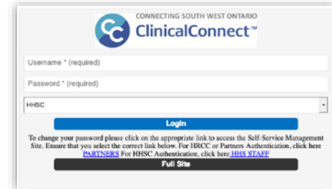
Using ClinicalConnect on Mobile Devices – Quick Tips

This document provides an overview of the features and functionality of ClinicalConnect on mobile devices. To log into ClinicalConnect on a mobile device, use the same URL as you would when logging from a computer. No application download required. ClinicalConnect's Quick Links webpage identifies how you can log into ClinicalConnect depending on your Identity (Account) Provider (iDP): https://info.clinicalconnect.ca/CC/healthcare/quicklinks. *All images and data examples contained in this document are fictitious and intended to simulate realistic records. They contain no real patient data, and are to be used for training purposes only.*

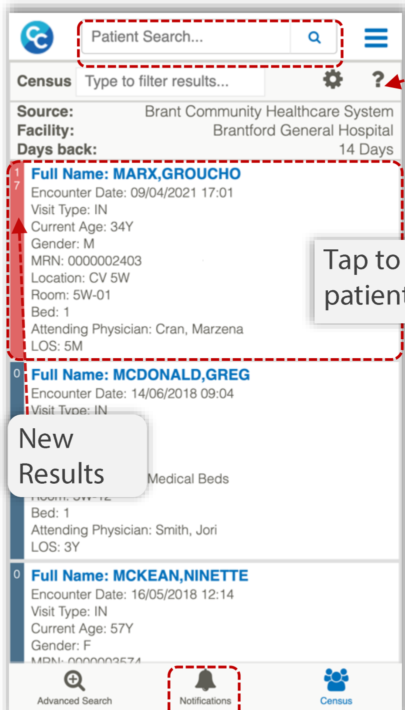
Toggling Between Desktop & Mobile Versions of ClinicalConnect

Mobile device have the ability to use the desktop view of ClinicalConnect while on a mobile device by clicking "Full Site" on the login page. If you wish to switch to the desktop view while already logged into ClinicalConnect, simply log out then change the view option to **Full Site** and log back in.



Mobile Navigation – the mobile platform offers a simplified, intuitive layout that presents modules as visual icons, allowing users to select the module, then easily select the details of a line item in the view.

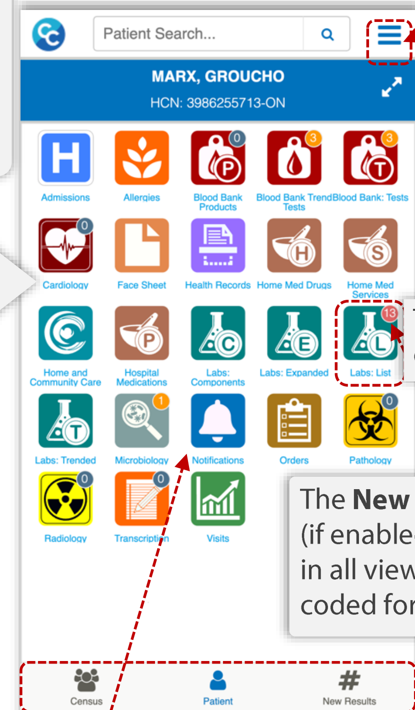
The list views on mobile devices, may display only a sub-set of data for Census lists and Modules line items. To view additional information, select the item from the list to view the details.



Tap ? to access HELP videos & resources.

Tap to open the patient record.

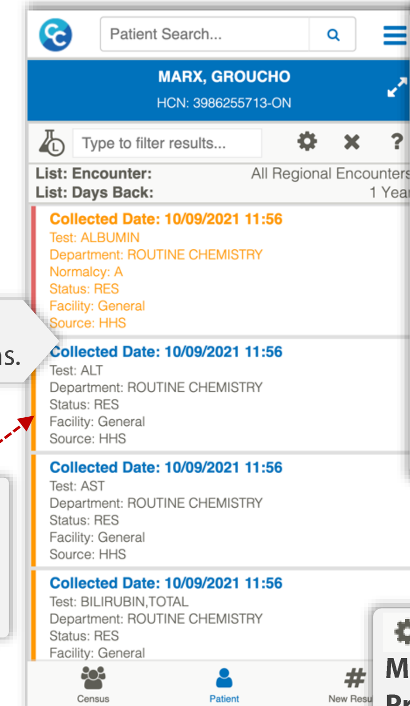
New Results



Mobile Menu options include Advanced Search and Log Out.

Tap a module to open the list of items.

The **New Results** indicators (if enabled by users) display in all views as shown, colour coded for abnormal results.



Patient Header - Clicking the Expand arrows to view **Alerts**, **Patient Visits Timeline**, additional encounter details and provides the ability to add/remove the patient from your worklist.

