



Cisco Patient Connect Admin View Guide

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Preface

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Overview

This preface describes the purpose and audience for the *Cisco Patient Connect Admin View Guide*. This preface includes the following sections:

- “Purpose”
- “Audience”
- “Structure”

Purpose

Administration Guides provide step-by-step instructions on how an administrator can configure and manage an application. The *Cisco Patient Connect Admin View Guide* explains how to use all the features of the Admin View application that configures and manages Cisco Patient Connect.

Audience

This guide is designed for Cisco Patient Connect administrators at hospitals who will initially configure the solution including its pathways, channel guides, and locations of end user hardware and then manage the solution day-to-day.

Structure

This guide is organized into the following chapters:

Table 1 **Chapters and Appendices**

Chapter/Appendix	Chapter/Appendix Title	Description
1	Access and User Interface	Specifies how to access Admin View and describes the features of it
2	Channel Guides	Contains instruction on how to set up the television and in-house channels for Patient View
3	Locations	Provides instructions on how to enter the location data and serial numbers of the Patient View endpoints
4	Pathways	Explains how to create and configure pathways for patient events
5	Speed Dial	Contains instructions for configuring speed dial numbers for Patient View
6	Surveys	Explains how to create surveys for Patient View
7	Video	Provides instructions on how to upload video metadata and links to videos stored on media servers and content management systems
8	Localization Import/Export	Contains steps for localizing the FAQs, messages, surveys, and requests
9	Cache Refresh	Lists the purpose of each Refresh button
10	Customize TV Application	Explains how to customize Patient View in different room types
11	Patient FAQ	Explains how to create Frequently Asked Questions (FAQs) that will appear on Patient View
12	Patient Messages	Contains instructions for creating Messages that appear on Patient View
13	Patient Requests	Provides step-by-step instructions on creating common patient requests for Patient View



Admin View Access and User Interface

Chapter Overview

This chapter explains how to access the Cisco Patient Connect Admin View application. It also provides an overview of the user interface.

Topics in this chapter include:

- [Log into the Application](#)
- [User Interface](#)
 - [Content Management](#)
 - [Patient TV](#)
 - [Buttons](#)

Log into the Application



Note

Google Chrome is the only supported browser for this application but it may run on other browsers.

Follow these steps to log into Admin View:

- Step 1** Open the Google Chrome browser.
- Step 2** Enter **https://[CPC_server]/adminui/** in the URL field and press the **Enter** key. For example, <http://172.21.133.218/adminui/>.



Note

Contact your Cisco Patient Connect installer for the IP address or host name of the server.

- Step 3** On the Cisco Admin View login screen, enter your credentials. The default credentials are:
- Username = **admin1**
 - Password = **admin1**
- Step 4** Click the **Log in** button.
-

Logout

You can logout of the application by clicking the star icon on the top right of the screen and then selecting **Logout**.

User Interface

Admin View contains two sections: Content Management and Patient TV.

Content Management

Use the Content Management menu to access the following pages of Admin View:

- **Channel Guides:** Use this page to set up and manage television channels that will be displayed on Patient View.
- **Locations:** Use this page to enter the locations and serial numbers of Cisco Interactive Experience Client (IEC) devices.
- **Pathways:** Use this page to configure work flows for patient feedback, surveys, videos, notifications, reminders, and escalations of events such as admission, discharge, diagnosis, goal of the day, etc.
- **Speed Dial:** Use this page to program hospital phone numbers that patients can call using Patient View.
- **Surveys:** Use this page to build surveys for patients.
- **Video:** Use this page to import video metadata and links in order to map videos that are stored on media servers and content management systems to Cisco Patient Connect for streaming to Patient View.
- **Localization Import/Export:** Use this page to import translations of the FAQs, Requests, Messages, and Surveys into Admin View.
- **Cache Refresh:** Use this utility to refresh caches if Patient View hangs, the latest data is not pulling from other systems, configuration changes have been made but they are not reflected on Patient View, or code has been updated.

Patient TV

The Patient TV menu contains the following links:

- **Patient FAQs:** Use this page to create a list of Frequently Asked Questions for patients about the healthcare facility.
- **Patient Messages:** Use this page to create messages that patients can send to the care staff about their care. When a patient chooses a message, it is sent to the Care Team View application for the care staff to answer.
- **Patient Requests:** Use this page to create a list of items and services from which patients can choose. The requests are sent to the appropriate group within the healthcare facility and the request is escalated if not completed within a time period determined by the administrator. Patients can be required to provide feedback on their experience after the request has been completed.

- **Customize TV Application:** Use this page to turn the Patient View features on or off in each type of room such as patient room, waiting room, and guest room.

Buttons

The buttons near the top of the screen can be clicked to do the following:

- Hide the left menu pane and expand the center pane
- Display the left menu pane
- Refresh a screen
- Return to the Home page



Channel Guides

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Chapter Overview

This chapter explains how to use the Channel Guides feature of Admin View to create television channel guides and in-house channels for Patient View.

The topics in this chapter include the following:

- [“Channel Guides”](#)
 - [“Create a Channel Guide and Subscribe to the Channels”](#)
- [“Custom Channels”](#)
 - [“Create a Custom Channel”](#)
 - [“Delete a Custom Channel”](#)
- [“Stream the Channels using a Digital Content Manager”](#)

Channel Guides

A channel guide is a list of television channels and their programs in Patient View. Cisco Patient Connect supports multiple channel guides so that appropriate programming can be made available to different patient audiences. For example, a channel guide can be created for patients in the children’s ward to ensure programming appropriate for that age group.

Use the Channel Guides page of Admin View to view the list of available channels with your subscribers and subscribe to the television channels. Subscribed channels can be aggregated from multiple service providers including cable, satellite, broadcast, and in-house channels. The subscribed channels are streamed over the network using UDP.

Create a Channel Guide and Subscribe to the Channels

To create a channel guide, you will 1) find subscribers in your area, 2) select channels, and 3) save your selections. You will use the Zip Code search field to find providers in the hospital’s zip code.

Follow these steps to create a channel guide for the hospital:

-
- Step 1** Click the **Channel Guides** button within the Content Management menu in the left pane.
- Step 2** In the search field on the right side of the Channel Guides page, enter the zip code of the hospital and click the search icon.
- A list of providers appears.
- Step 3** Choose a provider.
- A list of channels appears in the right pane.
- Step 4** To select channels, check their check boxes.
- Step 5** Enter the UDP address for each channel selected. For example, “udp://@239.254.003.116:4000”.
- Step 6** Click the **Save** button.
- Step 7** To view the subscribed channels, click the **Show Subscribed Channels** button.
- Step 8** In the pop up window, click on the folder icon next to the subscriber to view the list of channels you subscribed. Confirm that every channel has a UDP address. If a channel is missing its UDP address:
- Go to the list of providers.
 - Choose the provider.
 - Enter the UDP address in the channel.
 - Click the **Save** button.
 - Verify that the channel now has a UDP address by clicking the **Show Subscribed Channels** button.
-

Custom Channels

Cisco Patient Connect supports in-house and other non-subscription channels. You can create one or more custom channels that will appear on the channel guides.

