Northern Light Health. Optum

From the Office of Health Informatics

CareAware Connect

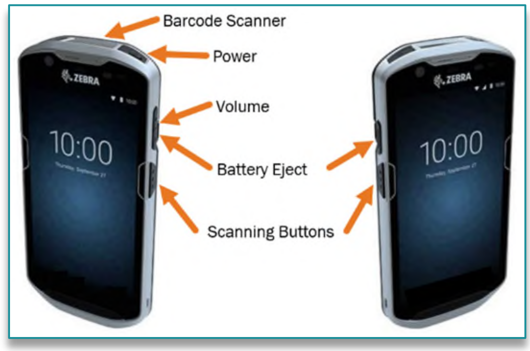
User Guide

May 27, 2025

Table of Contents

Click here for the latest Registration, Scheduling, Referral Management, Experian, Charge Management, and other Revenue Cycle updates!

Zebra TC-52 Device



Device Overview

External Buttons and Scanner

Navigation Buttons

- **Left – Back Arrow moves back one position.**
- **Middle – Home Button returns to the home screen.**
- **Right – Overview Button opens a list of thumbnail images of apps.**

Battery Removal/Swap

- **To remove/swap the battery:**

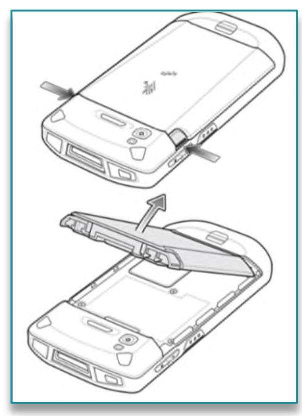
STEP 1: Tap the **Admin icon** in the bottom corner of the device screen.
STEP 2: Tap the **Zebra Battery Manager** icon.
STEP 3: Follow the **Onscreen Directions** to replace the battery.

- **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.



Battery Life LED Indicators

Off **Indication:** Device is not charging. Device is not inserted correctly in the cradle or connected to a power source. Charger/cradle is not powered.
Slow Blinking Amber (1 blink every 4 seconds) **Indication:** Device is charging.
Slow Blinking Red (1 blink every 4 seconds) **Indication:** Device is charging but battery is end of life.
Solid Green **Indication:** Charging complete.
Solid Red **Indication:** Charging complete but the battery is at end of useful life.
Fast Blinking Amber (2 blinks/second) **Indication:** Charging error: Temperature is too low or too high. Charging has gone on too long without completion (typically eight hours)
Fast Blinking Red (2 blinks/second) **Indication:** Charging error but the battery is at end of useful life: Temperature is too low or too high. Charging has gone on too long without completion (typically eight hours)

Device Cleaning

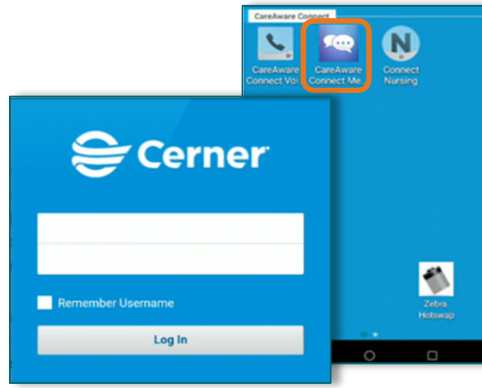
NOTE: It is important to only use the approved cleaning and disinfecting agents.

3% Hydrogen Peroxide and 97% Water solution	Medipal Alcohol Wipes
10% Bleach (Sodium Hypochlorite 0.55%) and 90% Water Solution *	Metrex CaviWipes
91% Isopropyl Alcohol and 9% Water Solution	Metrex CaviWipes1
Azowipe	PDI Easy Screen® Cleaning Wipe
Brulin BruTab 6S Tablets*	PDI Sani-Cloth AF3 Germicidal Disposable Wipe
Clinell Universal Sanitising Wipes	PDI Sani-Cloth Bleach Germicidal Disposable Wipe *
Clorox Dispatch Hospital Cleaner Disinfectant Towels with Bleach *	PDI Sani-Cloth HB Sani-Germicidal Disposable Wipe
Clorox Formula 409 Glass and Surface Cleaner	PDI Sani-Cloth Plus Germicidal Disposable Cloth
Clorox Healthcare Bleach Germicidal Wipes *	PDI Super Sani-Cloth Germicidal Wipe
Clorox Healthcare Hydrogen Peroxide Wipes	Progressive Products Wipes Plus
Clorox Healthcare Multi-Surface Quat Alcohol Wipes	Sani Professional Disinfecting Multi-Surface Wipes
Diversey D10 Concentrate Detergent Sanitizer	Sani-Hands® Instant Hand Sanitizing Wipes
Diversey Dimension 256 Neutral Disinfectant Cleaner	SC Johnson Windex Original Glass Cleaner with Ammonia-D
Diversey Oxivir Tb Wipes	Spartan Hepacide Quat II
Diversey Virex II 256 One-Step Disinfectant Cleaner	Sterets Alcowipe
Metrex CaviCide	Steris Coverage Plus Germicidal Surface Wipes
Metrex CaviCide1	Veridien Viraguard

* Not for use on cradles

CareAware Connect Messenger App

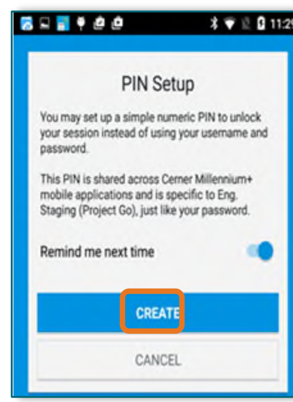
First Time Log In



To receive, acknowledge, and respond to communication, users need to log into the application.

STEP 1: Tap the **CareAware Connect Messenger** icon on the home screen.
STEP 2: Enter **Cerner username** and **password** in the login screen, then tap **Log In**.

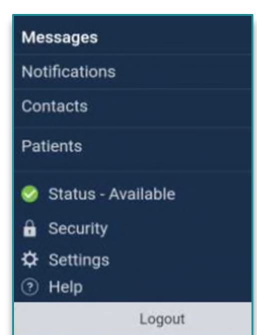
> **NOTE:** **Do not tap the Remember Username box, as this is a shared device and will be used by many members of the care team.**



STEP 3: The user will be prompted to set up a **PIN** upon logging in the first time. Tap Create to generate the four-digit numerical PIN.
STEP 4: Enter a four-digit PIN using the numeric keyboard.
STEP 5: Confirm the PIN by reentering the same four digits. A screen will display to indicate successful PIN set up.
STEP 6: To change **PIN**, navigate to the **Table of Contents** and tap **Security**.
STEP 7: Tap **Change PIN**, enter the previously created PIN.
STEP 8: A new page will display, enter the new four-digit PIN. Confirm the new PIN by entering the same four digits.
STEP 9: A window will display indicating successful PIN change, tap **Done** to complete.

