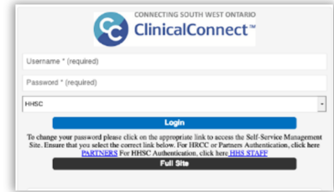
Using ClinicalConnect on Mobile Devices – Quick Tips

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.

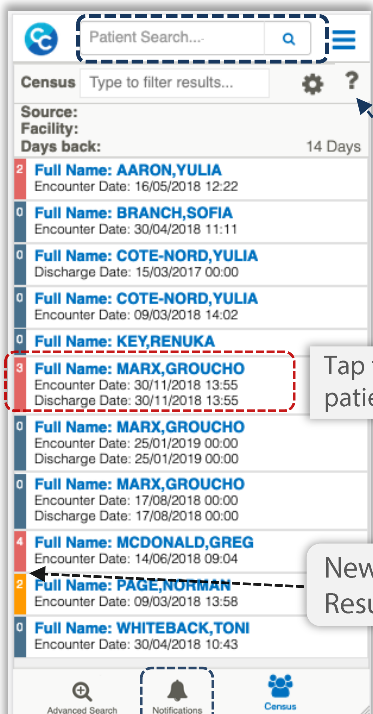
Toggling Between Desktop & Mobile Versions of ClinicalConnect



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 – Offers a new user interface, including a simplified more 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.

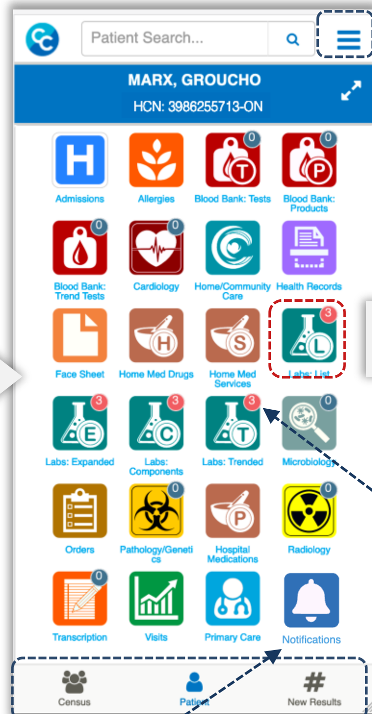
The list views on mobile devices, may display only a sub-set of data for Census lists and Modules line items. To view additional information, select the item from the list to view the details.



Tap ? to access HELP videos & resources.

Tap to open the patient record.

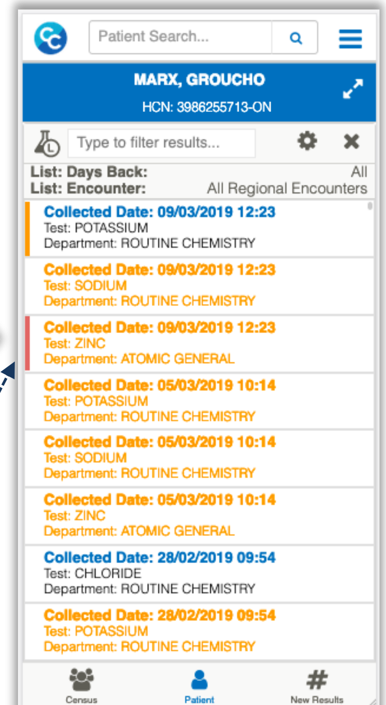
New Results



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.