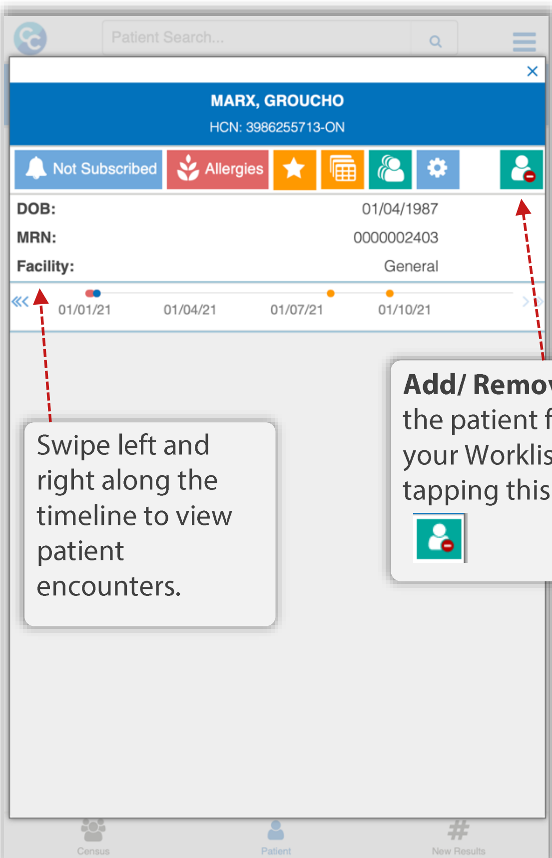
Module/Census Preferences on Mobile – Preference settings can be customized for mobile or desktops view.

Notifications icon – Refer to the notification section in this guide for details.
Tap the **Census** icon to return to your census list and select another patient.
Tap the **Advanced Patient Search** icon to search for a record or use the search at the top of the screen.

Tap the **Census** icon to return to your default Census list; **Patient** icon to return to modules; **New Results** icon to view all new results.

Patient Header

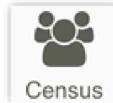
Tapping the arrow in the top right, will expand the header and display **Alerts**, **Patient Visits Timeline**, additional encounter details and provides the ability to add/remove the patient from your worklist. The **Alert** icons can be selected and will open the associated module or link to additional data.



Swipe left and right along the timeline to view patient encounters.

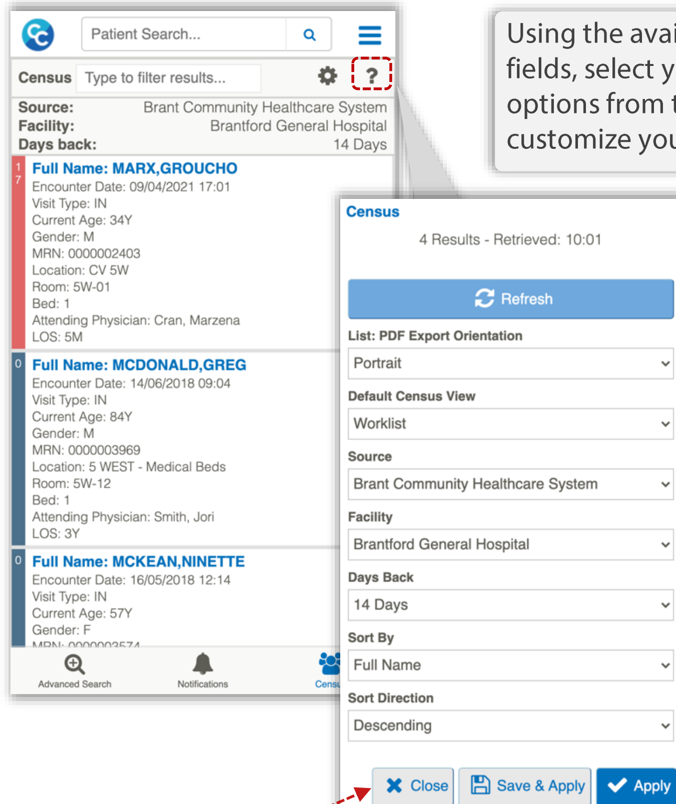
Add/ Remove the patient from your Worklist by tapping this icon

Census Lists



Your default Census list will display on your mobile device on login. You can tap the **Census** icon to return to your Census list from any mobile view.

New Results indicators will display in the list and can be accessed by selecting the patient record.
Census Lists Preferences – To customize your Census list default and preferences for any Census list or Worklist, tap the Preference icon.
These setting can be applied to both your mobile or desktop views.



Using the available preference fields, select your preferred default options from the dropdown lists to customize your Census.

Take note of your **'Sort By'** selection in the first field as this will determine what you may want set as your default in the **'Sort Direction'** field.

