



Operator View

Overview

This appendix explains how to create and manage operator messages that are pushed to all Patient View screens.

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Operator Messages

Messages for all patients and visitors can be displayed on Patient View screens using the Operator Messages role.

A separate login for operators allows non-administrators to access the Operator Messages tool, create a message, and send the message to all Patient View endpoints or just those located in a specific room type, department, or floor.

Messages can be entered on-the-fly or pre-written and stored for future use. The duration of the messages span from one minute to forever. Forever messages will display until the operator clears them from the tool.

When a message is sent to Patient View, all Patient View features are suspended for the duration of the message. Patients cannot perform any actions or view anything else on their screens while the message is active.



Caution

Cisco Patient Connect is a general purpose communication and entertainment system. It is NOT intended to be used as an emergency notification system. Please use your hospital's emergency notification system or other communication channels for emergency, time sensitive, or urgent matters.

Operator View

The operator is a person within the hospital who has the authority to create and send messages that will appear on Patient View for patients and visitors. The operator will use Operator View of Cisco Patient Connect to perform those actions.

Follow the steps below to log into Operator View:

Step 1 Open the Chrome browser.



Note Although Chrome is the only supported browser for this application, Operator View may run on other browsers.

Step 2 Enter **http://[CPC_Server_IP_Address]/adminui/** (for example, **http://172.21.133.218/adminui/**) and press the Enter key.



Note Ask your Cisco Patient Connect administrator for the CPC Server IP address.

Step 3 In the login screen, enter your credentials. The default credentials are:

- username = **operator1**
- password = **operator1**

Step 4 Click the **Log In** button.

Operator Messages Pane

The Operator Messages pane contains three tabs:

1. Use the **Send** tab to do the following:
 - a. Enter a message and immediately send it to the Patient View screens.
 - b. Stop all active messages that are being displayed on Patient View screens by clicking the **Clear All Active Messages** button. Patients will then be able to control Patient View again.
2. Use the **History** tab to view the lists of active messages and inactive messages. You can also clear all active messages by clicking the **Clear All Active Messages** button in this tab.
3. Use the **Messages** tab to build a library of messages that you can use in the future. These pre-written messages can be localized. Contact your Cisco Patient Connect administrator if you want the messages localized.

Create a List of Messages

You can create messages for immediate use or compose them ahead of time. If you anticipate the need to send certain messages in the future, you can build a library of messages. Then when you need a message, you can set its parameters and send it.

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- Step 1** Click **Operator Messages** under Operator View in the left pane.
 - Step 2** Choose the **Messages** tab.
 - Step 3** Click the **Add New Message** button.
 - Step 4** Enter a message.
 - Step 5** Select a default severity type.
 - Step 6** Save the entry by clicking the green button in the new message's row.
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Send a Message

When you are ready to send a message, you will choose either an existing message or create a new one. Then you will set its parameters before sending it to Patient View screens. Follow these steps to send a message:

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- Step 1** Choose the **Send** tab.
 - Step 2** If the message was pre-written, start entering the text of that message and choose the desired message from the pre-populated list. Otherwise, you can enter a new message in the Message field.
 - Step 3** Select a severity type from the **Severity** drop-down menu.
 - Step 4** From the **Display Type** drop-down menu, select how much Patient View screen space should be given to the message.
 - Step 5** Select where you want the message to appear from the **Room Type** drop-down menu.
 - Step 6** Choose the number of minutes that the message will be displayed. If you choose "Forever", the message will remain on the Patient View screens until you clear all active messages.
 - Step 7** From the **Location** drop-down menu, select whether all locations should view the message or just certain departments or floors of the hospital. If you selected "Departments" or "Floors", another field will appear in which you choose a single or multiple department(s)/floor(s).
 - Step 8** Click the **Send** button to push out the message to Patient View screens.
 - Step 9** If you want to save the message in the Messages tab for future use, click the **OK** button in the dialog box. If you do not want it saved, uncheck the **Save New Message** check box and then click the **OK** button.

The message will be sent to Patient View and appear on its screens.
 - Step 10** If you choose "Forever" for the duration, click the **Clear All Active Messages** button when the message is no longer needed.
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Resend Messages

After a message has been sent, it can be resent using the Resend button in the History tab.

To resend a message that has been sent previously, please follow the steps below:

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- Step 1** Choose the **History** tab.

- Step 2** Choose either **Active Messages** or **Inactive Messages** to see the lists of messages.
- Step 3** Click the **Live Update** button (the round button on right top of the screen) to update the list of Active Messages/Inactive Messages.



Note To cancel live updates, click the button again.

- Step 4** Find the message in the appropriate list.
- Step 5** Click the **Resend** button next to the message.



Note You cannot change any of the parameters of the message before re-sending it. If you want different parameters such as its duration or location, create a new message.

- Step 6** Click the **OK** button in the dialog box.
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Clear Active Messages

If a single or multiple messages have been sent to Patient View screens, they can be manually cleared in Operator View. Follow these steps to clear all active messages:

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- Step 1** Choose either the **Send** or **History** tab.
- Step 2** Click the **Clear All Active Messages** button.
- Step 3** Click the **OK** button in the dialog box.
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