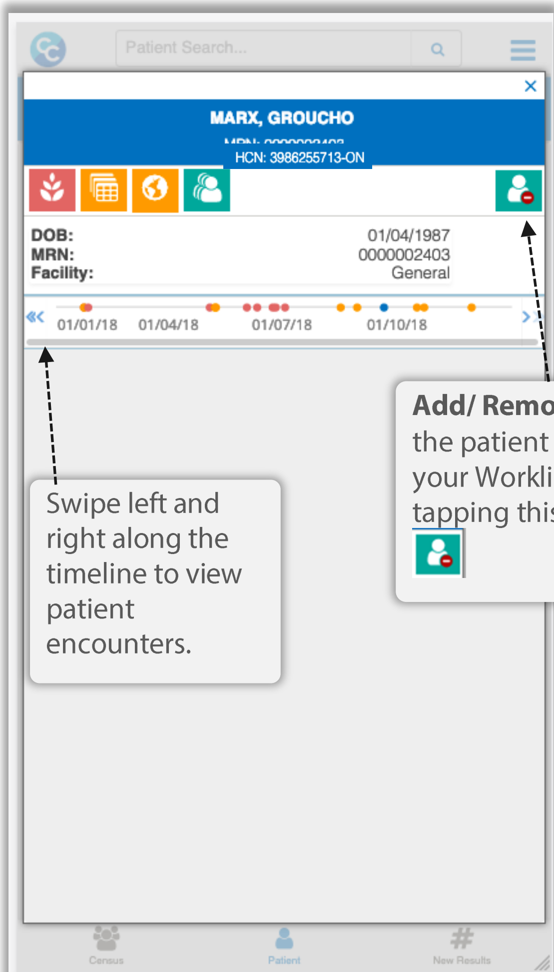
Notifications icon – Refer to the notification section in this guide for details.
Tap the **Census** icon to return to your census list and select another patient.
Tap the **Advanced Patient Search** icon to search for a record or use the search at the top of the screen.

NEW

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.

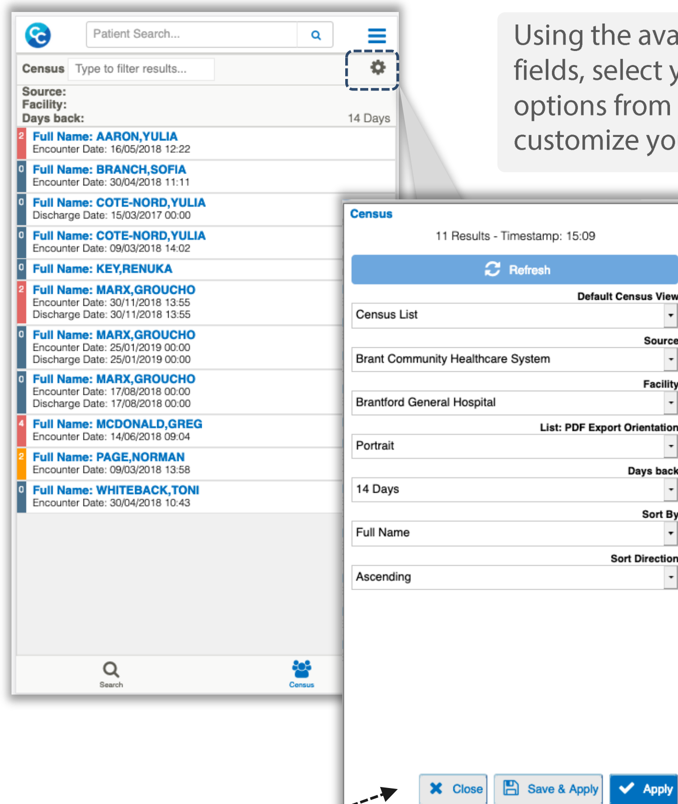
Add/ Remove the patient from your Worklist by tapping this icon

