



Cisco Patient Connect Admin View Guide

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Preface

Overview

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

- [Purpose, page vii](#)
- [Audience, page vii](#)
- [Structure, page vii](#)

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 workflow, 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 1-1 Chapters and Appendices

Title	Description
Admin View Access and User Interface	Specifies how to access Admin View and describes the features of it
Channel Guides	Contains instruction on how to set up the television and in-house channels for Patient View

Table 1-1 **Chapters and Appendices**

Title	Description
Food Menu	Explains how to use the Food Menu feature of Admin View to view and manage the food menu for Patient View.
Locations	Provides instructions on how to enter the location data and serial numbers of the Patient View endpoints
Speed Dial	Contains instructions for configuring speed dial numbers for Patient View
White List	Explains how to view and manage White lists.
Surveys	Explains how to create surveys for Patient View
Videos	Provides instructions on how to upload video metadata and links to videos stored on media servers and content management systems
Localization of Content	Contains steps for localizing the FAQs, messages, surveys, and requests
Cache Refresh	Lists the purpose of each Refresh button
Patient FAQs	Explains how to create Frequently Asked Questions (FAQs) that will appear on Patient View
Patient Messages	Contains instructions for creating Messages that appear on Patient View
Patient Requests	Provides step-by-step instructions on creating common patient requests for Patient View
System Configuration	Explains how to customize TV application and how to configure name display, system properties, and third party applications.
Format for Importing the .CSV Files	Explains the .csv file formats.
Operator View	Explains how to create and manage operator messages that are pushed to all Patient View screens.



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](#)
 - [System Configuration](#)
 - [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, **https://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**

**Note**

The default **admin1** credentials will only work with bundled OpenLDAP or dual-mode. If you have configured the system to use any other LDAP (For example, AD), then these default credentials will stop working.

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 three sections: Content Management, Patient TV, and System Configuration.

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.
- **Food Menu:** Use this page to view the food menu, if it has been configured.
- **Locations:** Use this page to enter the locations and serial numbers of Cisco Interactive Experience Client (IEC) devices.
- **Speed Dial:** Use this page to program hospital phone numbers that patients can call using Patient View.
- **White List:** Use this page to add phone numbers that overrides **Do Not Disturb** settings.
- **Surveys:** Use this page to build surveys for patients.
- **Videos:** 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 page to refresh cache to pull latest data.

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.

- Patient Requests: Use this page to create a list of items and services from which patients can choose.

System Configuration

The System Configuration menu contains the following links:

- Bed Summary: Use this page to know the number of beds for each location type and the total number of admitted patients.
- TV App Customize: 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.
- Video App: Use this page enables you to add, edit, and remove video applications that will be displayed for Home and My Visit pages of Patient View.
- Name Display Configuration: Use this page to configure the way names of care team members are displayed.
- System Properties: Use this page to configure the system properties based on the customer environment.
- Licensing: Use this page to view licensing information and its status for the Patient Connect application. This page is also used to update the licensing information for CPC.

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

Chapter Overview

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

The topics in this chapter include the following:

- [Channel Guides](#)
 - [Setting up a Channel Guide and Subscribe to the Channels](#)
- [Custom Channels](#)
 - [Create a Custom Channel](#)
 - [Import Custom Channel Airings](#)
 - [Import Custom Channel Program Details](#)
 - [Edit the Custom Channels](#)
 - [Unsubscribe and Delete a Custom Channel](#)

Channel Guides

A channel guide is a list of television channels and their programs in Patient View. Cisco Patient Connect supports department and age based configuration 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 provider(s) 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.

Setting up a Channel Guide and Subscribe to the Channels

To setting up a channel guide, you will 1) find your service provider 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 set up 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** Select specific **Age** category if this subscribed channel needs to be available only for the selected age groups. If you select *All* this channel will be available to all age groups.
- Step 7** Select specific **Departments** if this subscribed channel needs to be available only in the selected departments. If you select *All* this channel will be available in all departments.
- Step 8** Click the **Save** button.
- Step 9** To view the subscribed channels, click the **Show Subscribed Channels** button.
- A pop up window appears with the list of channel providers.
- Step 10** Click the arrow available with the folder icon next to the channel provider to view the list of channels you subscribed. Confirm that every channel has a UDP address. If a channel is missing its UDP address follow [Step 3](#) to [Step 9](#) as written above.
-

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.



Note If this Custom Channel should be available in specific departments and/or for selected age groups, follow steps provided in the [Setting up a Channel Guide and Subscribe to the Channels](#) section.

Import Custom Channel Airings

Import Custom Channel Airings option enables you to change one or more custom channels in a single operation. The custom channel airings information is created in a Comma Separated Values (CSV) file and then imported into the application. If the hospital has own channels, their airings can be configured using the CSV file.

Follow the steps below to import the custom channel airings details in bulk:

Step 1 Go to the Actions menu, and choose **Download Custom Channel Airings**.

Step 2 Add the custom channel airings in the downloaded file.

Step 3 Save the file as a CSV file to your desktop.



Note Refer the [File Format for Custom Channel Program Airings](#) section to know the csv file format details for importing the custom channel program airings.

Step 4 Go back to the Actions menu and click the **Import Custom Channel Airings** 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 The Bulk Import dialog box opens. Data must be entered in the following fields:

- Provider Id
- Channel Number
- Program Id
- Program Title
- Airing Time
- Program Duration

Step 8 Click the **Start Upload** button in the Import dialog box.

After a few seconds, a success message displays and the **Start Upload** button will be displayed as **Download Result** button.

Step 9 Click the **Download Result** button to know the status of the newly added or updated channel airings.

Step 10 Click the **Done** button on the Bulk Import dialog box to complete your task.

Import Custom Channel Program Details

The custom channel program details are created in a CSV file and then imported into the application. If the hospital has own channels, their program can be configured using the file.

Follow the steps below to import the custom channel program details in bulk:

Step 1 Go to the Actions menu, and choose **Download Custom Channel Program Details**.

Step 2 Add the custom channel program details in the downloaded file.

Step 3 Save the file as a CSV file to your desktop.



Note Refer the [File Format for Custom Channel Program Details](#) section to know the csv file format for importing the custom channel program details.

Step 4 Go back to the Actions menu and click the **Import Custom Channel Program Details** 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 The Bulk Import dialog box opens. Data must be entered in the following fields:

- Provider Id
- Program Id
- Program Title
- Program Description

Step 8 Click the **Start Upload** button in the Import dialog box.

After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.

Step 9 Click the **Download Result** button to know the status of the newly added or updated channel program details.

Step 10 Click the **Done** button on the Bulk Import dialog box to close the dialog box.

Edit the Custom Channels

Follow the steps below to edit details of a custom channel:

Step 1 Click the blue button with a pencil icon in the Action column of a channel in the list.

A dialog box opens containing all the fields.

Step 2 Edit the required fields and click the **Save Custom Channel** button to save your changes.

Unsubscribe and Delete a Custom Channel

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

-
- Step 1** Click the red button with an X in the Action column of the channel in the list.
- Step 2** In the delete confirmation dialog box, click **OK**.
- A message will confirm if the channel was deleted.
-



Food Menu

Chapter Overview

This chapter explains how to view and configure some of the Food Menu content (like images) using Admin View that will be displayed on the Patient View.



Note

Refer the [Food Menu](#) section in the System Configuration chapter to know how to configure the **Food Menu**, and [Configuring a Food Ordering Vendor](#) section to know how to configure a food ordering vendor.

The topics in this chapter include the following:

- [Viewing and Configuring the Food Menu Content](#)

Viewing and Configuring the Food Menu Content

Click on the **Food Menu** tab in the main menu to view the Food Menu page. After the Vendor is configured for a given deployment as described in the [Configuring a Food Ordering Vendor](#) section, use this feature to view the followings:

- Food Group
- Food Description
- Food Image

Enter the food name or the description in the **Search** text box to search for food items.

You can select or change an image for a given Food Group as follows:

-
- Step 1** Click on the Edit icon in the **Action** menu.
- Step 2** Click on the image that you want to edit.
The **Select Image** window appears.
- Step 3** Select the image from the image list and click **OK**.

**Note**

Images used to represent the food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS). For instructions on how to view, upload new or change existing (meal category) images, refer to the *Cisco Patient Connect Content Management Guide*.



Locations

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 ID and staff image maps.

The topics in this chapter include the following:

- [Locations](#)
 - [Enter Locations](#)
 - [Import Locations](#)
 - [Update Devices](#)
- [Active Directory Mapping](#)
- [RB Staff to AD ID Mapping](#)
- [Staff Mapping to RTLS](#)
- [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. Device
12. 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** If your required department is not available for selection, select the **Create New Department** check box and enter the required details in the below fields.
- Step 5** Select the location type from options in the drop-down menu.
- Step 6** Enter the IEC's serial number in the **Device Serial Number** field.
- Step 7** (Optional) Enter the bed and extension IDs as well as the RB and RTLS location mapping.

- Step 8** (Optional) Enter descriptions for the above entries. The descriptions will appear in pop-ups on this page when you mouseover entries.
- Step 9** Click the **Create** button.
-

Import Locations

The location information is created in a CSV file 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.
- Step 3** Save the file as a CSV file to your desktop.
-  **Note** Refer the [File Format for Locations](#) section to know the csv file format details.
-
- 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** The Bulk Import dialog box opens. Data must be entered in the following fields:
- Department Id
 - Department Name
 - Room Id
 - Room Name
 - Bed Id
 - Bed Name
 - Location Type

- Step 8** Click the **Start Upload** button in the Import dialog box.
- After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
- Step 9** Click the **Download Result** button to know the status of the newly added or updated locations.
- Step 10** Click the **Done** button on the Bulk Import dialog box to close it.
-

Update Devices

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

- **Serial Number** field: Each IEC has an 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 information and complete location entry from the table.

