

FREQUENTLY ASKED QUESTIONS

Applicable for All Users

1) 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 now receive a text and email with your username and a temporary password
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"

2) 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(s) to regain access

3) 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.

4) When can I find a patient in Photon...Once they are admitted?

No, as soon as a patient is registered in the hospital's ADT system they are available to add. ED intake notes, i.e. medications, allergies, social history, etc., are available under "Demographics/ER."

5) 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.

6) I can't see my patients?

If you cannot locate:

- **Any of your Patients:** You may have been removed from your hospital's Photon network. Contact your facility Photon System Administrator(s) to inquire further.
- **Some of your Patients:** If you are an end user at multiple photon-enabled facilities decipher which hospital's patients are not populating and contact the appropriate Photon System Administrator(s). You may have been removed from their Photon network.

7) How do I know which providers are currently using Photon?

Type the desired recipient's name into the "To:" field (mobile) or "Search" field (web) while creating a new message. If s/he does not populate below that provider is not yet on Photon.

8) How do I know if a provider received my Photon?

After a message is sent this appears below your text: "Sent – 10/8 11:07 AM." Once the recipient has opened your message it will read as follows: "Read – 10/8 11:16 AM."

All messages sent and received become part of the Photon patient chart, which is provided to the hospital in a PDF post discharge.

9) What if I don't hear the Photon "ding?"

A user may **customize** these alerts to particular **notification types (robocall or push)** and **sounds** such as assigning a robocall to any 5-minute interval or changing the push notification to a truck horn, ambulance siren, etc. – See "Customize Notifications" in in-app Help Section

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)

10) How long is patient information available?

Photon defaults to a 90-day period but this may differ depending upon your organization's policies.

- **Inpatient:** Once added, patients will remain on your list through inpatient status for 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. 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.

11) 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:

- **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.

12) I predominantly see outpatients. How will Photon be of use to me?

Benefits Include:

- **Preparation:** View real-time data to check patient status
- **Notifications:** Receive alerts to immediately accessible real-time patient information
- **Communication:** Securely share and discuss patient information amongst care team during the patient encounter
- **Follow Up:** Patients may be added post-discharge providing a historical view of patient the encounter anytime, anywhere

NURSE SPECIFIC FAQ

In Addition to the Above

1) My shift has ended but I'm still receiving messages from the provider(s). How do I reduce this?

You will need to *"Hand Off & Remove"* all of your patients at shift change, i.e. placing these patients on to the new nurses' Photon lists while removing them from yours.

Once patient hand off occurs, your specific provider conversation is automatically passed to the nurse who has taken over.

For example...

- **Nurse 1:** May the patient have pain medication? – *Shift Change Occurs*
- **Physician:** Yes. Provide _____. – *This message is automatically sent to Nurse 2*
- **Nurse 2:** Thank you. It has been administered.

Providers are instructed to continue communication in the same message thread. *If you don't "Hand Off & Remove" each patient at shift change provider communication is likely to continue.*