



Updated Friday, April 5, 2024

Table of Contents

CareAware Connect Messenger/Voice.....	4
Frequently Asked Questions.....	4
Why am I not able to get into CareAware Connect after changing my password?	4
Why will my keyboard not work?.....	5
Why do I get bed exit alerts for a patient in the room that is not mine?	5
How do I call from my BYOD device using the connect directory?.....	5
How can I find the Respiratory Therapist assigned to my unit?	5
Can I change the sound on my connect device?	6
Do I need to do anything when I get the SmartOSUpdater notification?	6
How do I contact Care Management, Social Work, PT, OT, and Speech Therapy on weekends and holidays?	6
Can I rearrange my favorites tab?.....	7
How can I quickly call a code from the device?.....	7
Are any other Northern Light Hospitals using CareAware Connect?	7
Why am I seeing a yellow caution symbol on some medications that is indicating Unable to Evaluate Early Administration on the CareAware Connect device and not in PowerChart?	7
Can I do speech to text when sending a message in Messenger?	8
Can I download the Voice app on a BYOD device?.....	8
Can I add pictures to a message from the camera roll?	8
Can I adjust the brightness of the Connect Device?	8
How do I access the CareAware Connect Desktop Application?	9
Can I lock my CareAware Connect device?	9

CareAware Connect Cumulative Flash Flyer – Day 11

How do I unlock the CareAware device with pin?	9
Can I change the location of the device that is viewed under my name?	9
What do I do if a Battery Optimization screen pops-up when signing in.	9
How can I find the Respiratory Therapist assigned to my unit?	9
How do I contact providers though connect?.....	10
Can I forward a message?.....	10
Can I use Connect Messenger to text an outside number?	10
Can I add group text to my favorites list?.....	10
Important Reminders	11
Claiming Roles	11
Battery Removal/Swap.....	11
Sending Messages.....	12
Claiming a Role.....	12
Logging Out.....	12
Nurse Call Alerts.....	12
Using the Directory	13
Emergency Department Providers – Claimable Roles	13
Inpatient Staff – Add Roles to Favorites	13
Emergency Department Staff – Add Roles to Favorites.....	13
Calling from A BYOD (Bring Your Own Device) Device.....	14
BYOD Users – Focus Setting	14
Known Issues & Updates	15
Message History.....	15
Google Play Update.....	15
CareAware Connect Nursing	15
Frequently Asked Questions	15
Why doesn't my Zebra Lab printer recognize the barcode?.....	15
How can I add a comment or mark a medication administration in error?	15

CareAware Connect Cumulative Flash Flyer – Day 11

How do I change the Volume or Medication dose from the connect device?	15
What form do I need to include with my ABG collection?	16
Can I access Camera Capture from the Connect Nursing App?	16
Can the Student Nurse use the connect device?	17
Can the staff badge be scanned for Medication Witnessing?.....	17
How do I clean the device and printer?.....	17
Do I need to sign or document on the new specimen labels?.....	17
Known Issues & Updates	17
Bed and Chair Exit Alerts	17
Patient List Default are not pulling into the Connect device.....	17
Specimen Collection	18
Immunizations Review	18
Allergies.....	18
Important Reminders	19
Zebra Printer Calibration.....	19
Medication Administration.....	19
Titrating Medications	19
Nurse Witness	19
Specimen Collection	20
Chair Alarms.....	20
Covid Vaccination Screening Form	21

CareAware Connect Phlebotomy Management	21
Frequently Asked Questions.....	21
Can I document a note within Connect Phlebotomy Management if a patient is not available for a stat order?	21
If I am on a Nursing Unit collecting labs, will I be alerted if a new order comes in?	21
Do I need to sign or document on the new specimen labels?.....	21
How do I clean the device and printer?.....	21

CareAware Connect Cumulative Flash Flyer – Day 11

Known Issues & Updates.....	22
ISTAT Orders from the Emergency Department.....	22
Specimen Collection.....	22
Important Reminders	22
Specimen Collection.....	22
CareAware Connect Patient Flow.....	23
Frequently Asked Questions.....	23
How can the volume be adjusted on the CareAware Connect devices?	23
EMMC Providers.....	23
Frequently Asked Questions.....	23
How do I let staff know who to contact when I am on break?	23
Important Reminders	24
Lab Orders.....	24
Lab Orders.....	24
Active Issues	24
Label Printers Not Always Printing.....	24
Medication Administration Server Error.....	25
STAT LABs.....	25

Click [here](#) for the Daily CareAware Connect Flash

CareAware Connect Messenger/Voice

Frequently Asked Questions

Why am I not able to get into CareAware Connect after changing my password?

- When completing a network password change, it can take up to 20 minutes before the new password can be used in CareAware Connect.
-

CareAware Connect Cumulative Flash Flyer – Day 11

Why will my keyboard not work?

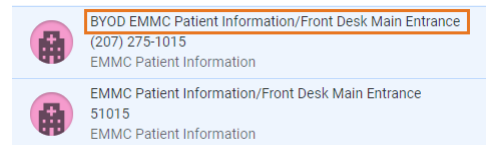
- If your keyboard is not functioning as expected, back out of the application and try again. If this persists, restart the device.

Why do I get bed exit alerts for a patient in the room that is not mine?

- Alerting for bed/chair exits is built out at the room level, not the bed level. Room level alerting prevents missed alerts in the event a double room is used as a private room.

How do I call from my BYOD device using the connect directory?

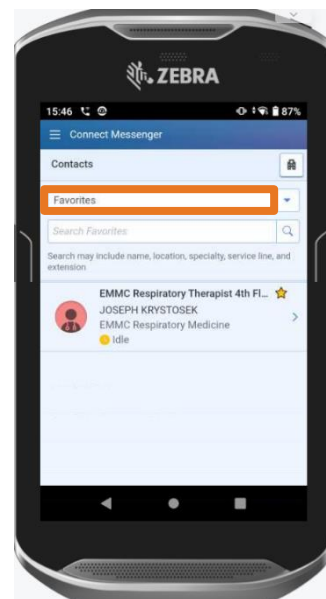
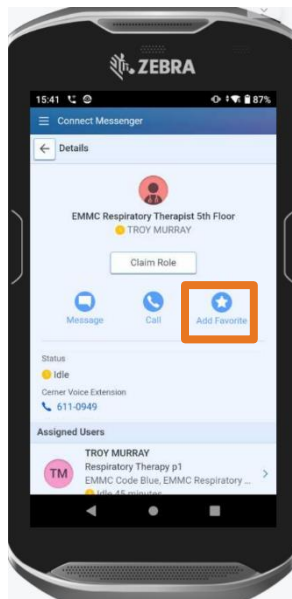
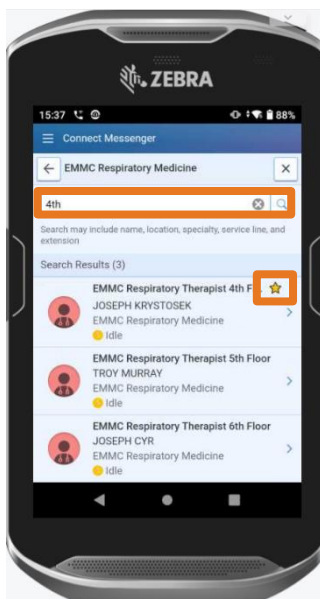
- When making a call from a BYOD device, make sure to select the directory number that starts with BYOD. If the direct line is used, then it will not connect.