Active Directory Mapping

You can map Active Directory only if the EMR system uses different IDs than those in Active Directory for each staff member. These are the IDs of the hospital employees who can log in to the CPC solution with their hospital login credentials.



Note Value for the **patient.map.emrstaff.to.ad** system property should be set to true.

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** The Bulk Import dialog box opens. Data must be entered in the following fields:
 - EMR Doctor Id
 - Active Directory Id
 - Step 8** Click the **Start Upload** button in the Import dialog box.
After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
 - Step 9** Click the **Download Result** button to know the status of the newly added or updated IDs.
 - Step 10** Click the **Done** button on the Bulk Import dialog box to close it.
-

RB Staff to AD ID Mapping

The staff information is created in a CSV file and then imported into the application. Follow the steps below to map the RB staff to AD ID data and import it:

-
- Step 1** Go to the Actions menu, and choose **Download RB Staff to AD ID Mapping**.
 - Step 2** Add the IDs for the staff in the downloaded the file.
 - Step 3** Save the file as a CSV file to your desktop.

- Step 4** Go back to the Actions menu and click the **Import RB Staff Image to AD ID 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** The Bulk Import dialog box opens. Select RB Staff Id and Active Directory Id from the drop down lists. After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
 - Step 8** Click the **Download Result** button to know the status of the newly added or updated IDs.
 - Step 9** Click the **Done** button on the Bulk Import dialog box to close it.
-

Staff Mapping to RTLS

You can map staff to the RTLS system if the RTLS system reports different IDs than those in Active Directory for each staff member.



Note Value of the `rtls.map.staffid` system property should be set to true.

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

- Step 1** Go to the Actions menu, and choose **Download Staff Mapping to RTLS**.
 - Step 2** Add the IDs for the staff in the downloaded CSV file.
 - Step 3** Save the file as a CSV file to your desktop.
 - Step 4** Go back to the Actions menu and click the **Import Staff Mapping to RTLS** 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** The Bulk Import dialog box opens. Select RTLS Staff Id and Active Directory Id from the drop down lists. After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
 - Step 8** Click the **Download Result** button to know the status of the newly added or updated IDs.
 - Step 9** Click the **Done** button on the Bulk Import dialog box to close it.
-

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.

**Note**

This mapping import may be used or image URLs may be obtained from the directory (For example, AD), if they have been configured. If the per staff member URLs are relative such as, *fileName.jpg*, the value of the *directory.staff.photo.base.url* system property prepends to form a complete and valid URL. If an image is not found for a particular staff member, then the *directory.staff.photo.default.url* system property is used to depict a generic person. For more details of the system properties for staff see the [Name Display Configuration Properties](#) section.

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, FULL_NAME of the staff member, and his or her JOB_TITLE and BIO_DATA into the CSV file.
 - 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** The Bulk Import dialog box opens. Select Network Id and File Name from the drop down lists.
After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
 - Step 8** Click the **Download Result** button to know the status of the newly added or updated staff.
 - Step 9** Click the **Done** button on the Bulk Import dialog box to close it.
-



Speed Dial

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.

This is the speed dial that is displayed in patient view and it is easier for the patient to dial such as gift shop.

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 on the **Image** tab.
The **Select Image for SpeedDial** page appears.
- Step 7** Choose the picture you want to upload and click **Select**.
- Step 8** Select the screen resolution from the **Select Resolution** drop-down menu.
- Step 9** Select the name of the department for which the speed dial function applies from the **Departments** drop-down menu.



Note If you leave this field blank, the default value will be *All*. If this speed dial is only for a specific department, select it from the drop down list.

- Step 10** Select the type of room for which the speed dial function applies from the **Room Types** drop-down menu.



Note If you leave this field blank, the default value will be *All*. If this speed dial is only for a specific room, select it from the drop down list. Patient Room, Waiting Room, and Guest Room are the available values for your selection.

- Step 11** Select the language from the **Locales** drop-down menu.



Note If you leave this field blank, the default value will be *All*. If this speed dial is only for a specific language, select it from the drop down list.

- Step 12** 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.



White List

Chapter Overview

This chapter explains how to view and manage White lists.

The topics in this chapter include the following:

- [Introduction](#)
 - [Viewing A White List](#)
 - [Managing A White List](#)

Introduction

The White List feature enables you to add phone numbers that overrides the **Do Not Disturb** settings. You can create and apply white lists based on the room type and the departments. This feature overwrites the **Do Not Disturb** settings configured at each their respective end points.

Viewing A White List

Click on the **White List** tab listed under the **Content Management** menu to view the White List page.

To search for a white list, type the name in the **Search** text box.

Select the type of room for which the white list applies from the **RoomType** drop down menu.

Click on the **All** tab to view all the white lists added in the system. Click on the individual white lists to view the following details:

- Role of the person who creates the white list.
- Name of the white list.
- Phone number from where the call originates.
- Department to which the white list applies.
- Room types for which the white list applies.

Managing A White List

To add a new white list, complete the following steps:

-
- Step 1** Click on the **Add New White List** tab.
- Step 2** Select the category of user from the **Select a Role** pull down menu. It lists out the following user roles:
- Attending Nurse
 - Attending Doctor
 - Care Team
- Step 3** Enter the name of the white list in the **Name** text field.
- Step 4** Enter the number from which the call originates in the **White List Number** text field.
- Step 5** Enter the name of the department for which the white list applies in the **Departments** text field.



Note If you leave this field blank, the default value will be *All*. If this white list is only for a specific department, select it from the drop down list.

- Step 6** Enter the type or room for which the white list applies in the **Room Types** text field.



Note If you leave this field blank, the default value will be *All*. If this white list is only for a specific room, select it from the drop down list. Patient Room, Waiting Room, and Guest Room are the available values for your selection.

- Step 7** Click the save icon in the **Action** menu.
-

To edit or delete a white list, complete the following steps:

-
- Step 1** Select the white list that you want to edit or delete.
- Step 2** Click on the edit icon in the **Action** menu.
- Step 3** Complete [Step 3](#) - [Step 7](#).
- Step 4** Click on the delete icon in the Action menu to delete a white list.
-



Surveys

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 [Workflow](#) section 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 7-1 **Option Groups**

Option	Answer Option
mainOptionGroup	Strongly Disagree, Disagree, Neutral, Agree, Strongly Agree
yesno	Yes, No, Don't Know
painScoreRating	No Hurt ,Hurts Little Bit, Hurts Little More, Hurts Even More, Hurts Whole Lot, Hurts Most
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 imported from EMR through the .csv file or entered manually. 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. Refer the [Option Groups](#) table to know the available options.
 - 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** Click the **Save Changes** button of the Create New Question dialog box to save the question.

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.

**Note**

Refer the [Configuring Survey](#) section to know how to configure a workflow for 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

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](#)
 - [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 *Cisco Patient Connect Content Management Guide* for instructions on how to upload, store, and publish custom videos to the CPC CMS.

After the videos are uploaded, their metadata and links should 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. (see the [Configuring Videos to Watch](#) section). 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

The video metadata is imported into Admin View using a .csv file that has been provided to you.



Note The .csv file must include the information about each video as explained in the [File Format for Relaxation Videos](#) or [File Format for Education Videos](#) section.

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.



Note

- Only the metadata will be deleted. The videos and thumbnails will not be deleted from the media servers or CMS.
- It is not possible to delete a single metadata entry.
- If one or more videos are already assigned to Patient(s), one more confirmation dialog box will appear. Selecting **Yes** will first delete all the assignments, then the metadata. Selecting **No** will not delete anything.

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

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 and Spanish for this release. When you add Patient FAQs, Patient Messages, Patient Requests, and Surveys to Admin View, they are added in English. 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 Spanish on the Localization Import/Export page.



Note

If the facility has been subscribed to and deployed Swank Movies on Demand, localization can also be used to provide localized movie category names.

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. Refer the [Format for Importing the .CSV Files](#) appendix to know about the .csv file format for the respective categories.

**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) that you need to localize in the **Select Locale** drop-down menu.
- Step 4** Click the **Download Language Pack** button.
A csv file is download to your desktop.
- Step 5** Open the csv file.
- Step 6** Replace the English text entries in the ResourceText column (F) with Spanish 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), 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 localized files will be out of sync. If only a couple of entries were added, you could try inserting them into the Spanish 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 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 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' , 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

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 10-1 *Cache Refresh Buttons*

Cache Refresh Buttons	Descriptions
EMR Location	Refresh room locations cache
RB Location	Refresh nurse change data cache for Staff Assignment System location
RTLS Location	Refresh staff entry data cache for RTLS 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 Reload/Download	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.
ImageLibrary Cache	Refresh the images cache
Configuration Registry Cache	Refresh the configuration registry
Video Library	Refresh the videos in the video library

**Note**

After making the necessary changes, click the respective **Refresh** button to take effect of the changes.



Patient FAQs

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 imported from EMR through the .csv file or entered manually 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. Refer the Appendix to know the format and details of the .csv file.

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.

-
- Step 1** Choose **Download FAQs** from the Actions menu.
 - Step 2** Open the downloaded CSV file.

Step 3 Add the questions and answers to the file - one per row.

Step 4 Save the file as a CSV file to your desktop.



Note Refer the [File Format for FAQs](#) section to know the CSV file format details.

Step 5 Choose **Import FAQs** from the Actions menu.

The Bulk Import dialog box opens.

Step 6 Click the **Choose File** button, select the file, and click the **Open** button.

Step 7 Click the **Done** button on the Bulk Import dialog box to complete importing FAQs.

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

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 imported from EMR through the .csv file or entered manually 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. Refer the Appendix to know the format and details of the .csv file.

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:

-
- 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.