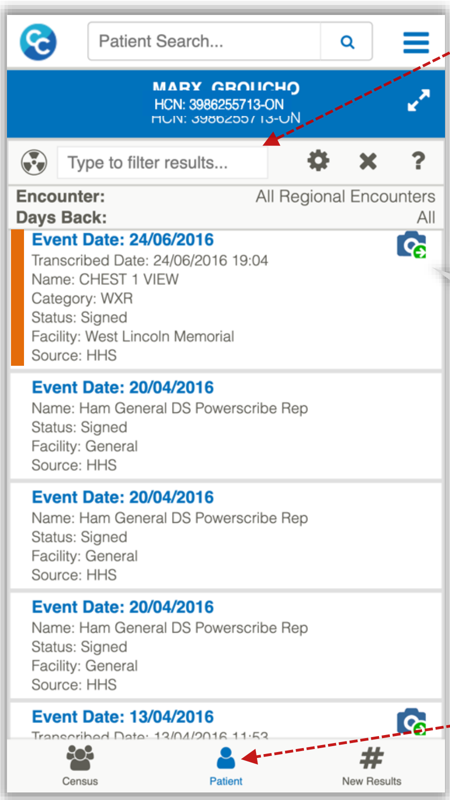
Close - to return to previous window without saving.
Save & Apply- will save preferences for both mobile and desktop use.
Apply- will temporarily save your preferences on mobile for this session only.

Viewing Radiology Images and Reports on Mobile

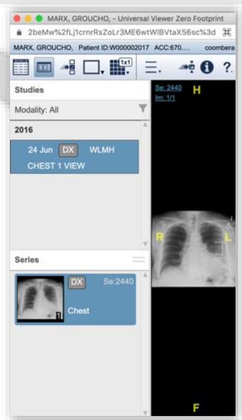
The Radiology module can be accessed by tapping the Radiology icon from the patient's record and contains both reports and images

Radiology images are accessible by clicking the camera icon, if available. The image will open in a new tab.

Scroll up or down to see the complete list of items based on your default '**Days Back**' and '**Encounter**' settings.



Smart Filter – Available from any module's top banner, can be used to filter the list by a report name or category. Type the leading letters of the name and the results list will refresh automatically to match the entry.



To return to the patient's record, tap either the **Close** icon from the top right or the **Patient** icon from the bottom banner to return to the patient record.

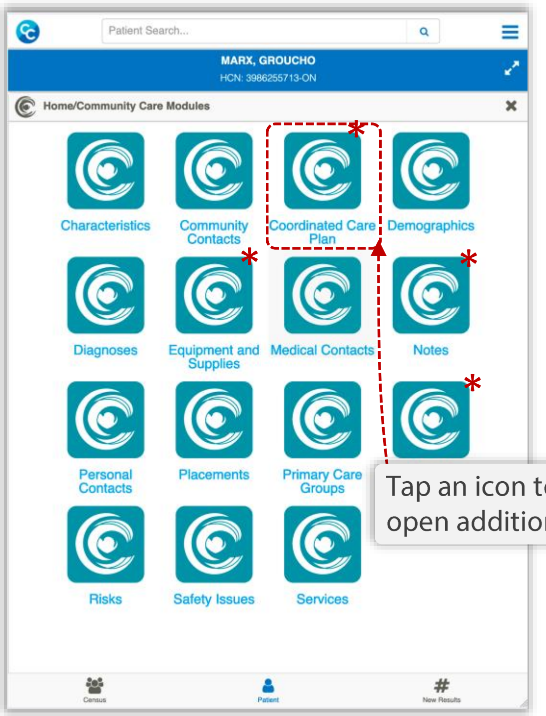
To view the reports details, tap on the item from the module list.

To close the report details in any module, tap the **Close** icon to return to the module list.

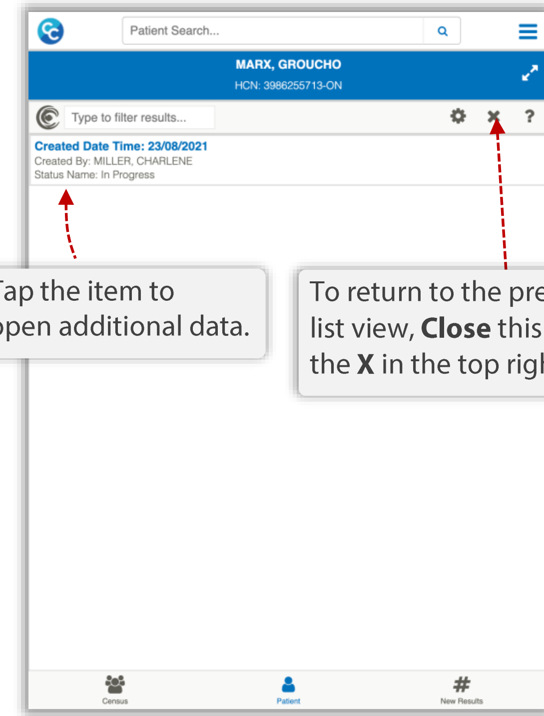
Viewing Home and Community Care on Mobile

Home/Community Care

Data from the **Home and Community Care** (HCC) module is available on mobile devices by accessing the HCC module. There are several additional tabs of data available within this module that can be further selected to view additional details as shown in the image below.