Create a Custom Channel

Follow these steps to create a custom channel:

-
- Step 1** Click the **Actions** button and select the **Create Custom Channel** from the drop-down list.
- Step 2** In the Create Custom Channel dialog box, enter the channel details such as Channel Number, Channel Name, Channel Full Name and its UDP address.



Note All fields are mandatory. All channel details, such as its Number, Name, Full Name, and UDP address, **MUST** be unique.

- Step 3** Click the **Create Custom Channel** button at the bottom of the dialog box.
- Step 4** Choose **CUSTOM** in the list of providers.
- Step 5** Check the check box for this new custom channel.
- Step 6** Enter its UDP address.

- Step 7** Click the **Save** button.
- Step 8** In the Confirmation dialog box, click the **Save** button.
-

Delete a Custom Channel

If you no longer need a custom channel, delete it by following these steps:

- Step 1** Click the **Actions** button and select the **Delete Custom Channels** from the drop-down list.
- Step 2** In the Delete Custom Channel dialog box, find the channel. The search field can be used to find the channel.
- Step 3** Click the red button with an X to delete the custom channel.
- Step 4** In the delete confirmation dialog box, click **OK**.
- A message will confirm if the channel was deleted.
-

Stream the Channels using a Digital Content Manager

After you have successfully created the channels in Admin View, you are now ready to output the channels to Patient View using a Digital Content Manager.

A Digital Content Manager (DCM) is used with Cisco Patient Connect to control video quality by changing the resolution and the bit rate of the IPTV streams.

After you create the subscribed and custom channels, follow these steps on the DCM:

- Step 1** Confirm that the channels that you created in Admin View are seen in the DCM Input screen.



Note The channels will appear automatically as DCM inputs after you have successfully created them in Admin View (see sections above).

- Step 2** Refresh the TV Guide and the TV App in Admin View:
- Go to the Cache Refresh page of Admin View.
 - Next to the TV Guide, click the **Refresh** button.
 - In the TV App/Studio field, enter the IP Address of the TV application and then click the **Refresh** button next to it.
- A popup would appear on screen showing “successfully reset the cache”.
- Step 3** On the DCM, drag each of the channels to the **Output**.
- Step 4** Within Output, double-click on a channel and then confirm that the IP address is configured as assigned.
- Step 5** Repeat the step above for every channel to confirm that all the IP addresses are correct.
- Step 6** Click the **TS** tab. Change the Streaming to **Active** and the Rate to **VBR**.
- Step 7** Click **Apply All & Reload All**.

- Step 8** Refresh the Input/Output of the DCM.
- Step 9** Verify that beside each channel on the DCM Output, there is a green icon indicating that the channel is “ON”.
-



Locations

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Chapter Overview

This chapter shows you how to use the Locations page of Admin View to add the locations of the Cisco Interactive Experience Client (IEC) devices, which are the endpoints of the Cisco Patient Connect solution that deliver Patient View to the patients. This chapter also provides information on how the Locations page is used to upload Active Directory IDs and staff images maps.

The topics in this chapter include the following:

- “Locations”
 - “Enter Locations”
 - “Import Locations”
 - “Update Devices”
- “Active Directory Mapping”
- “Staff Image Mapping”

Locations

The Locations page of Admin View contains the list of IECs that have been deployed throughout the hospital. IECs are the thin client devices that deliver Patient View to inpatients in patient rooms and visitors in waiting rooms.

IEC Location Identification



Tip

Expand the Locations page and use the scroll bar to view all columns of the table.

Each IEC is given the following location data to make it easy for the administrator to pinpoint its location:

1. Facility name
2. Department ID

3. Building ID
4. Floor ID
5. Room ID
6. Bed ID
7. Extension
8. RB location
9. RTLS location
10. Room type
11. IEC serial number

Sorting and Searching

Although there will be hundreds of IECs in the Locations table, when you need to pinpoint a particular IEC there are several ways that you can find it quickly:

- Sort the columns of the Locations table by clicking the arrows at the top of the columns.
- Search for entered values using the search field in the upper right corner of the Locations panel.
- Expand the hierarchy to the left of the Locations table to drill down to the department, building, floor, room, or bed.

Enter Locations

An individual IEC can be added to the Locations page using the **Add a Location** button in the Actions menu.



Tip

To enter many locations at once, see the “Import Locations” section of this chapter.

Follow these steps to add a location:

-
- Step 1** In the Actions menu, click the **Add a Location** button.
 - Step 2** In the Add New Location dialog box, enter IDs for the facility, building, floor, and room.



Note Fields marked with a red asterisk are required.

- Step 3** Select the department ID from options in the drop-down menu.
 - Step 4** Select the location type from options in the drop-down menu.
 - Step 5** Enter the IEC’s serial number in the Device Serial Number field.
 - Step 6** (Optional) Enter the bed and extension IDs as well as the RB and RTLS location mapping.
 - Step 7** (Optional) Enter descriptions for the above entries. The descriptions will appear in pop-ups on this page when you mouseover entries.
 - Step 8** Click the **Create** button.
-

Import Locations

The location information is created in a spreadsheet and then imported into the application. Follow the steps below to import the location data in bulk:

-
- Step 1** Go to the Actions menu, and choose **Download Locations**.
- Step 2** For each IEC, enter its location data a separate row. Data must be entered in the following cells:
- Department Id
 - Room Id
 - Bed Id
 - Location Type
 - Device Serial Number
- Step 3** Save the file as a Comma Separated Values (CSV) file to your desktop.
- Step 4** Go back to the Actions menu and click the **Import Locations** button.
- Step 5** In the Import dialog box, click the **Browse** button.
- Step 6** Choose the CSV file on your desktop and click **Open**.
- Step 7** Click the **Start** button in the Import dialog box.
- Step 8** When the file is done importing, click the **Done** button.
-

Update Devices

The last column of the Locations table allows you to update device location information.

- Serial Number field: Each IEC has a unique serial number. If an IEC is replaced at a location, the serial number must be updated with the new IEC's serial number. Enter the new serial number in this field and click the green save button.
- Edit button: Click the blue button with a pencil icon to modify the location information. A dialog box opens containing all the fields. When you are finish editing the fields, make sure that click the **Save** button.
- Delete button: Click the red button with an X to delete the device from the table.

Active Directory Mapping

The Locations page allows you to upload the mapping of Active Directory IDs to EMR doctor IDs.

Follow the steps below to import the mapping:

-
- Step 1** Go to the Actions menu, and choose **Download Active Directory Mapping**.
- Step 2** For each doctor, enter his or her EMR doctor ID and Active Directory ID in a separate row.
- Step 3** Save the file as a Comma Separated Values (CSV) file to your desktop.
- Step 4** Go back to the Actions menu and click the **Import Active Directory Mapping** button.

- Step 5** In the Import dialog box, click the **Browse** button.
 - Step 6** Choose the CSV file on your desktop and click **Open**.
 - Step 7** Click the **Start** button in the Import dialog box.
 - Step 8** When the file is done importing, click the **Done** button.
-

Staff Image Mapping

In order to map staff IDs to their image URLs, you will need to upload the information into the Locations page of Admin View.

