Cisco Patient Connect Release Notes

Software Release 1.4
February 2, 2016

Introduction

This document describes the features, capabilities, known issues, and limited support for Cisco Patient Connect solution release 1.4.

This document includes these topics:

- "New Features and Enhancements"
    - "Patient View App"
    - "Care Team View App"
    - "Admin View App"
- "Fixed Caveats"
- "Known Caveats"

New Features and Enhancements

The following are new features and enhancements to the Cisco Patient Connect solution:

- **Screen Sharing standalone app**: The care team staff can use the new Screen Sharing standalone app that they download to their Android (version 5.0 and above) tablet or phone to share their screen content with patients by projecting it to the Patient view app monitor via the Cisco Interactive Experience Client (IEC).

Tip   It is best to stream video from the IEC by playing a video from the Video Library of the Patient view app.

To share the tablet/phone screen, the care team staff launches the Screen Sharing app and signs into it with their Care team view credentials. If RTLS is not installed in patient rooms, staff enter the patient room number in the app; the details of that patient will then be displayed in the Screen Sharing app. If RTLS is installed in patient rooms, patient details are automatically populated when the care team staff member enters the patient room. Alternatively, staff can press the

Change Patient button and manually enter the room and bed number to find a different patient. After confirming the patient details are correct, the care team staff presses the Start Screen Sharing button. When screen sharing is started, a message is displayed on the Patient view app that screen sharing is about to start and a seconds countdown timer appears.

Note In some cases, the patient has the option to reject incoming screen sharing.

The orientation of the Android device (i.e. portrait or landscape) determines the orientation of the content that is screen casted to the Patient view app monitor.

The care team staff can share applications and annotate on the screen. To stop sharing, the care team staff presses the Stop Screen Sharing button on the Screen Sharing app. If the tablet/phone screen is idle, the session will timeout to protect patient privacy.

- Support for High Availability (HA).

- **Dual-mode OpenLDAP + AD for Cisco API Gateway**: The Cisco API Gateway provides login authentication and authorization for users including care team staff and Cisco Patient Connect administrators to access the Care team view and Admin view apps. It also provides user profile data (e.g. names, job titles, and, in some cases, staff photo URLs) that are displayed on the Patient view app in the footer (i.e. patient's doctor and attending nurse) and in the My Visitors page.

  As of version 1.4, each Cisco Patient Connect solution system can be configured in one of three modes (and changed back and forth among the three):

  1. OpenLDAP only configuration: Bundled as part of the Cisco Patient Connect solution, the Cisco provided mode has predefined test users such as "nurse1" and "admin1".

  2. Active Directory (AD) only configuration: This mode is integrated with a customer-supplied AD server. Cisco Patient Connect accesses it in the read-only mode.

  3. Dual-mode OpenLDAP + AD configuration: This mode is new in version 1.4. It is a combination of both the bundled OpenLDAP and customer AD modes. This mode ensures that if connectivity to AD is lost or is misconfigured, the administrator can log into Cisco Patient Connect and update the configuration as needed.

Patient View App

The following are new features and enhancements to the Patient view app:

- **Password protection for patient data privacy**: Patients can lock the Patient view app to prevent visitors from seeing personal and medical information such as requests, questions, schedule, etc. A padlock icon appears over those protected features once the app is locked.

  This feature is preconfigured. The customer also has the option to configure it or disable it.

  Patients set the amount of time that the application as a whole should remain unlocked. When the time expires, the protected features lock. If any protected features were in use, they close. They remain locked until the patient enters a pin number.

  The pin number is obtained from the care team staff. If a patient wishes to have a new pin, the patient can request a new pin using the Patient view app.

  To unlock a feature, patients either choose the padlock icon in the header, any feature with the padlock icon over it, or the Privacy Lock toggle on the Applications screen within Profile Preferences. A pop-up box appears prompting the patient to enter the 5-digit pin and select the number of minutes or hours that the app should remain unlocked.

After three unsuccessful attempts at entering the correct pin, the patient will receive a message suggesting that he or she request a new pin. If the patient subsequently remembers the old pin number, it can still be used if a new pin number has not been generated. Once a new pin is generated, only the new pin can be used.

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Note The patient will not be locked out of the app if he or she forgets the pin number.

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Note Notifications received when the app is locked do not contain sensitive information to protect the patient's privacy. To view the notification, the patient must unlock the app. The notification contains an Unlock button to facilitate this.