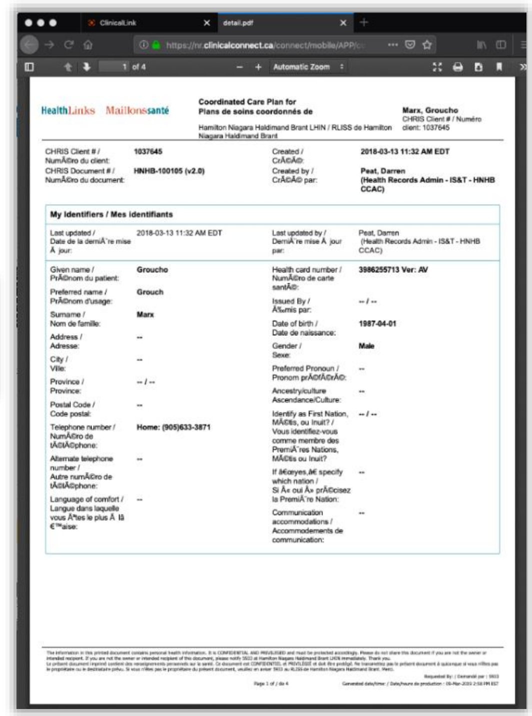


Tap an icon to open additional data.



Tap the item to open additional data.

To return to the previous tab list view, **Close** this tab with the **X** in the top right corner.



NOTE: Certain tabs in the List view as indicated by the asterisk * above, provide additional Details if selected as in the example of the Coordinated Care Plan.

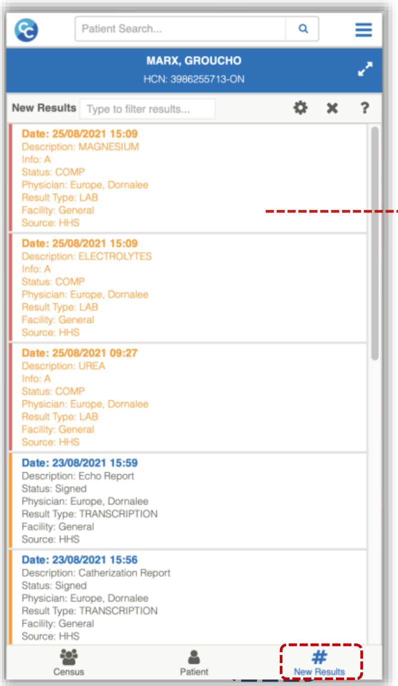
When accessing a Coordinated Care Plan on mobile devices, it will open in a new tab in PDF format.
Ensure that you **Close** this tab when you're finished viewing the data.
Your ClinicalConnect session will remain in the first tab.

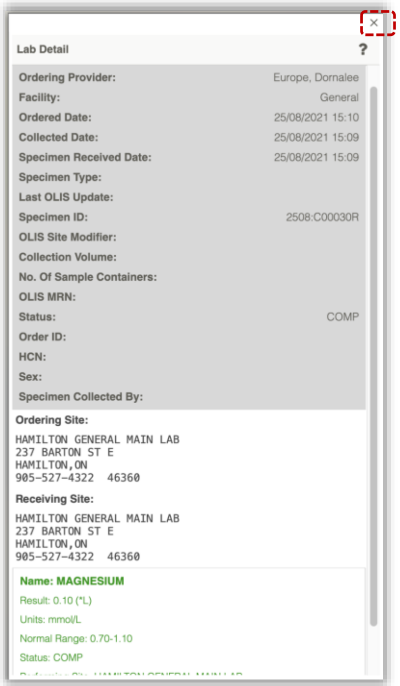
Viewing New Results

The New Results icon located on the bottom navigation banner displays all new results for the selected patient encounter. Once the new results are viewed, either on a mobile or desktop device, the New Results flags and counter will be removed.

Results are determined to be “new” based on your individual **Preference settings** and are flagged as “new” up to a maximum of 72 hrs back from your current log in and for those results that you have not already viewed within your set parameters. These flags are associated with a patient’s Medical Record Number (MRN) or equivalent and will reflect “New Results” contributed from the source hospital system.

To view the **New Result** details, select the result. The details will open in the view and in some cases as a PDF.
To return to the New Result list, you must close the Details view using the **Close** icon.





New Result Indicators Over Module Icons

Labs: List | Blood Bank: Tests | Cardiology

The **New Results** indicators (if enabled by users) display in the module view as colour coded indictors over the module icons as shown above.

- Red – New abnormal results available
- Yellow –New results available
- Blue – No new results available

The indicators also have a number in each coloured indicator which tells you how many new results are available in each module for the selected patient encounter.

Tapping a result from the list will display the result details. Once a result is viewed, the new results flag is removed and is no longer considered a new result. The result will no longer appear in the New Results module but can be accessed from the associated module.