Follow the steps below to map the data and import it:

-
- Step 1** Go to the Actions menu, and choose **Download Staff Image Mapping**.
 - Step 2** For each staff member, enter the NETWORK_ID, FILENAME (URL) of the image, NAME of the staff member, and his or her JOBTITLE into the spreadsheet.
 - Step 3** Save the file as a Comma Separated Values (CSV) file to your desktop.
 - Step 4** Go back to the Actions menu and click the **Import Staff Image Mapping** button.
 - Step 5** In the Import dialog box, click the **Browse** button.
 - Step 6** Choose the CSV file on your desktop and click **Open**.
 - Step 7** Click the **Start** button in the Import dialog box.
 - Step 8** When the file is done importing, click the **Done** button.
-



Pathways

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Chapter Overview

This chapter explains how to create and configure work flows using the Pathways page.

The topics in this chapter include the following:

- [“Pathways”](#)
 - [“Pathway Types”](#)
- [“Settings for All Pathways”](#)
- [“Create a New Pathway”](#)
- [“Configure the Pathway”](#)
 - [“Notification and Escalation”](#)
 - [“Videos to Watch”](#)
 - [“Video Feedback”](#)
 - [“Goal”](#)
 - [“Survey Configuration”](#)
 - [“Task Configuration”](#)
 - [“Task Feedback”](#)
 - [“Department Mapping”](#)
 - [“Diagnosis Code Mapping”](#)

Pathways

The Pathways page in Admin View enables administrators to configure Cisco Patient Connect work flows for patient events. Pathways contain parameters for notifications, reminders, escalations, videos, and feedback surveys. Administrators configure frequency and duration parameters to manage notification and escalation information and direct it to the correct department.

Pathway Types

The following table contains the types of pathways available.

Table 4-1 Pathway Types

Pathway Type	Description
Patient Admit	After patients are admitted to the hospital, this pathway notifies patients if they are required to watch particular videos (e.g. a hospital orientation video, a video on HIPPA, etc.) and then provide feedback on those videos.
Staff Assigned Videos	This pathway sets reminders and notifications parameters when videos have not been watched as well as escalation parameters for when video feedback is not received.
Patient Goal	This pathway reminds patients that they need to complete the goal that the care staff assigned them. Otherwise an escalation will be sent to the appropriate staff member.
Patient Question	This pathway is used to configure the work flow parameters for when patients submit Messages to the care staff and expect a response in a timely manner.
Staff Assigned Surveys	This pathway sets escalation parameters for when patient surveys are not completed.
Patient Request	Work flows are created for tasks associated with common patient requests such as “clean my room”, “turn up the heat”, and “bring me an extra pillow”.
Diagnosis Based Generic	For patients who do not have a condition that is associated with a diagnosis code, they will be directed to watch videos about general health that are chosen in this pathway.
Disease Specific	Pathways specific to certain conditions can be created to require all patients with that diagnosis to watch videos about their condition. These pathways are associated with diagnosis codes. For example, a pathway for diabetes can be created specifically for patients diagnosed with diabetes to require them to watch videos about diet guidelines, monitoring glucose levels, and injecting insulin.

Settings for All Pathways

The Settings for all pathways screen contains fields for entering email addresses for escalations and notifications.

Email IDs

The following email addresses are configured on this page:

1. Escalation email ID: This email address will receive all escalations. Typically the lead nurse on duty will be selected to receive escalations.
2. Staff notifications email ID: This email address will receive all notifications. Typically the care staff on duty will be selected to receive notifications.

- Notification sender's email ID: This email address will be used as the sender when a notification is sent to the escalation email address. Typically the Cisco Patient Connect administrator's email address is used or an alias for the application is used such as "CiscoPatientConnect@ourhospital.com".

Email Subject and Text

The Settings for all pathways screen also contains the subject and content text of the escalation emails. The default text can be used or the administrator can modify it if desired.

Escalation Email Type	Description
Unattended patient email	The subject and text in this section will be sent to the escalation email ID when a patient task has been escalated.
Unwatched video email	The subject and text in this section will be sent to the escalation email ID when a patient has not watched an assigned video.
Missing feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has not provided feedback about a video that was watched.
Negative feedback email	The subject and text in this section will be sent to the escalation email ID when a patient has provided negative feedback about a video that was watched.
Survey not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned survey.
Task not completed email	The subject and text in this section will be sent to the escalation email ID if a patient has not completed an assigned task.

Configure Email Addresses and Content


Follow these steps to configure the email addresses as well as email subject lines and text:

- Step 1** Click the **Pathways** button in the Content Management menu.
- Step 2** In the Pathways menu, click the **Settings for all pathways** button.
- Step 3** In the **Staff notification email id** field, enter the email address that should receive all escalations.
- Step 4** In the **Escalation email id** field, enter the email address that should receive all escalations.
- Step 5** In the **Notification sender's email id** field, enter the email address that should be used when a notification is sent.
- Step 6** (Optional) Under the **Unattended patient email** section, modify the **Subject** and **Content** text if desired.
- Step 7** (Optional) Under the **Unwatched video email** section, modify the **Subject** and **Content** text if desired.
- Step 8** (Optional) Under the **Missing feedback email** section, modify the **Subject** and **Content** text if desired.
- Step 9** (Optional) Under the **Negative feedback email** section, modify the **Subject** and **Content** text if desired.
- Step 10** (Optional) Under the **Survey not completed email** section, modify the **Subject** and **Content** text if desired.

- Step 11** (Optional) Under the **Task not completed email** section, modify the **Subject** and **Content** text if desired.
- Step 12** Click the **Save** button to save your changes.
-

Create a New Pathway

You will create the pathways that you need. Follow these steps to create a new pathway:

- Step 1** Click the **Create New Pathway** button.
- Step 2** In the New Pathway dialog box, enter a name for the work flow.
- Step 3** Choose a pathway type from the drop-down menu.
-  **Note** Most pathway types such as “Patient Admit” and “Patient Goal” can only have one work flow in the system. If you try to create more than one work flow with the same pathway type, an error message will be displayed and you should choose another pathway type or cancel the action. Only the “Disease Specific” pathway type can be used more than once.
-
- Step 4** (Optional) Choose a department if applicable by entering the department’s name and choosing from the pre-populated list.
- Step 5** Click the **Save** button in the dialog box.
- Step 6** Configure the settings for the new pathway (see below).
- Step 7** Click the **Save** button at the bottom of the page.
-

Configure the Pathway

The following sections will explain how to configure sections within the pathways.



Tip

Be sure to save your configuration using the **Save** button at the bottom of the pathway’s screen.


Notification and Escalation

The Notification and Escalation section of a pathway is used to configure escalations. Enter the numbers of minutes that can pass before the care staff is notified and escalation occurs.

Videos to Watch

The Videos to Watch section allows administrators to assign videos to patients by adding them to pathways. Administrators can also configure reminders, feedback, and escalations for those videos.