How can I find the Respiratory Therapist assigned to my unit?

- All Respiratory Therapists roles are found in the directory under Services.
 - Tap **EMMC Respiratory Medicine**.
 - In the **Search** field, start to type your unit's name or floor level.
 - Tap in the EMMC Respiratory Therapist for your unit.
 - Tap **Add Favorite**. A yellow star will display once the role has been made a favorite.
 - The EMMC Respiratory Therapist role will appear under **Favorites**.
 - The name of the therapist who claimed the role will display under the role name.

EMMC Respiratory Medicine



CareAware Connect Cumulative Flash Flyer – Day 11

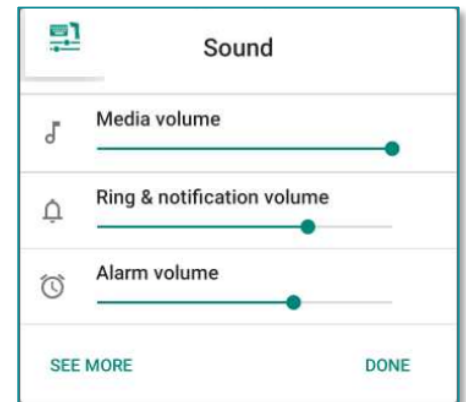
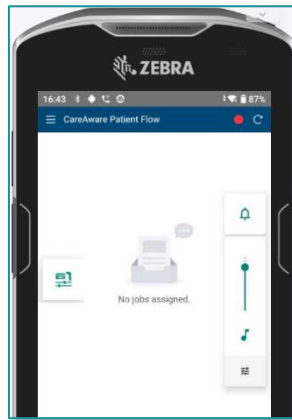
Can I change the sound on my connect device?

- No, the sound on the connect device cannot be changed.
- Android devices allow the volume to be adjusted differently on each application depending on user preference.
- Volume needs to be adjusted within each application as applicable.

STEP 1: Push the + on the volume control button on the right side of the device to increase the volume or the – to decrease the volume.

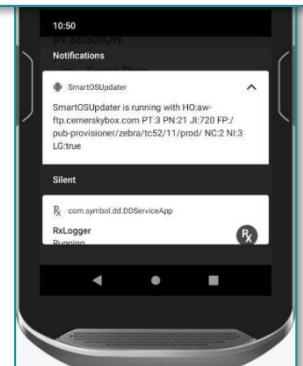
STEP 2: If that does not raise the volume enough to hear the alerts, tap the icon below the music symbol.

STEP 3: Adjust the Media Volume, Ring, and Notification Volume controls as needed.




Do I need to do anything when I get the SmartOSUpdater notification?

- No. The SmartOSUpdater is an Android application running in the background which keeps monitoring the specified server for availability of suitable update packages.

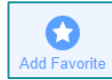


How do I contact Care Management, Social Work, PT, OT, and Speech Therapy on weekends and holidays?

- Each of these positions will have a weekend/holiday roles they will claim to cover the entire hospital, rather than selecting each individual unit role.
- To save these positions as favorites:
 - Tap **Contacts** in the Table on Contents.
 - Tap the **Hospital Icon** .
 - Tap **Services**.
 - Tap **EMMC Care Management** or **EMMC PT OT Speech**.
 - Tap position to save as favorite:
 - EMMC PT Weekend/Holiday On-Call
 - EMMC OT Weekend/Holiday On-Call
 - EMMC ST Weekend/Holiday On-Call

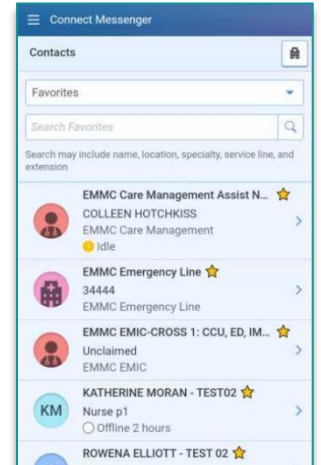
CareAware Connect Cumulative Flash Flyer – Day 11

- EMMC CM 1-4 Weekend/Holiday On-Call
- EMMC SW 1-2 Weekend/Holiday On-Call
- Tap **Add Favorite**.



Can I rearrange my favorites tab?

- The only way to rearrange the favorites order is to remove or add favorites in the order you would like them to appear. Roles and Desk Phones will be at the top with the most recent saved at the top. Favorited people will save below the Roles and desk phones with the most recent saved at the top.

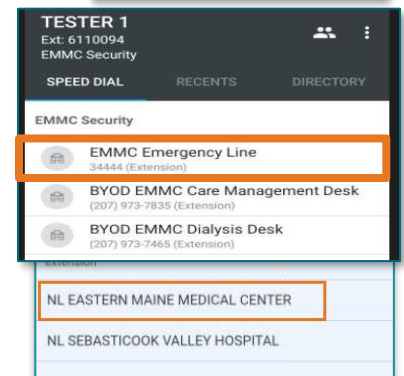


How can I quickly call a code from the device?

- The 3-4444 extension has been added to the speed dial within Connect Voice App.

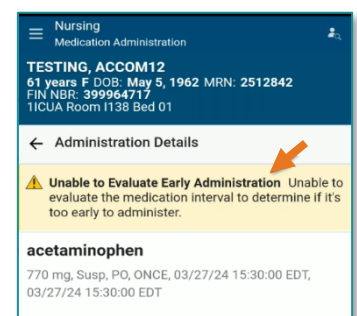
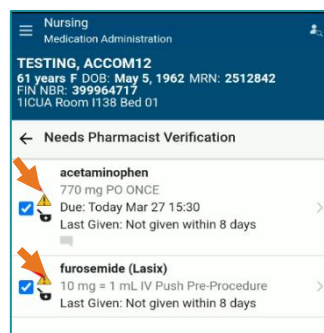
Are any other Northern Light Hospitals using CareAware Connect?

- No, NL Eastern Maine Medical Center is the only location live with CareAware Connect. If other locations are seen when signing in, only select NL Eastern Maine Medical Center.
- If staff are working at mutiple locations, **do not** try to communicate through CareAware connect. Messages will not be received and could casue a potential patient safety concern.



Why am I seeing a yellow caution symbol on some medications that is indicating Unable to Evaluate Early Administration on the CareAware Connect device and not in PowerChart?

- Connect Nursing will display a warning if the medication interval is not set on the frequency. Frequencies of Once or Pre-Procedure are some examples. This is turned off in PowerChart and **cannot** be turned off in CareAware Connect.



- Medication interval checking is intended to prevent a medication error from occurring by identifying the potential for medication doses being given too close together.
- This functionality alerts the clinician when a medication task is selected manually or using barcode scanning and a previous administration is found within the defined frequency on the order.

CareAware Connect Cumulative Flash Flyer – Day 11

- There is nothing the user needs to do when the yellow caution symbol is seen.

Can I do speech to text when sending a message in Messenger?


- Yes. After selecting who the message is being sent to, tap in the Send a Message box, tap the blue microphone, and start to speak the message.

Can I download the Voice app on a BYOD device?