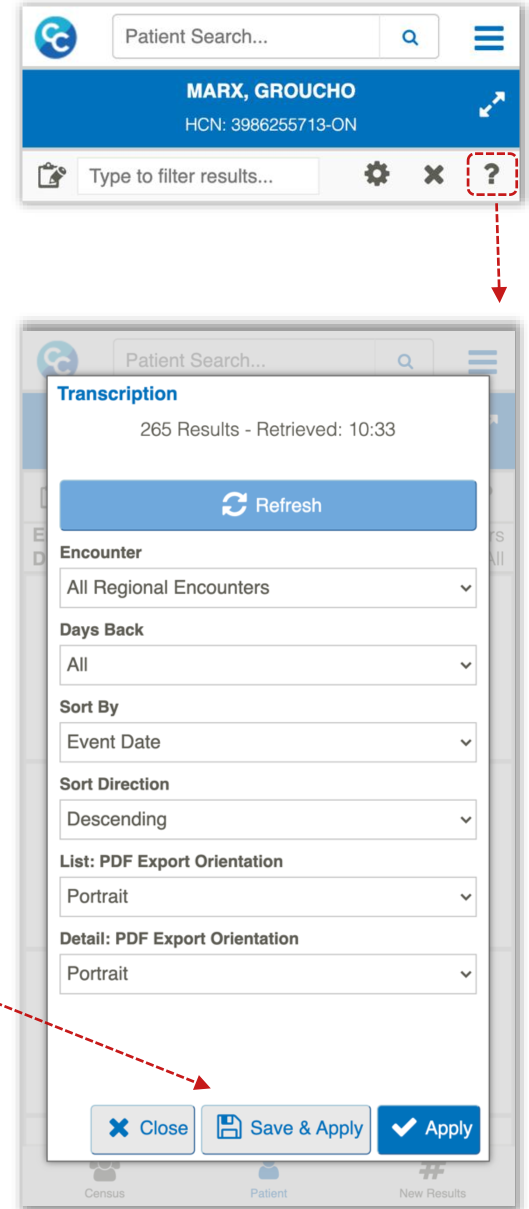
Setting Your Preferences on Mobile Devices

Module and Census Preferences can be customized for mobile or desktops view. By default, your mobile preferences will be the same as your desktop.

When using the desktop version of ClinicalConnect, the new **Preference Setup Wizard** will guide you through how to set the values associated with how you prefer to retrieve and view data and allows you to select different options for desktop and mobile devices.

You can customize the mobile preferences by tapping the Preferences icon from any view. A set of preferences for that module or census list will display in a new window as shown in this Transcription module example.

This is an example of the module preference settings which you can customize by selecting the options from the dropdown lists.



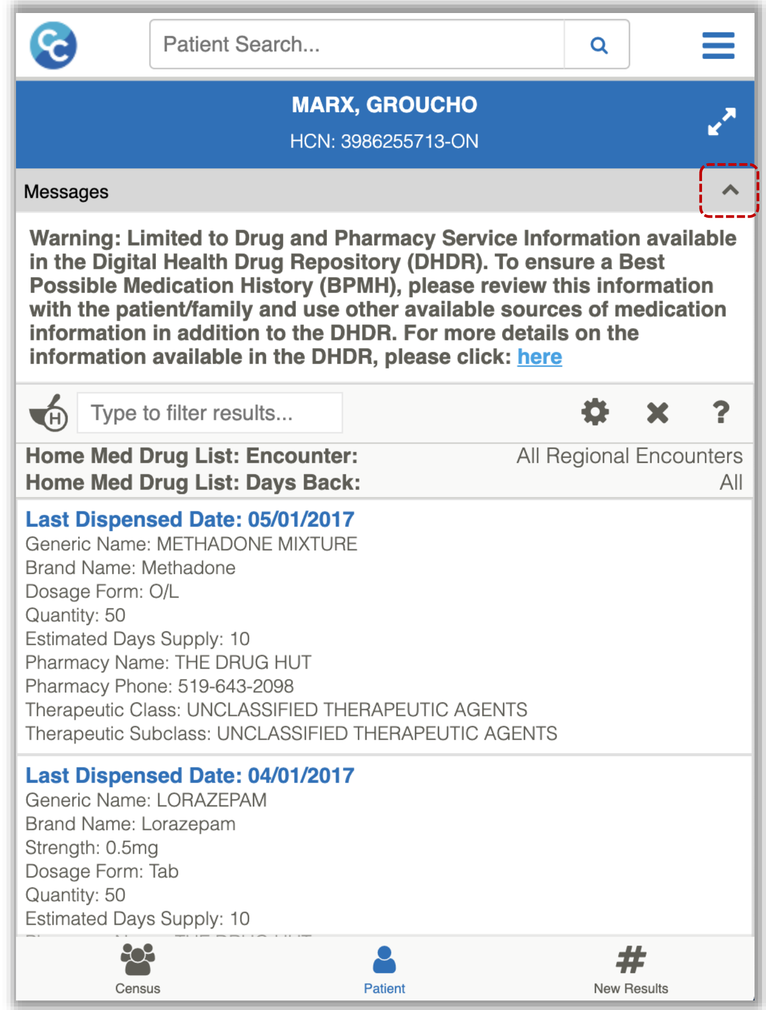
After updating your preferences,
tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

The **'Apply'** option (if selected), will temporarily save these preferences on mobile
for this session only.

Clicking **'Close'** will not save your preference changes.

Messages Banner on Mobile Devices

When using ClinicalConnect on mobile, select modules may display a notification message. The 'Messages' alert banner can now be collapsed by tapping the arrow on the right which will hide the message and provide more space in the mobile view. Tapping the Expand arrow will display the message.