To add and configure a video to a pathway, follow these steps:

-
- Step 1** Under the **Videos to watch** section of the pathway, click the **Add Video** button.
- Step 2** From the drop-down menu at the top of the pane, choose the type of video such as **Educational** or **Relaxation**.
- Step 3** Choose a video in the list by clicking it.
The video appears at the bottom of the page next to the **Add** button.
- Step 4** Click the **Add** button to add the video to the pathway.
Now you will configure the video's parameters for the pathway.
- Step 5** (Optional) Check the **Recommended** check box to add the video to the Required Videos category of Patient View. Patients will then be required to watch this video if this box is checked.
-
-  **Note** If the box is left unchecked, it will appear within the Suggested Videos category of Patient View. Patients will not be required to watch this video if the box is left unchecked.
-
- Step 6** (Optional) Check the **Feedback** check box if the patient should be required to provide feedback after watching the video.
- Step 7** (Optional) Check the **Remind** check box if the patient should be sent a reminder if the video has not been viewed within a particular amount of time. If you check this box, in the **Remind After (minutes)** field enter the number of minutes that the patient has to complete watching the video before the reminder is sent.
- Step 8** If you checked the Recommended check box, a field appears beneath the **Notify nurse if not watched after (minutes)** label. Enter the number of minutes that a patient is allotted before the attending care staff is notified that the patient has not watched the recommended (i.e. suggested) video.
-



Note If a video is no longer desired in the pathway, click the **X** button next to the video to remove it from a pathway.

Video Feedback

The Video Feedback section is used by the administrator to configure the number of minutes that patients are given to provide feedback on a video that they watched. In addition, if patients give negative feedback, it can be escalated so that the staff can address the issue.

-
- Step 1** Enter the number of minutes before care staff is notified that the patient has not provided feedback.
- Step 2** Check the check box if you want negative patient feedback escalated.
- Step 3** Enter the maximum number of minutes before the case should be escalated to the Escalation email ID (see “Settings for All Pathways”).
-

Goal

The Goal section of the Goal Pathway contains the number of minutes that patients are given to complete the goal before a reminder is sent to Patient View as well as when care staff will be notified that the patient has not submitted whether the goal was met or assistance was needed.

Survey Configuration

When surveys are assigned to patients by care staff, the patient can be reminded to fill them out and escalations can be sent if the patients fail to submit them within a specified time.

**Note**

Surveys are built in the “Surveys” page of Admin View. See the “Surveys” chapter for instructions on how to create surveys.

To configure settings for surveys, follow these steps:

- Step 1** Go to **Staff Assigned Surveys**.
- Step 2** Under Survey Configuration, choose whether the survey should be sent only once to patients or can be sent multiple times (“recurring”) during the patient’s stay.
- Step 3** If you choose “recurring”, use the arrow keys to choose the frequency of recurrence and the maximum recurrence.
- Step 4** In the **Remind After (minutes)** field, choose the number of minutes after patients are sent the survey that they should receive the reminder if they have not submitted a completed survey.
- Step 5** In the **Available After (minutes)** field, choose the number of minutes that the survey is available to patients after they submit it. The default setting is “0”.
- Step 6** Enter the negative score that would escalate the results of the survey. For example, if you enter “2”, the feedback would be escalated if a patient chooses either the second lowest or the lowest rating in the survey options for answers.
- Step 7** In the **Notify nurse if not filled, after (minutes)** field, choose the number of minutes that should pass before the attending nurse is notified that the survey has not been filled.

Task Configuration

The Task Configuration section of a pathway configures the reminders and assignment emails of patient requests. Follow these steps to configure a Task within a patient request pathway.

- Step 1** In the Task Configuration section of the pathway, enter the number of minutes that care staff is reminded of the request in the **Remind nurse about pending patient request after (minutes)** field.
- Step 2** In the **User groups** field, enter the name of the user groups that will be assigned the patient task.
- Step 3** In the **Users** field, enter the name of the users that will be assigned the patient task.
- Step 4** In the **Aliases** field, enter the name of the alias that will be assigned the patient task.

- Step 5** Choose **email** or **sms** as the method for the notifications in the **Send notifications through** menu.
-

Task Feedback

The Task Feedback section is used by the administrator to configure the number of minutes that patients have to provide feedback on how a patient request was handled. In addition, the administrator configures whether or not negative feedback about the patient request is escalated.

-
- Step 1** Enter the number of minutes that can pass before care staff is notified that the patient has not provided feedback.
- Step 2** Enter the maximum number of minutes that should trigger escalation.
- Step 3** Check the check box if you want negative patient feedback escalated.
-

Department Mapping

If the work flow is tied to a particular department, begin entering the department ID in the Select Department field and choose from the pre-populated list.

Diagnosis Code Mapping

For diagnosis based work flows, enter the diagnosis code(s) in the Diagnosis Codes field.



Speed Dial

September 28, 2015

Chapter Overview

This chapter explains how to configure speed dial numbers for Patient View.

The topics in this chapter include the following:

- “Speed Dial”
 - “Program a Speed Dial Number”
 - “Modify a Speed Dial Entry”
 - “Delete a Speed Dial Entry”

Speed Dial

Speed dial numbers can be programmed for Patient View in the Speed Dial screen of Admin View. Consult with the hospital administrators and nursing staff to determine which departments patients call often such as Front Desk, Gift Shop, Catering, Radiology, Housekeeping, Parking Attendant, Shuttle Bus, Chaplain, etc. Up to 30 numbers can be programmed.

Program a Speed Dial Number

Follow the steps below to program a speed dial number:

-
- Step 1** Choose **Speed Dial** within the Content Management menu.
 - Step 2** Click the **Add New Speed Dial** button.
A new entry is added to the table on the screen.
 - Step 3** Choose a number from the drop-down menu in the Speed Dial Number column. If speed dial numbers are already in use, those numbers will not appear in the menu.
 - Step 4** Enter a descriptive name in the Name column such as “Gift Shop” or “Radiology”. This name will be shown on Patient View.
 - Step 5** In the Phone Number column, enter a contact number.

- Step 6** Click the green button in the Action column to save the entry. Otherwise, click the white button to cancel the entry.
-

Modify a Speed Dial Entry

If you want to edit a speed dial entry:

- Step 1** Find the entry that you want to modify in the table. Click the blue button in the Action column.
- Step 2** Modify the fields as desired.
- Step 3** Click the green button to save your changes or the white button to cancel your changes.
-

Delete a Speed Dial Entry

If you want to delete a speed dial number:

- Step 1** Click the red X button next to an entry to delete it.
That speed dial number is released and can be used for another entry.
-



Surveys

September 28, 2015

Chapter Overview

This chapter explains how to build surveys for Patient View.

The topics in this chapter include the following:

- [“Surveys”](#)
 - [“Features of the Surveys Page”](#)
 - [“Add Questions to the Question Bank”](#)
 - [“Add a Survey”](#)
 - [“Manage Surveys”](#)

Surveys

Patients can provide feedback about their stay by filling out and submitting surveys in Patient View.

You will build those surveys in Admin View. After you build them, care staff will use Care Team View to assign the surveys to patients.

Consult with hospital units to identify the type of surveys needed and the questions that you should include. Surveys and questions can be created for patients within certain units. Also inquire if any response should trigger a notification to the attending care staff. For example, the attending care staff may need to be notified if the patient submits a negative rating about a service or a high pain rating. If that is necessary, you will create work flows for those cases. Refer to the “Pathways” chapter for more information.