- No, Downloading the Voice App will impair the ability to use CareAware connect messenger on a BYOD device. The Connect Messenger App is the only app to be used to communicate within CareAware Connect on a BYOD device.

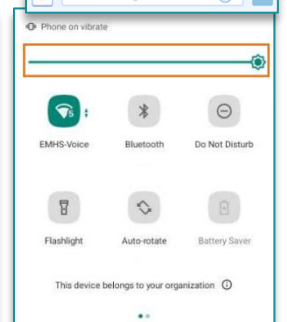
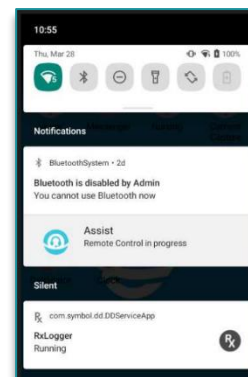
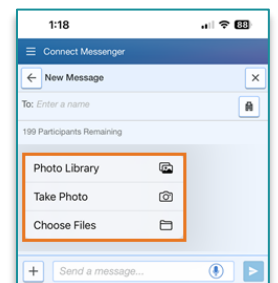
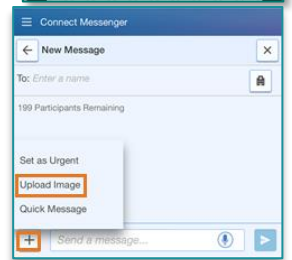
Can I add pictures to a message from the camera roll?

- Yes, BYOD users and desktop users can now upload an image to a message. If you are already signed into the Connect Messenger App, sign out and sign back in to see the update.

- Tap the **plus** next to the space to type a message.
- Tap **Upload Image**.
- Desktop users: select the location of the image to be uploaded.
- BYOD users: tap **Photo Library**, **Take Photo**, or **Choose File**.
 - Photo Library: select the appropriate photo, tap **Add**.
- The picture will appear in the message line.
- Tap the **Send**  icon to send.

Can I adjust the brightness of the Connect Device?

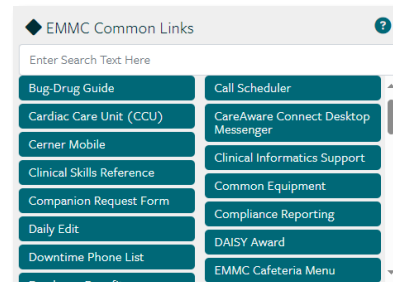
- Yes, the brightness of the screen can be adjusted by swiping down from the top of the screen twice.
 - Swipe one will show apps and device notifications.
 - Swipe two will show more apps and the brightness level.
 - Once complete, tap the home button at the bottom of the device.



CareAware Connect Cumulative Flash Flyer – Day 11

How do I access the CareAware Connect Desktop Application?

- From the EMMC Home Intranet page, locate EMMC Common Links and click CareAware Connect Desktop Messenger.

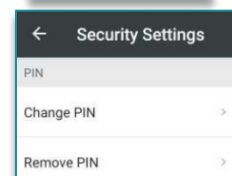
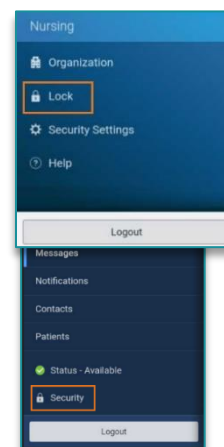


Can I lock my CareAware Connect device?

- Yes, from the Nursing, Phlebotomy Management, and CareAware Patient Flow apps, tap the Table of Contents in the upper left corner and select Lock. This will lock the device and can be opened later using the user's pin.

How do I unlock the CareAware device with pin?

- To unlock the CareAware Connect device quickly, a 4-digit PIN must be created.
- Open the Table of Contents by tapping in the upper left corner, then tap Security.
 - Select **Create PIN** if a pin has not been set up.
 - If a PIN is on the device and you do not know what it is, select **Change PIN** or **Remove PIN**.
 - If **Remove PIN** is selected, the pin is removed. Select **Security** from the Table of Contents, and then tap **Create PIN**. Enter a new four-digit PIN. You will be prompted to enter the pin a second time.
 - 1, 2, 3, 4 sequence cannot be used.
 - The device will alert you if the PIN is too easy.



Can I change the location of the device that is viewed under my name?

- No, the title under the name is the Cerner Security Position. This is not the Unit staff is working on. If a nurse is working in CCU it will still stay Nurse ICU P1 for the Cerner Position. Changing the position in MyExperience will also change the position on the device.



What do I do if a Battery Optimization screen pops-up when signing in.

- Tap OK to move past the screen to continue signing into the device.

How can I find the Respiratory Therapist assigned to my unit?

- All Respiratory Therapists roles are found in the directory under Services.



CareAware Connect Cumulative Flash Flyer – Day 11

- Tap **EMMC Respiratory Medicine**.
- Scroll down to see **Claimable Roles** by floor.
- Select and save appropriate floor as a favorite.

EMMC Respiratory Medicine

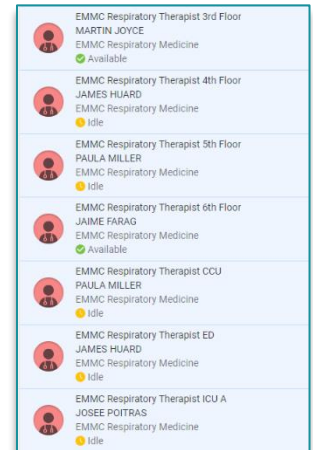
How do I contact providers through connect?

➤ Day Time Providers:

- If a provider has not claimed a role and is on duty, they will only have the option to message through connect. If you need to speak to one of these providers, message them to call you back as they will have the ability to call your Connect device.
- If a provider has claimed a Role within Connect, then a call option will appear under their name.

➤ Nighttime Providers

- If a provider has claimed a Role within connect, then a call option will appear under their name.
 - Claimable EMIC Provider Roles:
 - EMIC MOW
 - EMIC CROSS 1: Units included: P6, CCU, IMU, ED, PACU
 - EMIC CROSS 2: Units included: G4, G5, G6, M3



Can I forward a message?

- NO, to forward a message, it will need to be copied and pasted into another message to be forwarded.

Can I use Connect Messenger to text an outside number?

- Connect Messenger is meant to be a secured messaging system and can only be used for staff and claimable roles within the Connect Directory. There is no way to message an outside number.
- Connect Voice does have the ability to call an outside number by using the keypad and dialing the number desired.


Can I add group text to my favorites list?


- Currently only Staff names and claimable roles can be saved to a favorites list. Group text can be viewable in the messages section if someone in the group has messaged within 5 days. After 5 days on no activity the messages are purged and disappear.

CareAware Connect Cumulative Flash Flyer – Day 11

- Group texts can also be renamed for better identification after the group has been made.

STEP 1: Send a group message.

STEP 2: Tap the **ellipsis** , tap **Conversation Details**.

STEP 3: Tap the **pencil**  next to the group to edit the name.

STEP 4: Tap **Save** when editing is complete.



NOTE: Click [here](#) for the educational flyer on creating a group conversation.

Important Reminders

Claiming Roles

- It is important to Claim the role you are filling for the day. Claiming the role will help other staff find and contact the correct person in that role. If you are the Care Manager, PT, OT, or Respiratory Therapist for a certain floor make sure to claim that role to avoid missing messages or important patient care information.

