Cisco Patient Connect Content Management Guide

Release 1.4

February 2, 2016

Overview

This guide provides instructions on how to store and serve custom content such as videos, logos, and icons for the Cisco Patient Connect solution. This document is designed for installers who may configure the user interface and initial library of videos as well as administrators who will add and update content.

The topics in this chapter include the following:

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Content Management System

Cisco Patient Connect has a content management system (CMS) to manage custom hospital content in the Patient view app including:

- Hospital's logo
- Supplier's logo
- Images for Patient view app features such as Notifications, Pain Survey, Schedule, etc.
- Images for food menu categories
- Images for items that can be requested
- Images for speed dial numbers
- Images for the TV guide
- Custom hospital videos

URL and Credentials

Follow these steps to log into the CMS:

Step 1 Open a browser and enter the following URL: http://<host>:<port>/nuxeo/. For example, http://10.109.174.16:8080/nuxeo/.

Note Contact your Cisco representative for the host address and port.

Step 2 Enter your credentials. The default credentials are:

default username = **Administrator**

default password = **Administrator**

Customize the Patient View App

Add the Hospital's Logo

The hospital's logo will appear in the upper left corner of the Patient view app screen. Follow the steps below to add it.

Step 1 In the left menu of the CMS, open the Logos folder: **Default Domain > Workspaces > ImageLibrary > Logos**.

Step 2 Click the **TVApp Customer Logo**.

You will see the Francisco placeholder logo.

Step 3 Click the **Edit** tab.

Step 4 On the Edit tab, select the **Delete** radio button to delete the placeholder logo.

Step 5 Click the **Save** button at the bottom of the Edit tab.

Step 6 Click the **Publish** tab at the top of the page.

Step 7 Expand the Sections menu to find **ImageLibrary > Logos > en_US**.

Now you will add the customer's logo.

Step 8 Go back to the Edit tab **of the TVApp Customer Logo** in the CMS.

Step 9 Upload the customer's logo.

Step 10 Save it.

Step 11 On the Publish tab, expand the Sections menu and click the blue **Publish here** link next to the en_US entry to publish the new logo.

Step 12 Go to the Admin view app and clear the TV app cache.

Step 13 Refresh the Patient view app screen. The customer's logo will appear in the upper left corner of the screen.

Replace the Supplier's Logo

The default supplier logo is the Cisco logo, which appears in the lower right corner of the Patient view app. Cisco partners can replace the Cisco logo with their own.

Step 1 In the left menu of the CMS, open the Logos folder: **Default Domain > Workspaces > ImageLibrary > Logos**.

Step 2 Click the **Supplier Logo**.

You will see the Cisco logo.

Step 3 Click the **Edit** tab.

Step 4 On the Edit tab, select the **Delete** radio button to delete the Cisco logo.

Step 5 Click the **Save** button at the bottom of the Edit tab.

Step 6 Click the **Publish** tab at the top of the page.

Step 7 Expand the Sections menu to find **ImageLibrary > Logos > en_US**.

Note If no supplier logo is desired, ignore the remaining steps.

Now you will add the partner's logo.

Step 8 Go back to the Edit tab **of the Supplier Logo**.

Step 9 Upload the partner's logo.

Step 10 Save it.

Step 11 On the Publish tab, expand the Sections menu and click the blue **Publish here** link next to the en_US entry to publish the new logo.

Step 12 Go to the Admin view app and clear the TV app cache.

Step 13 Refresh the Patient view app screen to see that the partner's logo appears in the lower right corner of the screen.

View and Upload Food Category Images for the CBORD Food Ordering System

Images used to represent the CBORD food ordering categories in the Food Menu feature of the Patient view app are uploaded into the CMS, and then the titles of the images are mapped to CBORD food menu items (i.e. meal names, servicecourses names) in the iepdb.resourcebundle table using the Admin view app. See the *Cisco Patient Connect Admin View Guide* for instructions on how to map the images.

To view existing CBORD meal category images for food ordering, follow the steps below:

Step 1 In the left pane of the CMS user interface, open **Default Domain > Sections > ImageLibrary > FoodMenu**.

Step 2 Open the **en_US** folder to view all the uploaded images for the English language category.

Note If Spanish language images are available, open the **en_es** folder instead if you want to view the images that appear on the Patient view app of patients whose chosen language is Spanish.

Step 3 Click an image link, such as **Appetizers**.

Step 4 View the existing uploaded image and review its details.