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

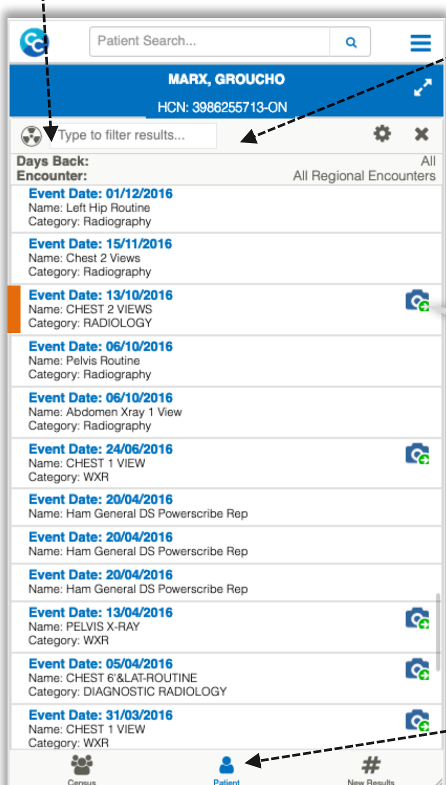
Radiology

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

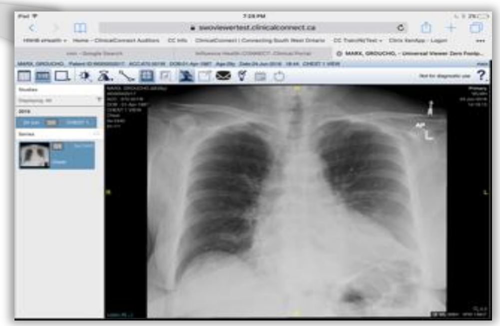
Radiology images are accessible by clicking the camera icon, if available. The image will open in a new tab.

To access images from eUnity™ Image Viewer, a Zero Footprint Viewer requires Adobe Flash Player 10.0.0 or greater required.

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

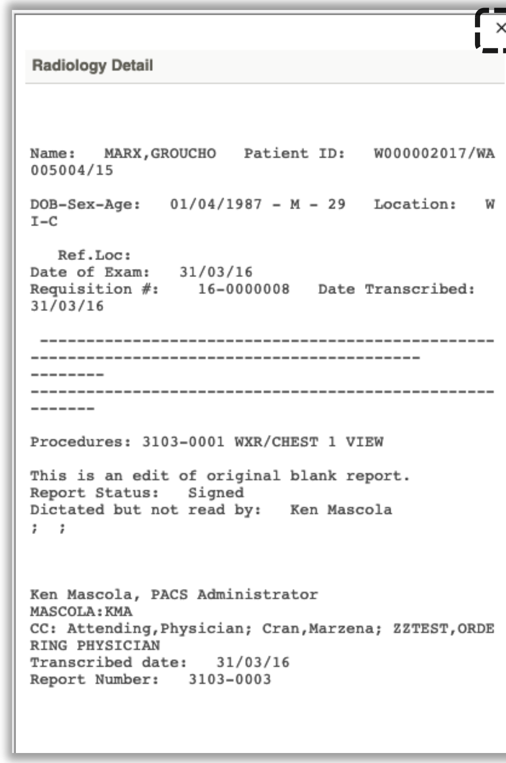


Smart Filter – Available from any module's top banner, can be used to filter the list by a report name or category. Type the leading letters of the name and the results list will refresh automatically to match the entry.



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.