STEP 1: Navigate to **Contacts** in the TOC.

STEP 2: Tap the **Hospital** icon in the upper right corner.

STEP 3: Enter the name of the role in the search field.

STEP 4: Once the role has been located, tap the role to view the role details.

STEP 5: Tap **Claim Role**.

- The user's name and status will now display under the claimed role.
- If the role is already claimed by another user, a dialog box will display prompting the user to confirm the role claim. Tap **Claim Role** to continue.
- Claiming a role from another user will remove the other user from the role.
- Add claimable role as a favorite by tapping add to favorite.

STEP 6: The user's claimable role will display in the TOC. Tap the role(s) from the TOC to view the **Roles** screen.

Battery Removal/Swap

- It is important to follow the instructions for battery removal and swap. The battery swap process is to optimize battery and device life.

NOTE: Swapping without completing the process will shorten the lifespan of the battery and device which may result in data loss.



- To remove/swap the battery:

STEP 1: Tap the **Admin icon** in the bottom corner of the device screen.

STEP 2: Tap the **Zebra Battery Manager** icon.

STEP 3: Follow the **Onscreen Directions** to replace the battery.

CareAware Connect Cumulative Flash Flyer – Day 11

➤ To remove the battery:

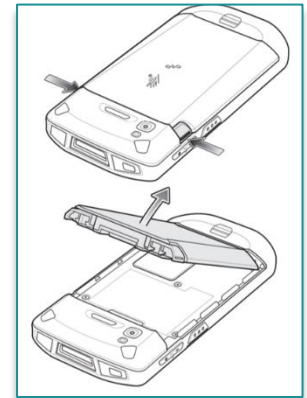
STEP 1: Press the **Battery Eject** button and lift battery from device.

STEP 2: Insert replacement battery, bottom first, into the battery compartment in the back of the device.

NOTE: Replace the battery within one minute and switch the device back on.

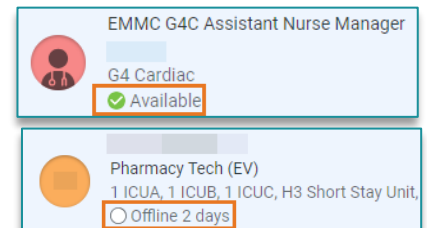
STEP 3: Press the battery down until the battery release latches snap into place.

STEP 4: Press the **Power** button to turn on the device.



Sending Messages

➤ It is important to review message recipients' status before sending a message. If the recipient is offline, they will not receive the message. If they perform multiple roles, make sure to send the message to the online/available role.



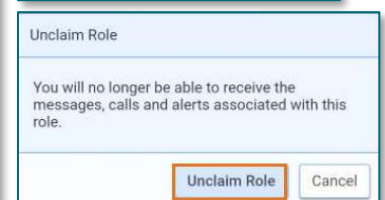
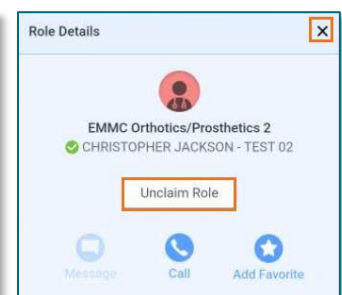
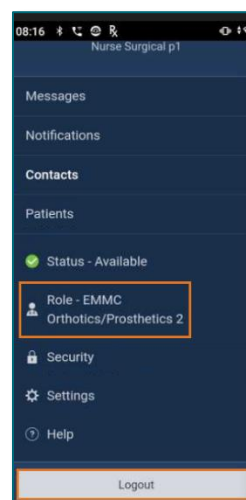
Claiming a Role

➤ When claiming a role, please confirm you have the correct role. If you inadvertently claim a role from a staff member that is working, they will no longer get important messages for that role. Patient care may be affected if the staff member is not receiving important communications.

Logging Out

➤ Remember to log out of claimed roles and the device at the end of your shift.

- From the **Table of Content**, tap your role.
- Tap the **Unclaim Role** button.
- In the next popup window, read the message and tap **Unclaim Role** again.
- Close the window.
- From the Table of Content, tap **Logout** at the bottom.



Nurse Call Alerts

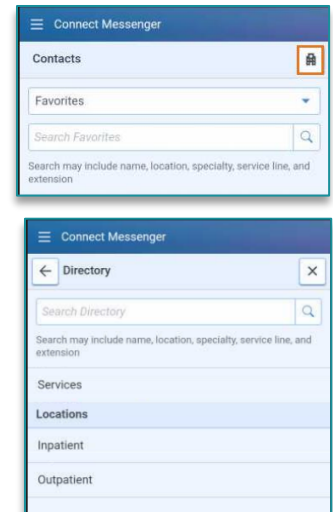
➤ Nurse call bells do Not fire an alert to the Connect Device, these will continue to go to the Nurses Station as they did prior to the Connect Go-Live. This decision was made to reduce alert fatigue.

CareAware Connect Cumulative Flash Flyer – Day 11

Using the Directory

- It is important to search the directory at the highest level to view all roles, desk phones and staff available.
 - Tap **Contacts** from the **Table of Contents**.
 - Tap the **Hospital** icon to search the directory.
 - Type within the search bar, or narrow down to **Service, Inpatient, or Outpatient**.

NOTE: Searching the directory through the messenger tab only gives limited information, roles claimed, and staff signed into connect. This is why it is important to search the directory through the Contacts Tab.



Emergency Department Providers – Claimable Roles

- Make sure to claim one of the 8 EMMC ED Provider claimable roles so the ED nursing staff can contact you directly through the connect device.
 - All Staff:** make sure to claim all applicable roles to assure staff can find the appropriate contact when searching the directory.

Inpatient Staff – Add Roles to Favorites

- It has been suggested for convenience to Add the following roles to favorites for Inpatient staff.
 - EMMC House Manager 1
 - EMMC House Manager 2
 - All EMMC Resource Nurse Roles by Unit (for example: EMMC 1ICUA Resource Nurse, EMMC G4C Resource Nurse, etc.)

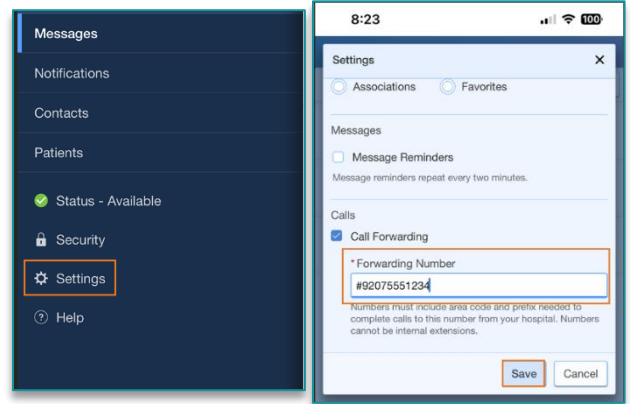
Emergency Department Staff – Add Roles to Favorites

- It has been suggested for convenience to Add the following roles to favorites for Emergency Department staff.
 - EMMC ED Provider 1 through 8
 - EMMC Bed Flow Facilitator
 - EMMC House Manager 1
 - EMMC House Manager 2
 - All EMMC Resource Nurse Roles by Unit (EMMC 1ICUA Resource Nurse, EMMC G4C Resource Nurse, etc.)