Table of Contents

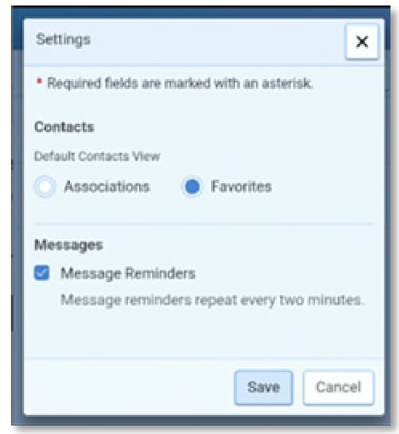
To access the **Table of Contents** (TOC), tap the **menu** icon in the top left of the screen.



- **Messages**
  - Messaging allows users to send and receive text messages securely to other members of the care team.
  - Conversations can be comprised of two or more users.
  - Message history is maintained for five days across individual user sessions.
  - Message status details indicate if a recipient has or has not received or read a message.

➢ **Contacts**

- Contacts or the Directory, is a group of contacts within the organization.
- Each user will have a personalized contact list based on their location assignments, claimed roles, or favorites.



➢ **Security**

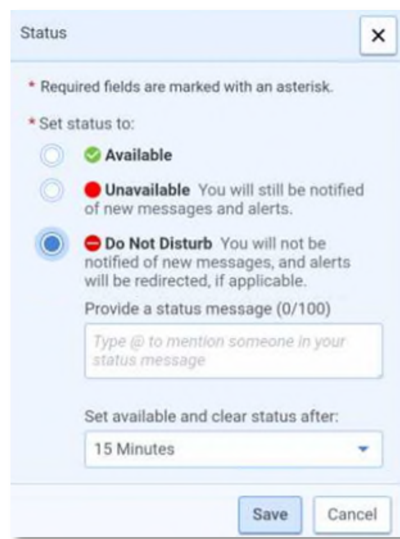
- Navigate to **Security** to **Change PIN**, **Remove PIN**, or **Logout** of the application.

➢ **Settings**

- Navigate to **Settings** to set the **Default Contacts View** and **Enable Message Reminders**.

➢ **Status**

- The user's current status will display on the TOC and the user's messages screen. The user's status will be viewable to other users within text message conversations, the directory, and the user's details screen.
  - **Available**: User is online and available to communicate.
  - **Offline**: User has logged out and is offline and unavailable to communicate.
  - **Idle**: User has been idle for an extended period.
- Users can change their status from **Available** to **Unavailable** or **Do Not Disturb** by tapping **Status -Available** in the TOC.
- Messages can be added to the status for other users to view.
- Statuses may be set for 15 minutes, 30 minutes, or 1, 8, or 12 hours, or a custom time.



➢ **Logout**

- Make sure to log out when the shift is over.

Contacts

A comprehensive directory of all contacts is provided, including personnel, locations, care position profiles, and communication resources within an organization with whom users can communicate. Users can search or browse for contacts within the directory, designate contacts as a favorite, manage role-based assignments, and identify a contact's presence status.

Types of Contact Lists:

- **Hospital Service**
  - Contains all contacts that share an association to a hospital service, for example, **Care Management**, **Lab, Infection Control, Imaging**, etc.
- **Unit (Location) Inpatient/Outpatient**
  - Contains all contacts that share an association to a unit location. For users that have an association with a hospital service or unit, each contact list for the associated unit or service is displayed in the Contacts tab.
- **Favorites**
  - Contains all contacts which the user has designated as a favorite. The contact list is unique to the user who created it.

Contact Details

- **The Contact Details section displays additional information about the contact such as the contact extension and all associations with a hospital service or location.**
  - To view contact details, tap a **contact card** in a contact list or contact search results.
  - Actions from Contact Details:
    - Message
    - Call
    - Add or remove as a favorite.
    - Claim or unclaim a care position profile.

Searching for Contacts

- **Browse: Manually access the various facilities, buildings, services, and units that make up the directory.**
  - Contacts are displayed only when the user taps a unit or service to view. Only contacts currently associated with the specific unit or service are displayed.
- **Free text search: Users can use the free text search functionality in any view of the directory.**
  - Narrow the scope of the search results by tapping a specific building, service, or unit before initiating the search.
  - When using free text search, the contact title of contacts in the directory will be matched with the search criteria entered.
    - Contacts will display if the name starts with and contains the search criteria entered.

- Resources, locations, and role contacts will display if the name of the contact starts with and contains the search criteria entered.

Adding Favorite Contacts

- **A favorite is a contact that the user communicates with frequently. Users can add or remove any contact as a favorite contact.**

STEP 1: Tap **Contacts** in the **TOC**, then tap the **Hospital** icon at the top right of the screen.
STEP 2: The **Directory** is divided into **Services** and **Locations**. Users may search in the directory to locate a specific contact by entering the contact's name in the search field.

- The contact's name can be written in any order and all applicable results will filter accordingly.

STEP 3: Narrow search results by applying a unit or department filter.
STEP 4: To add a contact as a favorite, tap the contact, and tap **Add to Favorites**.

- **When selecting Contacts from the TOC, the Favorites list will be defaulted open.**
- **The contact remains a favorite until the favorite designation is manually removed from the contact.**

Claimable Roles

- **Claimable Roles** are responsibility-based profiles that users can assume, such as **Charge RN**, **Manager**, or **Physical Therapist** for example.
  - **Claimable Roles** allow users to search and initiate conversation with a resource based on the responsibility, without knowing the specific name of the person.

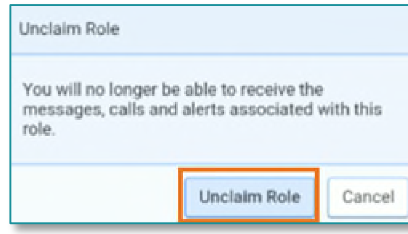
Claiming a Role

STEP 1: Navigate to **Contacts** in the **TOC** and enter the name of the role in the search field.
STEP 2: Tap the **Hospital** icon in the upper right corner.
STEP 2: Once the role has been located, tap the role to view the role details.
STEP 3: 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.

