

# EMERGENCY PROVIDER GUIDE

## ***For Desktop Use:***

### **Login**

Enter [www.photonapp.net](http://www.photonapp.net) on any web browser

1. Enter Username and Password
2. Enter callback number – Calls returned by specialist are routed to this number
  - Note: Callback number defaults to your registered number, until changed
  - Note: This number may be reset each time you login

### **Send a New Consultation**

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. Click “Choose Specialist” and type specialist’s name – Select specialist
  - ***Note: If provider is not found – Use “Call Specialist Feature” by typing the providers phone number in the bottom left corner and click “Call Specialist”***
4. Click “Send” to deliver the default message of “Please Evaluate”
  - Note: Click the textbox to type an customized message
  - Note: Once sent, consult appears chronologically under “Current Consultations”

### ***Photon for Support Users:***

*Specialized dashboard allows clerks, HUCs, scribes, etc. to send consults on a physician’s behalf*

### **Call Specialist Feature**

*To be used if the provider does not have a photon account.*

*(For a phone call used in conjunction with Photon see step below)*

1. Click “New Consultation”
2. Click “Choose Patient” and type patient’s name – Select patient
3. Enter the provider’s phone number in the bottom left corner
4. Click “Call Specialist”
  - Note: This initiates a robocall connecting providers or a message is left
  - Note: Robocall provides a “Press 1” option accessible once call is answered. This allows a circulating nurse to address the consult if the physician is in surgery

## ***For Mobile Device Use:***

### **Initiate Phone Communication via Photon**

*Record of call initiation and receipt will be captured via a new message thread through Photon. Phone conversations are **not** recorded*

1. From main screen tap desired patient
2. Tap “Messages”
3. Tap the compose new message icon in top right corner
4. Type in the provider’s name (first, last or portion of)
5. Tap the phone icon to right of desired recipient – Confirmation will appear
6. Tap Call – Disclaimer will appear
7. Wait for YOUR PHONE TO RING to establish a secure connection to the recipient
  - Note: Call is always from (575) 915-1861 – It’s recommended to save this number in your phone’s contacts as “Photon” to ensure call recognition
8. Stay on the line to be connected to the selected recipient via Photon

*Initiated phone calls will **add the patient to your Photon list** similar to a received message*

### **Send a Photo/Video (EKGs, wounds, etc.)**

1. From main screen tap desired patient
2. Tap “Messages”
3. Tap existing message thread
4. Tap the paperclip icon or camera icon (Android)
5. Tap take Photo/Video
6. Tap “Use Photo” or “Use Video” to send
  - Note: All photos/video sent will also appear in “Photos & Video” within the app

### **Shift Change Patient Handoff:**

Done on desktop or mobile app

#### **Hand Off & Remove Patient**

1. From main screen tap desired patient
2. Tap “Options”
3. Tap “Hand Off & Remove Patient”
4. Type in the provider’s name (first, last or a portion of)
  - **Note:** You may also click “Current Users” that includes all providers involved with that patient on Photon. It does **NOT** show all users within the system
  - **Note:** If your facility uses Scheduling you may also click “On-Call Specialists,” which is a **real-time** list of providers on-call
5. Tap desired recipient
6. “Hand Off to User” confirmation appears - Select “OK”
7. Patient is now removed from your patient list and will appear on the recipient’s
  - **Note:** Notify recipient of patient hand off as Photon does not alert the new provider

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

#### **The system won’t allow access/I forgot my password... How do I reset it?**

1. From login screen tap “Forgot Password?”
2. Type in email registered with Photon and tap “RESET PASSWORD”
3. You will receive an email with your username and a temporary password
  - **Note:** If you do not receive the email please check your spam folder
4. Enter your username and temporary password in Photon and tap “LOG IN”
5. Create a new password - Follow password requirements listed at the top of the screen
6. Tap “CHANGE PASSWORD”

#### **A support user initiates a consult - Will the recipient recognize it’s a provider request?**

Yes, though the support user initiates the message recognition of a provider request is clear as each message leads with “On behalf of Ex. John Smith, MD: Additional Text.” The requesting provider is also included in the message thread.

#### **How do I know which providers are currently using Photon?**

Type the desired recipient’s name under “Choose Specialist” while creating a new consult. If s/he does not populate below that provider is not yet on Photon, utilize the **“CALL SPECIALIST”** feature.

#### **A specialist will only accept a consult if a phone call is received. Can Photon meet this request?**

Yes, a phone call may be generated through the system that allows synchronous conversation in conjunction with the benefits of a sent Photon. Call initiation & receipt are documented as a new message thread & automatically add the patient to your Photon list.

In many cases clinical communication no longer requires synchronous conversation as the patient chart is shared along with your Photon.

However when a phone call is necessary choose to:

- **Initiate Phone Communication via Photon:** This option allows for synchronous conversation in conjunction with the benefits of a sent Photon. Call initiation & receipt are documented as a new message thread & automatically add the patient to your Photon list.
- **Reply via Phone Call to a Photon Message:** Within any message thread a simple tap of the phone icon in the top right corner will provide a direct connect to the selected individual involved in the conversation.

If the specialist does have an account but prefers to use Photon in conjunction with a phone call see steps for “Initiate Phone Communication via Photon.”

### **What if the specialist doesn't hear the Photon "ding?"**

A physician may **customize** this cycle to particular **notification types (robocall or push)** and **sounds** such as assigning a robocall to any 5-minute interval or changing the push notification alert to a truck horn, ambulance siren, etc.

All **initial communication** is **automatically marked urgent** and will default to the following cycle:

- Until opened the recipient will receive:
  - An *audible push notification* will be administered at...
    - Message creation
    - After both 5 and 10 minutes
  - A *robocall* will be administered after 15 minutes
  - This cycle will repeat once (30 minutes in total)

### **I have been locked out of Photon. How do I regain access?**

If you have been locked out due to -

- A. **Login Attempts:** A 20-minute lockout will occur after 6 failed attempts to log in to the system. After surpassing this allotted timeframe you are able to reattempt login. If attempts continue prior to lockout completion the 20-minute period will restart.
- B. **90 Days of Inactivity:** Contact your facility's Photon System Administrator to regain access

### **Am I able to share user-generated information?**

Yes, Photon facilitates the sharing of HIPAA-complaint photo and video. The mobile application must be used to generate this content, which is never resident on your smart device.