

CareAware Connect Messenger encapsulates all messaging, directory, and alerting functions.

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 **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 create the four-digit numerical PIN.

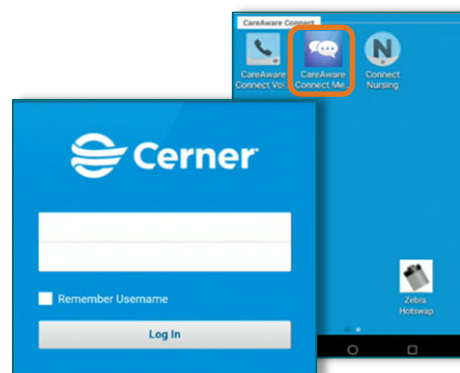
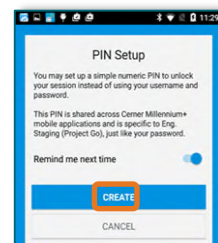
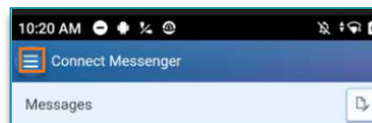


Table of Contents

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



➤ Messages

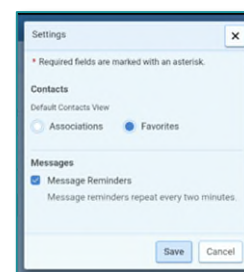
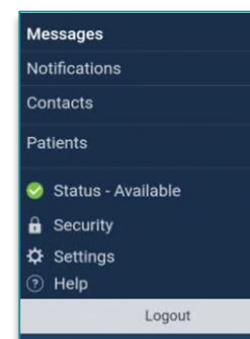
- Messaging allows users to send and receive text messages securely to other members of the care team.
- Conversations can be comprised of two or more users.
- Message history is maintained for five days across individual user sessions.
- Message status details indicate if a recipient has or has not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

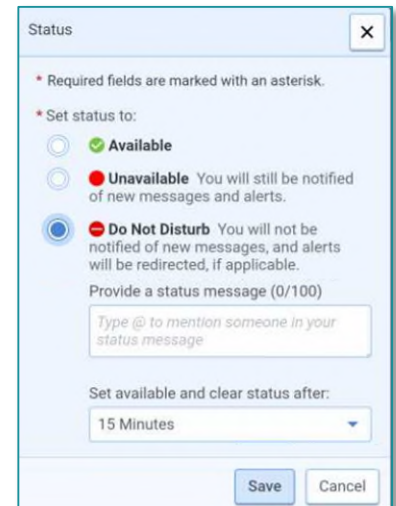


➤ Settings

- 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, 1, 4, 8, or 12 hours or a custom time.

A screenshot of a 'Status' settings dialog box. At the top, it says 'Status' with a close button (X). Below, it states '* Required fields are marked with an asterisk.' and '* Set status to:'. There are three radio button options: 'Available' (selected with a green checkmark), 'Unavailable' (with a red dot and text 'You will still be notified of new messages and alerts.'), and 'Do Not Disturb' (with a blue dot and text 'You will not be notified of new messages, and alerts will be redirected, if applicable.'). Below these is a text field for 'Provide a status message (0/100)' with a placeholder 'Type @ to mention someone in your status message'. Underneath is a dropdown menu for 'Set available and clear status after:' currently set to '15 Minutes'. At the bottom are 'Save' and 'Cancel' buttons.

➤ Logout

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

Locating Contacts and Adding Favorite Contacts

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**.




Claimable Roles

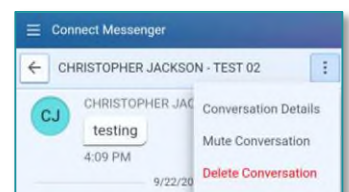
- **Claimable Roles** are responsibility-based profiles that users can assume, such as **Charge RN**, **Manager**, or **Physical Therapist** for example.
 - **Claimable Roles** allow users to search and initiate conversation with a resource based on the responsibility, without knowing the specific name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

- STEP 1:** Navigate to **Contacts** in the TOC and enter the name of the role in the search field.
- 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.
- STEP 5:** 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.

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.

- 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 the user's 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 200 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.

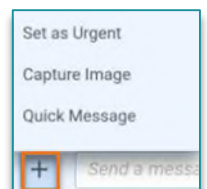
➤ Message details include the message status for each individual participant in the group message, which allows users to view who has received and read the message.