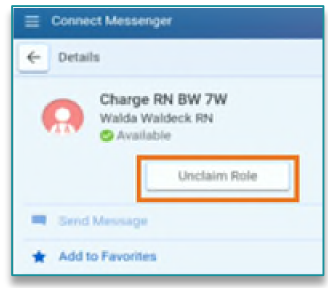
STEP 4: The user's claimable role will display in the TOC. Tap the role(s) from the TOC to view the Roles screen.

Unclaiming a Role



➢ **There are two ways to unclaim a role:**
- From the **Roles** screen, tap the box to the left of the role(s) and tap **Unclaim Role(s)** at the bottom of the screen.

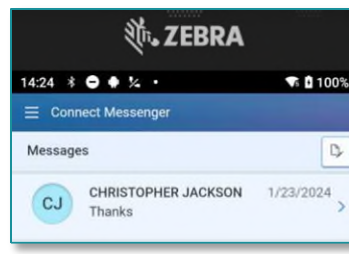
  OR
- From the role **Details** screen, tap **Unclaim Role.**
  - If unclaiming a role from the **Details** screen, a dialog box will display which prompts the user to confirm **Unclaim Role**.



Messaging

➢ **Messenger temporarily retains composed messages if the user leaves the conversation prior to sending the message.**
- Message drafts are retained for 24 hours or until the message is modified or sent.

➢ **Conversation History is a collection of historical messages for each conversation in which the user has been a participant.**
- History is retained across user sessions and is purged after five days.



STEP 1: To start a new conversation, from the TOC, tap **Messages**.

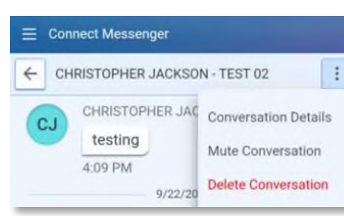
STEP 2: Tap the **New Message** icon in the top right of the screen and enter the recipient's name or claimable role name in the **To:** field.

STEP 3: Tap the appropriate user from the list. Users may search the directory using the hospital icon at the top right of the screen.

STEP 4: Enter the message in the message field, then tap the send icon to send the message.

STEP 5: Conversations with new messages are displayed at the top of the list of conversations. Tap a conversation to view or continue the conversation.
- Within a messaging conversation, users can view sent, delivered, and read receipts.

STEP 6: To view the **Conversation Actions** menu, tap the **ellipses** ⋮ in the upper-right corner of a conversation.
- **Conversation Details** allows users to view additional information about each participant in a conversation, such as **name**, **role**, and **presence**.
- **Mute Conversation** allows the user to choose from several options of times in which the conversation will be muted.
- **Delete Conversation**. When prompted, confirm the conversation should be deleted.



- Deleted conversations are only removed from list of conversations, and do not prevent future messages from being received in the conversation.

NOTE: Deleting a conversation does not remove it from CareAware Reporting. All conversations are discoverable.

Message Copy

Users can copy and paste content from message history into an existing or new conversation.

STEP 1: Tap a message in any message history thread and tap **Copy Text** or **Copy Image**, depending on the type of content.
STEP 2: Navigate to the new conversation and paste the contents.

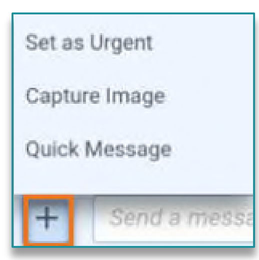
Group Messaging

Group Messaging allows users to communicate with multiple contacts simultaneously. Group conversations can contain a maximum of two hundred participants.

- **Add multiple contacts to a message using one of the following methods:**
  - Enter multiple contacts in the **To** field in a new message.

    OR
  - Using the **Add Contacts** feature, tap multiple recipients in the directory.
- **Message details include the message status for each individual participant in the group message, which allows users to view who has received and read the message.**
  - Press and hold a message to view the message details.

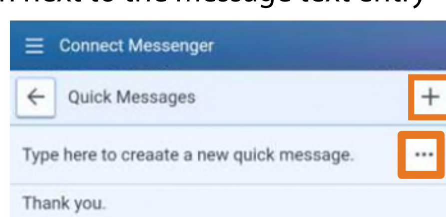
Quick Messages



Quick messages are common, precomposed messages that can be used to send a message quickly and efficiently. Users can create an unlimited number of quick messages. Created Quick messages are only available for personal use.

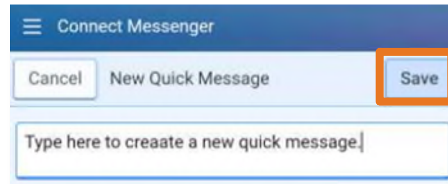
NOTE: Set as Urgent should not be routinely used. An alarm will sound on the device and will not stop until the message is read.

STEP 1: From a new message or existing conversation, tap the **Add** icon next to the message text entry field.
STEP 2: Tap **Quick Message** then tap the Quick Message desired for use.
STEP 3: Tap the **Send** icon.



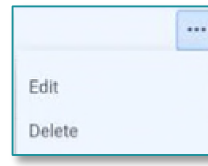
- **Creating Quick Messages**
  - From the **Quick Messages** screen, tap the **Add** icon.

- Compose a message in the text entry box and tap **Save**.



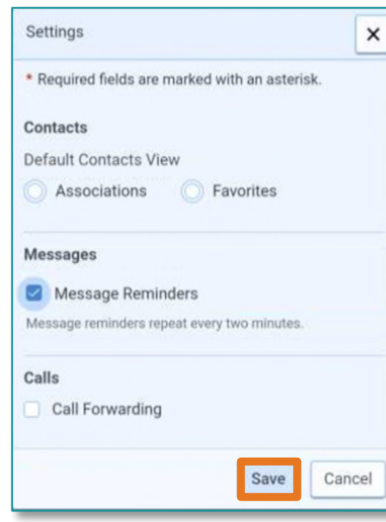
➢ **Edit a Quick Message**

- From the **Quick Message** screen, tap the **ellipsis**  icon on the message. From the dialog box, tap **Edit**. Edit the message and tap **Save**.



➢ **Delete a Quick Message**

- From the **Quick Messages** screen, tap **ellipsis** . On the dialog box, tap **Delete**.
- Tap **Delete** again to confirm message deletion.