- **Support for playing Digital Rights Management (DRM)-protected content**: First-run video content can be played on the Patient view app. When chosen, the new Movies on Demand icon opens a menu containing genres of first-run content. The player has trick play controls to play/stop, pause, fast forward, and rewind.

  When a notification is received, the player closes. The patient must re-launch the movie, which will resume from the position it was stopped.

  When an incoming phone or video call is received, the player closes to allow the patient to conduct the phone call. After the call ends, the patient will re-launch the movie from the Movies on Demand menu. The movie will resume from the position it was stopped.

- **Patient presence**: Patient presence gives the care team staff the availability of a patient and enables patients to control when they want to receive incoming calls from outside the hospital. The presence statuses are Available, Do Not Disturb, Staff in Room, Screen Sharing in Progress, Audio or Video Call in Progress, Watching TV, and Out of Room, which sets automatically if RTLS patient tracking is in use.

  Patients can set two of the presence statuses. The Available and Do Not Disturb presence statuses are used to control incoming calls. By default, patient presence is set to "Available"; all calls from family and friends will appear on the Patient view app. If the patient wants to rest and not be disturbed by incoming calls from outside the hospital, he or she can choose "Do Not Disturb" in the Presence icon in the header. Alternatively, patient presence can be changed in the Application screen within the Profile Preferences menu.

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  Note White listed numbers override the "Do Not Disturb" presence. For information about the White List feature, which is new for 1.4, see "White list support" under the Admin View app section below.

  The four other presence statuses are triggered by events. The Staff in Room status is triggered by a real-time location system (RTLS) event (i.e. a staff member entered the room). The Screen Sharing in Progress presence status appears when a member of the care team staff is sharing their tablet or phone screen with the patient (see "Screen sharing/casting" below). In addition, there are presence icons for when the patient is on a call or watching TV.

- **Patient alias names**: By default, the patient's legal first and last name in the electronic medical record (EMR) is displayed on both the Patient view and Care team view apps. If desired, patients can select the format of that name (e.g. just their first name, just their last name, their first name with the initial of their last name, or the initial of their first name with their last name) or an alias (i.e. a nickname) if one or more were sent from the EMR. Alternatively, patients can also select the option to not display any name on the Patient view app.

- **Staff name customization by role**: The format of care team staff names displayed on the Patient view app can be customized by staff role in the Admin view app (see below).

- **Speed dial by department, room type, and/or locale**: Speed dial numbers can be customized so that they only appear on the Patient view app of patients within designated departments, room types, and/or locales. For example, the speed dial list for a Spanish-speaking inpatient on the maternity ward could contain numbers for translation services, fetal care, breastfeeding classes, NICU, etc. On the other hand, the speed dial list in a waiting room might contain only numbers to non-clinical departments such as the valet and the front desk.

- **Screen casting/sharing**: As explained above, the care team staff uses the Screen Sharing standalone app to project their Android device screen to show patients their Electronic Medical Record (EMR), images, documents, media, web pages, or web cam. This can help patients better understand their condition and any procedures that they will undergo while at the hospital. When the care team staff requests sharing, all Patient view app features are suspended until sharing is terminated by the care team staff. Staff can give the patient the option of accepting or rejecting a screen share request, or staff can force screen sharing.

Tip Rather than screen casting educational videos from the tablet/phone, it is best to play that video from the Video Library of the Patient view app.

- **Ability to restrict Patient view app content based on patient type**: For 1.4, content can be restricted for the following patient types:

  - Juveniles: Hospitals can restrict content including TV programming based on the age of the patient.

  - Inmates: Hospitals can restrict content for patients who are inmates.

  Note If a patient is a juvenile inmate, that patient will only view content allowed for <u>both</u> juveniles and inmates.

- Support for age and gender icon and color scheme user interface configurations.

- Support for 720p high-definition (HD) video calls.

- Additional language support.

- Integration with CenTrak's real-time location system (RTLS).

- Integration with CBORD food ordering system and ability to upload and map custom icons for food categories.

- Support for the ROVI 2.0 API but not for favorites or recommendations. Patients will not see a difference to the TV guide.

- **Partner enablement**: Suppliers can customize the Patient view app for their hospital customers using the Cisco Patient Connect Content Management System (CMS) to manage custom content:

  - Replace the default Cisco logo with the Suppliers logo to rebrand the Patient view app.

  - Add customer's logo to the Patient view app.

  - Choose the background color.

  - Choose the icons to be displayed for features.

In addition, Suppliers can add user interface widgets and modules as well as integrate external systems.