Features of the Surveys Page

There are three tabs in the Surveys page of Admin View:

- **Surveys tab:** This tab contains a list of all existing surveys and the **Create New Survey** button. You will build and modify surveys in this tab.
- **Questions tab:** This tab contains a question bank, where you can add questions that you will use when building surveys.

- Option Groups tab: This tab contains all the available answer option groups that can be used for questions.

Table 6-1 Option Groups

Option	Answer Option
mainOptionGroup	Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree
yesno	Yes, No, Don't Know
painScoreRating	No pain, Mild pain, Minor pain, Noticeable pain, Moderate pain, Moderately strong pain, Strong pain, Severe pain, Intense pain, Excruciating pain, Unspeakable pain

A feature that you will see within the Survey and Question tabs is a search field that when clicked displays a list of department IDs that are pulled from EMR. This field is found on the upper right corner of both tabs. Before building a survey, enter the department ID in the search field or select an ID from the list.

Add Questions to the Question Bank

You can build a question bank to store the questions. This is particularly useful if there are questions that you will use across multiple surveys.

To add a question to the question bank:

-
- Step 1** Select the **Questions** tab.
 - Step 2** Choose the department ID from the drop down list in the upper right corner of the pane. If you do not choose a department ID, the question will be available to all department surveys in the Survey tab.
 - Step 3** Click the **Create New Question** button.
 - Step 4** Enter a survey question.
 - Step 5** Choose the type of multiple choice answers best fits the question. For example, choose 'yesno' if the patient would answer the question "Yes", "No", or "Don't Know".
 - Step 6** Choose a gender. By default, all genders will see this question. Choose an option other than 'All' if you want to restrict the question to a particular gender.
 - Step 7** Choose 'Above 13' if patients under 13 years old should not read the question.
 - Step 8** If you will use questions that have already been added to the Question Bank, click the **Question Bank** button. Place check marks next to the questions you want to use. Then click the **Add Questions** button at the bottom of the Question Bank dialog box. The questions will appear in the survey.
-

After you add questions to the question bank, you can build a survey with those questions.

Add a Survey

To create a new survey, follow these steps:

-
- Step 1** Select the **Survey** tab.
- Step 2** If the survey is intended for patients within a specific to a unit/department, choose the department ID from the drop down list in the upper right corner of the pane. If you do not choose a unit/department, the question will be shown to all patients in the hospital if age or gender is not specified.
- Step 3** Click the **Create New Survey** button.
- Step 4** In the Survey Details page, enter a name for the survey. This name will appear in Care Team View.
- Step 5** Choose a survey type. The default type is “Standard”, which can be used for all surveys.
- Step 6** The default setting for gender is “All”. If the survey is for a particular gender, specify it.
- Step 7** Choose an age group or keep the default “Unrestricted” for patients of all ages.
- Step 8** Now you will add the questions to the survey. Click the **Add Questions** button.
- Step 9** If you will use questions that have already been added to the Question Bank, click the **Question Bank** button. Place check marks next to the questions you want to use. Then click the **Add Questions** button at the bottom of the Question Bank dialog box. The questions will appear in the survey.
- Step 10** If you want to create new questions, click the **Create New Question** button in the Survey Questions screen. In the Create New Question dialog box, enter the question text and choose an option group for the answers. If age and gender should be restricted, choose those settings accordingly. Click **Save Changes** to save the new question.
- Step 11** When you have finished adding all the questions to the survey, click the **Review & Confirm** button.
- Step 12** Click the **Save Survey** button.
-

Now go to the “Pathways” page and configure a work flow for the surveys.

Manage Surveys

In addition to creating surveys, you can do the following the Surveys page of Admin View:

- View questions used in a survey: The Show Questions button gives you a quick view of the questions used in each survey.
- Edit a survey: Click the blue button with a pencil icon in the Actions column to edit a survey.
- Delete a survey: Click the red X button in the Actions column to delete a survey from the list.
- Search the survey table: Use the search field to sort by survey names, types, gender, and age.



Videos

September 28, 2015

Chapter Overview

This chapter explains how to use the Videos page of Admin View to upload video metadata and links to Admin View so that the videos can be watched on Patient View.

The topics in this chapter include the following:

- [“Videos Overview”](#)
- [“Import Video Metadata”](#)
 - [“Import Video Metadata”](#)
 - [“Delete Video Metadata”](#)

Videos Overview

Cisco Patient Connect delivers health, relaxation, and custom videos to patients. All videos are available to patients on Patient View within the Video Library feature.

Videos can be uploaded and stored on external Apache media servers or the Nuxeo content management system (CMS). Refer to the *Custom Content Upload Guide for Cisco Patient Connect* for instructions on how to upload, store, and publish custom videos to the Nuxeo CMS.

After the videos are uploaded, their metadata and links will be imported into Admin View using a CSV file. The videos stored on the Apache and Nuxeo servers are then linked to Cisco Patient Connect.

Videos can be selected as part of a work flow using the Pathways feature of Admin View (see Chapter 4 “Pathways”). For example, a hospital may require that all patients view a hospital orientation video and a video about HIPPA after being admitted.

Videos can also be assigned to individual patients by the care staff using Care Team View. Care staff can either start a video stream or assign videos to be watched at the patient’s convenience. There are two types of video assignments:

- **Required Videos:** These videos are mandatory. Patients must watch these videos before discharge.
- **Suggested Videos:** These videos are not mandatory. Patients are strongly encouraged to watch these videos but it is not a requirement for their discharge.

**Note**

The Media Cache property in the policy of the Cisco Interactive Experience Manager (IEM) should be set to 'false'.

Import Video Metadata

This section of the chapter explains how to import the video metadata .csv file.

Import Video Metadata

The video metadata is imported into Admin View using a .csv file. Obtain the file from the video vendor such as Krames. The .csv file must include the following information about each video:

- SKU
- Title
- Native Language Title
- LangName
- MinAge
- MaxAge
- Age Groups
- Blurb
- First Paragraph
- Body Parts
- Duration
- Gender
- Keywords
- New or Updated
- Released or Updated Year
- Specialties
- CPT
- HCPCS
- ICD9
- ICD10CM
- ICD10PCS
- LOINC
- MeSH
- NDCList
- RxNorm
- SNOMED

**Note**

The file should be complete with all metadata information in order for it to import successfully.

**Tip**

Save the .csv file to a local folder.

Follow these steps to import the .csv file:

- Step 1** Click the **Videos** button within the Content Management menu in the left pane.
- Step 2** Select a video type (e.g. **Education** or **Relaxation**) from the drop-down menu in the upper right corner.
- Step 3** Click the **Actions** button and select the **Import Videos** from the drop-down list.
- Step 4** In the Bulk Import dialog box, click the **Add File** button.
- Step 5** In the File Upload window, navigate to the location where you saved the metadata .csv file.
- Step 6** Select the metadata .csv file and click **Open**.
- Step 7** Click the **Start** button to start importing metadata.
- Step 8** Click **Done** once the importing is complete.

Delete Video Metadata

All the video metadata can be deleted with the **Delete All Videos** option. Use this option if you will re-import a new .csv file to replace the old metadata.

Please note the following:

1. Only the metadata will be deleted. The videos and thumbnails will not be deleted from the media servers or CMS.
2. It is not possible to delete a single metadata entry.
3. If a video is assigned to a patient, the metadata cannot be deleted.