Radiology Detail

```
Name:  MARX,GROUCHO   Patient ID:   W000002017/WA
005004/15

DOB-Sex-Age:   01/04/1987 - M - 29   Location:   W
I-C

    Ref.Loc:
Date of Exam:    31/03/16
Requisition #:     16-0000008    Date Transcribed:
31/03/16

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Procedures: 3103-0001 WXR/CHEST 1 VIEW

This is an edit of original blank report.
Report Status:   Signed
Dictated but not read by:    Ken Mascola
;  ;


Ken Mascola, PACS Administrator
MASCOLA:KMA
CC: Attending,Physician; Cran,Marzena; ZZTEST,ORDE
RING PHYSICIAN
Transcribed date:    31/03/16
Report Number:   3103-0003
```
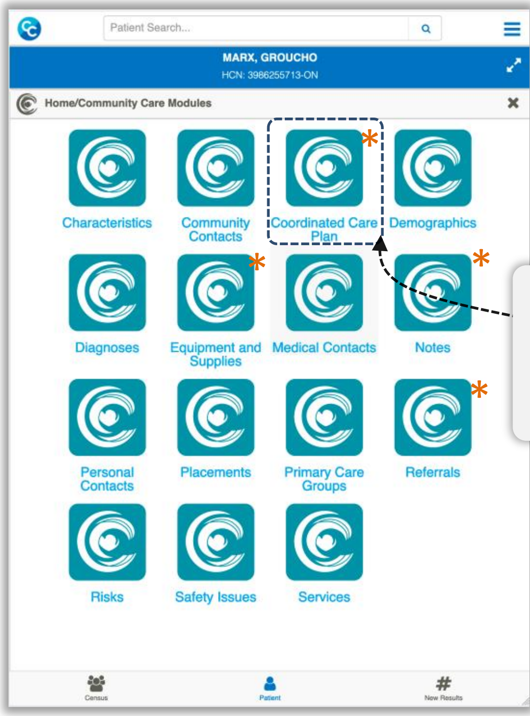
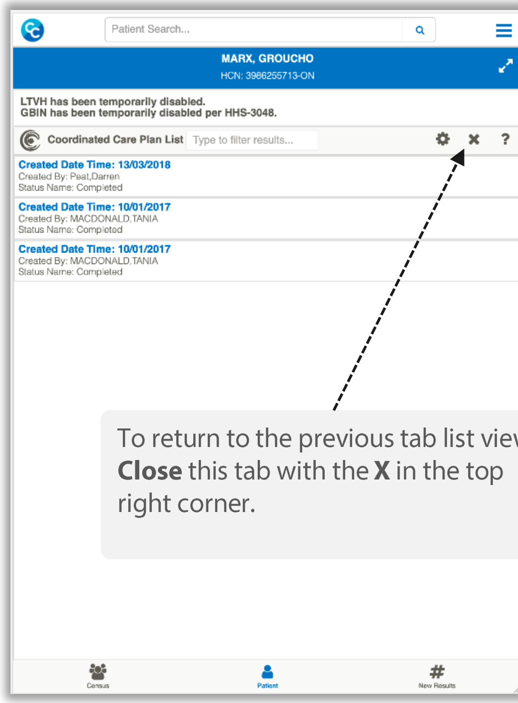

To close the report details in any module, tap the **Close** icon to return to the module list.

Viewing Home and Community Care on Mobile

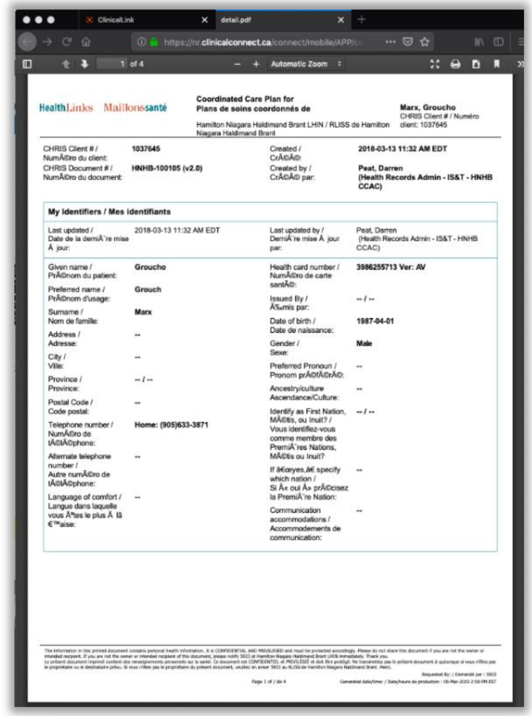
Data from the **Home and Community Care** (HCC) module is available on mobile devices by accessing the HCC module.
There are several additional tabs of data available within this module that can be further selected to view additional details as shown in the image below.



Tap an icon to open additional data.



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

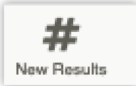


NOTE: Certain tabs in the List view as indicated by the asterisk * above, provide additional Details if selected as in the example of the Coordinated Care Plan.

In this example, the Coordinated Care Plan was selected from this list and this opens in a new tab displaying the PDF.

Ensure that you **Close** this tab when your finished viewing the data.
Your ClinicalConnect session will remain in the first tab.