Message Reminders

To enable message reminders:

STEP 1: Tap **Settings** in the Navigation menu.
STEP 2: Tap the **Message Reminder** check box.
STEP 3: Tap **Save**.

➢ **The application sends a reminder notification indicating the number of new messages received if a user receives a new message while logged into Connect and does not have the Message application open.**

- Message reminders repeat at two-minute intervals until the application is opened or the reminder is dismissed.

➢ **Reminders are not sent for messages received while in the application.**

Photo Messaging

CareAware Connect Messenger allows users to capture and send images securely from a mobile device. Sent images are stored in the cloud not on the device.

➢ To enable photo messaging, **Connect Messenger** must be granted access to the device's camera. When accessing the application, users are prompted to grant or deny access to the camera.

- If access is granted, no further action is necessary.
- If access is denied, users cannot send photos until the device settings are updated to allow access to the camera.

NOTE: **Desktop users can only receive photo messages.**

STEP 1: Create a new message or open an existing conversation.

STEP 2: Tap the camera button in the message (next to the compose message box). The device's camera is displayed.

- If access to the device's camera has been denied, the camera button is not displayed.

STEP 3: Once an image is captured, users can either accept or reject the image.

- **Rejecting** the image returns users to the camera application.
- **Accepting** the image returns users to the message and displays the image thumbnail in the message.
- Users can include text to send with the images.

STEP 4: Repeat steps 2-3 to add multiple images to a message.

STEP 5: Tap the **Send** icon.

NOTE: After accepting an image and before sending it, users can remove it from the message. To remove an image, tap Delete on the image thumbnail. Once an image is removed, it is no longer available to view or send.

➢ **Viewing a Photo**

STEP 1: Tap an image thumbnail to view the full-scale image.

- If multiple images are available, use the up and down buttons to scroll through the images.

STEP 2: Use the zoom buttons to zoom in and out on the image.

STEP 3: Once finished viewing the image, tap ✕ to return to the previous screen.

Notifications

➢ **Secondary Notifications that will come to the mobile device:**

- Nurse Call
- Bed Exit
- Discern Alert
- Physiological Monitor Alerts

NOTE: Chair alarms will not go to the CareAware Connect device if they are plugged into the Staff Assist panel. Chair alarms should be plugged into the Nurse Call System panel.

➢ **Notifications will pop up at the top of the screen and then disappear.**

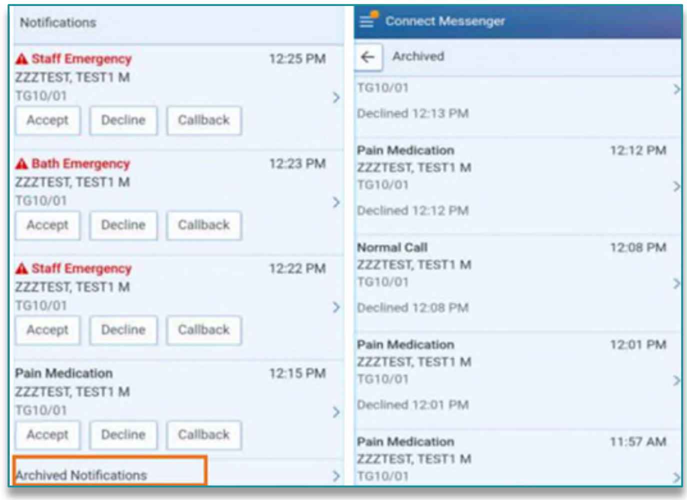
Addressing Notifications

➢ **Notifications may be addressed by tapping the Notifications section of the Home Screen or by pulling down the Notification Bar at the top of the screen.**

➢ **Choose Accept or Decline.**

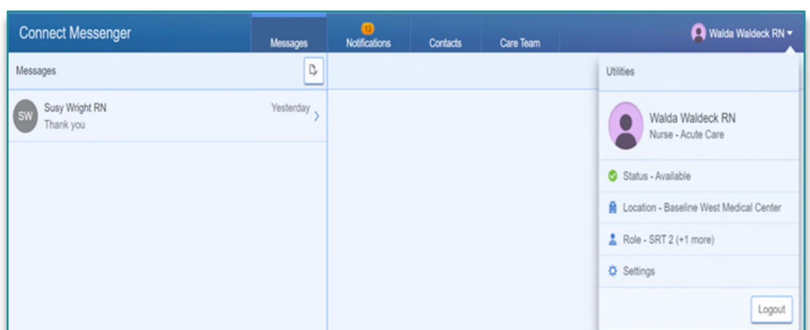
- Already addressed alerts can be viewed by tapping Archived Notifications

Notification Actions



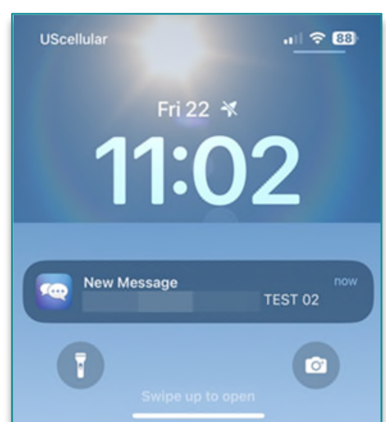
- **Accept**
    - Clicking **Accept** is acknowledgement of the notification and responsibility has been taken for the alert.
- **Decline**
    - The alert is being acknowledged and the user is unable to address the immediate need of the patient at that time.
    - The alert immediately goes to the secondary backup per escalation process.
    - Declining the alert can be done; however, someone must still address the alert/patient need.
- **Callback**
    - Currently **Callback** is not being implemented.

Desktop Messenger



- **Desktop Messenger can be accessed from the NL Intranet Quick Links page.**
- **Desktop Messenger can send/receive messages, receive alerts, access contacts/directory, and claim roles.**

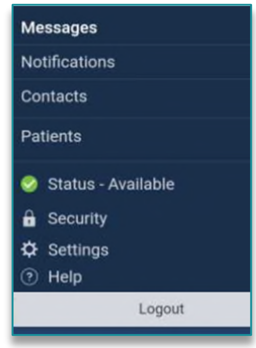
BYOD Messenger App



- **Managers, Hospitalist and Specific Staff will utilize their own device with the Connect Messenger App.**
- **For instructions to add the Connect Messenger app click here.**
- **The BYOD connect messenger app functions the same as the shared devices with the exception that it uses cell service. Since it uses the cell service and not the internal internet and voice system, messages and voice calls from the directory can be made outside the hospital wall.**
- **Once signed into Connect Messenger app on a personal device, make sure to turn on notifications in Settings to receive banner notifications when the home screen is locked.**

Logging Out

- **Mobile Devices**
  - Tap Logout from the Table of Contents screen.
    - Log out of **ALL** applications at the end of the shift (Messenger App, Camera Capture App, and Nursing App).
    - Logging out updates the directory that users are no longer available and prevents communication from being delivered to the device.
    - If users do not log out, the device may receive messages and alerts, and consider certain types of communication, such as messages, as delivered.