- Press and hold a message to view the message details.

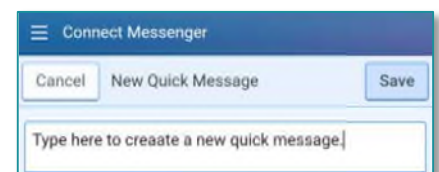
Quick Messages


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.

STEP 1: From a new message or existing conversation, tap **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**.

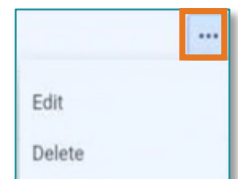


➤ Edit a Quick Message

- From the **Quick Message** screen, tap Add  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 the 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 user is in the application.

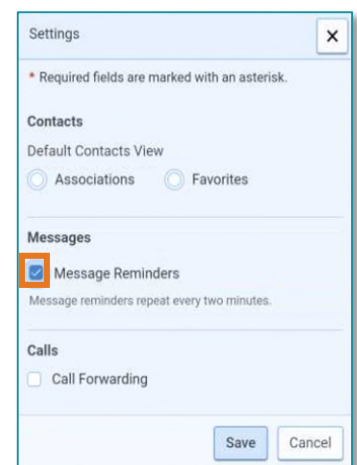


Photo Messaging

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 the **X** 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

➤ Notifications can be critical or non-critical.

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

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.

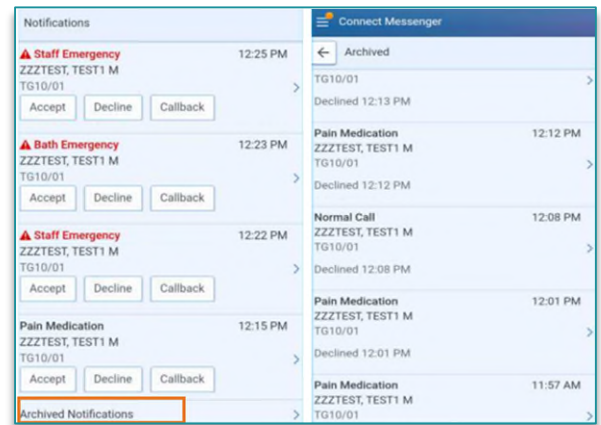
Addressing Alerts

- **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 the **Archived Notifications**.

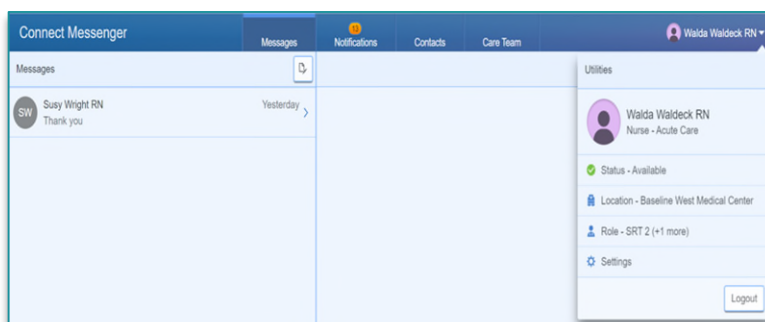
➤ **Notification Actions**

- **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**
 - At this time **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.



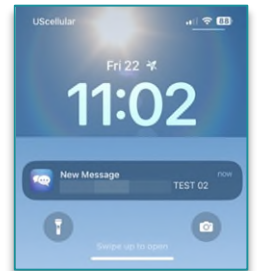
BYOD (Bring Your Own Device) Messenger App

- Managers, Hospitalists, and specific staff will use 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 the user's personal 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.
- To make sure messages are not missed, turn on message alerts within the cell phone settings.

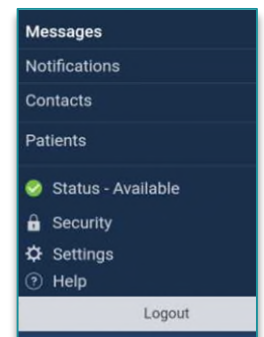
NOTE: Once signed into Connect Messenger app on a personal device, make sure to turn on notifications in settings to receive banner notifications when the home screen is locked



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, click the **Logout** icon.
 - Close the **Messenger** browser window (only when running Messenger from a web browser).