Care Team View App

The following are new features and enhancements to the Care team view app:

- **Password protection for patient data privacy**: Patients use a pin number to unlock the Patient view app and to log into the Patient view app on the patient's mobile device. Pins are generated by the system when a patient is admitted. Care team staff can locate a patient's pin on the patient's Summary page of the Care team view app. If a patient requests a new pin using the Patient view app, the care team staff will receive the request on the Care team view app and can then generate a new pin by selecting the Generate Pin button on the patient's Summary page.

- **Patient presence**: On the Care team view app, each patient is shown with a presence icon indicating patient presence status (Available, Do Not Disturb, Staff in Room, Screen Sharing in Progress, Audio or Video Call in Progress, Watching TV, or Out of Room).

- **Patient alias names**: On the Care team view app, care team staff will see the name that the patient chose in the Patient view app as well as the patient's legal name.

- **Partner enablement**: Cisco Partners can customize the Care team view app for their hospital customers by replacing the supplier's logo.

Admin View App

The following are new features and enhancements to the Admin view app:

- **Password protection for patient data privacy**: Using the Privacy Status toggles on the TV App Customization page of Admin view, hospitals indicate which features are related to the patient's diagnosis and therefore should be locked for patient privacy, for example, Requests, Messages, Medications, Schedule, Progress, Care Team Visits, and My Videos. By keeping non-condition related features unlocked such as TV, Movies on Demand, Phone, FAQs, and Food Menu, patients can still enjoy entertainment, make phone calls, access generic information about the hospital, and request meals while visitors are in their room.

- **Patient presence**: Patient presence is displayed on both the Patient view app and the Care team view app. There are six patient presence statuses (see above). All patient presence statuses except for "Available" are seen as "Busy" to the Cisco Unified Presence Server (CUPS).

  The patient presence "Do Not Disturb" blocks all incoming calls. Administrators can set up White Lists (see below) that override the Do Not Disturb presence status to allow care team staff and other clinical departments to call patients any time.

- **White list support**: White lists are created in the Admin View app to override patient Do Not Disturb presence settings. Even if a patient selects "Do Not Disturb" as the patient presence option, incoming calls from phone numbers on the patient's white list will appear on the Patient view app in the patient's room. White lists ensure that care team staff and clinical departments can contact patients at all times regardless of whether the patient prefers to be uninterrupted.

  A hospital could include all staff and department phone numbers on the white list or just include those that are clinical. Non-clinical departments (e.g. housekeeping/janitorial, IT, gift shop, valet, concierge, cafeteria, and front desk) could be excluded from a white list. White lists can also be created for departments or room types (i.e. patient room, guest room, or waiting room), and they also support aliases such as "Attending Nurse". In addition, wild cards using regular expressions (e.g. *123 means all numbers ending in 123 whereas 123* means all numbers beginning with 123) are supported.

- **Staff name customization by role**: The format of care team staff names displayed on the Patient view app can be customized by staff role. For example, doctors may prefer that their names appear as first initial and last name (e.g. "J. Smith") whereas nurses may prefer that patients see their first names and last initial (e.g. "Tom H.").

  Patient Connect administrators select the name display format for each staff role in the Admin view app. There are three staff role enumerations defined in Patient Connect: Doctor, Nurse, and Other.

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  Note   Staff names are pulled from Active Directory, and the staff types are derived from the HL7 RL segment.

- **Speed dial by department, room type, and/or locale**: To provide patients with a list of speed dial numbers that they are most likely to call, speed dial numbers can be configured so that they are visible to patients within certain departments, room types, or locales. Speed dial lists are applied in the following order: 1) Locale, 2) Room type, 3) Department, 4) Global.

  Locale-specific speed dial lists are useful for automatically connecting translators to patients whose preferred languages are tagged in EMR. If a patient speaks Spanish, then the speed dial for translation services can be configured to auto select configured menu options to automatically connect the patient to the Spanish translator. These menu options are configured using DTMF tones.

Fixed Caveats

- Staff images resized.
- Patient transfer failed if another patient is admitted to a new location. A LocationNotAvailableException is displayed.
- All possible variations of date formats were not supported.
- The details of a few TV programs were not shown.
- Processing of ADT failed if an unexpected character is encountered.
- Care team view app did not refresh the total patient count.
- If food ordering is disabled, the patient record is not locked while patient browses menu.

Known Caveats

Table 1   Known Caveats

Description	Severity Level
	2 - Major
	2 - Major
	2 - Major
	2 - Major
	2 - Major
	2 - Major
	2 - Major

Description	Severity Level
	2 - Major
	2 - Major
	2 - Major
	3 - Minor