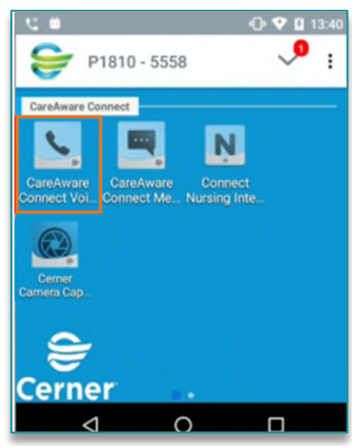


- **Desktop Messaging**
  - The **Desktop Messenger** will logout after two hours, requiring the user to log back in.
    - At the end of the shift, user clicks the **Logout** icon.
    - User closes the **Messenger** browser window (only when running Messenger from a web browser).

CareAware Connect Voice App

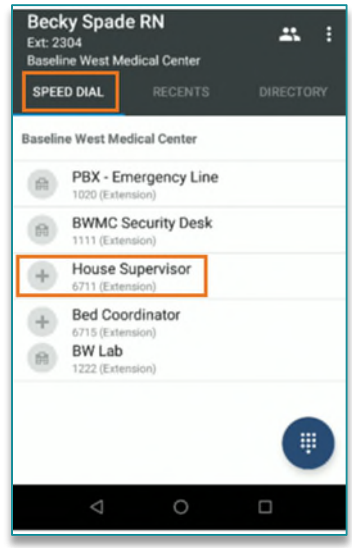
Voice App Details

- **All calls will be completed from this App.**
- **No log in is required.**
- **Each device has its own extension when not logged into the CareAware Connect Messenger App and can be used in an emergency.**
- **Once the user is logged into the Messenger App, their personal extension will be visible. This will be their permanent extension no matter what device into which they are logged.**



Voice Calls

Keypad



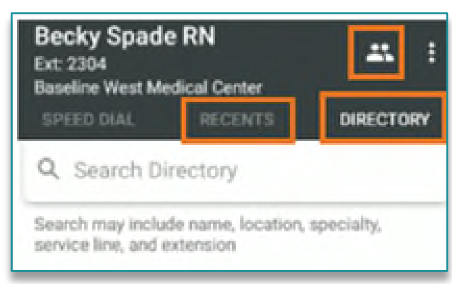
- **Once in the voice app, tap  to open the phone dialer keypad.**
  - For **in house calls**, enter the **last five digits** of the phone number.
  - For **outside calls**, enter **#9** and the **full phone number**.
- **Tap the  icon at the bottom of the dialer to start the call once the number has been entered.**

Speed Dial

- **Speed dial numbers can be chosen for the facility.**
- **These are numbers that exist in the directory and can be any frequently called number.**
- **Tap Speed Dial on the voice app.**
- **Tap the number to call.**
- **Tap  icon to make the call.**

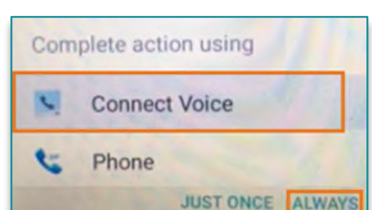
Directory

- **Tap Directory within the voice app to search for Users, Claimable Roles, or Desk Phones.**
- **Recent Calls**
  - Recent incoming and outgoing calls are displayed within the voice app, under the **Recents** tab.
  - The **Recents** tab will be cleared once logged out of the Messenger app.



Contacts

- **Users can call from their Messenger contact list, if they are signed into the device, by tapping the people  icon in the top right of the screen.**
- **Once the contact has been tapped, click the Voice extension to be taken back to the voice app to make the call.**
- **The first time using the directory, a pop-up may display asking to Complete action using.**
  - Tap Connect Voice, then tap Always.



Answering a Call

- **An incoming call in CareAware Connect Voice can be answered in two ways.**
  - From the incoming call screen
  - From the incoming call notification
- **When the phone receives a call, the incoming call screen OR the incoming call notification is displayed (the Android operating system determines this, and thus is not controlled by CareAware Connect Voice).**
- **The incoming call screen displays the caller's information as well as options to accept or reject the call.**
- **Tapping the phone icon and sliding to the green up-phone icon accepts the call and connects the user with the caller.**
- **Tapping the phone icon and sliding to the red down-phone icon rejects the call and returns the user to the previous screen.**
- **If the incoming call screen is dismissed, the user can still answer the call from the notification on the notification bar.**
- **Tapping the bar and pulling down, the notification displays all notifications, including the incoming call notification if the call is still ringing.**
- **Tapping answer connects the user with the caller on a voice call.**
- **Tapping decline ends the incoming call without answering.**

Ending a Call

- **To end an ongoing call, the user has two options. Tapping one of the following options ends the current ongoing call:**
  - From the in-call screen, the user can tap the end call phone icon.
  - From the notification banner, the user can pull down the ongoing call notification and end the call.
- **Both the recipient and the call initiator hear an audible double beep on the voice stream at the end of all calls.**

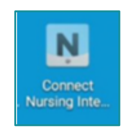
Call History

- **Provides a comprehensive list of outgoing, incoming, and missed calls for the device or user.**
- **CareAware Connect Voice Call History displays the call history when the application is opened.**
  - All incoming, outgoing, and missed calls for the user's **current session** are displayed.
- **To view the Call History list, from the CareAware Connect banner, tap the Recents tab.**

- **To place a call to a contact associated, tap the row of the contact. The keypad is displayed with the tapped number displayed.**
- **The date and time of each entry in the history is displayed.**
- **An indication of call orientation is also displayed:**
  - A **downward arrow** indicates an **incoming** call.
  - An **upward arrow** indicates an **outgoing** call.
  - A **bent arrow** indicates a **missed** call.
- **Device Call History is deleted when a user logs in to CareAware Connect Messenger.**
- **Personal Call History is deleted when a user logs out of CareAware Connect Messenger.**

CareAware Connect Nursing App

Logging In

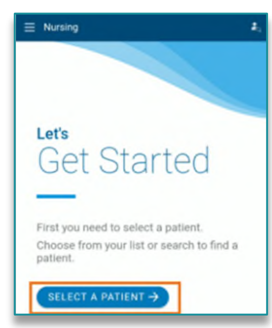


STEP 1: Tap the Connect Nursing app from the home screen.
STEP 2: Sign in with Cerner Millennium Username and Password.