-
- Step 1** Choose **Download Messages** from the Actions menu.
 - Step 2** Open the downloaded CSV file.
 - Step 3** If you are adding messages, add rows to the file and enter one message per row. Modify the messages as desired.
 - Step 4** Save the file as a CSV file to your desktop.



Note Refer the [File Format for Messages](#) section to know the csv file format details for bulk import of messages.

- Step 5** Choose **Import Messages** from the Actions menu.
- Step 6** Click the **Choose File** button, select the file, and click the **Open** button.
- Step 7** The Bulk Import dialog box opens. Data must be entered in the following fields:
 - Predefined Message Text

- Unit Id
- Age
- Gender

Step 8 Click the **Start Upload** button on the Import dialog box.

After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.

Step 9 Click the **Download Result** button to know the status of the newly added or updated messages.

Step 10 Click the **Done** button on the Bulk Import dialog box to complete your task.

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

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 Workflow 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 are imported from EMR through the .csv file or entered manually 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. Refer the Appendix to know the format and details of the .csv file.

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:

-
- 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).
- A new blank row gets added in the table.
- 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.



Note Refer to the [Workflow](#) section for instructions on how to create a work flow for the patient 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.

-
- Step 1** Choose **Download Requests** from the Actions menu.
- Step 2** Open the downloaded CSV file.
- Step 3** Add all the request statements to the file with each statement on a separate row.
- Step 4** Save the file as a CSV file to your desktop.



Note Refer the [File Format for Requests](#) section to know the file format details for bulk import of requests.

- Step 5** Choose **Import Requests** from the Actions menu.
- Step 6** Click the **Choose File** button, select the file, and click the **Open** button.

- Step 7** The Bulk Import dialog box opens. Data must be entered in the following fields:
- Task Description
 - Icon URL
 - Unit Id
 - Age
 - Gender
- Step 8** Click the **Start Upload** button on the Import dialog box.
- After a few seconds, a success message appears and the **Start Upload** button will be displayed as **Download Result** button.
- Step 9** Click the **Download Result** button to know the status of the newly added or updated requests.
- Step 10** Click the **Done** button on the Bulk Import dialog box to complete your task.



Note Refer to the [Workflow](#) section for instructions on how to create a work flow.

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.



System Configuration

Chapter Overview

This chapter explains how to customize TV application and how to configure name display, system properties, and third party applications. You can also view the licensing information and its status for the Patient Connect application on the Licensing page under the System Configuration menu.

The topics in this chapter include the following:

- [Bed Summary](#)
- [Customize TV Application](#)
- [Managing Video Applications](#)
- [Name Display Configuration](#)
- [System Properties](#)
- [Third Party Application Integration](#)
- [Licensing](#)

Bed Summary

Click the **Bed Summary** tab in the **System Configuration** menu to view the bed summary page. This page enables you to view the number of beds for each location type such as, guest room, patient room, and waiting room. You can also view the total number of admitted patients on this page.

Customize TV Application

The **TV App Customize** page enables you 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 sections in this topic 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 14-1 *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

App Customization Status

The App Customization Status table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.



Note This is the default settings done on the CPC solution. You can enable or disable the App Status based on your requirements.

Table 14-2 *App Customization Status*

App Name	App Description	App Status
FAQ	Frequently Asked Questions	Enabled
Voice Collaboration	Collaboration by Voice Teleconference	Disabled
Staff Assignment	Staff Assignment Integration	Disabled
Medication	View Prescribed Medicines	Disabled
Required Videos	Required Videos assigned for Patient	Enabled
Suggested Videos	Suggested Videos assigned for Patient	Enabled
Educational Videos	Educational Videos	Enabled
Relaxation Videos	Relaxation Videos	Enabled
PHONE	Phone Call	Enabled
Speeddial	Speeddials on Phone	Enabled
Allow Phone Ringer Configuration	Allow Phone Ringer Configuration	Enabled

Table 14-2 App Customization Status

App Name	App Description	App Status
Age Based Themes	Different Theme based on Age	Disabled
Phone Auto Answer	Ability to set Phone on Auto Answer	Enabled
Goal of the Day	Assign Goal(s) to Patient	Enabled
Feedback	Survey Feedback	Enabled
Food Menu	View Meals	Disabled
Schedule	Ability to view appointments	Disabled
Progress	Progress on Assigned Activities	Enabled
Movies on Demand	Movies on Demand	Disabled
Requests	Patient Requests	Disabled
Questions	Patient Questions	Disabled
Patient Visitors	Visitor History	Disabled
PATIENT_PRESENCE	Patient Presence	Disabled
Care Team	Entire Care team	Disabled
Video Apps	Video as App	Enabled
Can Nurse Remove Patient from Patient Connect?	Nurse can manually remove patient from Patient Connect	Disabled
Patient Tracking Statistics	Patient Tracking Statistics	Disabled
Can Patient Order Food?	Whether patient can order food or not	Disabled
Nurse ME tab	Nurse ME tab	Disabled
Estimated Discharge data Availability	This data is sent by EMR	Disabled
Auto Assign Videos by Diagnosis Codes	Auto Assign Videos by Diagnosis Codes	Disabled
Patient Profile	Patient Information and Assignment details	Disabled
Patient Tracking	Ability to track a patient	Disabled
Live_tv	Live TV	Enabled
Patient Privacy Check	Patient Privacy check on some Screens	Enabled
Patient Notifications Center	Notification Center on Patient TV	Enabled
Trends	Show Usage Trends reported by Analytics Platform	Enabled

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, Waiting Room, or Guest Room from the drop down menu in the upper right corner of the TV App Customization pane.



Note Select *Patient Room* when customizing the Care Team View.

- Step 2** Select a feature and click either the green or white button in the **App Status** column to disable the feature (that is 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.

The [App Customization Status](#) table lists the most common set of features expected to be enabled when The Progress Tracking by Room is enabled over CPC-Base deployment.

- Step 3** For the Patient Room type, you can enable or disable privacy status for a feature. Select a feature and click either the green or white button in the **Privacy Mode** column to disable privacy status of the feature. When the white button to the right turns red, the privacy status of the feature is disabled.

To turn that privacy status back ON, click either button again. When the left button turns green, the privacy status of the feature is enabled.

Privacy status helps you to set whether an enabled TV app can be accessed only by the patients with their PIN provided by the hospital. For example, App Status and Privacy Mode are ON for the Required Videos app, the patients can access the app only with the PIN provided by the hospital. If the Privacy Mode is OFF and App Status is ON for the Required Videos app, any patient can access the app without using PIN.

- Step 4** 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.

Managing Video Applications

The **Video App** page enables you to add, edit, and remove video applications that will be displayed for Home and My Visit pages of Patient View.

The sections in this topic include the following:

- [Adding a Video App](#)
- [Changing a Video App Title and Image](#)
- [Deleting a Video App](#)

Adding a Video App

You need to have the video app available in your apache server before you add the same in the CPC solution.

To add a video app, follow these steps:

- Step 1** Click the **Video App** tab in the **System Configuration** menu.
The Video App page appears.
- Step 2** Choose the screen type where you need to add the video app from the **Screen** drop-down list on top right of the table.
The following two types of screen are available for your selection.

Table 14-3 Screen Types for Video Apps

Screen Type	Description	Audience
Home	The video app will be displayed in the guest rooms and waiting rooms.	Visitors and outpatients.
My Visit	The video app will be displayed in the patient rooms.	Inpatients

- Step 3** Click the **Add New Video App** button on the screen.
A blank row gets added in the table.
- Step 4** Enter the following details in the row:
- **Title:** Enter the title for the video app.
 - **Image:** Click the newly added row in the Image column to choose an image for the video app from the CPC CMS.
 - **Category:** Choose the category for the video app from the category drop down list in the row. Education, Relaxation, Francisco, and Movies on Demand options are available for the category selection.
 - **Common Key:** Click the **Select a Video** label and enter three or more characters of the video that you want to choose from the configured Apache server. All the video apps matching with the entered characters available in the server will be listed for your selection.
- Step 5** Click the **Save** icon in the Action column to save the newly added video app.



Note Repeat the above steps to add more video apps.

Changing a Video App Title and Image

You can change only title and image of a Video app as follows:

- Step 1** Click the **Video App** tab in the **System Configuration** menu.
The Video App page appears.
- Step 2** Click the **Edit** icon in the Action column of a video app in the table.
The **Title** field for the video app gets enabled.

- Step 3** Change the title for the video app.
- Step 4** Click the Image column to choose an image for the video app from the CPC CMS.
- Step 5** Click the **Save** icon in the Action column to save the newly added video app.



Note Repeat the above steps to change more video apps.

Deleting a Video App

You can delete unwanted video apps as follows:

- Step 1** Click the **Video App** tab in the **System Configuration** menu.
The Video App page appears.
- Step 2** Click the **Delete** icon in the Action column of a video app in the table.
A confirmation message appears for you to confirm the deletion.

Name Display Configuration

Click the **Name Display Configuration** tab in the **System Preferences** menu to view the Name Display Configuration page. This page enables you to view the following details:

- Role of the user
- Display Format
- Search for roles.

You can edit the Display Format. To change the format in which the name of users appear in the system, complete the following steps:

- Step 1** Select the user's role from the **Role** menu.
- Step 2** Select the name format from the **Display Format** drop-down menu.
- Step 3** Review the display name in the **Sample Format** menu.
- Step 4** Click the green **Change** icon to apply the display format.



Note The name display pattern is affected by several system properties as explained in the [Name Display Configuration Properties](#) section.

System Properties

The **System Properties** page enables you to configure the **Property Key** and the **Property Value** based on customer requirements. Select the function from the list to view the property key and property value of each function. Click on the blue **Edit** icon to edit the values. For example, video.call is a property value and the key value can be either true or false.

Ensure that you follow the table below and verify property value against each property key.