CareAware Connect Cumulative Flash Flyer – Day 11

Calling from A BYOD (Bring Your Own Device) Device

- BYOD Users will need to place #9 in front of the call forwarding number when claiming a role.
 - If it does not prompt you, tap the **Table of Contents**.
 - Tap **Settings**, then add in the call forwarding section.
 - Tap **Save**.

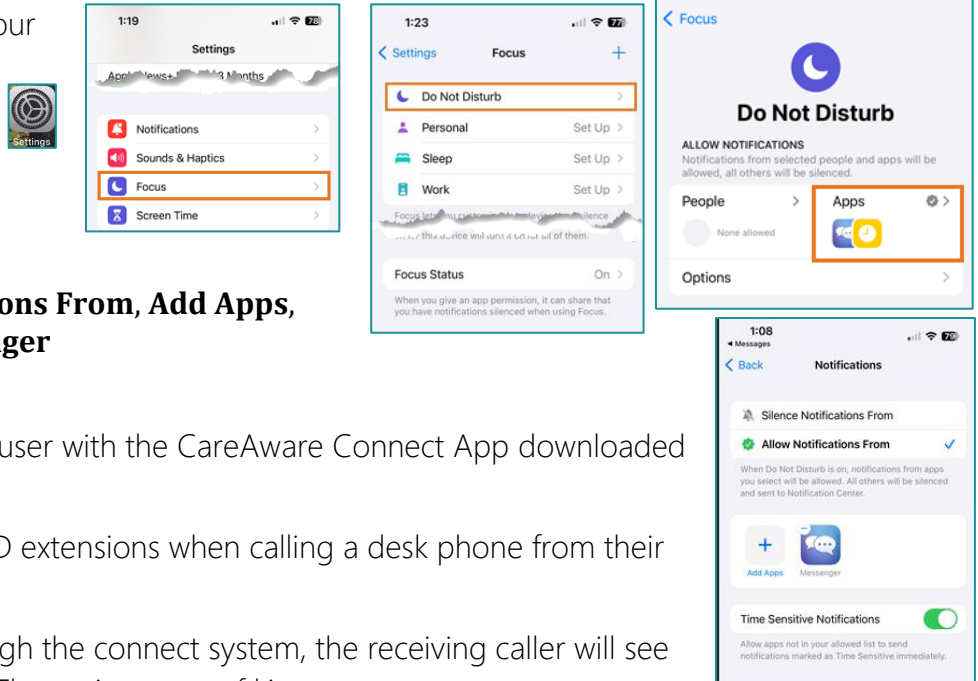


BYOD Users – Focus Setting

- BYOD Users if your cell phone is on a Focus setting, it will block CareAware Connect Messages. Update your settings to allow CareAware Connect Messages.

- Follow these steps to update your settings:

- Select **Settings**.
- Select **Focus**.
- Select **Do Not Disturb**.
- Select **Apps**.
- Select **Allow Notifications From, Add Apps**, select **Connect Messenger**
- Select **Done**.



- BYOD is a personal cell phone user with the CareAware Connect App downloaded on their phone.
- BYOD users must use the BYOD extensions when calling a desk phone from their BYOD device.
- BYOD users when calling through the connect system, the receiving caller will see your personal phone number. The patient next of kin or emergency contact number can be easily found within the patient list in connect, but we suggest using a hospital phone to make the call.

CareAware Connect Cumulative Flash Flyer – Day 11

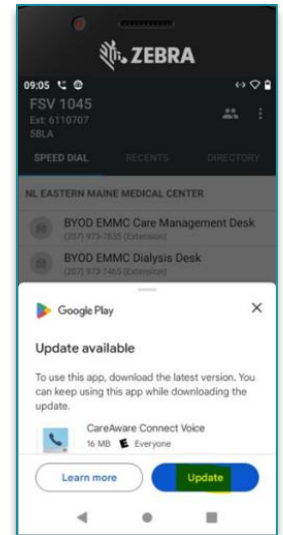
Known Issues & Updates

Message History

- Connect messenger has been updated to purge inactive messages after **five** days.

Google Play Update

- When using the **Connect Voice** on the **CareAware Device** some users are seeing a Google Play Update Available. This update will take a few minutes to complete, if you have the time, please select **Update**. If you **X** out of the update, it will continue to pop-up when using the voice app until it is complete.



CareAware Connect Nursing

Frequently Asked Questions

Why doesn't my Zebra Lab printer recognize the barcode?

- Barcode failures may be the result of a smudged QR code. If this is the case, please contact the helpdesk and request a new QR code label.

How can I add a comment or mark a medication administration in error?

- Adding comments or marking in error cannot be done in CareAware Connect. Go to PowerChart to add comments or mark a medication in error.

How do I change the Volume or Medication dose from the connect device?

- Medication Volume and dose can be changed from the Connect Device by the following steps.

STEP 1: Tap the **Checkmark** by the appropriate medication, then tap **Next**.

STEP 2: Scan the **Patient Wristband**.

STEP 3: Scan the **Medication**.

- **Check** medication on **Overdose** alert, then tap **Apply**.

STEP 4: Tap the medication to complete required items.

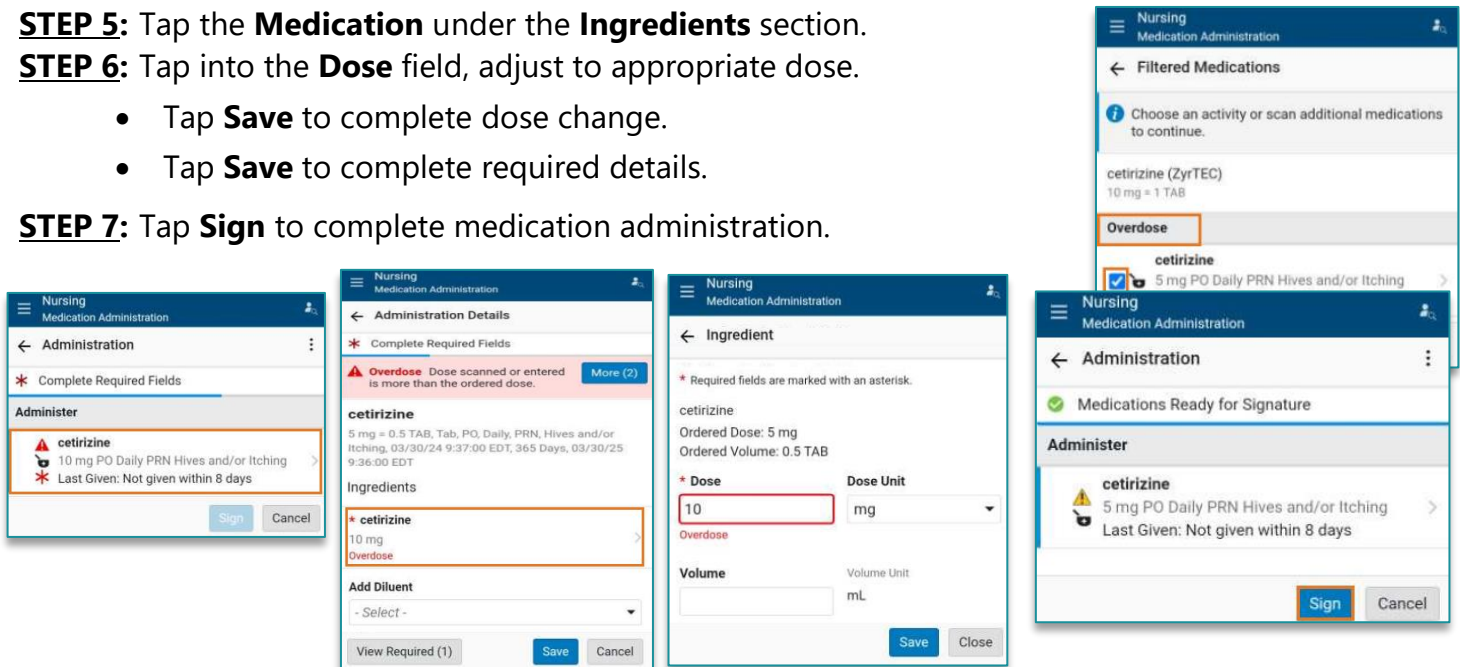
CareAware Connect Cumulative Flash Flyer – Day 11

