

MH-CURE 24.2.x

iOS Personal Device

User Guide

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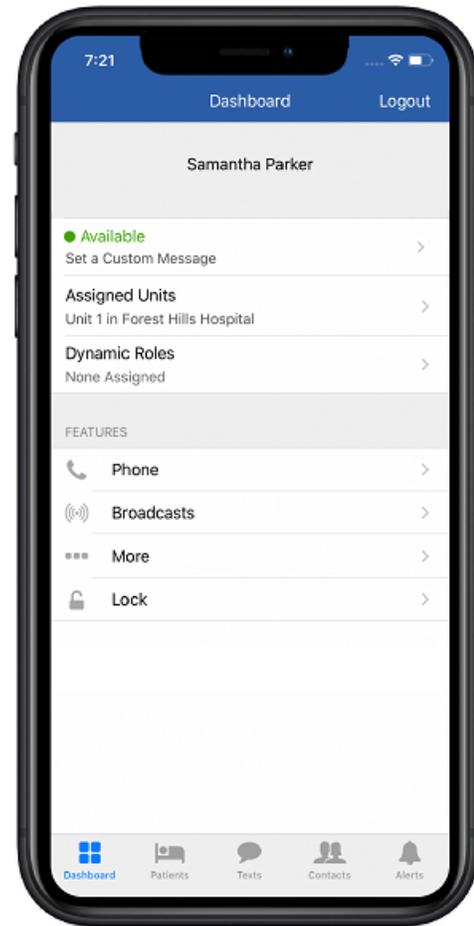
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MH-CURE Basics

This section describes how to log in and out of MH-CURE, Personal Device, the general user interface, clinical users and non-clinical users, status, and notifications.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



Intended Use

MH-CURE is intended for communication and collaboration use.

MH-CURE should not be used for active patient monitoring.

Device OS Compatibility

For information on device OS compatibility, see *MH00160 MH-CURE Device OS Compatibility*.

What's New in this Release?

24.2.x includes the following new features for the MH-CURE mobile app:

- [Toggle for Available Users](#) (iOS and Android)
- [Forwarding an Alert as a Text Message](#) (iOS and Android)

Logging In/Out

This section describes Logging In, Lock Screen PIN, Permissions, New User Verification and PIN Setup, Using FaceID to Unlock MH-CURE, and Logging Out.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

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Single Sign-On



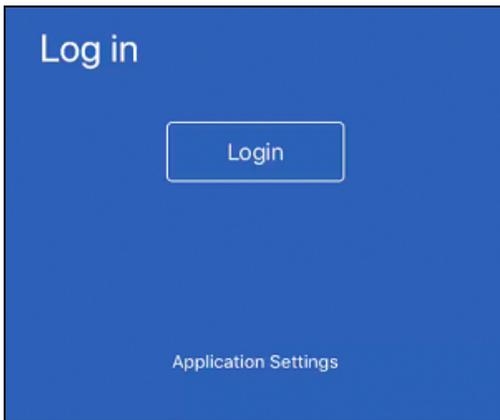
IMPORTANT:

- This feature is controlled in the MH-CURE Admin.
- This feature applies to iOS personal devices only.

MH-CURE provides enhanced security with Single-Sign On capabilities through supported vendors.

Upon logging into MH-CURE for first time on a new device, BYOD users are presented with a new **Log in** screen.

After pressing Login, the user is brought to their facility's Single-Sign on provider's login screen.



TIP: You can view Application Settings from the **Log In** screen.

Jailbroken and Unencrypted Device Detection



IMPORTANT:

- Jailbroken and unencrypted device detection apply to personal device users only.
- The ability to block unencrypted devices is controlled in the MH-CURE Admin.

MH-CURE has the ability to block personal device users from logging into MH-CURE if their device is unencrypted or jailbroken.

Users with unencrypted devices receive a pop-up after attempting to login, informing them they must set up a passcode on their device to begin using MH-CURE.