Notification Subscriptions for New Results

Authorized users with full web access to ClinicalConnect have the option to subscribe to receive email notifications when new results become available in the patient's record for select modules. Currently, this functionality is not available to users who are set up to launch ClinicalConnect only from their clinical information system (called Contextual Launch Only/Restricted Contextual Launch).

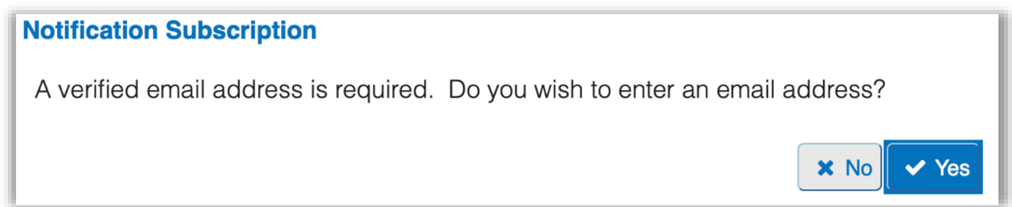
! The Notification Subscription to receive email alerts that New Result(s) are available in select modules and from select source systems only applies to a patient's subscribed encounter which is associated with their Medical Record Number (MRN) or equivalent. If the patient has encounters at additional facilities with different MRNs, you need to select and subscribe to all applicable MRNs that you wish to receive notifications of new results for.

How to Set Up a Notification Subscription

Notifications

1. To access Notification Subscriptions for a specific patient, tap the **Notifications** icon in the patient's record.
2. When setting up a Notification Subscription for the first time, you will be prompted to add and verify your email address before you can continue to set up your notification preferences for the patient you selected and ClinicalConnect will prompt you to complete this as shown by the message below. Tap **Yes**  to setup your notification subscription preferences.

To set up Notification Subscriptions for the selected patient or to view the patient's subscription details, tap the **Notifications** icon.

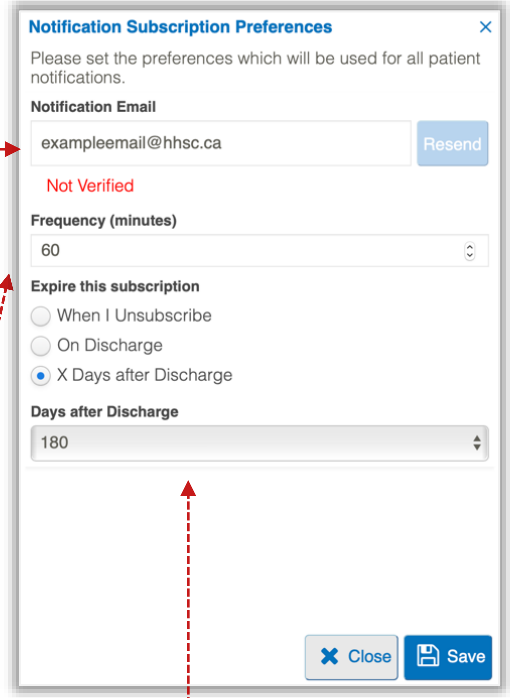


General Notification Preferences

3. If this is your first subscription, you will need to define your general **Notification Subscription Preferences**, such as your email, your notification frequency and expiry. These general preference settings will apply to all notifications for all patients that you subscribe to. If you have previously already set your notification preferences, you will not need to complete this step.

Notification Email - Add your preferred email address where you would like to receive the New Result notifications. Ensure you enter your email address correctly so that the notifications can be delivered. If your email address has not be verified, it will be labelled as **Not Verified** under the email address field and you must verify your email first before you can set up your notifications. A verification email will be sent to the email address that you entered. If you have not received a verification email at your expected email address, tap the **Resend** button.

Frequency (minutes) - Define how often you wish to receive New Result notifications. Based on the minute value added in this field, ClinicalConnect will aggregate any new results available for all subscribed patients and will send you one email notification.

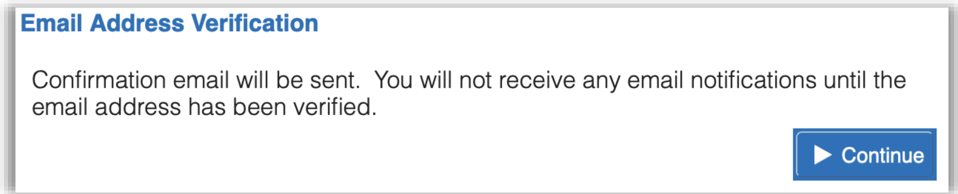


Expire This Subscription - By default, the subscription is set to expire *'When I Unsubscribe'* but this can be changed as needed for each patient. If the patient is currently an admitted inpatient, you can choose to unsubscribe them **'On Discharge'** or '**Days after Discharge'** by selecting the number of days from the dropdown list.

4. After completing this step, which will apply to all notifications for all patients that you have subscribed to, tap the **Save** button to move to the next step.

