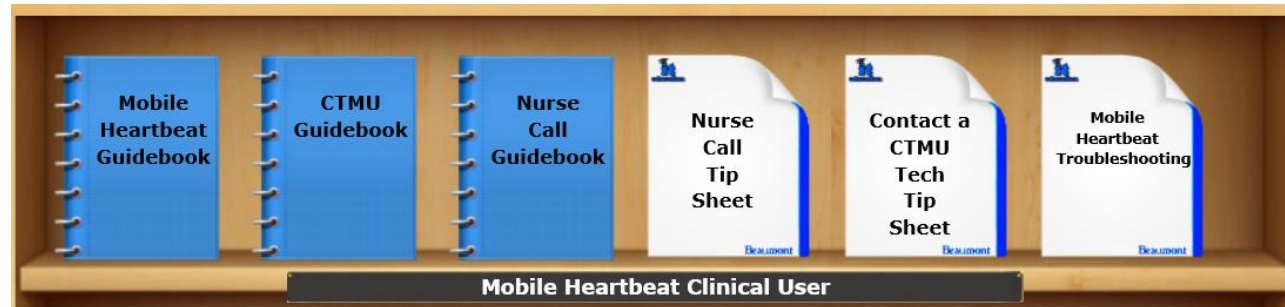


Bookshelf

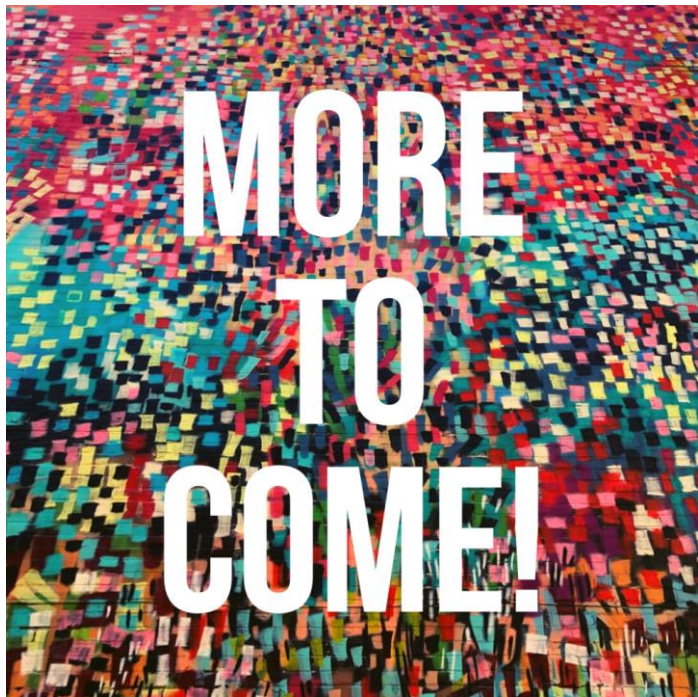


Video Library

Mobile Apps



Beaumont



Upcoming Sessions

- ✓ Dynamic Roles
- ✓ Provider Education
- ✓ Resources
- ✓ Upgrades
- ✓ Make-up Session

QUESTION?

COMMENT?

CONCERN?

We want to hear about it.