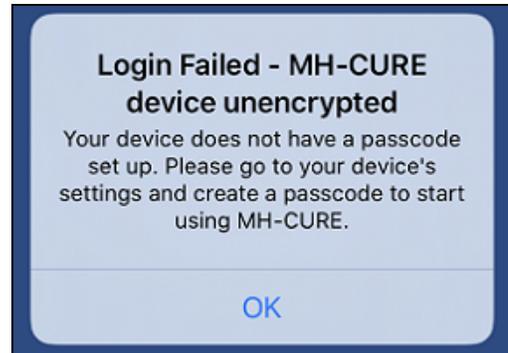
An iOS device is considered unencrypted if the device does not have a passcode set up.

To Setup a Passcode on an Unencrypted Device:

1. Go to **Settings** on the device.
2. Navigate to **Face ID & Passcode**.
3. Press **Turn Passcode On**.

The Set Passcode screen appears.

4. Enter a passcode or press **Passcode Options** to select a:
 - Custom Alphanumeric Code
 - Custom Numeric Code
 - 4-Digit Numeric Code



NOTE: Jailbreak detection is available to iOS device users only.

When a user using a jailbroken device launches MH-CURE, or is currently logged into the app, MH-CURE detects the jailbroken device and logs the user out of the app and prevents them from logging in.

After a failed login attempt, a Jailbreak Alert pop-up displays.



Logging In

MH-CURE uses Active Directory (AD), which allows you to log in using your hospital network credentials.



IMPORTANT: iOS personal device users cannot log into MH-CURE on a jailbroken or unencrypted device.



TIP: If you experience any problems logging in, contact your facility's help desk.

To Log In:

1. Type your USERNAME.
2. Type your PASSWORD.
3. Press **Login**.

8:51

Log in

USERNAME

PASSWORD

Login



NOTE: First time users are prompted for verification. See [New User Verification and PIN Setup](#).

Lock Screen PIN

The Lock Screen PIN is a 4-digit numeric code used to unlock the app and is intended to keep patient information safe without the user having to log out of MH-CURE.

The PIN screen displays:

- When you log in to MH-CURE for the first time.
- After [N] minutes of inactivity and you are prompted to enter your PIN to use MH-CURE. [N] is a setting in the MH-CURE Admin.
- When you press Lock on the Dashboard.



TIP: You can also choose to logout of MH-CURE from the PIN screen by pressing **Slide to Logout**.

- If you enter an incorrect PIN [N] times, you are logged out. You are prompted to reset your PIN at your next login. [N] is a setting in the MH-CURE Admin.



TIP: If you are a user with a personal device that supports touch ID, touch ID can be used to unlock MH-CURE after the first log in.



NOTES:

- To learn more about logging into MH-CURE for the first time, see [New User Verification and PIN Setup](#).
- To learn more about resetting your PIN, see [Resetting Your Lock Screen PIN](#).

Permissions



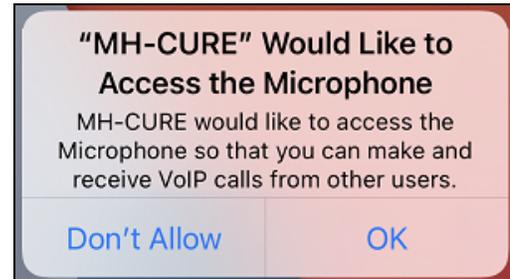
IMPORTANT: Depending on your facility's configurations and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following permissions must be accepted during installation of MH-CURE to ensure optimal performance:

Microphone Permission

The microphone permission must be accepted to make and receive calls in MH-CURE.

Press **OK** to accept the permission.