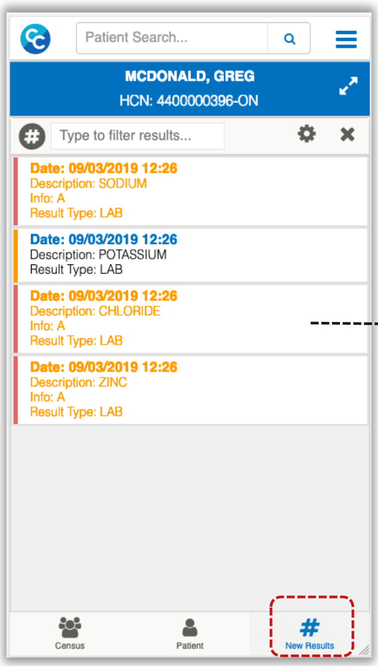
Viewing New Results

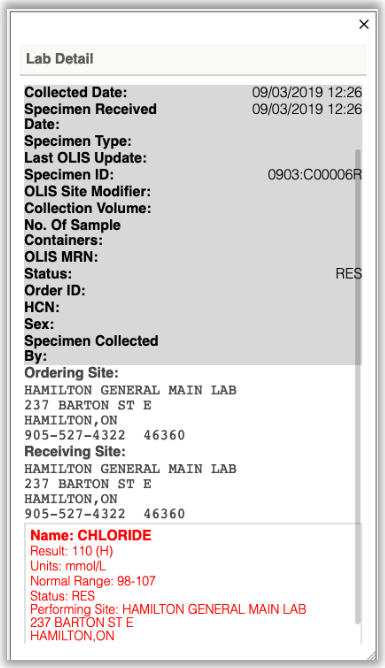


The New Results icon located on the bottom navigation banner displays all new results for the selected patient encounter. Once the new results are viewed, either on a mobile or desktop device, the New Results flags and counter will be removed.

New Results are encounter-specific and based on user preference settings 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. These flags are reflecting “New Results” contributed from the source hospital system.

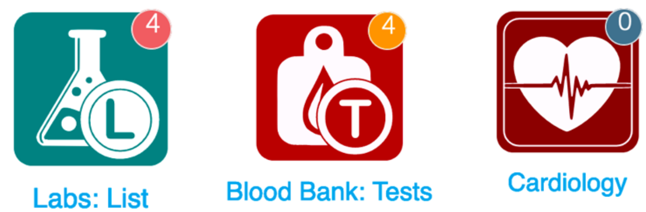
To view the **New Result** details, select the result. The details will open in the view and in some cases as a PDF.
To return to the New Result list, you must close the Details view using the **Close** icon.





Once the result is viewed, it will be removed from the New Results module but the results will remain in the source module, for example Labs. This will also update the new result count in the Census lists and on the module icon flag.

