Northern Light Health. Optum

From the Office of Health Informatics

Quick Reference Guide (QRG)
CareAware Connect Nursing App

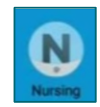
August 20, 2025

This Quick Reference Guide (QRG) demonstrates the workflow for registered nurses using handheld devices to review patient lists and charts, document patient information, administer medications, and collect specimens.

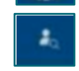
Overview of the Patient List and Patient Chart

Assume that there is an active Messenger application session.

- **From the Home Screen:**



STEP 1: Tap the **Nursing App.**



NOTE: **To access the CareAware table of contents (TOC), use the circular icon at the top left corner of the screen. To select a specific patient from the patient list, tap the people icon in the top right corner of the screen.**

STEP 2: To review information on a specific patient, tap **Select a patient.**

NOTE: **The patient list populates from Oracle Health (Cerner) Millennium - PowerChart and displays all user's current patients. Display all patient locations using the dropdown arrow.**

STEP 3: Tap the **Patient List** dropdown arrow.

STEP 4: To sort the results, tap the **Sort** icon. Then tap the **Sort by** dropdown arrow.

STEP 5: Tap the **Save** button.

STEP 6: To search for a specific patient, tap the **Patient List** dropdown arrow.

STEP 7: Tap **Patient Search**.

NOTE: **Search for a patient by encounter information or using patient information, including name, date of birth, medical record number, or phone number.**

STEP 8: Tap **Patient List**.

NOTE: **The same patient list displays in the Nursing App if a custom patient list is set up in Oracle Health (Cerner) Millennium - PowerChart.**

- **Notice the patient names display with a blue hyperlink. When the link is tapped, more in-depth patient information is available.**
- **When there is no established relationship with the patient, a message displays prompting a relationship to be created. There are several relationship options: patient inquiry, quality review, registered nurse, BTG Mental Health Access, and BTG Substance Abuse Access.**

STEP 9: To establish a relationship with a patient, tap the **patient's name**.

STEP 10: Tap **Registered Nurse**; then tap **Continue**.

NOTE: **Now that a designated relationship with the patient has been established, the app returns to the patient list. A right arrow displays beside the patient's name so more patient information can be accessed.**

STEP 11: Tap the right arrow beside a patient's name.

NOTE: **Here information such as patient allergies and chief complaints can be reviewed. Scroll down the list to review more information.**

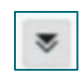
STEP 12: To review patient demographic details, tap the **Blue Banner** at the top of the screen.

STEP 13: Tap an item to display that item's details.

NOTE: **Demographics, encounter details, care team, family contacts, insurance information and preferred pharmacies can also be viewed.**

STEP 14: Tap the **Close** button.

STEP 15: If necessary, tap the **Refresh** icon to update the screen. Then tap the **Patient Chart Menu** icon in the top right corner of the patient's record.



NOTE: **Tap any item in the list to jump to that section.**

STEP 16: Tap **Items for Review**.

NOTE: **The red diamond icon indicates there are STAT items for review. The number beside the item indicates the number of items to review.**

STEP 17: To mark an item as reviewed, tap the checkbox to the left of the item then tap **Reviewed**.

STEP 18: To return to the patient's chart, tap the **Close** button.

STEP 19: Tap the **Patient Chart Menu** icon or scroll down the screen to review patient information such as allergies, vitals, pain level, temperature, blood pressure, heart rate, and lab information.

Document in the Patient Chart

The handheld device can only be used to document the patient's vitals, add a problem, and add a photo to the media gallery. For all other areas of the patient chart, use the terminal at the nurse's station.

- **From the patient chart:**

STEP 1: Tap the **Patient Chart Menu**.

STEP 2: Tap **Vitals** to begin documenting.

STEP 3: Tap the **Document New** dropdown arrow.

NOTE: **Here, document either pain scales and assessments, or vitals and measurements charting.**

STEP 4: Tap **Vitals and Measurements Charting**.