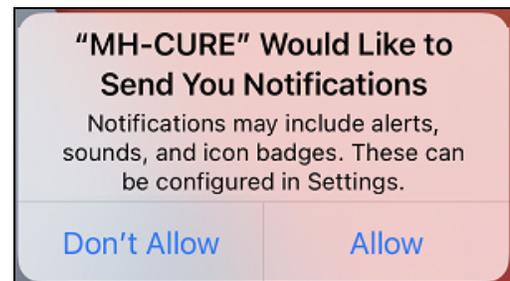


Notifications

The notifications permission must be accepted for the user to receive alerts, sounds, or icon badges.

Depending on your facility's configurations, you can configure how notifications are delivered in your device's settings.

Press **Allow** to accept this permission.



Critical Alerts

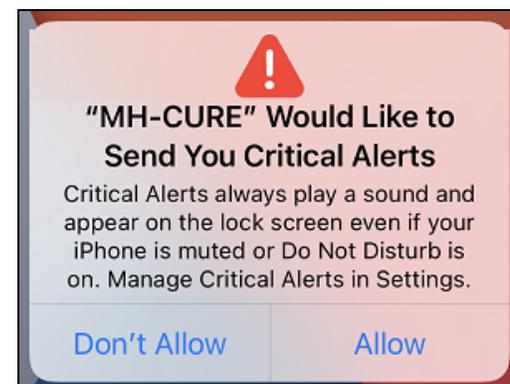


NOTE: A user sees a pop-up on login and a setting in their device's settings allowing MH-CURE to send critical alerts, even if their hospital is not configured to support the Critical Alerts feature.

The critical alerts permission must be accepted for MH-CURE to send you critical alerts.

Press **Allow** to accept this permission.

For more information, see [Critical Alerts](#).



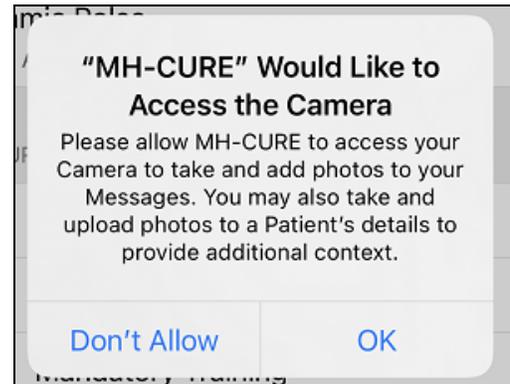
Camera Permission



NOTE: The camera feature is available based on your facility's configurations

The camera permission must be accepted to use any camera features in MH-CURE, such as sending a photo as a text message.

Press **OK** to accept the permission.



New User Verification and PIN Setup

The first time you log into MH-CURE, you are asked to verify your **NAME** and **ROLE**.

1. Verify that your **NAME** and **ROLE** are correct and do one of the following:
 - If the information is correct, press **Correct**.
 - If the information is not correct, press **Incorrect** to end the session.



NOTE: Contact your hospital's help desk if your **NAME** or **ROLE** is incorrect.

Welcome to MH-CURE.
To begin, please verify your
name and role.

NAME
Jenna Hoag

ROLE
RN

Correct

[Incorrect](#)

2. Depending on your administrative settings, the Terms and Conditions display.
 - If the screen does not display, proceed to the next step and set up your PIN.
 - If the Terms and Conditions screen displays:

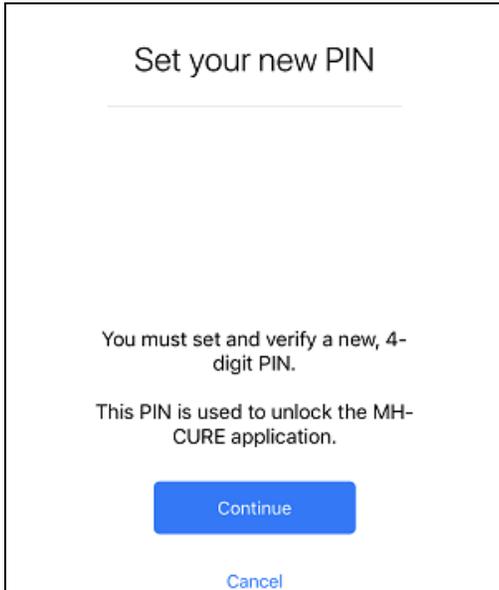
Read the Terms and Conditions.