New Result Indicators Over Module Icons



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

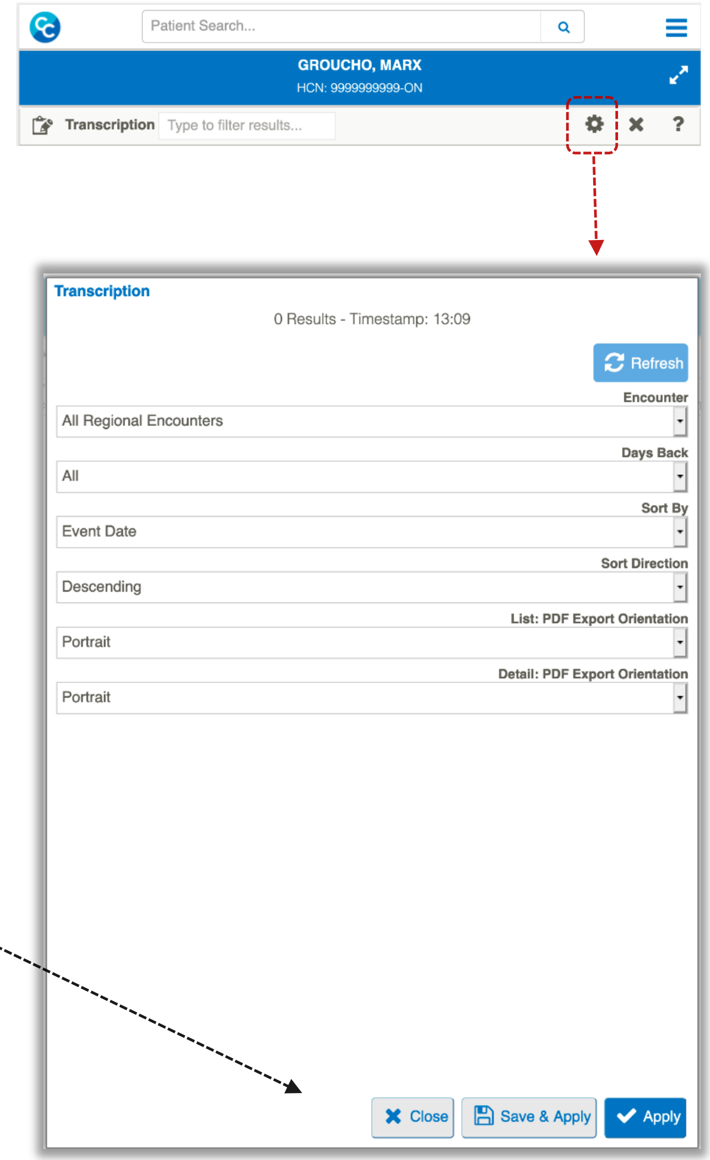
Setting Your Preferences on Mobile Devices

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.



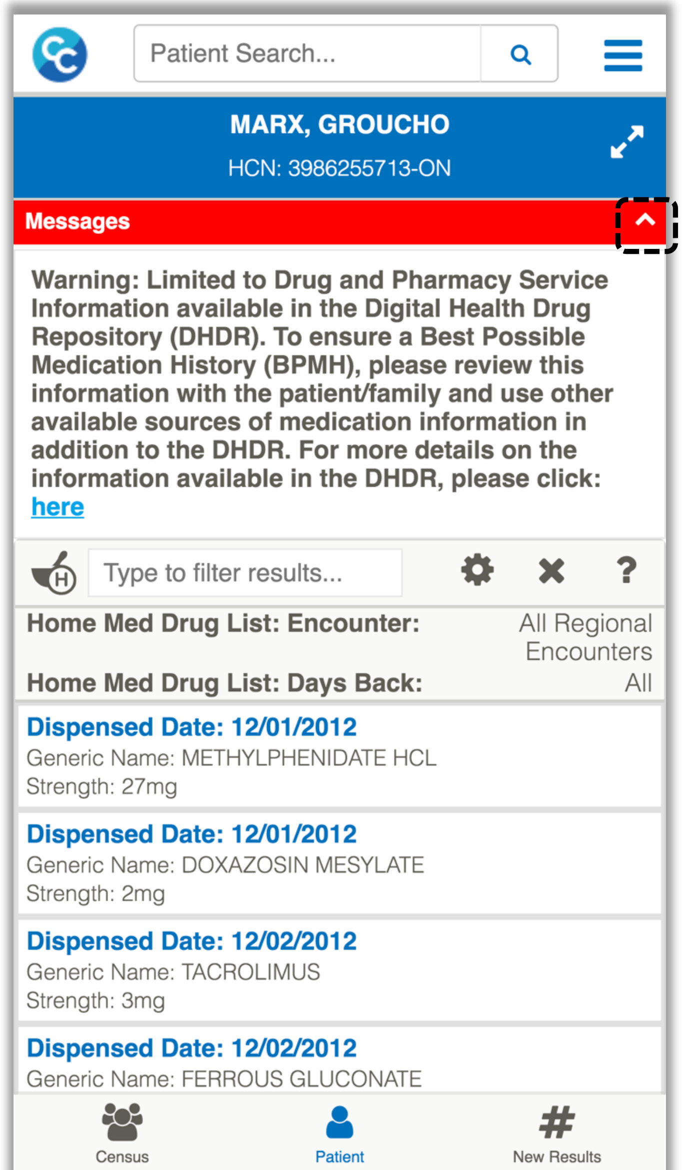
After updating your preferences,
tap **'Save & Apply'** to save these preferences for both mobile and desktop use.

