

ON-CALL PHYSICIAN GUIDE

Mobile Application

Device Settings - Allow Photon to access Notifications, Camera, Photos and Microphone

Respond To/View Message

All communication will become part of the patient chart

1. From main screen tap patient with the green badge
2. Tap “Messages”
3. Tap desired message
4. Tap the textbox to type
 - Note: Tap the paperclip to attach a HIPAA-compliant photo or video
 - Note: All photos ***taken within Photon*** are never resident on your device
5. Tap “Send”

Urgent Notification Feature

Initial communication is automatically marked “urgent” - All others must be manually marked

1. After sending a message two icons will appear to the left of your text
2. Tap the exclamation point – It will turn red
 - Note: ***Until opened*** the recipient will be notified as follows:
 - o An *audible push notification* will be administered at:
 - Message creation
 - After both 5 and 10 minutes
 - o A *robocall* will be administered after 15 minutes
 - o This cycle will repeat once (30 minutes in total)

*You may also **customize** this cycle to particular **notification types (robocall or push)** and **sounds**.*

Customize Notifications

Feature largely beneficial overnight and while in surgery

1. From main screen tap “Menu”
2. Tap “My Profile”
3. Tap “Notification Schedules”
4. Tap “+”
5. Tap Start and End Time to create timeframe
6. Select notification at each desired five minute interval (spanning 30 minutes)
 - Note: A *robocall* or *push notification* may be chosen – Tap “Type”
 - Note: Any push notification chime may be changed – Tap “Chime”
7. Tap “Save” - Timeframe appears first under “Schedules”
 - Note: Each schedule may be turned on/off and will reside until deleted
 - Note: To delete – Swipe Left

Robocall provides a **“Press 1” option** accessible once call is answered. This allows a circulating nurse to answer a physician’s locked phone and press one to directly connect to the sender.

Add/Delete a Patient

Receiving a Photon will automatically add the patient to your list.

To manually add a patient:

1. From main screen tap:
 - a. “+”
 1. Type the patient’s: **Name, Room #** or **MRN** – Tap Search
 2. Tap desired patient, or...
 - b. “Search All Patients” bar
 1. Type the patient’s: **Name, Room #** or **MRN**
 2. Tap desired patient
 - Note: Initially you will be brought to that patient’s chart however once selected they will automatically appear on your patient list as well
 - c. To Delete: Swipe left on patient of choice and tap “Delete”

FREQUENTLY ASKED QUESTIONS (FAQs)

When I log into Photon will my patient list be prepopulated?

This is dependent upon user registration. Each provider has a unique identifier provided by the hospital that may be used to prepopulate your patient list. For further information please contact your facility's Photon System Administrator(s).

In addition, your patient list may be populated through...

- **A Received Photon:** That patient will automatically appear on your "Patients" screen making all communication and their real-time Photon patient chart accessible.
- **Manually Adding a Patient:** You are able to search registered patients (in/out patient) to build your personal Photon list.

When will I know my patient information is ready to be viewed?

Through self-managed patient-centric alerts you will be notified in real-time once any applicable data enters into the HIS.

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"

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

How long is patient information available?

Photon defaults to a 90-day period however this may differ depending upon company policies.

- **Inpatient:** Once added, patients will remain on your list up to 96-hours post-discharge. If necessary they may be deleted prior to timeframe completion.
- **Discharged Patient:** When added post-discharge patients will remain on your list for 96-hours. They may be added and removed liberally during the 90-day period

*All patient data may be **viewed** up to 90 days post-discharge however additional user-generated information (messages/photos/video) cannot be added past encounter completion.*

A conversation gives me the full picture... Does Photon deprive me of that option?

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:

- **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 individual(s) involved in the conversation.
- **Initiate Phone Communication via Photon:** This option allows for synchronous conversation in conjunction with the benefits of a sent Photon. Call initiation & receipt only is captured as a new message thread automatically adding that patient to your Photon list.