If you want to upload new meal category images, follow these steps:

Step 1 In the left pane of the CMS user interface, open **Default Domain > Workspaces > ImageLibrary > FoodMenu**.

Step 2 Open either the **en_US** for English images or the **en_es** folder for Spanish images.

Step 3 Click the **New** button.

Step 4 In the Available document types dialog box, choose **Picture** within the Document category.

Step 5 On the Create a new document Picture screen, enter a title of the image in the Title field.

Step 6 Choose the **Upload** radio button within the Content section.

Step 7 Click the **Choose File** button.

Step 8 Find the file and click the **Open** button. The file name will appear next to the Choose File button.

Step 9 Click the **Create** button. The new image is created; you will see the image in the Summary tab.

Step 10 Map the new CBORD meal category images to Cisco Patient Connect. See the *Cisco Patient Connect Installation Guide* for instructions.

Replace Default Icons

The default icons for the Patient view app features (e.g. Notifications, Schedule, Phone, etc.) as well as those for the Speed dial numbers, TV Guide, and Request items can be replaced with customized icons.

Follow the steps below to upload and publish custom icons.

Step 1 In the left menu of the CMS, open the **Default Domain> Workspaces > ImageLibrary** folder.

Step 2 Choose the sub-folder (e.g. Requests, SpeedDial, etc.) for the icons that you want to replace.

Step 3 In the folder, choose an image file.

Step 4 View the current image.

Step 5 Click the **Edit** tab.

Step 6 On the Edit tab, select the **Delete** radio button to delete the current icon.

Step 7 Click the **Save** button at the bottom of the Edit tab.

Step 8 On the Publish tab, expand the Sections menu and click the blue **Publish here** link next to the en_US entry of the folder to delete the old icon.

Step 9 Go back to the Edit tab.

Step 10 Upload the new icon.

Step 11 Save it.

Step 12 On the Publish tab, expand the Sections menu and click the blue **Publish here** link next to the en_US entry of the folder to publish the new icon.

Step 13 Go to the Admin view app and clear the TV app cache.

Step 14 Refresh the Patient view app screen to view the custom icon.

Step 15 Repeat the above steps to replace all default icons.

Customize the Care Team View App

Replace the Supplier's Logo

The default supplier logo on the Care Team View app is the Cisco logo. Cisco partners can replace the Cisco logo with their own.

Step 1 In the left menu of the CMS, open the Logos folder: **Default Domain > Workspaces > ImageLibrary > Logos**.

Step 2 Click the **NBD Header Supplier** entry.

You will see the Cisco logo.

Step 3 Click the **Edit** tab.

Step 4 On the Edit tab, select the **Delete** radio button to delete the Cisco logo.

Step 5 Click the **Save** button at the bottom of the Edit tab.

Step 6 Click the **Publish** tab at the top of the page.

Step 7 Expand the Sections menu to find **ImageLibrary > Logos > en_US**.

> **Note** If no supplier logo is desired, ignore the remaining steps.

Now you will add the partner's logo.

Step 8 Click the **Edit** tab.

Step 9 Upload the partner's logo.

Step 10 Click **Save**.

Step 11 On the Publish tab, expand the Sections menu and click the blue **Publish here** link next to the en_US entry to publish the new logo.

Step 12 Refresh the Care team view app screen.

Upload and Publish Custom Videos

To upload and publish videos to Cisco Patient Connect:

1. Create a workspace
2. Create at least one section in order to publish the videos
3. Add videos to the workspace and tag them
4. Publish videos to the sections

Create a Workspace

Step 1 Expand the navigation tree in the left pane, and click **Workspaces** under Default Domain.

The Workspaces content will appear on the right hand side panel with the Content tab selected by default.

Step 2 Click the **Create a new workspace** button.

Step 3 Enter the title, such as "Custom Videos", and a description.

Step 4 Click the **Create** button to create the workspace.

Once the workspace has been created, it will appear under Workspaces.

Create Sections for Publishing

The custom videos should be organized by departments or function. For example, all the videos related to medications or pharmacy procedures should be grouped under "Pharmacy" . Similarly, hospital orientation videos should be grouped under a section named something like "Orientation".

Before you can publish a video, the 'Media' folder must exist under the 'Sections' folder in the left pane under Default Domain.

Caution Since ‘Media’ is the root section for all custom video categories, it is important that there is ONLY one ‘Media’ section under the root ‘Sections’. Do not create more than one ‘Media’ section.