Follow these steps to delete all video metadata:

- Step 1** To access the Videos page, click the **Videos** button within the Content Management menu in the left pane.
- Step 2** Select a video type (e.g. **Education** or **Relaxation**).
- Step 3** Click the **Actions** button and select **Delete All Videos** from the drop-down list.
- Step 4** In the dialog box prompting your confirmation to delete all video metadata, click the **OK** button.



Localization of Content

September 28, 2015

Chapter Overview

This chapter explains how to localize the FAQs, messages, surveys, and requests that were added to Admin View so that patients who are viewing Patient View in another language will view them in their preferred language.

The topics in this chapter include the following:

- [“Localization”](#)
 - [“Localize Content”](#)
 - [“Edit Localized Content”](#)
 - [“Localize New Content”](#)

Localization

The text shown on the Patient View screen is available in English, Spanish, and Arabic for this release. When you add Patient FAQs, Patient Messages, Patient Requests, and Surveys to Admin View, they are added in English (see chapters 6 and 11-13). To localize them, use the import/export functionality found in the Localization Import/Export page of Admin View.

On the Localization Import/Export page, you will download a csv file, which contains English content and tags for each FAQ, message, request, and survey entry. Then you will translate the English content within the file and upload the revised file to either Spanish or Arabic on the Localization Import/Export page.

Localize Content

To localize content that was created in Admin View, follow these steps:

-
- Step 1** Add all FAQs, messages, requests, and surveys to Admin View.



Note If any FAQs, messages, requests, or surveys are added or modified after you perform these steps, see the last section for instructions.

- Step 2** Go to the **Localization Import/Export** page, which is accessed using the Content Management menu in Admin View.
- Step 3** Choose the language (i.e. Spanish or Arabic) that you will localize in the Select Locale drop-down menu.
- Step 4** Click the **Download Language Pack** button.
A csv file will download to your desktop.
- Step 5** Open the csv file.
- Step 6** Replace the English text entries in the ResourceText column (F) with Spanish or Arabic text.



Caution Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly and you will need to repeat these steps.

- Step 7** Save the file on your desktop as a CSV (comma delimited) file.
- Step 8** Go back to the Localization Import/Export page and ensure that the language in the Select Locale field is correct.



Caution Do not choose 'English' as the import language. If you import the localized file into the English locale, it will overwrite all the English entries in the Patient FAQs, Patient Messages, Patient Requests, and Surveys pages.

- Step 9** Click the **Import Language Pack** button.
- Step 10** In the Bulk Import dialog box, click the **Add File** button and find the file on your desktop. Click the **Open** button.
- Step 11** In the Bulk Import dialog box, click the **Start** button to start importing the file.
- Step 12** When finished, click the **Done** button.
-

Edit Localized Content

If you have already localized the content but need to make edits to it, follow these steps:

- Step 1** Go to the **Localization Import/Export** page.
- Step 2** Choose the language that you need to edit.
- Step 3** Click the **Download Language Pack** button.
The csv file will download to your desktop.
- Step 4** Open the csv file.
- Step 5** Edit the text entries in the ResourceText column (F).



Caution Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly.

Step 6 Save the file on your desktop as a CSV (comma delimited) file.

Step 7 Go back to the Localization Import/Export page and confirm that the language in the Select Locale field is the destination language (i.e. Spanish or Arabic), not the original (i.e. English).



Caution Ensure that 'English' is NOT the import language.

Step 8 Click the **Import Language Pack** button.

Step 9 In the Bulk Import dialog box, click the **Add File** button and find the file on your desktop. Click the **Open** button.

Step 10 In the Bulk Import dialog box, click the **Start** button to start importing the file.

Step 11 When finished, click the **Done** button.

Localize New Content

If new content was added in English, the Spanish and Arabic localized files will be out of sync. If only a couple of entries were added, you could try inserting them into the Spanish or Arabic file. If the changes are extensive or to prevent errors with importing, you will need to download the English file, copy and paste the existing localized content first, and then localize the new content.

Step 1 Go to the **Localization Import/Export** page.

Step 2 Choose 'English' in the Select Language drop-down menu.

Step 3 Click the **Download Language Pack** button.

The csv file will download to your desktop.

Step 4 Choose the localized language from the Select Language drop-down menu.

Step 5 Click the **Download Language Pack** button.

Step 6 Open both csv files.

Step 7 Copy the localized text from the Spanish or Arabic file and paste it within the English file.

Step 8 Translate the new English text entries in the ResourceText column (F).



Caution Do not alter any of the entries in columns A-E. Otherwise, the content may not load properly.

Step 9 Save the file on your desktop as a CSV (comma delimited) file using the same file name as the Spanish or Arabic file.



Caution Do not save the file with the same name as the English file.

Step 10 On the Localization Import/Export page, ensure that the language in the Select Locale field is correct ('Spanish' or 'Arabic', but NOT 'English').



Caution Make sure that you have not chosen 'English' as the import language.

- Step 11** Click the **Import Language Pack** button.
- Step 12** In the Bulk Import dialog box, click the **Add File** button and find the new localized file on your desktop. Click the **Open** button.
- Step 13** In the Bulk Import dialog box, click the **Start** button to start importing the file.
- Step 14** When finished, click the **Done** button.
-



Cache Refresh

September 28, 2015

Chapter Overview

The chapter explains cache, the purpose of cache refresh, and how to perform cache refresh for various features in the Cisco Patient Connect Admin View.

The topics in this chapter include the following:

- [“Cache Refresh Overview”](#)
 - [“Perform Cache Refresh for Various Features”](#)

Cache Refresh Overview

Cache keeps records of all items you have viewed or downloaded while surfing on the Cisco Patient Connect application. Cache helps to speed up display time by loading the page locally instead of downloading everything again when you visit the same page for a second time. In such scenario, it may not be able to pull the latest data or changes occurred in the application.

Cache Refresh feature allows you to clear old data and pull the latest data for a particular feature. It also helps to apply new code or configuration changes to a feature.

You can perform cache refresh in the following circumstances:

- If any code or configuration is changed for a feature in the application.
- If a particular feature is nonfunctional.
- If a particular feature hangs without pulling latest data properly.

Cache Refresh enables the changes to reflect on the Patient View or Care Team applications immediately and on time. For example, an administration can click TV Guide refresh button in a scenario when a patient is not able to choose a channel to watch or when Patient View channel guide hangs. TV Guide can be refreshed if it is reported that the patient data is not being properly displayed or is outdated in either Patient View or Care Team View.

Refreshing the cache may affect the smooth functioning of a feature in Patient View or Care Team View. For example, refreshing the TV Guide cache will suspend TV viewing for a few minutes. During this time, patients will not be able to watch television.

Choose a time for cache refresh that will impact as few patients as possible.



**Note**

Before performing cache refresh on a feature that is displayed on Patient View, consider broadcasting a message prior to the refresh in order to inform patients that the feature will not be available for a few minutes.

Perform Cache Refresh for Various Features

Click the appropriate **Refresh** button in the Cache Refresh page. The following table lists the cache refresh buttons and their descriptions.