- Press Agree and proceed to the next step.
- Press Decline to terminate the login process.



NOTE: If the Terms and Conditions text exceeds the screen size, Agree is disabled until you scroll through the Terms and Conditions text.

3. When prompted to set up your new PIN, press **Continue**.

**TIPS:**

- This 4-digit numeric code is used to unlock MH-CURE.
- If your device goes idle, you must enter your unlock code to use MH-CURE.

4. Enter your new PIN, and then enter your PIN again to confirm.

After the PIN is confirmed, the MH-CURE Dashboard displays.



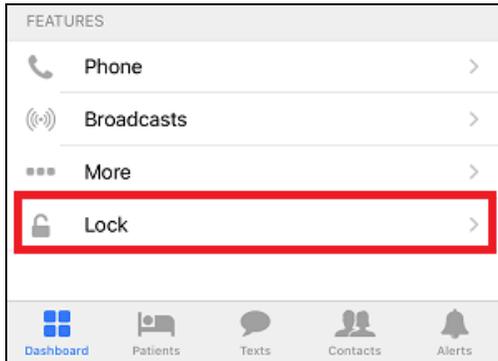
TIP: If you are a user with a personal device that supports touch ID, touch ID can be used to unlock MH-CURE after the first log in.

Resetting Your Lock Screen PIN



NOTE: If you enter an incorrect PIN [N] times, you are logged out. You are prompted to reset your PIN at your next login. [N] is a setting in the MH-CURE Admin.

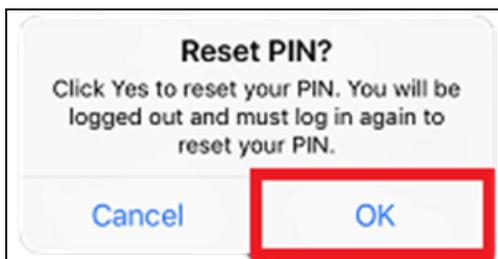
1. Log into MH-CURE.
2. Press **Lock** at the bottom of the Dashboard.



3. Select **Forgot PIN?**



4. Press **OK** on the pop up.



Upon pressing **OK** you are logged out automatically.

5. Log into MH-CURE. A prompt displays requesting you to set your PIN.
Press Continue.
6. You are prompted to set a 4-digit PIN. Enter your new PIN.
7. You are prompted to verify your PIN. Retype your new PIN.

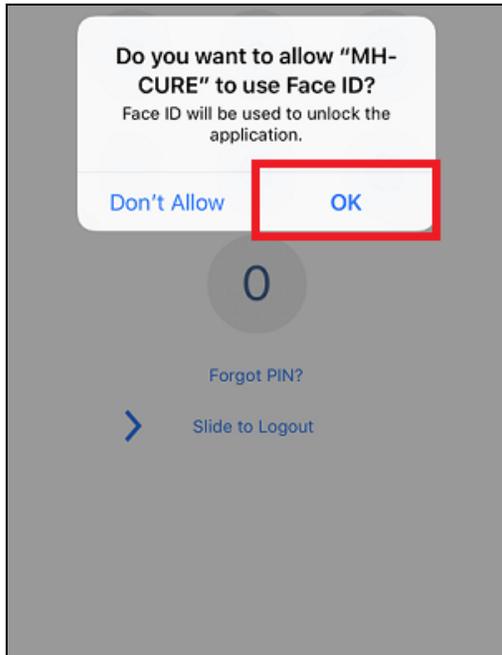
Using Face ID to Unlock MH-CURE



NOTE: Face ID may be used to unlock MH-CURE if you have an iPhone X or above.