STEP 5: Tap the **Medication** under the **Ingredients** section.

STEP 6: Tap into the **Dose** field, adjust to appropriate dose.

- Tap **Save** to complete dose change.
- Tap **Save** to complete required details.

STEP 7: Tap **Sign** to complete medication administration.



What form do I need to include with my ABG collection?

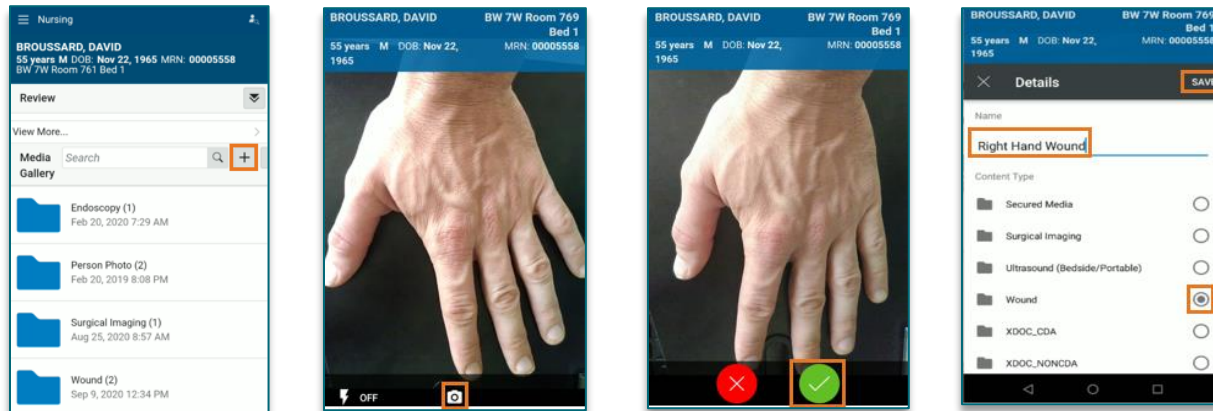
- When collecting ABGs, you must include documentation of vent settings. To ensure the document has the appropriate patient information, please print an extra patient specimen label from the zebra printer.
- Remember you must print the second label before completing the collection on the CareAware Connect Device.

Can I access Camera Capture from the Connect Nursing App?

- Yes, this is completed through the **Medica Gallery**.
- Use **Media Gallery** in the **Nursing App** (located at the bottom of **Review**) or the **Camera Caption App** on the CareAware Connect devices to take pictures of skin during **Skin assessments** and as needed for changes in skin or wounds.
 - **Media Gallery** – view images within folders of the patient chart.
 - **Camera Capture** can be accessed from **Media Gallery** within the **Connect Nursing app**.
 - Tap the **plus** symbol.
 - Position the camera over area to take picture and tap **camera** icon.
 - Tap **green checkmark** to accept the picture.
 - Tap the appropriate folder location for the image.
 - Remove the date and name the image.

CareAware Connect Cumulative Flash Flyer – Day 11

▪ Tap Save.



Can the Student Nurse use the connect device?

- Student nurses are NOT in scope to use the Connect Device. The student nurse is required to have supervisor sign off on all documentation. This signoff cannot be completed on the Connect Device. All student nurse documentation must be completed within PowerChart.

Can the staff badge be scanned for Medication Witnessing?

- Currently the device does not have the functionality to scan a staff badge when completing the witness portion of Medication Administration. Staff will have to type the witness's name in the search bar to find them to sign as a witness.

How do I clean the device and printer?

- Link to [Device](#) and [Printer](#) cleaning.

Do I need to sign or document on the new specimen labels?

- The new labels do not need to be signed or written on. When completing a specimen collection through the connect device and scanning the labels, it confirms the correct patient and completes the collection when you sign to finish the process within the device.

[Known Issues & Updates](#)


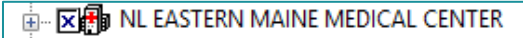
Bed and Chair Exit Alerts

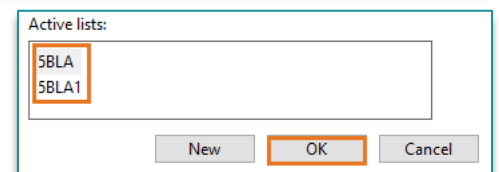
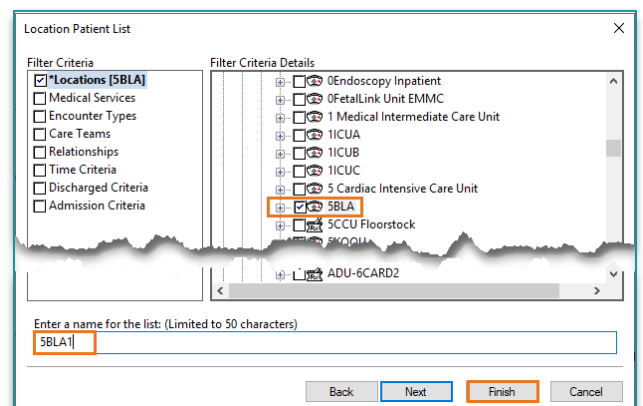
- Bed and Chair Exit alerts are no longer going to the Charge Nurse CareAware Connect devices.

Patient List Default are not pulling into the Connect device.

- To fix this issue, a second copy of the default list will need to be added to the Active Patient Lists.

CareAware Connect Cumulative Flash Flyer – Day 11

- Within PowerChart, select the **wrench**  from the Patient List.
- Select **New** under the **Active Lists**.
- Select **Location** from the Patient List type.
- Scroll down to NL Eastern Maine Medical Center 
- Select the **Plus** to expand, then select the **Plus** to expand **Inpatient/Outpatient** depending on Unit.
- Select the **Unit/Patient** list needing to add (exp. if 5BLA is the default, select 5BLA again, but change the name slightly in the name column below the select pt list screen so it will populate).
- Select **Finish**.
- Select the new **Patient List** on the **Available Lists**, then select **Add** to move to **Active List**.
- Select **Ok**.
- This will give you two lists that are the same with slightly different names. The new list should now pull into the connect device.