Table 9-1 Cache Refresh Buttons

Cache Refresh Button	Descriptions
EMR Location	Refresh room locations cache
RB Location	Refresh nurse change data cache for Rauland Borg location
RTLS Location	Refresh staff entry data cache for Ekahau location
RB Staff	Refresh staff profile updates cache
EMR Doctor ID /AD ID	Refresh doctor or nurse information cache after changes are made in the Electronic Medical Record (EMR)
Patient	Refresh patient profiles cache after updates
TV Guide	Refresh television channel guides cache on Patient View after a channel is added, removed, or its configuration has changed in Admin View. It typically takes eight hours for the changes to be reflected on Patient View. The Cache Refresh button applies those changes immediately.  Note After clicking the TV Guide Refresh button, you must click the TV App/Studio Refresh button in order for the channel guide changes to appear on Patient View.
TV App/Studio	Refresh Patient View TV application or studio cache. Enter the IP address of the TV application or studio in the field first.  Note If updating the TV Guide, you will need to also refresh the TV App/Studio cache.



Customize TV Application

September 28, 2015

Chapter Overview

This chapter explains how to configure the features that patients and visitors see in Patient View, which is the TV application of Cisco Patient Connect, and care staff see in Care Team View. The Customize page of Admin View allows you to turn these features on or off depending on the hospital’s needs and preferences.

The topics in this chapter include the following:

- [“Customize Patient View TV Application”](#)
- [“Customize Care Team View Application”](#)
- [“Enable or Disable Features”](#)

Customize Patient View TV Application

Patient View has dozens of available features. As the administrator, you can control what is shown on the patients’ screens.

You can configure three types of Patient View screens (see table below).

Table 10-1 *Customize Types*

Customize Type	Description	Audience	Suggested Features
Patient room	A room with hospital beds occupied by inpatients	Inpatients	All
Guest room	A room with empty hospital beds	Visitors (i.e. patients’ families)	TV Phone Media
Waiting room	Areas for outpatients and their families	Outpatients and visitors	TV

By default, all the features are enabled/turned ON, which is indicated by a green check mark icon in the App Status column. The following features can be enabled or disabled on Patient View screens:

- Live television
- List of patient medications
- Pain score
- Speed dial
- Food menu
- Ability for patients to order food
- Patient Presence
- Goal of the day
- Age-based themes
- Schedule
- Care staff visit history
- Estimated discharge date
- Messages for care staff (questions from patients)
- FAQ
- Feedback
- Requests
- Progress
- Phone
- Allow phone ringer configuration
- Video apps
- Learn videos
- Auto assignment of videos by diagnosis codes

Customize Care Team View Application

As the administrator, you can control the following on the Care Team View screens:

- **Entire Care Team**
- Ability for a nurse to remove a patient from Cisco Patient Connect
- Whether the ME tab is displayed
- Whether the Whiteboard tab is displayed

Enable or Disable Features

If you want to hide one or more features on either Patient View or Care Team View, follow these steps:

-
- Step 1** Choose the room type such as “Patient Room” or “Waiting Room” from the drop-down menu in the upper right corner of the TV App Customization pane.
- Step 2** Select a feature and click either the green or white button in the App Status column to disable the feature (i.e turn the feature OFF). When the white button to the right turns red, the feature is disabled.
- To turn that feature back ON, click either button again. When the left button turns green, the feature is enabled.
- Step 3** When you are finished with the configuration, click the **Save** button at the bottom of the screen to save your changes.
-

Repeat the above steps for each type of room.



Patient FAQs

September 28, 2015

Chapter Overview

This chapter explains how to create and manage patient FAQs that appear in Patient View.

The topics in this chapter include the following:

- [“Patient FAQs”](#)
 - [“Features of the Patient FAQs Page in Admin View”](#)
 - [“Create a New Patient FAQ”](#)
 - [“Bulk Import FAQs”](#)
 - [“Edit or Delete FAQs”](#)

Patient FAQs

Patients ask care staff many questions during their stay. Some of these questions are common to all patients. Care staff is less efficient if they spend their time answering the same questions over and over again. Patient View can help reduce the number of questions that care staff are asked by displaying a list of frequently asked questions (FAQs) about the hospital and its services.

FAQs can cover generic questions about the hospital as well as about its units/departments. The following are examples of generic questions about the hospital:

- “When are visiting hours?”
- “When is the gift shop open?”
- “What time is breakfast served?”
- “How do I order meals?”
- “How do I contact a chaplain?”

Units may also want you to add their own list of questions specifically for patients staying in their unit. The Dialysis unit, for example, may want to add questions similar to the following:

- Can my spouse or friend attend my treatment?
- What should I wear to my treatment?

- Can I drive myself home after treatment?
- Can I eat and drink anything I want after treatment?
- How often are Hemodialysis treatments?
- If I catch a cold or the flu, do I continue treatments or wait until I am feeling better?

FAQs can be further targeted to a specific gender or age group within the hospital or unit. For example, a question about sexual activity after dialysis should be restricted to “Above 13”. Similarly, a question about breast-feeding during dialysis could be restricted to “Female” and “Above 13”.

Consult with each unit/department when creating the FAQs in order to capture the types of questions asked, their answers, and the appropriate audience for each question.

Features of the Patient FAQs Page in Admin View

You will create patient FAQs in Admin View. The Patient FAQs page has the following features:

- **Unit configuration:** FAQs can be created solely for units/departments and mapped to a department ID. Department IDs are pulled from EMR and appear in the drop-down menu located on the upper right corner of the Patient FAQs page.
- **Bulk import:** The Patient FAQs page has bulk import functionality. The format of the file that you need is provided in the Actions menu. Choose **Download FAQs** to download the csv file to your desktop. Add new questions and answers to the file and then import the revised file back into Patient FAQs using the **Import FAQs** button in the Actions menu. The bulk import functionality is also useful when you need to edit multiple questions and answers. Download the csv file, edit the entries, save the file, and import the saved file back into the Patient FAQs page.

Create a New Patient FAQ

Follow the steps below to add a patient FAQ to Admin View:

-
- Step 1** Choose **Patient FAQs** from the Patient TV menu.
 - Step 2** If the question is specific to a unit/department, choose the department ID from the drop down list in the upper right corner of the Patient FAQs pane. If you do not choose a unit/department, the question will be shown to all patients in the hospital if age or gender is not specified.
 - Step 3** From the Actions menu, choose **Create FAQ**.
 - Step 4** Enter a question.
 - Step 5** Enter its answer.
 - Step 6** Choose a gender or age group if it is desirable to restrict the FAQ to a particular audience such as adults or women.
 - Step 7** Save the FAQ.

The question and answer will appear on the FAQ page of Patient View.

Bulk Import FAQs

The bulk import option is available when you want to add many FAQs or when you want to edit multiple existing FAQs.

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- Step 1** Choose **Download FAQs** from the Actions menu.
 - Step 2** Open the spreadsheet.
 - Step 3** Add the questions and answers to the spreadsheet - one per row.
 - Step 4** Save the file as “CSV (comma delimited)” to your desktop.
 - Step 5** Choose **Import FAQs** from the Actions menu.
 - Step 6** Find the spreadsheet, and click the **Open** button.
-

Edit or Delete FAQs

If you want to modify a FAQ, click the **Edit** button at the bottom of the entry.