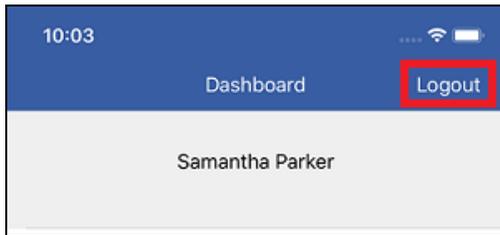
When you install MH-CURE on your phone for the first time, you are prompted to allow MH-CURE to use Face ID.

Press **OK** on the pop-up to allow MH-CURE to unlock your phone using your Face ID.

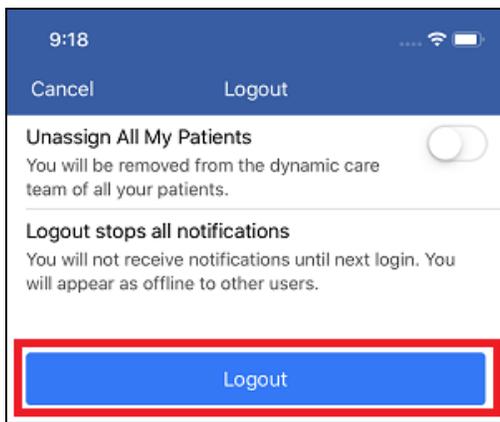


Logging Out

1. On the Dashboard, press **Logout**.



2. Press **Logout**.



NOTES:

- The Unassign All My Patients feature is recommended for sites that use MH-CURE as the source of truth for staff assignments.
- You can logout using Lock on the Dashboard, but it does not have the Unassign All My Patients option.

Personal Devices

This section describes authenticating your personal device and persistent session.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following topics are included in this section:

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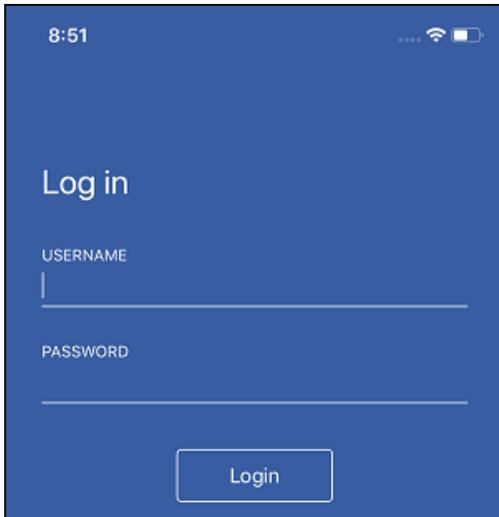
Authenticating Your Personal Device



NOTES:

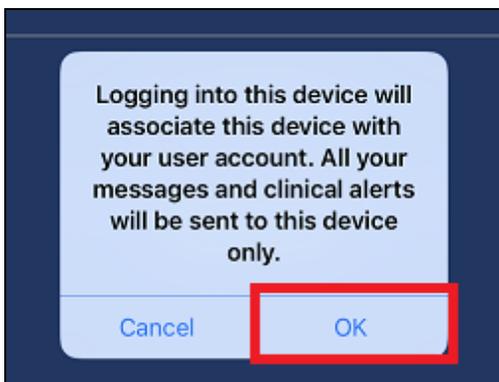
- All of your messages and alerts are sent to this device only.
- The following is managed in the MH-CURE Admin: notifications stop on your personal device if you log into a shared device. Once you log back into your personal device, notifications resume.

1. Log into your account.



A pop-up displays authorizing that the device is associated with your account.

2. Press **OK**.



Persistent Session



Persistent sessions are only applicable to BYOD (personal device) users.



If MH-CURE is opened after your persistent session ends, you are logged out. (Your status changes from Available to Offline.)

What is a Persistent Session?

After the first log in to your personal device, a persistent session allows you to log into MH-CURE without entering your user name/password during a particular time duration. The time duration (N days) is configured in the MH-CURE Admin. The persistent session always expires at 3 AM.



TIP: Persistent session works similarly to email on your phone where you log in once and access all emails without logging in each time you want to view your inbox.