- **DO NOT** check Remember Username on shared devices.

NOTE: When logging in for the first time, a prompt will display to create a PIN, if not already created. Refer to First Time Login to complete.

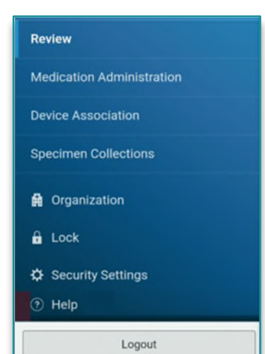
Navigating the Patient Chart



When logging in for the first time, a **Let's Get Started** screen will appear.

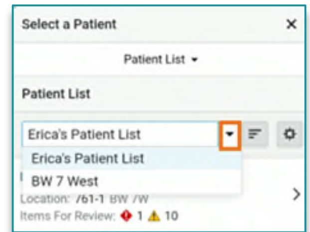
Table of Contents

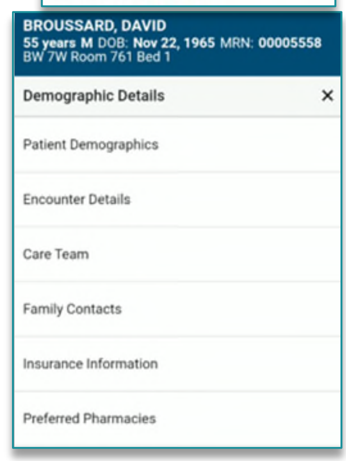
To navigate through the patient chart, tap the **Table of Contents** icon at the top of the screen. 



- **Organization:**
  - Tap **Organization**, then tap the appropriate location.
- **Lock:**
  - Tap **Lock** to secure the session and activate the PIN screen.
- **Security Settings:**
  - Tap Security Setting to Change or Remove PIN.
- **Help:**
  - Tap **Help** to access Cerner Help pages.

Selecting a Patient





- **Tap the dropdown next to patient list to view all active patient lists.**

NOTE: The patient lists on the connect device are generated from the Patient Lists created in PowerChart. The initial Patient List defaults to the first list tab in PowerChart.

Patient List Sort

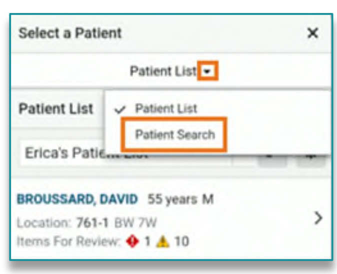
- **Tap the patient Sort icon.** 
    - Patient list can be sorted by **Patient**, **Location**, or **Items for Review**.
    - Sort order can also be **Ascending** or **Descending**.
    - Tap **Save** when sorting options have been completed.

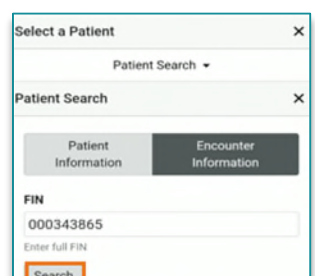
Opening a Patient Chart

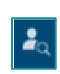
- **Manually open patient chart by tapping the patient from the patient list.**
- **Establish the appropriate relationship if one has not already been established.**
- **Tap Continue.**
- **Scan the patient wristband to open the Patient Summary.**

NOTE: ED nursing staff will need to scan the patient wrist band to locate the patient or create a patient list within PowerChart. Click here for education on creating a location based patient list.

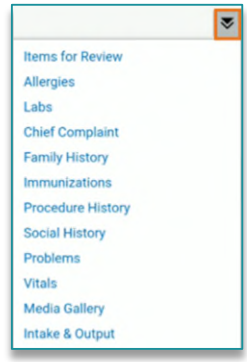
Patient Search



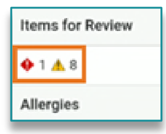


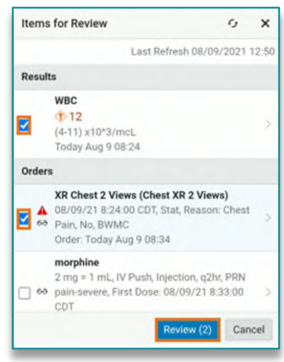
- **Tap Patient List dropdown at the top of the screen.**
- **Tap Patient Search.**
- **Search by Patient Information or Encounter Information.**
- **Tap Search.**
- **Tap correct Encounter on the Encounter Screen.**
    - Establish the appropriate relationship if one has not already been established.
- **Tap Continue.**
- **Return to the Patient List or Patient Search by tapping the Magnifying**  **Glass at the top right corner of the patient chart.**

Patient Chart Navigation

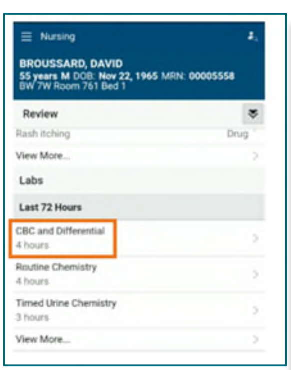


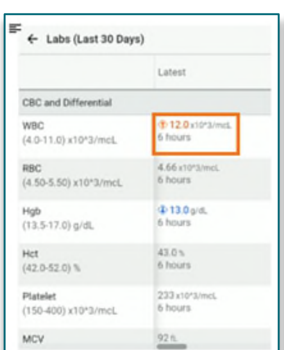
- **Patient Demographics Banner Bar – Displays Name, Age, Gender, DOB, MRN and Location face-up.**
  - Tap the banner bar to view more details for the patient demographics, encounter, family contacts, insurance, and preferred pharmacy.
- **Patient Summary/Review Screen – displays when opening a patient chart.**
  - Tap the dropdown **Patient Chart Menu** for easy component navigation.
- **Items for Review – functions the same as Care Compass.**