Specimen Collection

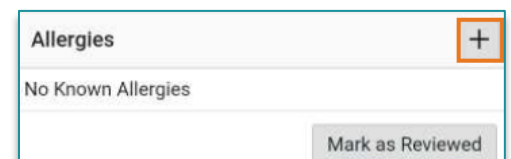
- When completing specimen collection, the recommended workflow for patient safety is to complete this process within the patient room. This way the label and the patient wrist band can be scanned to confirm it is the correct patient and labs, as well as the correct collection time when printing the labels.

Immunizations Review

- Connect Nursing Review does not have the same detail for immunizations as it does in Cerner PowerChart. Completing a thorough review of immunizations should be completed from the desktop PowerChart.

Allergies

- As of February 26, **Allergies** is available to update and document from within the Nursing app on the Connect Device.
 - Tap the **+** plus sign next to allergies to add.



CareAware Connect Cumulative Flash Flyer – Day 11

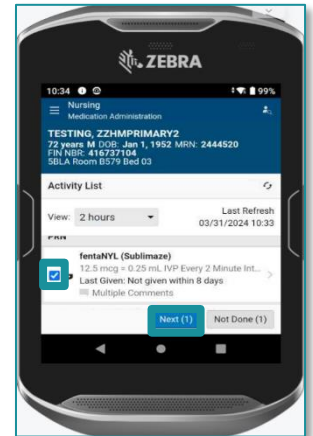
Important Reminders

Zebra Printer Calibration

- If multiple labels print during the specimen collection process, the lab printer need to be recalibrated. Please refer to the instructions [here](#) or available on the nursing units.

Medication Administration

- Remember to tap the box to the left of the medication to select the med, then tap **Next**. The prompt to scan the patient will display below the patient banner.
- Tapping in the medication opens order details.



Titrating Medications

- Titrating Medication cannot be completed from the Connect Device. Complete titration documentation within PowerChart on the computer.

Nurse Witness

- When a witness is required for medication administration, the medication will display in red.

STEP 1: Tap the desired medication, then tap **Next**.

STEP 2: Tap the **ellipsis** on the Administration window, then tap **Witness**.

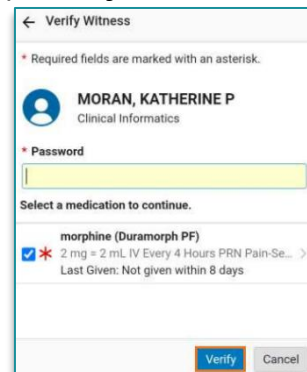
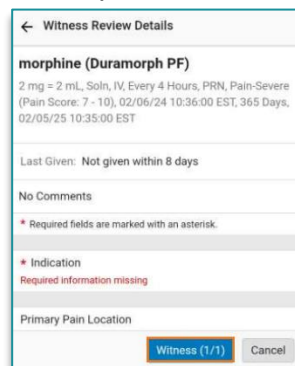
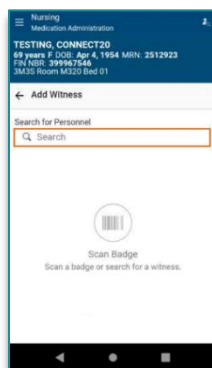
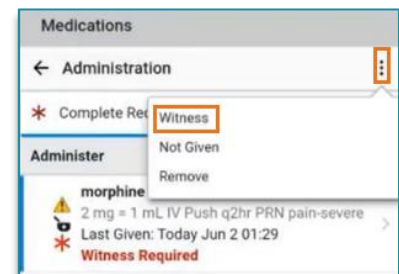
STEP 3: The Witness will search and tap their name.

- The **scan badge functionality is not available** on these devices even though it will show on screen.

STEP 4: The Witness Summary will display, review all required items.

STEP 5: Tap **Witness**.

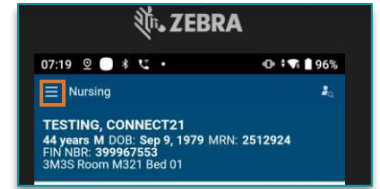
STEP 6: The witness will enter their Cerner password and tap **Verify** to return to the Administration View.



CareAware Connect Cumulative Flash Flyer – Day 11

Specimen Collection

- It is important to complete the entire process when collecting specimens. If the label is not scanned and the Nurse does not **Sign** to complete at the end, then the lab cannot see the time of collection or who completed the collection.
- When completing specimen collection, print the label from the patient room at the bedside.



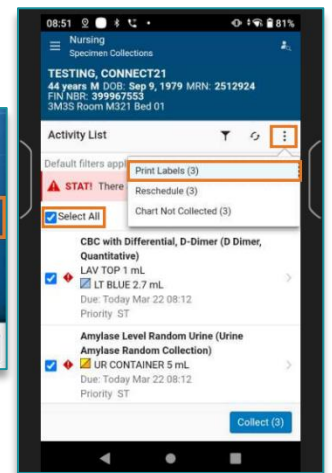
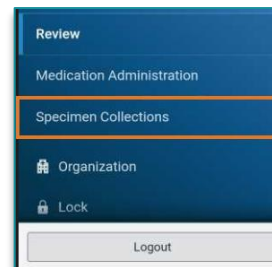
STEP 1: Scan the patient bracelet.

- **Establish Relationship** if not already established.

STEP 2: Tap the **Table of Contents**.

- Tap **Specimen Collections**.

STEP 3: **Select All** is the default. If not collecting all, deselect the select all and select appropriate lab.



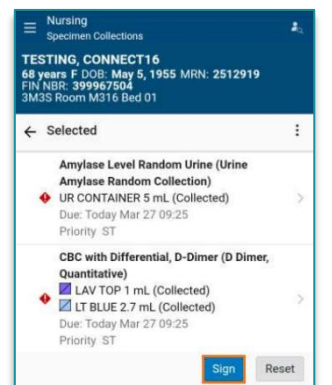
STEP 4: Tap the **ellipsis** in the upper corner to Print Labels.

- Scan Barcode on Label Printer.
- Tap **Print** at the bottom of the screen.

NOTE: Once the labels have been printed, the device will return to the Activity list screen. Scan the labels from this screen, **DO NOT** tap collect unless the scanner is broken. Once Labels are scanned it will move to the complete and Sign Screen.

STEP 5: Scan all Specimen Labels once they have been placed on the tubes.

STEP 6: Tap **Sign** once scanning is complete.



NOTE: The Collect Button **Collect (3)** at the bottom of the screen is to only be used when the scanner is not working, and the scan is to be bypassed. This should only be used if a scan cannot be captured.

NOTE: With this new process staff **DO NOT** need to write on the new labels. By signing into a device, scanning the patient bracelet and specimen labels, the specimen collection process is associated with that staff member who has signed to complete the collection.

Chair Alarms

- Chair Alarms must be plugged into the wall port that is labeled **Chair Alarm**, otherwise the alert will not fire to the **CareAware Connect Device**.

CareAware Connect Cumulative Flash Flyer – Day 11

Covid Vaccination Screening Form

- If administering a Covid vaccination using Connect Medication Administration, the Covid screening form will still need to be documented within Cerner PowerChart.

CareAware Connect Phlebotomy Management

Frequently Asked Questions

Can I document a note within Connect Phlebotomy Management if a patient is not available for a stat order?