Table 14-4 Default System Properties Checklist

Name	Description	Default Value
patient.map.emrstaff.to.ad	Mapping of EMR staff to ad.	false
patient.history.max.records	Limit on number of patient-history records allowed to accumulate in DB.	3000  Note Set 0 for no limit.
patient.history.purge.count.at.limit	When patient.history.max.records have accumulated, how many records to purge before adding new.	25
directory.cache.validity.secs	Directory cache validity in seconds.	18000
directory.staff.photo.base.url	Directory staff photo base URL.	http://10.104.194.59
directory.staff.photo.default.url	Directory staff photo default URL.	http://10.104.194.59/s/store/-1/cisco/pme/tv/images/theme/adult/normal/doc-default-img.png
show.notifications	Show notifications.	true
show.footer	Show footer.	true
video.call	Video Call	true
video.call.auto.answer.expiry.duration	Auto answer expiry duration for video call.	10
video.screen.choices	Video screen options.	HOME,MY_VISIT
privacy.data.unlock.duration	Privacy data unlock duration.	60
privacy.data.lock	Whether the privacy data lock option is enabled.	false

Table 14-4 Default System Properties Checklist

Name	Description	Default Value
user.expiration.time	User expiration time.	3600
font.size	Size of the font to be used by Patient view.	medium
whitelist.enable.phone.lookup.ad	Whether the look up staff phones in Active Directory for whitelist is enabled.	true

Third Party Application Integration

Using the **System Properties** page you can configure the following third party applications with the Patient Connect application:

- [Weather](#)
- [Workflow](#)
- [EMR](#)
- [Name Display Configuration Properties](#)
- [Drug Education](#)
- [Phone](#)
- [Demo](#)
- [Presence](#)
- [Staff Assignment](#)
- [RTLS](#)
- [Movies on Demand](#)
- [Videos](#)
- [CPC Content Management System](#)
- [Collaboration](#)
- [Food Menu](#)

Weather

The Patient Connect application integrates with *Yahoo!* to obtain weather data to be shown in the TV App header.

You can configure the weather feature integration using the following system properties:

Table 14-5 **System Properties for Weather Feature Configuration**

Name	Description	Default Value
weather.woeid	WOEID of the deployment location.	20125490063
weather.temperature.unit	Temperature unit (c or f)	f



Note A WOEID (Where On Earth Identifier) is a unique 32-bit reference identifier, originally defined by GeoPlanet and now assigned by *Yahoo!*.

Workflow

The workflow feature enables you to configure the set of relationships between the activities of Cisco Patient Connect work for patient events. Workflow contains parameters for notifications, reminders, escalations, videos, and feedback surveys. You can configure frequency and duration parameters to manage notification and escalation information and direct it to the correct department.

This topic contains the following sections:

- [Workflow Types](#)
- [Settings for Workflow Email IDs](#)
- [Settings for Workflow Email Subject and Text](#)
- [Configuring Notification and Escalation](#)
- [Creating a new Workflow](#)
- [Configuring Videos to Watch](#)
- [Configuring Goal](#)
- [Configuring Survey](#)
- [Configuring Task](#)
- [Configuring PredischARGE Process of a Patient](#)

Workflow Types

The following table contains the default types of workflows available when you install the CPC solution:

Table 14-6 **Workflow Types**

Workflow Type	Description
Patient Admit	After patients are admitted to the hospital, this workflow 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 workflow sets reminders and notifications parameters when videos have not been watched as well as escalation parameters for when video feedback is not received.

Table 14-6 Workflow Types

Workflow Type	Description
Patient Goal	This workflow 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 workflow enables patients to receive response in a timely manner when they submit Messages to the care staff.
Staff Assigned Surveys	This workflow sets escalation parameters for when patient surveys are not completed.
Patient Request	This workflow is 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 workflow.
Disease Specific	Workflows specific to certain conditions created to require all patients with that diagnosis to watch videos about their condition. These workflows are associated with diagnosis codes. For example, a workflow for diabetes has been created specifically for patients diagnosed with diabetes to require them to watch videos about diet guidelines, monitoring glucose levels, and injecting insulin.
Pending Discharge	This workflow enables you to plan predischARGE process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow. You can also assign discharge checklist survey using this workflow.

Settings for Workflow Email IDs

By default, the following email addresses are configured for workflows:

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.
3. 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”.

Settings for Workflow Email Subject and Text

The Settings for all workflows also contain the subject and content text of the escalation emails. The default text can be used or the you can modify it if desired.

Table 14-7 Escalation Email Types

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.

Configuring Notification and Escalation

The notification and escalation of a workflow has already been configured with the default values, which will be available when you install the CPC solution. These default values of the numbers of minutes that can pass before the care staff is notified and escalation occurs can be changed.

Follow these steps to change the default values of the notification and escalation of a workflow:

-
- Step 1** Click **System Properties** in the System Configuration menu in the left pane.
- Step 2** On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.
- The default workflow system properties for notification and escalation are as follows:

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.notifyAfter	The notification that will be sent after the default goal assignment duration.	90
workflow.defaultGoalAssignment.ifNotCompletedEscalateNurseAfter	The escalation notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	180
workflow.defaultGoalAssignment.escalateAfter	The escalation notification that will be sent after the default goal assignment duration.	120

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.defaultGoalAssignment.remindAfter	The reminder mail that will be sent after the default goal assignment duration.	60
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default assignment is not completed after the specified duration.	120
workflow.globalConfig.headNurseEscalationEmail	The escalation email ID configuration property for head nurse. In case if there is any escalation from the patient the mail will be sent to this ID configured here.	pme.head.nurse@gmail.com
workflow.globalConfig.notificationSentFromEmail	The notification sent from email ID configuration property. The notification will be sent to the recipient from this email ID.	pme.superuser@gmail.com
workflow.globalConfig.escalationSubject	The subject that will be displayed in the escalation mail.	{escalationFor} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultEscalationContent	The default content that will be displayed in the escalation mail.	A patient task has been escalated
workflow.globalConfig.escalationForNurseTaskSubject	The task subject that will be displayed for the nurse in the escalation mail.	NURSE {escalationFor} ESCALATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.defaultNurseEscalationContent	The default content that will be displayed for the nurse in the escalation mail.	A nurse task has been escalated
workflow.globalConfig.videoNotWatchSubject	The subject that will be displayed in the video not watch mail.	VIDEO NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.videoNotWatchContent	The content that will be displayed in the video not watch mail.	VIDEO : {videoDescription}
workflow.globalConfig.playNowAcceptanceSubject	The play now acceptance subject that will be displayed.	PLAY NOW {patientAcceptanceOfPlay} ROOM : {roomId} BED : {bedId}
workflow.globalConfig.playNowAcceptanceContent	The play now acceptance content that will be displayed.	PLAY NOW VIDEO : {commonKey}
workflow.globalConfig.videoCompletedSubject	The subject that will be displayed in the video completed mail.	VIDEO COMPLETED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.videoCompletedContent	The content that will be displayed in the video completed mail.	VIDEO COMPLETED VIDEO : {commonKey}

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.feedbackMissingSubject	The subject that will be displayed in the feedback missing mail.	{feedbackFor} FEEDBACK NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackMissingContent	The content that will be displayed in the feedback missing mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.feedbackNegativeNotificationSubject	The subject that will be displayed in the feedback negative notification mail.	NOTIFICATION FOR {feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeSubject	The subject that will be displayed in the negative feedback mail.	{feedbackFor} NEGATIVE FEEDBACK ROOM : {roomId} BED : {bedId}
workflow.globalConfig.feedbackNegativeContent	The content that will be displayed in the negative feedback mail.	{feedbackFor} : {feedbackDescription}
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY : {surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative feedback mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.goalNotCompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}
workflow.globalConfig.messageNotCompletedSubject	The subject that will be displayed in the message not completed mail.	MESSAGE NOTIFICATION ROOM : {roomId} BED : {bedId}

Table 14-8 Workflow System Properties for Notification and Escalation

Name	Description	Default Value
workflow.globalConfig.messageNotCompletedContent	The content that will be displayed in the message not completed mail.	MESSAGE : {messageDescription}
workflow.globalConfig.messageAssignedSubject	The subject that will be displayed in the message assigned mail.	MESSAGE ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.messageAssignedContent	The content that will be displayed in the message assigned mail.	MESSAGE : {messageDescription}
workflow.globalConfig.taskAssignedSubject	The subject that will be displayed in the task assigned mail.	REQUEST ASSIGNED ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskAssignedContent	The content that will be displayed in the task assigned mail.	REQUEST : {requestDescription}
workflow.globalConfig.taskNotCompletedSubject	The subject that will be displayed in the task not completed mail.	REQUEST NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.taskNotCompletedContent	The content that will be displayed in the task not completed mail.	REQUEST : {requestDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painScoreSurvey.negativeAnswerDetails	The negative answer details for the pain score survey.	painscoreOption11,painscoreOption10,painscoreOption9,painscoreOption8,painscoreOption7,painscoreOption6,painscoreOption5,painscoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2
workflow.globalConfig.staffNotificationMail	The staff notification mail ID.	Email ID

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Creating a new Workflow

To create a workflow, you need to be a workflow designer or workflow developer having knowledge of Java and Javascript. The workflow needs to be created in Eclipse plug-in environment using the Alfresco Activiti tool.

Follow these steps to create a workflow:

Step 1 Define the workflow in the Eclipse plug-in environment using the Alfresco Activiti tool.

- Step 2** Do the event mapping using the seed data in Registry configuration.
- Step 3** Defining the system properties that required for the execution of the workflow in the workflow system properties page.
- Step 4** Check the workflow execution to ensure that it functions properly.
- Step 5** Provide the workflow to Cisco team to embed it in the resources directory for production.