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

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

New 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

Select users with full web access to ClinicalConnect, and who are using log in credentials supplied by Hamilton Health Sciences, 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 access ClinicalConnect with ONE ID credentials, or users who are set up to launch ClinicalConnect only from their clinical information system (called Contextual Launch Only/Restricted Contextual Launch). Initially, this functionality will only be available for users at Hamilton Health Sciences with plans to deploy more broadly.

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

ClinicalConnect users using the portal on mobile devices (and who are enabled with Notification Subscriptions function) will notice a new Notification icon within the patient's record. The button is used to set up new Notification Subscriptions or to access and edit existing subscriptions for the selected patient.

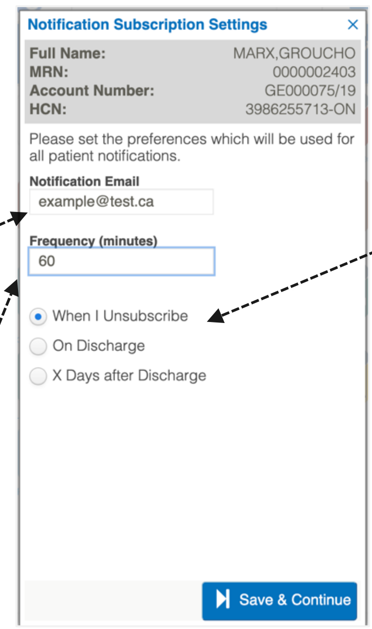
To set up Notification Subscriptions for the selected patient or to view the patient's subscription details, tap the **Notifications** icon.

If this is your first subscription, you'll need to define your notification Preferences , which will apply to all notifications for all patients that you subscribe to. Tap **Save & Continue** to move to the next step.

If you've already set your notification preferences previously, you will not be required to complete this step.

Notification Email - add your preferred email address where you'd like the New Result notifications to be sent. Ensure you enter your email address correctly so that the notifications can be delivered.

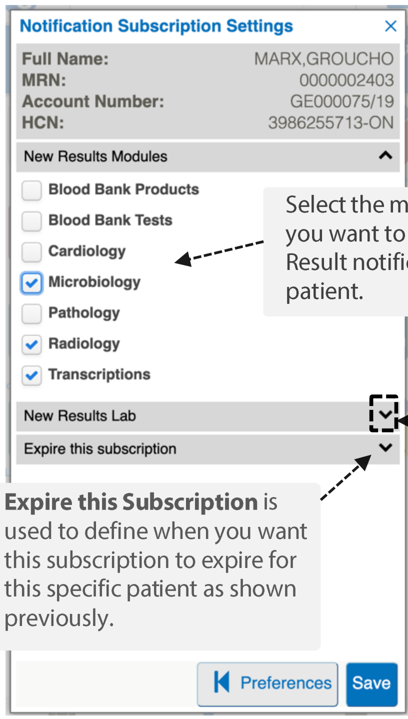
Frequency (minutes) - define how often you wish to receive New Result notifications. Based on the minute value added in this field, ClinicalConnect will aggregate any new results available for all subscribed patients and will send you one email notification.



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.

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

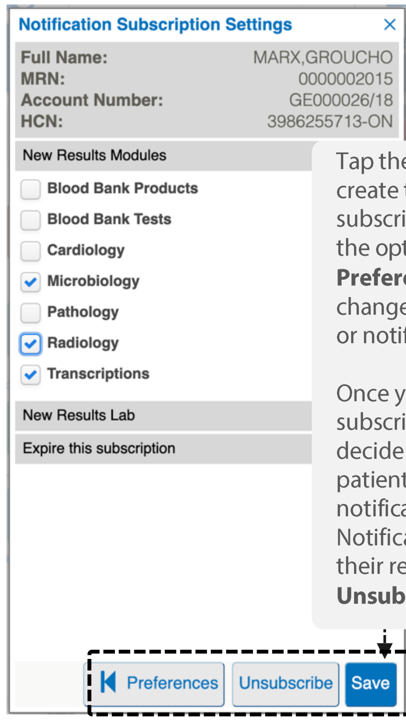
This notification functionality is built on the existing New Results module which is limited to aggregating new results from direct data integrations from select acute care hospitals in south west Ontario and based on the user's New Results preference settings. Provincial repository data does **NOT** 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.