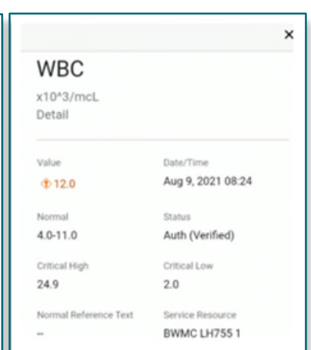


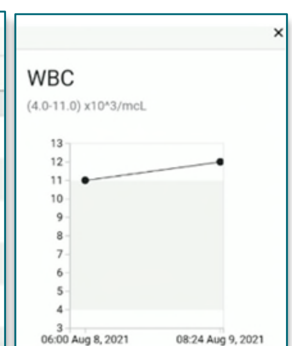


  - Patients with items for review will display on the patient list screen with color coded icons based on priority.
  - **Abnormal** and **Critical** results from the last 12 hours will display if they have not been reviewed.
  - **Orders** – new orders that have not been reviewed by the nurse will display for review.
    - Tap the **order** to see more details if needed.
    - Check the **reviewed item's** box and tap **Review** to complete review process.
- **Allergies – a preview will display on the patient summary.**
  - **Severe reaction** will be documented in red text.
  - Tap **allergy name** to review additional information.
- **Labs – lab results within the last 72 hours will show face up.**
  - Tap **View More Results Outside This Time Range** to view additional results.
  - Tap the test to see up to 30 days of results.
  - Tap **results** to review details.
  - Tap a test to view a **graph** and **trends**.

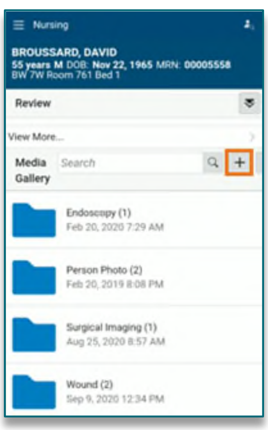


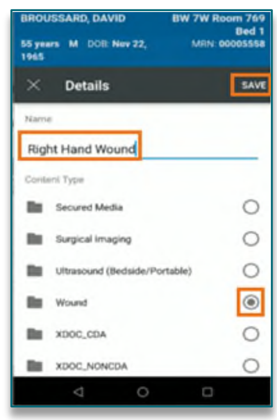






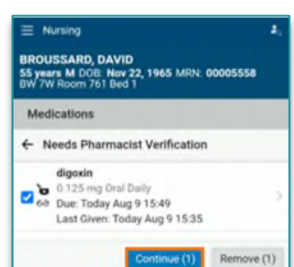
- **Immunizations – documented immunizations can be reviewed in detail by tapping on them.**
- **Vitals & Measurements – the most recent validated vitals and measurements present face up.**
  - **Trends** can be reviewed by tapping the results.
  - Up to 30 days of historical vital signs are viewable.
- **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.
  - Tap **Save**.





- **Intake and Output – totals, weight, and net balance can be viewed by tapping on the bar graph.**
- **Chart Components – additional chart components can be reviewed including Chief Complaint, patient stated and medical Problems, positive Family History, Social History, and Procedural History.**

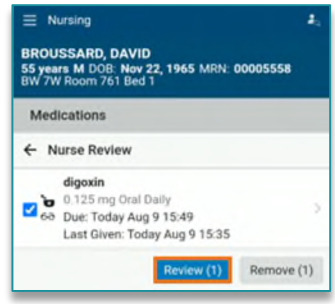
Medication Administration



Connect Barcode Scanning

STEP 1: To begin, tap the appropriate patient from the **Patient List**.
STEP 2: Tap **Table of Contents**, then tap **Medication Administration**.
STEP 3: Check appropriate medications, then tap Next.

NOTE: Medication rate titrations cannot be performed using CareAware Connect.



STEP 4: **Needs Pharmacy Verification** screen will display.

- This is not a hard stop, Tap **Continue**.

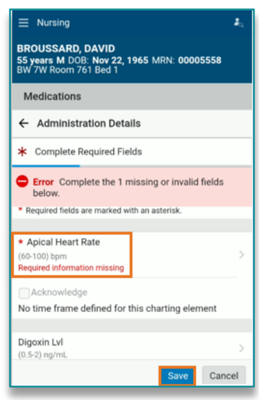
STEP 5: To complete nurse review, tap **Review**.
STEP 6: Scan patient's wristband, then scan barcode of the first medication.

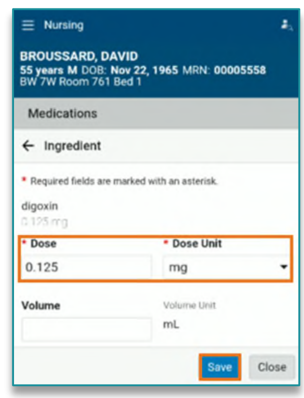
- Medications do not need to be scanned in a particular order.

NOTE: **If the task has not been completed within 10 minutes, a re-scan of the wrist band will be required.**

STEP 7: If the medication barcode does not match an order, a warning will display.

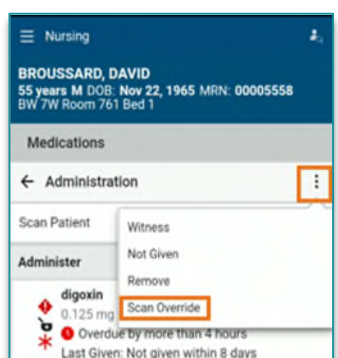
- Address the alert, then tap **Continue**.

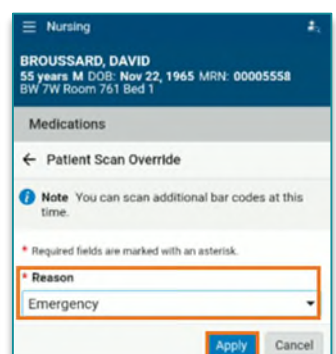




STEP 8: Tap the required fields icon to the right of any medication with required fields indicated by the red asterisk.
STEP 9: To display any remaining required fields, tap Required. Tap the carat next to any required fields to document. Once complete, scroll up and tap Save.
STEP 10: Once all required documentation has been saved, tap Sign in the top of the screen to sign the medication administration. After signing, users will be returned to the Med Cart view.

Scan Override



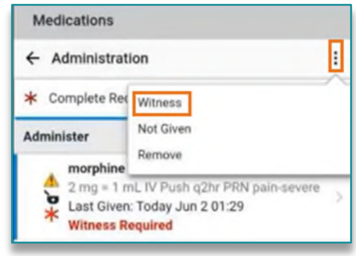


STEP 1: Tap the **Ellipsis**.
STEP 2: Tap **Scan Override**.
STEP 3: Tap a **Reason**.
STEP 4: Tap **Apply**.