Note The CPC solution supports the Alfresco Activiti tool to create or update the workflow. Refer the Alfresco Activiti tool documentation for more details about this tool.

Configuring Videos to Watch

The workflow for videos to watch has already been configured with the default values, which will be available when you install the CPC solution. This workflow enables the administrators to assign videos to patients. Reminders, feedback, and escalations for those videos also have been configured by default.

To change the default value of the assigned videos or to configure reminders, feedback, and escalations for those videos, follow these steps:

- Step 1** Click **System Properties** in the System Configuration menu in the left pane.
- Step 2** On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for videos to watch are as follows:

Table 14-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment.handleNegativeFeedback	Whether the default video assignment handles negative feedback.	true
workflow.defaultVideoAssignment.recommend	Whether the default video assignment is recommended.	true
workflow.defaultVideoAssignment.ifNotWatchedNotifyNurseAfter	The notification that will be sent to the nurse if the default video assignment is not watched within the specified duration.	60
workflow.defaultVideoAssignment.ifNotWatchedEscalateNurseAfter	The escalation notification that will be sent if the default video assignment is not watched within the grace period.	90
workflow.defaultVideoAssignment.notifyMissingFeedbackToNurseAfter	The notification that will be sent to the nurse if the feedback is missing on the default video assignment within the specified duration.	60
workflow.defaultVideoAssignment.escalateMissingFeedbackToNurseAfter	The escalation notification that will be sent to the nurse if the feedback is missing on the default video assignment within the grace period.	120

Table 14-9 Workflow System Properties for Videos to Watch

Name	Description	Default Value
workflow.defaultVideoAssignment.remindAfter	A reminder will be sent after the specified duration if the default video assignment is not watched.	30
workflow.defaultVideoAssignment.needFeedback	Whether a mail should be sent to seek feedback on the default video assignment.	true

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Goal

The workflow for goal contains the number of minutes that patients are given to complete the goal before a reminder is sent to Patient View. The care staff will also be notified that whether the patient has completed the goal or assistance was needed.

To change the default value of the workflow configuration of goal, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for goal are as follows:

Table 14-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.defaultGoalAssignment.notifyAfter	Notification will be sent after the default assignment duration.	90
workflow.defaultGoalAssignment.ifNotCompletedEscalateNurseAfter	Escalation notification will be sent to the nurse after the default assignment not completed duration.	180
workflow.defaultGoalAssignment.escalateAfter	Escalation notification will be sent after the default goal assignment duration.	120
workflow.defaultGoalAssignment.remindAfter	A reminder will be sent after the default assignment duration.	60
workflow.globalConfig.goalNotCompletedSubject	The subject that will be displayed in the goal not completed mail.	GOAL NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotCompletedContent	The content that will be displayed in the goal not completed mail.	GOAL : {goalDescription}

Table 14-10 Workflow System Properties for Goal Settings

Name	Description	Default Value
workflow.globalConfig.goalNotUnderstoodNotificationSubject	The subject that will be displayed in the goal not understood notification mail.	NOTIFICATION FOR GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodSubject	The subject that will be displayed in the goal not understood mail.	GOAL HELP ROOM : {roomId} BED : {bedId}
workflow.globalConfig.goalNotUnderstoodContent	The content that will be displayed in the goal not understood mail.	GOAL : {goalDescription}
workflow.defaultGoalAssignment.ifNotCompletedNotifyNurseAfter	The notification mail that will be sent to the nurse if the default goal assignment not completed within the duration.	120

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Survey

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.

To change the default survey configuration, follow these steps:

Step 1 Click **System Properties** in the System Configuration menu in the left pane.

Step 2 On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for survey are as follows:

Table 14-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.type	The default survey assignment type.	onetime
workflow.defaultSurveyAssignment.availableAfter	The default survey assignment availability.	0
workflow.defaultSurveyAssignment.recurAfter	The default survey assignment recurrence.	3600
workflow.defaultSurveyAssignment.recurLimit	The default survey assignment recurrence limit.	3
workflow.defaultSurveyAssignment.remindAfter	The default survey assignment reminder.	30

Table 14-11 Workflow System Properties for Surveys

Name	Description	Default Value
workflow.defaultSurveyAssignment.ifNotCompletedNotifyNurseAfter	The notification that will be sent to the nurse if the default survey assignment is not completed within its duration.	60
workflow.defaultSurveyAssignment.ifNotCompletedEscalateNurseAfter	The escalation mail that will be sent to the nurse if the default survey assignment is not completed within its duration.	90
workflow.defaultSurveyAssignment.notifyAfter	The notification that will be sent after the default survey assignment duration.	60
workflow.defaultSurveyAssignment.escalateAfter	The escalation that will be sent after the default survey assignment duration.	90
workflow.globalConfig.surveyNotCompletedSubject	The subject that will be displayed in the survey not completed mail.	SURVEY NOTIFICATION ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNotCompletedContent	The content that will be displayed in the survey not completed mail.	SURVEY : {surveyDescription}
workflow.globalConfig.surveyNegativeAnswerNotificationSubject	The subject that will be displayed in the survey negative answer notification mail.	NOTIFICATION FOR SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerSubject	The subject that will be displayed in the survey negative answer mail.	SURVEY NEGATIVE ROOM : {roomId} BED : {bedId}
workflow.globalConfig.surveyNegativeAnswerContent	The content that will be displayed in the survey negative answer mail.	SURVEY : {surveyDescription}
workflow.globalConfig.dischargeSurvey.negativeAnswerDetails	The negative answer details for the discharge survey.	option7,option14
workflow.globalConfig.painScoreSurvey.negativeAnswerDetails	The negative answer details for the pain score survey.	painScoreOption11,painScoreOption10,painScoreOption9,painScoreOption8,painScoreOption7,painScoreOption6,painScoreOption5,painScoreOption4
workflow.globalConfig.standardSurvey.negativeAnswerDetails	The negative answer details for the standard survey.	option1,option2

Step 3 Click the **Edit** icon available next to the system property to change the value.

Step 4 Click the **Save** icon after changing the property value.

Configuring Task

Workflow for the task enables you to configure reminders and assignment emails of patient requests. It also enables you to configure the number of minutes that patients have to provide feedback on how a patient request was handled. Additionally, it is also configured whether or not negative feedback about the patient request is escalated.

To change the default task configuration, follow these steps:

- Step 1** Click **System Properties** in the System Configuration menu in the left pane.
- Step 2** On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for task are as follows:

Table 14-12 Workflow System Properties for Tasks

Name	Description	Default Value
workflow.defaultRequestAssignment.needResponse	Whether the default request assignment needed response.	true
workflow.defaultRequestAssignment.needFeedback	Whether the default request assignment needed feedback.	true
workflow.defaultRequestAssignment.handleNegativeFeedback	Whether the default request assignment handles negative feedback.	true
workflow.defaultRequestAssignment.notifyBy	The medium through which the default request assignment needs to be notified.	email
workflow.defaultRequestAssignment.notifyAfter	The default request assignment will be notified after the specified period.	30
workflow.defaultRequestAssignment.notifyMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be notified to the nurse after the specified period.	60
workflow.defaultRequestAssignment.remindAfter	A reminder will be sent for the default request assignment after the specified period.	60
workflow.defaultRequestAssignment.escalateAfter	The default request assignment will be escalated after the specified period.	120
workflow.defaultRequestAssignment.escalateMissingFeedbackToNurseAfter	Missing feedback for the default request assignment will be escalated to the nurse after the specified period.	120

- Step 3** Click the **Edit** icon available next to the system property to change the value.
- Step 4** Click the **Save** icon after changing the property value.

Configuring Predischarge Process of a Patient

Workflow for the predischarge event enables you to plan predischarge process of a patient. You can configure a group of participants such as, nurse, define prefix for the group, and notify the same to the group using this workflow.

To change the default predischarge process configuration, follow these steps:

- Step 1** Click **System Properties** in the System Configuration menu in the left pane.
- Step 2** On the System Properties page, search for Workflow or click the Workflow tab on the left side of the System Properties table to filter all the system properties pertaining to the workflow.

The default workflow system properties for the predischarge process are as follows:

Table 14-13 Workflow System Properties for Predischarge

Name	Description	Default Value
workflow.patientPreDischarge.groupPrefix	A group prefix can be defined for the patient predischarge workflow.	cpc.discharge
workflow.patientPreDischarge.notify	Whether notification to be sent for patient predischarge.	true
workflow.patientPreDischarge.participants	Participants such as, attending nurse, can be defined for patient predischarge.	\${ ATTENDING_NURSE }:SIMPLE_USER,nurse2:SIMPLE_USER
workflow.patientPreDischarge.dialOut	Whether the patient predischarge dial out needs to be enabled.	true

- Step 3** Click the **Edit** icon available next to the system property to change the value.
- Step 4** Click the **Save** icon after changing the property value.

EMR

You can configure the EMR application integration using the following system properties:

Table 14-14 System Properties for EMR integration

Name	Description	Default Value
hl7.patient.schedule.ts.format	HL7 patient schedule ts format.	yyyyMMddHHmm
default.timezone.name (This is the timezone where the hospital is located, which implicitly applies to timestamps sent by the EMR.)	Default timezone name. For example, Asia/Kolkata.	America/Chicago

Table 14-14 System Properties for EMR integration

Name	Description	Default Value
hl7.handler.msg.size.limit	HL7 handler msg size limit.	0
hl7.handler.msgs.per.second.limit	hl7 handler msgs per second limit	0

Name Display Configuration Properties

The name display patterns contain one or more keyword strings from a job title. If a pattern is found as a substring of the EMR staff member job title (reported in a ROL segment), that staff member is classified accordingly (as doctor or nurse role). If there are no matches, that staff member is classified as "Other". The role classification then determines which name display format is applied.