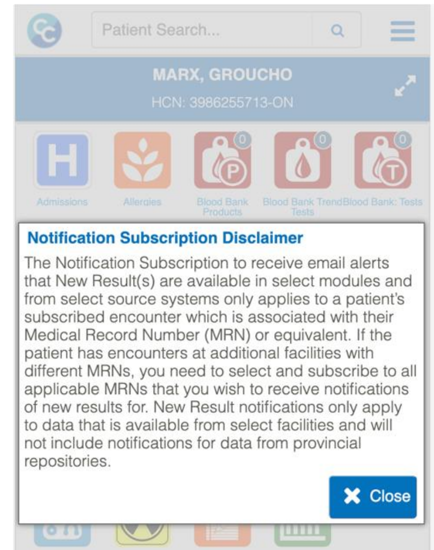
Expire this Subscription is used to define when you want this subscription to expire for this specific patient as shown previously.

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 the patient.



Tap the **Save** button to create the notification subscription. You also have the option to return to the **Preferences** screen to change your email address or notification frequency.

Once you've saved the subscription and then decide to remove the patient from your notifications, select the Notification button from their record and tap the **Unsubscribe** button.



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

Tap **Close** to return to the patient's record.

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

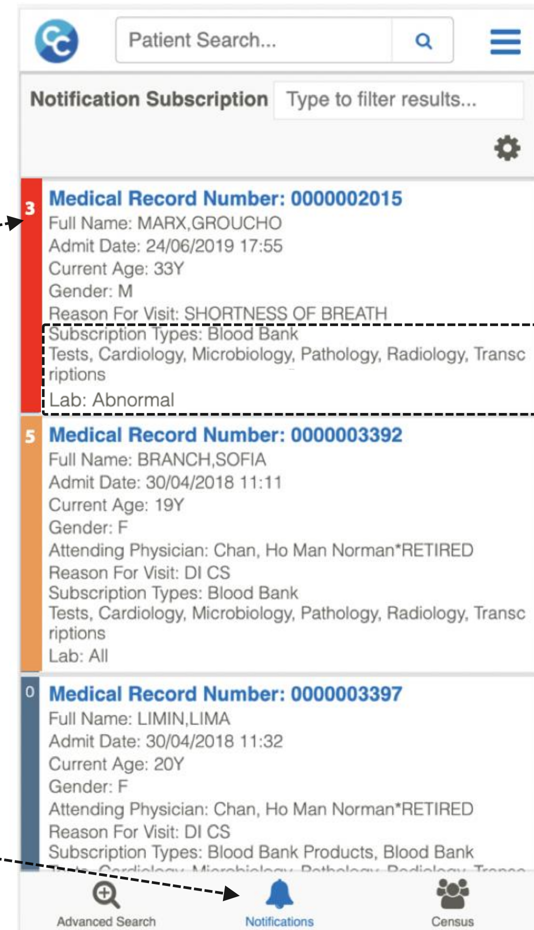
Subscription Notification list of patients to view the available new results. The link will auto-expire in 12 hours from when the email was sent. The following message will display if the link is expired: *'Notification Subscription link is expired.'* You can still review your patients New Results by accessing their record.

Accessing your Notification Subscription List

After subscribing to receive notifications for at least one patient, the Notifications button will appear in the Census/Search bottom banner and can be used to access your Notification Subscription list of patients. If you have not set up any notification subscriptions then the button will not display in the bottom banner. 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 list.'*

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.



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.

Once you have subscribed patients in your list, you can tap the **Notifications** button from your Census, or from the Simple/Advanced Search, to access your Notification Subscription list.