Filtered Medications

- **If the medication scanned is not an exact match to the order, a Filtered Medication view displays. Additional ingredients or medications can be scanned to correct the dosage.**
- **Underdose/Overdose warnings can be addressed from the Administration Details screen, under Ingredients.**

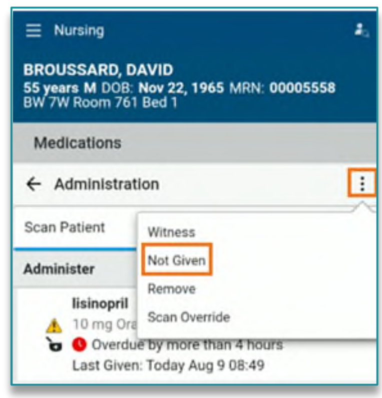
Nurse Witness



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

STEP 1: Tap the **ellipsis** on the **Administration window**, then tap **Witness**.
STEP 2: Ensure the desired medications are selected by tapping in the box, then tap Next.
STEP 3: The **Witness** will search their name, then review the medications by tapping **Review**.
STEP 4: When all medications have been reviewed, the **Witness Summary** will display.
STEP 5: The witness will enter their **Cerner** password and tap **Save** to return to the **Administration View**.

Medications Not Given

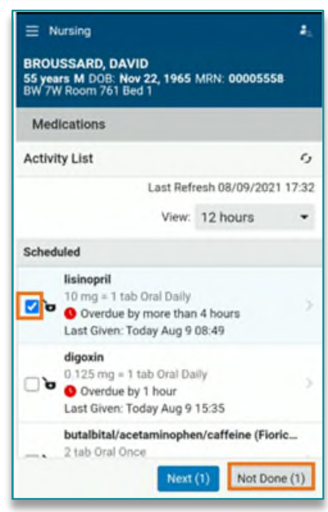


STEP 1: Tap the **ellipsis** on the Administration window, then tap **Not Given**.
STEP 2: Ensure the desired medications are selected by tapping in the box.
STEP 3: Tap a **Reason Not Given**.

- Add any comments as needed.

STEP 4: Tap **Apply**.

Medications Not Done



NOTE: Selecting Not Done will remove the medication from the Activity List and cancel the order. DO NOT select Not Done unless the order should be cancelled.

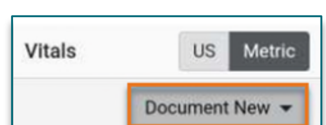
STEP 1: From the **Administration window** tap the **Medication**.
STEP 2: Tap **Not Done**.
STEP 3: Tap a **Reason Not Done**.

- Add any comments as needed.

STEP 4: Tap **Sign**.

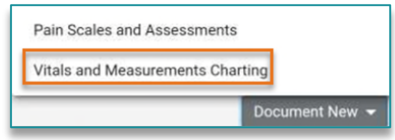
Documenting within CareAware Connect

Documenting Vitals and Measurements or Pain Scales and Assessments



STEP 1: From the patient's profile, navigate to the **Vitals** & **Measurements** component.

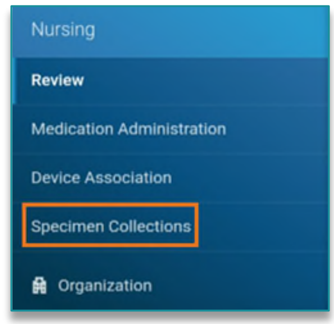
- To view historical data of the past 30 days for a specific measurement, tap the desired measurement.



- Tap the back arrow to return to the patient's profile.

STEP 2: Tap **Document New** dropdown arrow and select **Vitals and Measurements Charting** or **Pain Scales** and **Assessments**.
STEP 3: To document or edit a value, tap the appropriate field, enter the value, then tap the blue arrow.
STEP 4: Tap **Sign** in the top right of the screen. Signing the documentation will automatically navigate the user back to the **Patient Summary** view.

Specimen Collection



Mobile Printer Workflow

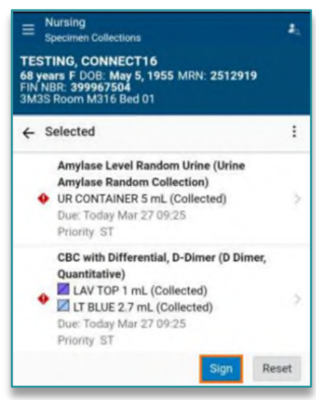
STEP 1: To begin the process of collecting and documenting labs, tap the appropriate patient from the **Patient List**.
STEP 2: Tap the **Table of Contents.**

- Tap Specimen Collections.

STEP 4: **Select All** is the default. If not collecting all, deselect the **Select All** and select appropriate lab.
STEP 5: **OPTION 1: Scan Label Printer barcode. Skip to STEP 8.**

OR

OPTION 2: Tap the ellipsis ⋮ in the upper corner.



STEP 6: Tap **Print Labels**.
STEP 7: Scan Label Printer barcode.
STEP 8: 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 9: Scan **all Specimen Labels** once they have been placed on the tubes.

STEP 10: Tap **Sign** once scanning is complete.

NOTE: Chart Not Collected should NOT be selected unless the order should be cancelled. Selecting Chart Not Collected cancels the order making it necessary for the provider to reenter the order so the specimen can be collected by someone else.

Stationary Printer Workflow

STEP 1: To begin the process of collecting and documenting labs, tap the appropriate patient from the **Patient List**.
STEP 2: Tap the **Table of Contents** in the top right and tap **Specimen Collections**.

STEP 3: Tap the specimen(s) to be collected.
STEP 4: Scan the printer, then tap **Print**.

- The selected specimen labels will print.

STEP 5: Take labels to the patient room.
STEP 6: Scan the patient's wristband.

- After completing the lab draw or specimen collection, scan the corresponding accession lab labels.
- This will mark the specimen as Collected.

STEP 7: Tap the **ellipses** to view additional options. From the options menu, users may **add comment**, **modify collection method**, **modify date/time**, **reset**, **chart not collected**, or **print label**. Tap **Close**.
STEP 8: Tap **Sign** to sign the documentation.

NOTE: Specimen collect scanning can be overridden, if necessary, by tapping the Collect button, tapping an override reason, then tapping Apply.

Unable to Collect the Specimen

- **DO NOT tap Chart Not Collected.**
  - Tapping Chart Not Collected will cancel the order.
  - The order will not be available for other clinical staff to collect the specimen.
  - The provider will need to enter a new order.