Name display is affected by several system properties as follows:

Table 14-15 System Properties for Name Display Settings

Name	Description	Default Value
hl7.staff.role.pattern.doctor	Pattern (as CSV file) in staff roles to be classified as doctor.	consulting physician,attending
hl7.staff.role.pattern.nurse	Pattern (as CSV file) in staff roles to be classified as nurse.	registered nurse,practitioner,1st call provider,2nd call provider
patient.name.default.display.format	The default display format of the patient name.	FIRST_NAME_ONLY

Patterns for job titles are displayed from Active Directory. These patterns can be configured using the following system properties:

Table 14-16 System Properties for Job Title Pattern Settings

Name	Description	Default Value
directory.staff.role.pattern.doctor	Patterns (as CSV) in directory job titles to be classified as doctor.	staff physician,staff adult physician,poi-physician,poi-volunteer physician,poi-uced physican
directory.staff.role.pattern.nurse	Patterns (as CSV) in directory job titles to be classified as nurse.	registered nurse,reg nurse,nurse home visitor,nurse anesthetist,nurse midwife,vocational nurse,nurse practitioner,continence nurse



Note

The system is limited by available data from external systems. For example, if you select to display the first and last names and degree (Example, M.D.), the degree may be missing for some individuals if it is not listed in the EMR or AD.

staff.profile.*.source properties determine which system provides staff information to be shown in the TVApp header and footer, Care Team Visits, My Care Team, and notifications. Some properties allow multiple values separated by comma; the first source providing a non-blank value will be used.

You can configure the staff profile using the following system properties:

Table 14-17 System Properties for Staff Profile Configuration

Name	Description	Default Value
staff.profile.titlePrefix.source	Staff profile title prefix source.	EMR
staff.profile.name.source	Staff profile name source.	DIRECTORY,EMR
staff.profile.nameSuffix.source	Staff profile name suffix source.	EMR
staff.profile.credentialSuffix.source	Staff profile credential suffix source.	EMR
staff.profile.jobTitle.source	Staff profile job title source.	DIRECTORY,PHOTO_MAP
staff.profile.teamName.source	Staff profile team name source.	STAFF_ASSIGN
staff.profile.photoUrl.source	Staff profile photo URL source.	DIRECTORY,PHOTO_MAP
staff.profile.biography.source	Staff profile biographical data source.	PHOTO_MAP

Drug Education

This feature depends on the EMR sending prescription information (RDE messages) to CPC. Extended educational information is available from Lexicomp if the hospital subscribes to their service.

You can configure the Drug Education feature using the following properties:

Table 14-18 System Properties for Drug Education Configuration

Name	Description	Default Value
drug.education.locale.default	Drug education locale default.	en_US
drug.education.default.list.sections	Drug education default list sections.	USED_FOR,TELL_DR_BEFORE_TAKING,BEST_WAY_TO_TAKE
druggeduc.maxCacheEntries	Number of drug entries to cache.	30
druggeduc.cacheValidityMins	How minutes cached data is considered to remain valid.	1440
lexicomp.baseUrl	Base URL to access Lexicomp.	https://webservices.lexi.com/rest/ref/databases/

Table 14-18 System Properties for Drug Education Configuration

Name	Description	Default Value
lexicomp.username	Username to access Lexicomp subscription.	UserForSubscribedCustomer
lexicomp.password	Password to access Lexicomp subscription.	PwForSubscribedCustomer
lexicomp.connectionTimeout	msec timeout for socket connect.	6000
lexicomp.readTimeout	msec timeout for socket read.	6000
lexicomp.assumeAdult	Should patient be considered adult if no DOB available?	y
lexicomp.ageThresholdForAdult	Minimum age for patient to view adult version.	15
lexicomp.sectionsToFetch	Determines which educ document sections are fetched from the vendor.	DRUG_NAME,NOTE,US_BRAND_NAMES,CANADIAN_BRANDS,WARNING,USED_FOR,BEST_WAY_TO_TAKE,COPYRIGHT
lexicomp.sectionForBrandName	DRUG_NAME and brands are needed at a minimum to populate list data and should not be removed.	US_BRAND_NAMES
lexicomp.defaultLocale	Locale used when none provided, and for querying generic/brand names.	en_US

Phone

You can set the following system property value for the Phone configuration:

Table 14-19 System Properties for Phone Configuration

Name	Description	Default Value
phone.ringer	Phone ringer.	false


Note

Phone configuration can be done on the IEM for the specific IEC device profile. Refer the IEM documentation to know how to configure phone.

Demo

This feature facilitates demonstration of CPC when an actual staff assignment system is not available, using simulated pre-defined care team members listed in the bundled OpenLDAP directory.

You can configure the Demo integration using the following system properties:

Table 14-20 System Properties for Demo Integration

Name	Description	Default Value
demo.assign.nurseId	Demo assign nurse ID.	nurse1
demo.nurse.roles	Roles for demo nurses.	RegisteredNurse, MidWife, NursePractitioner
demo.nurse.teamids	Team IDs for demo nurses.	,2,3
demo.nurse.teamnames	Team names for demo nurses.	„NursePractitioners
demo.nurse.jobtitles	Job title for demo nurses.	Reg Nurse II, MidWife Prime,
demo.nurse.roledescriptions	Role description for demo nurses.	RegisteredNurse, 1st call Provider, Nurse Practitioners
demo.nurse.assignment.enabled	Whether the demo nurse assignment is enabled.	false

Presence

You can configure the Presence feature using the following properties:

Table 14-21 System Properties for Presence Feature Configuration

Name	Description	Default Value
cups.host	Cups host.	10.104.195.179
cups.port	Cups port.	8083
cups.protocol	Cups protocol.	https
cups.username	Cups username.	cupsadmin
cups.password	Cups password.	Cisco@123
cups.cert.location	Cups cert location.	/etc/pki/tls/certs/cups.keystore
cups.cert.password	Cups cert password.	Cisco_123
presence.do.not.disturb	Whether do not disturb option for Presence is enabled.	false
presence.rtls.enabled	Whether the Presence RTLS is enabled.	true
presence.enabled	Whether the presence feature is enabled.	true

Staff Assignment

The Staff Assignment feature provides updated data regularly on which care team staff are currently assigned to a particular bed.

You can configure the Staff Assignment feature using the following properties:

Table 14-22 System Properties for Staff Assignment Configuration

Name	Description	Default Value
raulandborg.ws.url	Raulandborg WS URL.	http://localhost:26002/SAIWebService
raulandborg.api.url	Raulandborg API URL.	http://localhost:26002/SAIWebService
raulandborg.service.available	Raulandborg service availability.	false

RTLS

Real-time Location System (RTLS) provides a feature for tracking patients and staff as they move around the facility. CPC can be integrated with Centrak and Ekahau.

Most of the configuration is done on the RTLS server. You can set the following values for the properties for the RTLS configuration:

Table 14-23 System Properties for RTLS Configuration

Name	Description	Default Value
rtls.map.staffid	RTLS staff ID mapping enabled.	false
rtls.patient.track.max.history.min	Minutes of past patient location history to report.	0 (not used)

Movies on Demand

This feature provides movies for entertainment. CPC integrates with Swank as a supported provider. The hospital must subscribe with Swank.



Note

Contact Swank to obtain correct values for host and customer key. Swank provides movie category names in the English language only. Corresponding translations may be obtained separately and imported as a Localization *Language Pack*.

Table 14-24 System Properties for Configuring the Movie Integration

Name	Description	Default Value
vod.provider.locale.default	Language for movie titles & descriptions.	en_US
vod.desired.encoding	DRM encoding.	cenc

Table 14-24 System Properties for Configuring the Movie Integration

Name	Description	Default Value
vod.poll.video.url	URL for VOD adapter to poll movie metadata.	http://esbhost:8283/services/swank-polling-proxy
vod.poll.categories.url	URL for VOD adapter to all categories.	http://esbhost:8283/services/swank-category-proxy
vod.server.host	URL for VOD /Movies on demand streaming server.	ssdemo04.swankmp.com
vod.server.customer.key	Authentication key to access VOD/Movies on demand streaming server.	xxx
vod.rating.system1	Age-based rating system to use - 1st choice.	MPAA
vod.rating.system2	Age-based rating system to use - 2nd choice.	US TV
vod.language.filter	When true, language supported by VOD provider will be filtered based on the languages supported by the product.	false
vod.update.poll.enable	Whether to poll VOD/Movies on demand titles & categories.	true
vod.age.rating.options	CSV list of possible ratings in (vod rating system 1/2).	G,PG,PG-13,R,NC-17,NR
vod.rating1.not.rated.value	System1 rating that represents "Not Rated".	NR
vod.rating2.not.rated.value	System2 rating that represents "Not Rated".	(empty)
vod.rating1.default.when.not.rated	Rating of System 1/2 to be used for "Not Rated" content.	NC-17
vod.rating2.default.when.not.rated	Rating of System 2/2 to be used for "Not Rated" content.	TV-MA
user.age.categories	Ratings from System 1 to Age.	G=-1^PG=0^PG-13=13^R=17^NC-17=18
user.age.rating2.mapping	Ratings from System 1 to Age.	TV-G=-1^TV-PG=0^TV-Y=2^TV-Y7=7^TV-14=14^TV-MA=18



Note The **vod.poll.*.url** properties are not editable

Videos

You can configure videos for education and relaxation using the following properties:

Table 14-25 **System Properties for Videos**

Name	Description	Default Value
education.video.format	Format of the education video. For example, mp4.	mp4
education.thumbnail.format	Thumbnail format (image format) of the education video. For example, jpg.	jpg
relaxation.video.format	Format of the relaxation video. For example, mp4.	mp4
relaxation.thumbnail.format	Thumbnail format (image format) of the relaxation video. For example, jpg.	jpg
max.videos.assign	Maximum videos that can be assigned.	10
apache.base.url	Apache base URL.	https://<Apache farm IP>

Custom videos are configured in CPC CMS. Refer the *Content Management System* guide for more details.