Are Persistent Sessions Secure?

Even though you do not enter your username/password each time, MH-CURE checks for your authentication with Active Directory each time you access the app. You must enter your personalized PIN, Touch ID, or Face ID to open MH-CURE.

Why are Persistent Sessions Useful?

If you swipe MH-CURE out of memory, or iOS kills* the app after a duration of inactivity, the user does not have to re-enter their username/password to get into MH-CURE. You will continue to receive notifications without logging into MH-CURE until you re-open MH-CURE for the first time after your persistent session has expired.

*For optimal performance and battery life, iOS kills all background activities of inactive apps without the app's permission. Despite the app appearing in the recently used app doc, it does not mean that MH-CURE is running in the background.



IMPORTANT: If you deliberately log out of MH-CURE, you must enter your username/password again.

Notifications and Persistent Sessions

You receive notifications after your persistent session expires at 3 AM.

When you open MH-CURE after your persistent session expires, you can do one of the following:

- You can log in again manually, which will begin a new persistent session. Once you log in, you receive notifications.
- You can background the app, meaning you do not log into MH-CURE.



IMPORTANT: If you background the app, you do not receive notifications until you manually log back into MH-CURE.

Persistent Session Use Cases



MORNING SHIFT EXAMPLE (7 AM to 7 PM):

1. Log into MH-CURE at 7 AM on your personal device using your username/password.
This begins your persistent session.
2. When you use a different app or lock your phone when not in use, each time you return to MH-CURE you are prompted for either your TouchID (iOS only), Face ID (iOS only), or your PIN, never your username/password.
3. Your shift ends at 7 PM.
4. At 3 AM, your persistent sessions ends.
5. At your next shift, you are required to log back into MH-CURE using your username/password.
Your persistent session begins again.



OVERNIGHT SHIFT EXAMPLE (7 PM to 7 AM):

1. You open MH-CURE at the start of your shift, but then background the app and do not use it again until 4 AM.
During this time, your persistent session has expired (3 AM has passed), but you still receive push notifications and you remain Available.
2. When you open MH-CURE at 4 AM, you are prompted to enter your password manually.
 - If you enter your password, you have started a new persistent session and continue to receive notifications.
 - If you do not log back into MH-CURE and background the app, you do not receive notifications until you manually login again and begin a new session.

User Interface

This section describes the Dashboard and the Navigation bar.

The Dashboard includes:

- Name
- Extension
- [Status](#)
- [Assigned Units](#)
- [Dynamic Roles](#)
- [Phone](#)
- [Broadcasts](#)
- [More](#)
- [Lock](#)
- [Logout](#)
- [Launch Points](#)

The Navigation bar includes:

- Dashboard
- [Patients](#)
- [Texts](#)
- [Contacts](#)
- [Alerts](#)



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

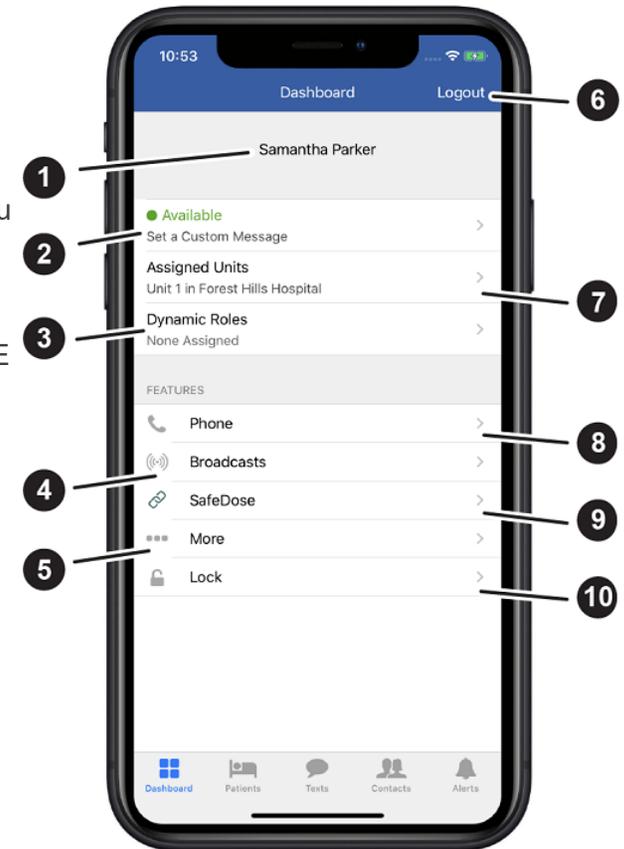
The following topics are included in this section:

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Dashboard Layout

These are the features you see when you look at your Dashboard. For more information on the Navigation bar, see Navigation Bar.

1. **Name:** This is the name that displays in MH-CURE to other users in your directory.
2. **Status cell:** Displays your status and custom status message to everyone in your directory. Status options include ● Available, ● Busy, and ○ Offline.
3. **Dynamic Roles:** Press **Dynamic Roles** to view dynamic roles that are available for assignment. If you assign yourself to a dynamic role, it displays on the **Dashboard**.
4. **Broadcasts:** Grouped into three categories: [Quick](#), [Group](#), and Recent. Quick includes content and recipients predefined in the MH-CURE Admin. Group includes recipients predefined in the MH-CURE Admin. Recent includes all broadcasts you have sent and received.
5. **More:** Includes additional features, such as [Application Settings](#), [About](#), [Terms and Conditions](#), [Off Duty Time](#), and [Upload All Logs](#).
6. **Logout:** Gives you the ability to logout of MH-CURE and unassign yourself from the patients you are assigned to. Logging out stops all notifications.
7. **Assigned Units:** Displays the units and hospitals you are assigned to.
8. **Phone:** Gives you the ability to make phone calls and view missed calls. If the voicemail feature is enabled for your hospital in the MH-CURE Admin, you can listen to your MH-CURE voicemails.
9. App-to-App and App-to-URL [Launch Points](#) display under Features. Launch Points allow outbound and inbound launches of third party apps from within the MH-CURE app.
10. **Lock:** Allows for PHI to remain confidential if you leave your phone unattended. You must lock the device yourself using this option on the **Dashboard**.



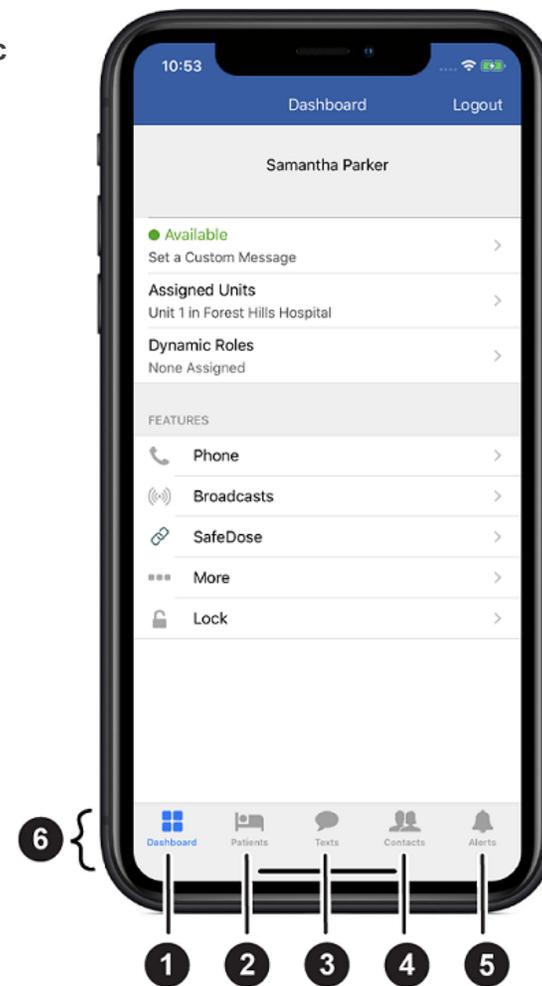
Navigation Bar

The Navigation bar includes access to **Dashboard**, **Patients**, **Texts**, **Contacts**, and **Alerts**.