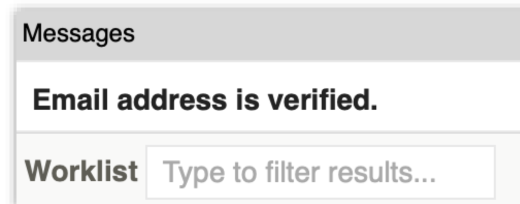
Email Verification

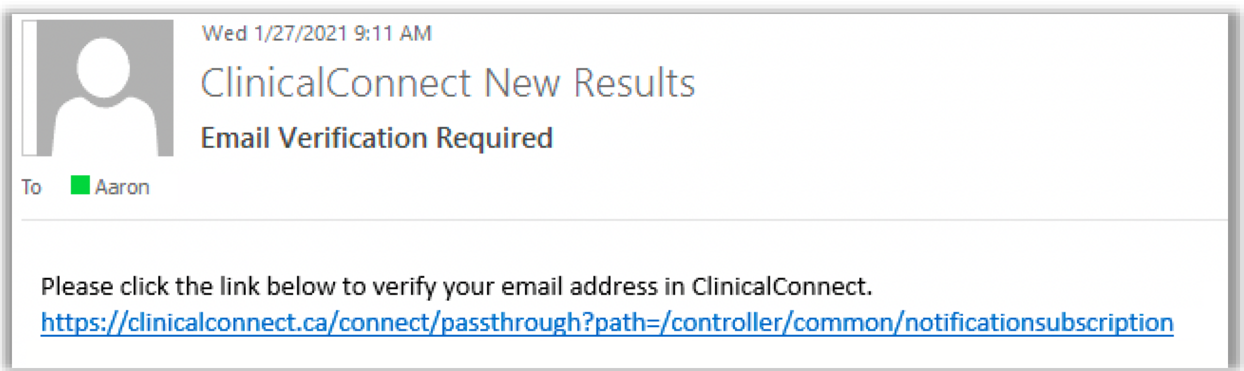
5. A confirmation email will be sent to the email address that you submitted. Tap **Continue** to have the email sent to you.



6. A verification email will be sent to the email address that you entered. The link will auto-expire in 12 hours from when the email was sent. To verify your email, tap the link provided in the email and log into ClinicalConnect. This will bring you to your default census view and will display the message **Email address is verified.**

   You must make sure your email address is verified before you can continue to customize your Notification Subscription settings for any selected patient.



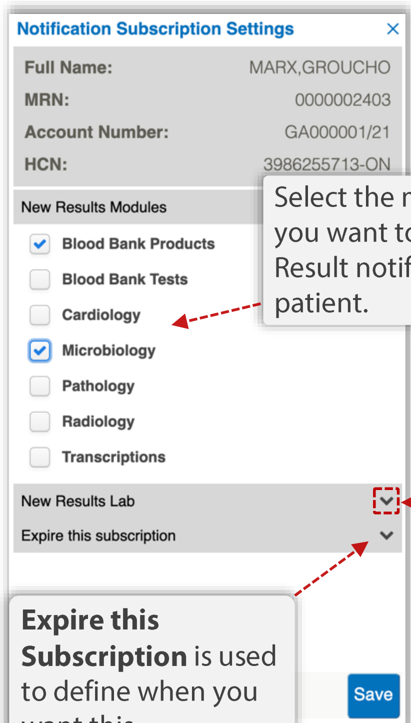


If you did not receive the verification email, please check your email spam filters.

Setting Your Patient-Specific Notifications Preferences

7. You are now ready to select some or all of the modules that will apply to the New Result notifications for this patient.

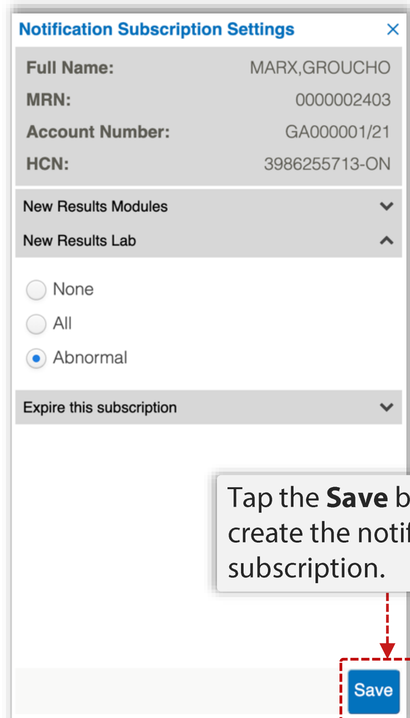
This notification functionality is built on the existing New Results module which is limited to aggregating new results from direct data integrations from select acute care hospitals in south west Ontario and based on the user's New Results preference settings. Provincial repository data does **NOT** support the New Results/Notifications feature. Results are determined to be "new" based on your individual Preference settings and are flagged as "new" up to a maximum of 72 hours back from your current log in and for those results that you have not already viewed within your set parameters. If you've enabled New Results for select modules, then only those modules will be available in your Notification Subscriptions for each patient you subscribe.