To delete a FAQ, choose the FAQ and then click the **Delete** button at the bottom of the screen.



Patient Messages

September 28, 2015

Chapter Overview

This chapter explains how to create messages that patients can submit to care staff.

The topics in this chapter include the following:

- “Patient Messages”
 - “Create a Message”
 - “Bulk Import Messages”
 - “Modify or Delete Messages”

Patient Messages

Patients will inquire about their care during their hospital stay. They may inquire about when they will see their doctor, have procedures done, and be discharged. Although they may have similar inquiries, the replies will differ from patient to patient. Patient FAQs cannot address individual answers so another solution is needed.

Patient Messages is a feature of Admin View that allows you to create care-related messages that patients can submit in Patient View to care staff. Those messages are displayed on Care Team View for the care staff. The care staff replies to each message. The replies appear in both the Notifications and Messages screens of Patient View.



Note

Patient Messages should not be confused with Patient FAQs. Patient Messages are inquiries about an individual patient’s care not general questions about the hospital. “When will I have my surgery?” is an example of a Patient Message since the reply will differ from patient to patient.

Patients only view and submit messages that are appropriate for their age and gender as well as the hospital unit (e.g. Clinical Care, Obstetric Care, Pediatric Care, Orthopedic Care, Rehabilitation, etc.) to which they are assigned. For example, patients in the Trauma unit should only be able to submit messages about treating their injuries; they should not submit messages about dialysis or childbirth. This

is accomplished by mapping messages to a department ID so those messages are only delivered to patients in that hospital unit. Department IDs are pulled from EMR and appear in the drop-down menu located on the upper right corner of the Patient Messages page.

Messages can be further targeted to a specific gender or age group within that unit. For example, the Oncology unit may want a message related to care for testicular cancer. You would choose “males” from the gender drop-down menu to restrict those messages to male patients.

The Patient Messages page, like the Patient FAQs and Patient Requests pages, has bulk import functionality. The format of the file that you need is provided in the Actions menu. Choose **Download Messages** to download the csv file to your desktop. Add new messages to the file and then import the revised file back into Patient Messages using the **Import Messages** button in the Actions menu.

The bulk import functionality is also useful when you need to edit multiple messages. Download the csv file, edit the entries, save the file, and import the saved file back into the Patient Messages page.

Create a Message

To add a message to Admin View:

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- Step 1** Choose **Patient Messages** from the Patient TV menu of Admin View.
 - Step 2** If the message is specific to a unit/department, choose the appropriate unit/department from the drop down list in the upper right corner of the Patient Messages pane. If you do not choose a unit/department, the message will be shown to all patients (if age or gender is not specified either).
 - Step 3** From the Actions menu, choose **Create Message**.
 - Step 4** Enter a message.
 - Step 5** If the message should be restricted to gender and/or age, choose the appropriate value(s).
 - Step 6** Save the message.

That message will now appear in the Messages screen of Patient View.

Bulk Import Messages

The bulk import feature of Patient Messages is useful if you have many messages to add or you want to modify a number of existing messages.

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- Step 1** Choose **Download Messages** from the Actions menu.
 - Step 2** Open the file.
 - Step 3** If you are adding messages, add rows to the spreadsheet and enter one message per row. Modify the messages as desired.
 - Step 4** Save the spreadsheet as “CSV (comma delimited)” to your desktop.
 - Step 5** Choose **Import Messages** from the Actions menu.
 - Step 6** Find the spreadsheet, and click the **Open** button.
-

Modify or Delete Messages

Use the buttons in the Action column if you need to modify (blue button with a pencil) or delete (red button with an X) messages.

If you have many edits, use the bulk import functionality.



Patient Requests

September 28, 2015

Chapter Overview

This chapter explains how to create patient requests for Patient View.

The topics in this chapter include the following:

- [“Patient Requests”](#)
 - [“Features of the Patient Requests Page in Admin View”](#)
 - [“Create a New Patient Request”](#)
 - [“Bulk Import Requests”](#)
 - [“Modify or Delete Requests”](#)

Patient Requests

During their hospital stay, patients request items and services such as “Clean my room”, “Lower the temperature in my room”, or “Bring me an ice pack”. Patient View has the capability to allow patients to choose from a list of requests and submit them so that the appropriate department is notified. This will save care staff the time taking such requests and contacting those departments to fulfill the requests.

As with Patient FAQs and Patient Messages, Patient Requests can be created specifically for units. The Pediatric Care unit, for example, may want to add requests that children are likely to ask for such as toys, board games, books, and snacks. The requests can also be targeted to a particular age group or gender. It is a best practice to consult with hospital units before creating the Patient Requests.

After you create the requests, you will need to create work flows for them in the Pathways screen. The work flows can route every request to the care staff or each request to a different department. For example, the requests to “Clean my room” and “Bring me extra pillows” could be routed to Housekeeping. “Replace my light bulb” and “My toilet is broken” could go directly to the Maintenance department.

Features of the Patient Requests Page in Admin View

You will create the requests in the Patient Requests screen of Admin View. This screen has the following features:

- **Unit configuration:** Requests can be created just for units/departments. They are mapped to a department ID, which is pulled from EMR and appears in the drop-down menu located on the upper right corner of the Patient Requests page.
- **Bulk import:** The Patient Requests page has bulk import functionality. The format of the file that you need is provided in the Actions menu. Choose **Download Requests** to download the csv file to your desktop. Add new requests to the file and then import the revised file back into Patient Requests using the **Import Requests** button in the Actions menu. The bulk import functionality is also useful when you need to edit multiple requests. Download the csv file, edit the entries, save the file, and import the saved file back into the Patient Requests page.

Create a New Patient Request

A new patient request is created in the Patient Request screen. Follow these steps to add a single request to the list:

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- Step 1** Choose **Patient Requests** within the Patient TV menu in the left pane.
 - Step 2** If the request is specific to a unit/department, choose it from the drop down list in the upper right corner of the Patient Requests pane. If you do not choose a unit/department, the request will be shown to all patients (if age or gender is not specified either).
 - Step 3** From the Actions menu, choose **Create Request**.
 - Step 4** Enter a request statement. such as “Bring me a blanket” or “Send the chaplain to my room”.
 - Step 5** Choose a gender or age group if appropriate.
 - Step 6** Save the request.
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Refer to the “Pathways” chapter for instructions on how to create a work flow for the requests.

Bulk Import Requests

If you want to add many requests at once, it is faster to bulk import them into Admin View. This process also saves time when you need to edit many requests.

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- Step 1** Choose **Download Requests** from the Actions menu.
 - Step 2** Open the spreadsheet.
 - Step 3** Add all the request statements to the spreadsheet with each statement on a separate row.
 - Step 4** Save the file as “CSV (comma delimited)” to your desktop.
 - Step 5** Choose **Import Requests** from the Actions menu.
 - Step 6** Find the spreadsheet, and click the **Open** button.
-

Refer to the “Pathways” chapter for instructions on how to build work flows for the requests.

Modify or Delete Requests

If you want to modify the text of a request, go to the Action column and click the button with the blue pencil icon. If you have many edits, use the bulk import functionality.

To delete a request, click the red X button.