CPC Content Management System

You can configure CPC CMS using the following properties:

Table 14-26 **System Properties for CPC CMS**

Name	Description	Default Value
cms.api.user	CPC CMS user.	Administrator
cms.api.password	CPC CMS password.	Administrator
cms.thumbnail.index	CPC CMS thumbnail index.	2
cms.image.library.theme.default	Default theme assigned.	FlatLightDefault
cms.image.library.theme.PG-13	Theme for age category = PG 13.	FlatLightKids
cms.image.library.theme.G	Theme for age category = G.	FlatLightDefault
cms.url	CPC CMS URL.	http://<CMS IP>:8080
cms.image.library.theme.PG	Theme for age category = PG.	FlatLightKids
cms.image.library.theme.NC-17	Theme for age category = NC-17.	FlatLightDefault
cms.api.url	CPC CMS URL.	http://<CMS IP>:8080/nuxeo/site/automation
cms.image.library.theme.R	Theme for age category = R.	FlatLightDefault

Collaboration

This feature allows hospital staff to collaborate using various devices to join a conference call to resolve a patient problem. CPC integrates with Cisco Instant Connect (sold and installed separately). The following properties should be customized based on the actual Instant Connect install, using dedicated IPICS credentials created for CPC use with the necessary roles. In addition, the administrator should customize appropriate workflows to include collaboration.

Table 14-27 System Properties for Collaboration Devices Configuration

Name	Description	Default Value
collaboration.ipics.ws.user.name	User name for IPICS web services.	ipics
collaboration.ipics.ws.pw	Password for IPICS web services.	xxx
collaboration.ipics.ws.uri	URI for IPICS web services.	http://ipicshost/ipics_server/services/IpicsWebService

Food Menu

You can configure the Food Menu integration using the following system properties:

Table 14-28 System Properties for Food Menu Integration

Name	Description	Default Value
computation_host	Computation IP address	localhost
computation_port	Computation port number	8080
language	Language.	en_US

Food Ordering Vendor - CBORD

Images used to represent the CBORD food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS) and then the titles of the images are mapped to the CBORD food menu items (i.e. meal names, servicecourses names) in the iepdb.resourcebundle table using the *Localization Import/Export* feature of Admin view. For instructions on how to upload new CBORD meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*. For instructions on how to map the titles of the images that are in the CMS to the CBORD food menu, refer to the [Localization](#) chapter.

Table 14-29 System Properties for Food Ordering Vendor specific to CBORD

Name	Description	Default Value
cbord.ws.url	Web service URL.	NA
cbord.ws.meals.action	URL to retrieve meals data.	NA
cbord.ws.foods.action	URL to retrieve foods data.	NA

Table 14-29 System Properties for Food Ordering Vendor specific to CBORD

Name	Description	Default Value
cbord.ws.ordersubmit.action	URL to submit an order.	NA
cbord.vendorkey	Vendor key based on subscription	NA

Food Ordering Vendor - COMPUTRITION

Images used to represent the COMPUTRITION food ordering categories in the Food Menu feature of the Patient view app are uploaded into the Cisco Patient Connect Content Management System (CMS). For instructions on how to upload new COMPUTRITION meal category images or view existing images, refer to the *Cisco Patient Connect Content Management Guide*.

Table 14-30 System Properties for Food Ordering Vendor specific to COMPUTRITION

Name	Description	Default Value
comptrition_host	Hostname/IP of the server.	NA
comptrition_port	Port on which the system can be accessed.	NA

Configuring a Food Ordering Vendor

Follow these steps to configure a food ordering vendor.

-
- Step 1** Run PuTTY to access the VM where the Cisco Patient Connect application is installed.
- Step 2** Login with your installer credentials. For example, username: **installer** and password: **cisco!123**.
The Main Menu screen appears.
- Step 3** Enter the **f** command to open the Patient Connect menu.
The Patient Connect screen appears.
- Step 4** Enter the **d** command to open the Customize Patient Service.
The Environment Config file appears.
- Step 5** Update the values for *#foodordering vendor*. Valid values are: **CBORD**, **COMPUTRITION**
foodordering_vendor=COMPUTRITION
-

Licensing

The **Licensing** page enables you to register for license to use the CPC solution based on your needs and view the status of the licensing information such as, Registration Status, Licensing Authorization Status, Export-Controlled Functionality, and Transport Settings.

Additionally, you can also view the license version and its license usage in the CPC solution.

- [Smart License Registration](#)

- [Smart Software Licensing Status](#)
- [Smart License Usage](#)
- [Renewing Authorization](#)
- [Renewing Registration](#)
- [Reregistering License](#)
- [Deregistering License](#)
- [Downloading the Log File](#)

Smart License Registration

By default, the CPC solution is under a 90-day evaluation period. During this period, you can use all the features of the solution. You need to register for smart licensing before the expiration of the evaluation period to use the CPC solution with compliance. After the evaluation period, the system displays out-of-compliance message until you get registered for smart licensing.

Obtaining the Product Instance Registration Token

You need to obtain the product instance registration token from Cisco Smart Software Manager or Cisco Smart Software Manager satellite to get registered for the CPC solution.

Follow these steps to obtain the product instance token:

-
- Step 1** Open the browser, enter **<https://software.cisco.com>** in the URL field, and press the Enter key.
The Cisco Software Central page opens.
- Step 2** Click the **Login** button and enter your CCO ID (Cisco Connection Online Identification) and password.



Note Customer can request CCO account to access cisco.com.

- Step 3** Click the **Smart Software Licensing** link.
The Smart Software Manager page opens.
- Step 4** Click **Inventory** and then the **General** tab.
- Step 5** Select the appropriate Virtual Account from the drop down list available above the **General** tab.
- Step 6** Click the **New Token** button on the **General** tab page.
The Create Registration Token dialog box appears.
- Step 7** Enter the description for the token in the **Description** field.
- Step 8** Enter the number of days to specify the expiry duration of the token in the **Expiry After** field.



Note Although Cisco recommends a maximum of 30 days, you can, however enter 1 to 365 days.

- Step 9** Select the **Allow export-controlled functionality on the products registered with this token** check box if you are creating a token that enables the customers to use restricted functions from an Export Control perspective. Uncheck this box if you do not need to enable Export Control.



Note To use Export Control, the Smart Account has to be authorized.

Step 10 Click the **Create Token** button to create the product registration token.



Note The newly created token appears in the Product Instance Registration Tokens table.

Step 11 Click the token in the Token column of the table to copy it and use it as explained in the [Using the Product Instance Registration Token](#) section.

Using the Product Instance Registration Token

Follow these steps to use the product instance registration token for the CPC solution:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 Click the **Register** button on the Smart Software Licensing page.

The Smart Software Licensing Product Registration dialog box appears.

Step 3 Paste the Registration Token that you obtained in the **Product Instance Registration Token** text box and click the **Register** button.



Note Refer the [Obtaining the Product Instance Registration Token](#) section to know how to obtain the product instance registration token.

You have now registered CPC to Smart Licensing.





Note After the successful registration, the Smart Software Licensing page displays the Registration Status as REGISTERED and the License Authorization Status as AUTHORIZED.

Smart Software Licensing Status

Table 14-31 Smart Software Licensing Status

Licensing Status	Sample States	Description
Registration Status	UNREGISTERED	Not registered for the license.
	REGISTERED	Registered for the license.

Table 14-31 Smart Software Licensing Status


Licensing Status	Sample States	Description
License Authorization Status	No License in Use	The product instance does not use any license.
	AUTHORIZED	The CPC smart licensing module is using the correct trust store for the transport gateway.
Smart Account	<the customer Smart Account>	The name of the customer Smart Account.
Virtual Account	Default or named virtual account.	Default or the actual name of the Virtual Account that was created by the customer.
Product Instance Name	mxdb-qa	<p>This is the default product instance name.</p> <div>  Note The product instance name can be changed using TUI. Refer the <i>Command Line Interface Reference</i> section of the <i>Cisco Patient Connect Installation Guide</i> to know how to change the product instance name. </div>
Export-Controlled Functionality	Not Allowed	You are not using restricted functions according to ECLs (Export Control Laws).
	Allowed	You can generate a restricted token that activates restricted functionality according to Export Control Laws (ECLs).
Transport Settings	Direct	The platform connects directly to Cisco Smart Software Manager.
	Transport Gateway	<p>Using the Transport Gateway (downloadable from cisco.com) to connect to Cisco Smart Software Manager or connecting to Cisco Smart Software Manager satellite which is an on-prem version of Cisco SSM.</p> <div>  Note The system is pre-configured to connect to CSSM. This configuration, however, can be changed manually. </div>

Smart License Usage

The Smart License Usage table indicates that the number of licenses used for basic and advanced versions and their status.

The following table provides details about the Smart License Usage table:

Table 14-32 Smart License Usage Table Details

Column Header	Display	Description
License (Version)	CPC_BASE	The CPC basic package license. The basic package includes guest room and waiting room features such as, phone, settings, movies, and TV.
	CPC_ENHANCED	The CPC enhanced package license. This package includes patient room features in addition to the guest room and waiting room description.
Description	Cisco Patient Connect Base Package	Description for the CPC_BASE license.
	Cisco Patient Connect Advanced Package	Description for the CPC_ENHANCED license.
Count	<number>	The number of license available for each version.
		 Note One license can be used for the number of end points that have been tagged while creating the license.
Status	InCompliance	All the endpoints are having enough licenses in the Smart Account to use.
	OutOfCompliance	<p>One or more endpoints are using more licenses than available in the Smart Account.</p> <p>For example, if there are six endpoints and you have purchased only five licenses, the Virtual Account/Smart Account is out of compliance.</p>

Renewing Authorization

While CPC automatically renews authorization every 30 days so that compliance status can be accurately reflected on the platform based on the latest entitlements from the Smart Account, the user can manually renew the authorization to ensure that it has the latest entitlement and usage.