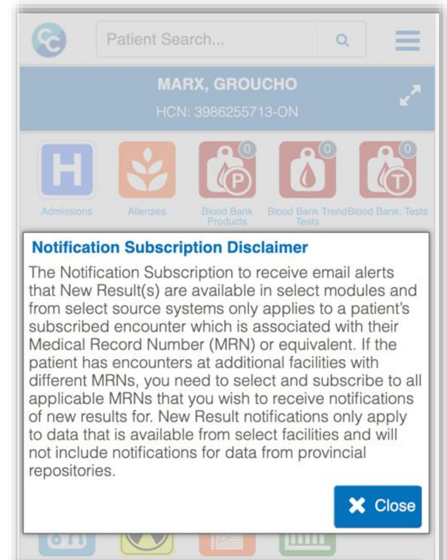
Select the modules that you want to receive New Result notifications for the patient.

Expire this Subscription is used to define when you want this subscription to expire for this specific patient as shown previously.

To set up Lab notifications, expand the option for **New Results Lab** then select whether you want to receive an email notification for **ALL** new Lab results or just new **Abnormal** Lab results for this patient.



Tap the **Save** button to create the notification subscription.



After saving the notification subscription, you'll be presented with the following reminder regarding New Result Notifications.

Once you've completed the subscription, the patient's header will now display the **Subscribed** icon. Tapping this icon or the preferences icon will take you to the patient's subscriptions where you can modify or unsubscribe as needed.

Notification Subscription Email

You will receive email notifications from ClinicalConnect alerting you of new results for the patients that you have subscribed for and based on your defined frequency and the modules you selected for each patient. ClinicalConnect will aggregate any new results available for each subscribed patient and will send one email notification for all patients based your defined frequency value, rather than sending multiple emails for each new result. The email will be sent from *noreply2@clinicalconnect.ca* and will contain a link to the ClinicalConnect log in page, requiring you to log into ClinicalConnect first before accessing your Subscription Notification list of patients to view the available new results. The link will auto-expire in 12 hours from when the email was sent. The following message will display if the link is expired: *'Notification Subscription link is expired.'* You can still review your patients New Results by accessing their record.

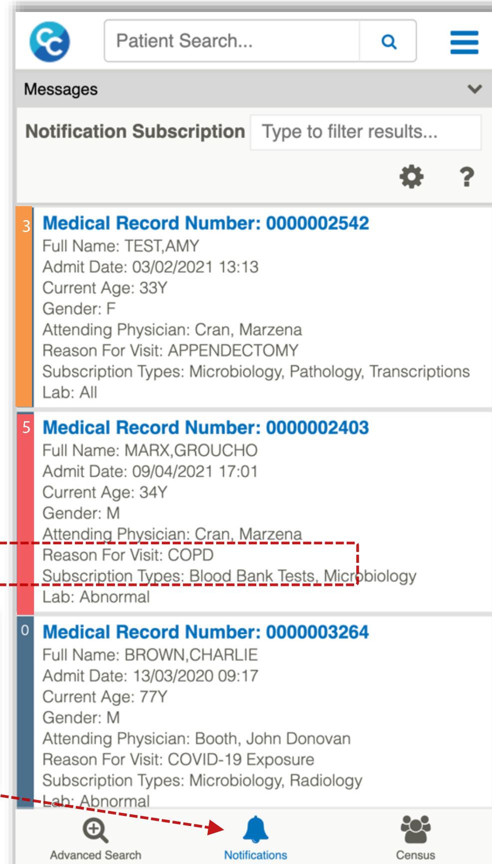
Accessing your Notification Subscription List

After subscribing to receive notifications for at least one patient, you will be able to access the **Notification Subscription** page where all of your patients' subscriptions will be listed as shown below. From this list you can easily tap the patient's record to view their New Results or edit/remove the subscriptions as needed. You can only be subscribed to a **maximum of 75 different patient MRNs**. If you try to exceed the maximum number of notification subscriptions, you will receive this message: *'You have exceeded the maximum allowable subscriptions for a user. Please remove patients from your Notification Subscription.*

The Notification Subscription page lists the number of new results for each patient with a colour indicator like the New Results module.

To view the patient's New Results, tap on the patient's line item from the list to open their record then tap the **New Results** # New Results button from the bottom banner.

When you are not viewing a patient record, tap on the **Notifications** button at the bottom of your device to access your Notification Subscriptions.



Modules that you have subscribed to for each patient are listed under **Subscription Types**.

Your notification preferences setting for Labs is listed in a separate line and shows whether you selected to receive an email notification for **ALL** new Lab results, new **Abnormal** Labs, or **None** for the patient.

To edit a notification subscription, tap on the patient's line item from the list to open their record, then tap the Notification button to edit the subscription types.

Preference Setup Wizard

When using the desktop version of ClinicalConnect, the new **Preference Setup Wizard** will guide you through how to set the values associated with how you prefer to retrieve and view data and allows you to select different options for desktop and mobile devices. It's very important that for the desktop, mobile, and dashboard modalities:

- The **Encounter Filter** be set to "**All Regional Encounters**" (Step 1 of the Setup Wizard) to ensure data from provincial repositories is viewable (assuming your organization has been enabled to view such data).
- The **Days Back Filter** should be set to an appropriate number of days (Step 2 of the Setup Wizard).

When using the mobile version of ClinicalConnect, preference settings can also be customized for the mobile view only by accessing the preference icon.