Within the Media folder, there must be at lease one section (i.e. “Pharmacy”, “Orientation”, “Surgery”, etc.).

Follow the steps below to add sections:

Step 1 Expand the menu in the left navigation pane to open the Sections page (Default Domain > Sections).

Step 2 If the “Media” section already exists, go to the next step. Otherwise, create the ‘Media’ section:

a. On the right panel, click the **New** button under the Content tab.

b. In the Available document type dialog window, click **Section**.

c. Enter “Media” in the Title field.

d. Click the **Create** button.

Step 3 Go to the ‘Media’ section.

Step 4 On the right panel, click the **New** button under the Content tab.

Step 5 In the Available document type dialog window, click **Section**.

Step 6 Create a new document Section screen, enter the name of the department or function in the Title field.

Note Avoid using symbols such as ‘&’ and ‘/’ in the titles.

Step 7 Click the **Create** button.

Once this is done the section is available for publishing of content.

Add and Tag a Video

You will use the CMS to upload and store videos.

Tip Place the video files on your desktop for easy loading.

Follow the steps below to upload a video:

Step 1 Choose your workspace.

Step 2 Click the **New** button in the Content tab.

Step 3 In the Available document types dialog box, click the **Video** button.

Step 4 Enter the video title.

Tip If a video is available in multiple languages, the title entered should be the same for both videos. You will enter the localized title of the video in the Description field.

Note Avoid using symbols such as '&' and '/' in the titles.

Step 5 Enter a description. If the video is a localized version of another video, enter the translation of the title in this field.

Step 6 To upload the video file, select the **Upload** radio button.

Step 7 Click the **Choose File** button.

Step 8 Find the video on your desktop and click **Open**.

The video file name will appear next to the Browse button.

Step 9 Click the **Create** button.

This will create a video entry within the workspace as well as upload the video file into the CMS.

Two attributes need to be set for each uploaded video: Tags and Language.

Step 10 Scroll to the bottom of the page and click **Add a tag**.

Step 11 Enter one of these gender tags into the tag field: "gender:male", "gender:female", or "gender:any". Press the Enter key.

The gender tag will appear in the field.

Step 12 Enter one of the following age tags into the tag field: "g", "pg", "pg-13", "r", or "nc-17". Press the Enter key.

- g = Contains no strong language, nudity, sex, or drug usage. Violence is minimal.
- pg = May not be suitable for younger children because there is some profanity, some violence, or brief nudity.
- pg-13 = Some material may be inappropriate for children under 13.
- r = Requires a parent or adult guardian to be present in order to view the film. May include adult themes, adult activity, hard language, intense or persistent violence, sexually-oriented nudity, and drug abuse.
- nc-17 = No one under the age of 17 is permitted to watch this video as it contains violence, sex, aberrational behavior, drug abuse or any other element that most parents would consider too strong.

Step 13 Scroll to the top of the page and choose the **Edit** tab.

Step 14 On the Edit page, scroll to the center of the page and enter a value for the Language field (e.g. "English", "Spanish", "Arabic", etc.).

Step 15 Scroll to the bottom of the page and click the **Save** button.

Once this is done the video is ready to be published.

Publish Videos

After you have added videos and tagged them, you are ready to publish them. These steps explain how to publish your videos:

Step 1 Go to video that you want to publish.

Step 2 Choose the **Publish** tab at the top of the panel.

Step 3 Expand the Sections tree at the bottom of the Publish screen. As you expand it, you will see “Publish here” links next to each of the sections.

Step 4 Click the **Publish here** link next to the section that you want.

A “Video published” success message will be displayed on the top right hand side corner of the page.

Step 5 Verify that the video has been published by choosing the section title within the left pane. Your video should appear in the Content tab in the right pane.

Note Any changes to a video after it has been published such as its title, language, or tags requires that the video be re-published,

Modify Video Attributes

If the video attributes need to be changed, such as its title or tag, you must re-publish it.

Step 1 Go to the video within the appropriate Workspace.

Step 2 Click the **Edit** tab.

Step 3 Make your changes.

Step 4 Under the Update Versions at the bottom of the Edit page, choose either the **Increment minor version** or **Increment major version** radio button.

Step 5 Click the **Save** button.

Step 6 Click the **Publish** tab.

Step 7 Click the **Republish** button at the bottom of the Publish screen.

A “Video published” success message will be displayed on the top right hand side corner of the page.