NOTE: **The system defaults to the current date and time. If necessary, can change this information.**

STEP 5: Tap the **Temperature** field.

STEP 6: Use the number pad to enter the patient’s temperature; then tap **Enter**.

STEP 7: Scroll down and enter any appropriate information for the patient.

STEP 8: Tap the **Cuff Location** dropdown arrow to note the arm where the blood pressure was taken.

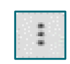
NOTE: **The system knows whether a numeric field or an alphabetic field is being entered. Type information directly into the field or select one of the options in the list.**

STEP 9: To enter a comment, tap the **Folder** icon next to the cuff location.

STEP 10: Type the comment and tap **Enter** to save.

NOTE: **A green circle icon displays indicating there is a comment for the entry.**

STEP 11: To change the field name entry to some other heading, such as sitting pulse, tap the **Ellipsis**.



STEP 12: When finished entering the vitals, tap **Sign**.

STEP 13: If the vitals are not updated, tap **Refresh**.

STEP 14: Right arrows display beside each entry. These indicate more details for the entry. Tap the right arrow beside blood pressure.

STEP 15: Add a problem for the patient. Scroll down and tap the **Plus** icon.

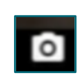
STEP 16: Document the problem as specific to this visit or an ongoing problem.

STEP 17: To search for a problem, type the first few letters of the problem and tap **Search**.

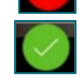
STEP 18: Tap the appropriate problem from the list.

STEP 19: To add additional details to the problem, tap the **Ellipsis** beside the newly added problem.

STEP 20: To add an image, scroll down to the Media Gallery and tap the **Plus** icon. Then tap the **Camera** icon.



STEP 21: If dissatisfied with the image, tap the red **X**, and try again. If satisfied with the image, tap the **green checkmark**.



NOTE: **The system names the image according to the date and time of capture. If necessary, change the name to something more descriptive. Choose the folder where the image will be saved by tapping the radio button next to the folder name.**

STEP 22: Tap **Save** to retain the captured image.

Document Medication Administration

- **From the TOC:**

STEP 1: Tap **Medication Administration**.

STEP 2: Review the list of patient medications.

NOTE: Medication administration can be viewed for the previous 2 hours, 4 hours, 12 hours, or 24 hours.

STEP 3: Use the **View** dropdown arrow to change the view duration.

STEP 4: Tap any right arrow beside the medication name to see additional details about the medication.

STEP 5: Tap the blue hyperlinks under **Pending Administration** to access more information about the medication administration. Then tap the left arrow to return to the medication list.

NOTE: Order comments can also be reviewed on this screen.

STEP 6: To begin administering a medication, tap the checkbox beside the medication name. Then tap **Next**.

STEP 7: The pharmacy verification screen displays. Tap **Continue**.

STEP 8: If an alert displays, follow the onscreen directions. Then tap **Continue** again.

STEP 9: Scan the patient's wrist band. Press and hold either scanning button on the side of the device.

NOTE: The blue progress bar under the directions shows scanning progress.

STEP 10: Scan any additional medications. In the event there is an underdose warning, scan the additional dose(s) of the medication until the dosage matches the prescription.

STEP 11: When the dosages match, tap **Apply**.

STEP 12: If required fields need to be completed, tap the right arrow beside the scanned medication.

STEP 13: Tap **View Required**.

STEP 14: Review the additional information on the required field. Tap the right arrow.

STEP 15: Tap the **Indication** dropdown arrow and select a reason for the medication administration. Then tap **Save**.

STEP 16: When there are no more required fields, tap **Save**.

STEP 17: When the directions at the top of the screen display with a green checkmark and a completed progress bar, tap **Sign**.

NOTE: To administer medication when the scanner does not work, the steps are identical except for the scanning steps.

STEP 18: Tap the checkbox for the medication to be administered.

STEP 19: Tap **Next**.

STEP 20: Address any alerts as done when using the scanner. Instead of scanning the patient's wrist band, tap the **Ellipsis** beside Administration.