Follow these steps to renew the authorization for using the license:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Renew Authorization Now...**



Note The **Actions** menu will be available only after you register for license as explained in the [Smart License Registration](#) section.

After a few seconds a success message appears.

Renewing Registration

CPC registration to Cisco Smart Software Manager is valid for 365 days and CPC automatically renew its registration every 6 months. The user, however, has the option of renewing the registration in case there is an issue with the automatic registration renewal.

Follow these steps to renew registration for the license:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Renew Registration Now...**



Note The **Actions** menu will be available only after you register for license as explained in the [Smart License Registration](#) section.

After a few seconds a success message appears.

Reregistering License

If your license has been expired, you can reregister for the license as follows:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Reregister...**



Note The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

Step 3 Follow the steps from [Step 3](#) written in the [Using the Product Instance Registration Token](#) section.

Deregistering License

If you no longer need to use the CPC solution and want to return the license back to the pool so other CPC product instances can use it, you can deregister from Cisco Smart Software Manager as follows:

Step 1 Choose **Licensing** within the System Configuration menu in the left pane.

Step 2 From the **Actions** menu, choose **Deregister...**

**Note**

The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

- Step 3** A confirmation message appears. Click the **Deregister** button to get the product deregistered. After a few seconds a success message appears.

Downloading the Log File

The log file captures the detailed information of the license usage. If you encounter any issues in licensing, you can download the log file and share the same with the IT support for troubleshooting. Follow these steps to download the log file:

- Step 1** Choose **Licensing** within the System Configuration menu in the left pane.

- Step 2** From the **Actions** menu, choose **Download TAC File**.

**Note**

The **Actions** menu will be available only after you register for licensing as explained in the [Smart License Registration](#) section.

The log file gets downloaded to your default directory.



Format for Importing the .CSV Files

Overview

This appendix explains about the format of .csv files that can be imported for the various features of the CPC solution.

The topics in this appendix includes:

- [File Format for Locations](#)
- [File Format for Relaxation Videos](#)
- [File Format for Education Videos](#)
- [File Format for Custom Channel Program Airings](#)
- [File Format for Custom Channel Program Details](#)
- [File Format for Food Menu](#)
- [File Format for Messages](#)
- [File Format for FAQs](#)
- [File Format for Requests](#)

File Format for Locations

The location details can be imported into Admin View using a .csv file that has been provided to you. The sample import location csv file format details are provided in the following table:

Table A-1 **Import Location File Format Details (location-iec-mapping-export.csv file)**

Column	Description
Facility Id	Id for the facility.
Facility Description	Description for the facility.
Building Id	Id for the building.
Building Description	Description for the building.
Floor Id	Id for the hospital floor.

Table A-1 *Import Location File Format Details (location-iec-mapping-export.csv file)*

Column	Description
Floor Description	Description for the hospital floor.
Department Id	Id for the hospital department.
Department Description	Description for the hospital department.
Room Id	Id for the hospital room.
Room Description	Description for the hospital room.
Bed Id	Id for the hospital bed.
Bed Description	Description for the hospital bed.
Extension Id	Extension Id
Extension Description	Description for the extension.
RB Location Id	Location Id for RB.
RTLS Location Id	Location Id for RTLS.
Location Type	Location type. For example, PATIENT_ROOM
Device Serial Number	Serial Number of the IEC device.
Directory Number	Directory number.

File Format for Relaxation Videos

The video metadata is imported into Admin View using a .csv file that has been provided to you. The sample relaxation video csv file format details are provided in the following table:

Table A-2 *Relaxation Video File Format Details (HealingHealth_Sample.csv file)*

Column	Description
File Name	The video file name that is stored in Apache.
Common Key	Name of the relaxation video which appears in Nurse Dashboard and Admin UI.
Language	Language of the video. For example, English.
Title	Title of the video. For example, Shoulder (AC) Arthritis.
Gender	Gender of the patient who can watch the video.
Min Age	Minimum age of the patient to watch the video.
Max Age	Maximum age of the patient to watch the video.
Condition	Condition of the patient. For example, general.
Description	Description of the video. For example, Orthopedics, Primary Care, Rheumatology, Senior Health.

File Format for Education Videos

The video metadata is imported into Admin View using a .csv file that has been provided to you. The sample education video .csv file format details are provided in the following table:

Table A-3 Education Video File Format Details (Education.csv file)

Column	Description
SKU	A product and service identification code.
Title	Title of the video. For example, Shoulder (AC) Arthritis.
Native Language Title	Name with respect to the local language of the video. For example, Spanish and English.
LangName	Language. For example, English or Spanish.
Min Age	Minimum age of the patient to watch the video.
Max Age	Maximum age of the patient to watch the video.
Age Groups	Age group of the patient to watch the video. For example, adult, senior, and so on.
Blurb	A short description of the video. For example, Presents an overview of the condition, including clear illustrations of shoulder anatomy and mechanics. Patient interview enhances presentation. -Causes and symptoms -Associated injuries -Testing and diagnosis -Treatment options -Recovery and self care.
First Paragraph	Introduction paragraph of the video.
Body Parts	Main content for the video.
Duration	Duration of the video.
Gender	Gender of the patient who can watch the video.
Keywords	Key words of the video which are used in the Video App for searching specific videos to be listed from the configured Apache server. For example, osteoarthritis, acromioclavicular, cartilage, AC joint, shoulder, arthritis.
New or Updated	Indicates whether it is a new video or the updated one.
Released Or Updated Year	The year of the video release or update.
Specialities	Video catering into the specialty such as, Orthopedics, Primary Care, Rheumatology, Senior Health.
CPT	Current Procedural Terminology (CPT) code.
HCPCS	The Healthcare Common Procedure Coding System (HCPCS).
ICD9	Standard list of six-character alphanumeric codes to describe diagnoses.
ICD10CM	Standard list of six-character alphanumeric codes to describe diagnoses.
ICD10PCS	Medical classification used for procedural codes that track various health interventions taken by medical professionals.
LOINC	Logical Observation Identifiers Names and Codes (LOINC) is a database and universal standard for identifying medical laboratory observations.
MeSH	The National Library of Medicines.
NDCList	Identifies the labeler, product, and trade package size.

Table A-3 Education Video File Format Details (*Education.csv file*)

Column	Description
RxNorm	A catalog of the standard names given to clinical drugs and drug delivery devices
SNOMED	A standardized, multilingual vocabulary of clinical terminology.

File Format for Custom Channel Program Airings

The custom channel program airings can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-4 Custom Channel Program Airings File Format Details (*ChannelScheduled-mapping-import.csv File*)

Column	Description
Provider Id	Service Provider ID.
Channel Number	Channel Number from the service provider.
Program Id	ID of the program.
Program Title	Title of the program.
Program Duration	Duration of the program.
Program Airing Time	Telecast time of the program.

File Format for Custom Channel Program Details

The custom channel program details can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-5 Custom Channel Program Details File Format (*ProgramDetails.csv File*)

Column	Description
Provider Id	Service Provider ID.
Program Id	ID of the program.
Program Title	Title of the program.
Description	Description of the program.

File Format for Food Menu

The food menu details can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-6 Food Menu File Format Details (FoodMenu_enUS.csv File)

Column	Description
Id	This is the Id which is getting called from CPC CMS.
Service	By default, the service is displayed as FoodMenu.
Module	By default, the module is displayed as FoodMenu.
ResourceId	Displays to indicate whether the menu is for dinner, breakfast, and so on.
Locale	Displays en_US to indicate that the food menu displays in English.
ResourceText	Displays to indicate whether the menu is for dinner, breakfast, and so on.

File Format for Messages

The messages can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-7 Messages File Format Details (predefinedmessages_enUS.csv File)

Column	Description
RECORD_NUMBER	Serial number of the message.
PREDEFINED_MESSAGEID	This is the predefined message ID. When you add a new message, message ID gets generated automatically.
PREDEFINED_MESSAGETEXT	This is the predefined message text which will be displayed for the Patient View.
UNITID	This is the Department ID.
AGE	Age of the patient who can view the predefined message.
GENDER	Gender of the patient who can view the predefined message.

File Format for FAQs

The FAQs can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-8 FAQs File Format Details (faqs_enUS.csv File)

Column	Description
RECORD_NUMBER	Serial number of the FAQ.
QUESTIONID	ID of the FAQ.

Table A-8 *FAQs File Format Details (faqs_enUS.csv File)*

Column	Description
QUESTIONTEXT	Question text.
ANSWER	Answer text for the question.
UNITID	Department ID.
AGE	Age of the patient who can view the FAQ.
GENDER	Gender of the patient who can view the FAQ.

File Format for Requests

The requests can be imported into Admin View using a .csv file that has been provided to you. The sample .csv file format details are provided in the following table:

Table A-9 *Requests File Format Details (frequests_enUS.csv File)*

Column	Description
RECORD_NUMBER	Serial number of the FAQ.
TASKID	ID for the request.
TASK_DESCRIPTION	Description for the task.
ICON_URL	URL for the icon.
UNITID	Department ID.
AGE	Age of the patient who can raise the request.
GENDER	Gender of the patient who can raise the request.



Operator View

Overview

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

The topics in this appendix include the following:

- [Operator Messages](#)
 - [Operator View](#)
 - [Operator Messages Pane](#)
 - [Create a List of Messages](#)
 - [Send a Message](#)
 - [Resend Messages](#)
 - [Clear Active Messages](#)

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.

-
- 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.
-

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:

-
- 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.
-

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:

-
- 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.

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:

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.