- No, currently if there is a stat order and the patient is not available to complete the order, communication informing other staff, or the provider needs to continue as current state. Adding a comment to the lab order only stays if the specimen collected is completed.

If I am on a Nursing Unit collecting labs, will I be alerted if a new order comes in?

- No, a refresh of the screen should be completed before leaving a unit to confirm no new labs have been ordered.

Do I need to sign or document on the new specimen labels?

- The new labels do not need to be signed or written on. When completing a specimen collection through the connect device and scanning the labels, it confirms the correct patient and completes the collection when you sign to finish the process within the device.

How do I clean the device and printer?

- Link to the [Device](#) and [Printer](#) cleaning.

CareAware Connect Cumulative Flash Flyer – Day 11

Known Issues & Updates

ISTAT Orders from the Emergency Department

- An additional Order Comment has been added to each order in the ISTAT Power Plan so the Phlebotomist can see which container needs to be used from the Connect Devices. This addition will not change the ED Provider workflow, it just allows the lab staff to see which container they need to use for collection.

Component	Status	Dose ...	Details
ED ISTAT (Planned Pending)			
Laboratory			
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, Crea Crea
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, Potassium (K+) Potassium (K+)
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, PT/INR PT/INR
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, HCG HCG
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, EG7+ EG7+
<input type="checkbox"/> ISTAT LABEL			BLOOD, Stat, EC8+ EC8+
Non Categorized			
<input checked="" type="checkbox"/> Subphase (DO NOT COMPLETE)			Providers must exercise independent clinical judgment when using order sets.

Specimen Collection

- When completing specimen collection, the recommended workflow for patient safety is to complete this process within the patient room. This way the label and the patient wrist band can be scanned to confirm it is the correct patient and labs, as well as the correct collection time when printing the labels.

Important Reminders

Specimen Collection

- When completing specimen collection, print the label from the patient room at the bedside.

STEP 1: Scan the patient bracelet.

- **Establish Relationship** if not already established.


STEP 2: **Select All** is the default. If not collecting all, deselect the select all and select appropriate lab.

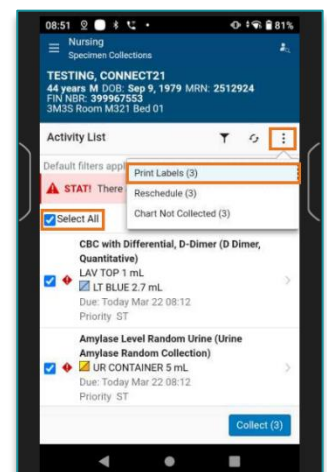
STEP 3: Tap the **ellipsis** in the upper corner to Print Labels.

- Scan Barcode on Label Printer.
- Tap **Print** at the bottom of the screen.

STEP 4: Scan all Specimen Labels once they have been placed on the tubes.

STEP 5: Tap **Sign** once scanning is complete.

NOTE: The Collect Button  at the bottom of the screen is to only be used when the scanner is not working, and the scan is to be bypassed. This should only be used if a scan cannot be captured.



CareAware Connect Cumulative Flash Flyer – Day 11

NOTE: With this new process staff DO NOT need to write on the new labels. By signing into a device, scanning the patient bracelet and specimen labels, the specimen collection process is associated with that staff member who has signed to complete the collection.

CareAware Connect Patient Flow

Frequently Asked Questions

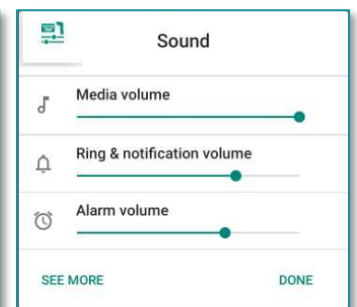
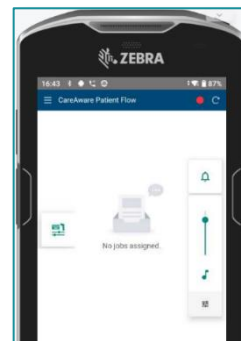
How can the volume be adjusted on the CareAware Connect devices?

- Android devices allow the volume to be adjusted differently on each application depending on user preference.
- Volume needs to be adjusted within each application as applicable.

STEP 1: Push the + on the volume control button on the right side of the device to increase the volume or the – to decrease the volume.

STEP 2: If that does not raise the volume enough to hear the alerts, tap the icon below the music symbol.

STEP 3: Adjust the Media Volume, Ring, and Notification volume needed.



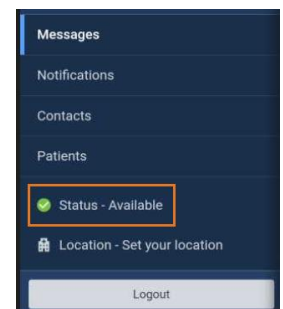
Volume controls as

EMMC Providers

Frequently Asked Questions

How do I let staff know who to contact when I am on break?

- When providers go on break or are busy with a patient and another provider is covering for them, they will need to place the name of the provider in the comment section when updating the status to **Unavailable** or **Do Not Disturb**.



CareAware Connect Cumulative Flash Flyer – Day 11

- Tap the **Status** from the **Table of Contents**.
- Tap **Unavailable** or **Do Not Disturb**.
- Fill in the Covering Provider in the comments sections.
- Select the time **Unavailable**.
- Tap **Save**.

Important Reminders

Lab Orders

- Lab orders placed without being a timed study will be treated as a routine study and go to the next collection list.
 - For example, an order placed at 0715 won't go to the CareAware Connect phones until 0800 and would be drawn as a routine study.

Lab Orders

- Providers ordering a lab for a **specific time** must choose **Timed Study** in the Collection Priority field. Phlebotomy staff are newly using CareAware to collect lab specimens and view the ordered studies. Ordering these as a timed study will bring that order to the forefront of their worklist. As such, it will be more noticeable and will prevent these important timed studies from being collected late.

Active Issues

Label Printers Not Always Printing

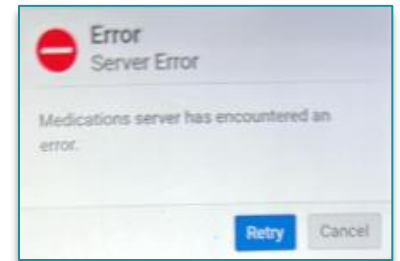
- The label printers were set up to work on Wi-Fi. For those printers that are in patient rooms in the Emergency Department and ICU patient rooms, the printer should be removed from the docking station before printing the labels.

CareAware Connect Cumulative Flash Flyer – Day 11

- Work is underway to connect the printers to Wi-Fi when in the docking station, allowing the nurse to print labels while docked. This change only applies to locations where printers are permanently placed in patient rooms.

Medication Administration Server Error

- A Medication Server Error is randomly popping up on the Connect devices during medication scanning. The retry button does not seem to be working.
- This error is currently being worked on by the IS and Cerner/Oracle teams. If you see this Error:
 - Back out of Medication administration and try again.
 - If the error persists, complete the medication administration and scanning from PowerChart on the computer.



STAT LABs

- When a STAT lab is ordered prior to midnight and timing does not allow it to be drawn within that calendar day, the STAT lab will not display on the Connect device. If the lab is seen before midnight, and there are concerns it will not be drawn prior to the top of the hour, print the specimen label for identification on the specimen container. Scanning will not be available.