NOTE: Here, add a witness, chart not given, or override the scan. Do not use the Remove option because it removes the order and cancels it.

- **Using the Witness option is similar to witnessing it in PowerChart. The witness searches for their name on the device and reviews the medications by tapping review. When all medications have been reviewed, the Witness Summary displays. The witness enters their network password and taps Save to return to Administration View.**

STEP 21: When the scanner is broken, tap **Scan Override**.

STEP 22: Tap the **Reason** dropdown arrow and designate a reason for the patient scan override.

STEP 23: To confirm the override reason, tap **Apply**.

STEP 24: Sign the override. Tap **Sign**.

STEP 25: Tap the **Reason** dropdown arrow to add a reason for the medication scan override.

STEP 26: To confirm the override reason, tap **Apply**.

Document Specimen Collection

- **From the TOC:**

STEP 1: Tap **Specimen Collections**.

STEP 2: Set up collection filters.

NOTE: The first time accessing specimen collection, filters need to be set up. These filters remain until changed.

- **Set a personal filter or the default filter.**
- **Set the filter to view the last two hours or more by tapping the view dropdown arrow.**
- **Add specimen types from this dropdown arrow.**
- **Select the priority of the collection. If a specimen collection or priority option needs to be removed, tap the corresponding X.**

STEP 3: Tap the **Save as personal filter** checkbox.

STEP 4: Tap **Apply**.

NOTE: **The Activity List displays. For specimen collection, scan the specimen label then scan the patient's wrist band.**

- **Use the icons at the top left corner of the screen to change the filters just set, refresh the specimen collection list, or enable various functions.**
- **STAT or urgent orders display with a red diamond.**
- **By default, all the collections are selected.**
- **Overdue orders display with a red circle beside them.**

STEP 5: Tap the **Ellipsis** icon to examine more collection options.

NOTE: **From this menu, print labels or reschedule a collection. It is important to avoid using the chart not collected option; it cancels the order so that no other clinician can collect the specimen. If this option is selected the provider must put in new orders.**

STEP 6: Tap **Print Labels**.

NOTE: **Enter the name of the desired printer to use or scan the printer barcode to select the printer.**

STEP 7: Tap **Print**.

STEP 8: The collection process is the same whether one or multiple specimen are collected. To collect a single specimen with a working scanner, tap **Select All** to deselect all orders.

STEP 9: Scan the label previously printed.

STEP 10: To modify the collection method, tap the **right arrow**.

STEP 11: Tap the **Ellipsis** icon.

NOTE: **Modify the date and time for the collection, indicate a partial collection, reset the collection, or print labels as needed. Do not select Chart Not Collected; this option cancels the order and forces the provider to re-enter the order for the lab draw.**

STEP 12: Tap **Modify Collection Method** and select a method.

STEP 13: Tap **Sign**.

STEP 14: Scan the patient's wrist band and tap **Sign**.

STEP 15: To collect a single specimen when the scanner is not working, tap **Select All** to remove the checkmark.

STEP 16: Tap the desired specimen to collect.

STEP 17: Tap **Collect**.

STEP 18: If the scanner is not working, designate a reason for not using it. Tap the **Reason for accession override** dropdown arrow.

STEP 19: Tap **Malfunctioning Scanner**.

STEP 20: Tap **Apply**.

STEP 21: Tap the right arrow to modify the collection method.

STEP 22: Tap the **Ellipsis** icon.

NOTE: Modify the date and time for the collection, indicate a partial collection, reset the collection, or print labels as needed. Do not select Chart Not Collected; this option cancels the order and forces the provider to re-enter the order for the lab draw.

STEP 23: Tap **Modify Collection Method** and select a method.

STEP 24: Tap **Apply**.

STEP 25: Tap **Sign**.

STEP 26: The patient's wrist band needs to be scanned. If the scanner is not working, designate the reason for the override. Tap **Override**.

STEP 27: Select the reason for the patient override, then tap **Sign**.