1. **Dashboard**: The **Dashboard** is your home screen. It includes your status cell, **Assigned Units**, **Dynamic Roles**, **Phone**, **Broadcasts**, **More**, **Lock**, and **Logout** options.
2. [Patients](#): Use **Patients** to view all patients that are your Assigned Patients, in your Assigned Units, or to Browse patients.
3. [Texts](#): Use **Texts** to send and receive one-to-one or group text messages.
4. [Contacts](#): Use **Contacts** to view users in your directory. You can view these users by browsing through Search All Contacts, My Units, Any Unit, Hospital, Favorites, and On Call.

NOTE: The On Call filter and Scheduling feature are available based on your facility's configurations.

5. [Alerts](#): Use **Alerts** to view the following alerts: nurse call, critical labs, abnormal labs, pager, and system.
6. **Navigation Bar**: The Navigation Bar includes the **Dashboard**, **Patients**, **Texts**, **Contacts**, and **Alerts**.



User Experience Features

MH-CURE includes a few features that enhance your user experience.

Stickiness

Within MH-CURE, some selections you make are "sticky". This means your selection is remembered if you return to that screen later on.



EXAMPLE: On the Patients screen, if you select the Assigned Patients view and return to your Dashboard, when you return to the Patients screen the Assigned Patients view is still selected.

Screen Taps

When using features on the Navigation bar, you can single-tap the icons to return to main screens.



EXAMPLE: Once you have navigated to a user's Contact Details screen, you can single-tap Contacts on the Navigation bar to return to the Contacts main screen.

Section Headers



IMPORTANT: This feature applies to iOS devices only.

Section headers remain at the top of each list when scrolling up or down until the next section header replaces it.

Text Typing Indicator



IMPORTANT:

- This feature applies to iOS devices only.
- This feature is available based on your hospital's configurations.

A text typing indicator allows users to see if another user is responding to a message in a one-to-one or group message.

The indicator displays when users have a text message open with one or more users who are responding to a text.

Depending on how many users are participating in a message, the following indicators display:

- If one user is typing: "[User's Name] is typing..."
- If two users are typing: "[User's Name] and [User's Name] are typing..."
- If three or more users are typing: "Several people are typing..."

Clinical Users and Non-Clinical Users

There are three types of users and their access to patient information varies depending on their assigned type:

- Clinical User
 - A clinical user with access to confidential patients has full access to patient confidentiality information.
 - A clinical user without access to confidential patients has limited access to patient confidentiality information.



NOTE: All confidential patients display with the (C) icon.

11	(C)	★	F
Frost Edith		DOB 02/12/1971	

Clinical User with Access to Confidential Patients

11	(C)	★	*
Confidential Patient		DOB *****	

Clinical User without Access to Confidential Patients

- Partially Restricted Clinical User
 - A clinical user with partially restricted access to patients has limited access to patient confidentiality information. The "Partially Restricted" access level hides sensitive patient information of all patients. It is not limited to confidential patients, however access to confidential patients can also be restricted.
- Non-clinical users do not have access to patient information.

Patient Confidentiality for Clinical Users

Only clinical users have access to patient confidentiality data. Patient confidentiality is a permission set in the MH-CURE Admin.

For information on what each user sees, go to the following topics:

- [Confidential Access in Viewing Contact Details](#)
- [Confidential Access in Viewing Patient Data](#)
- [Confidential Access in Viewing Patient Details](#)
- [Confidential Access Viewing Patient Picks in a Group Broadcast Message](#)
- [Partially Restricted Access in Viewing Patient Data](#)

Status

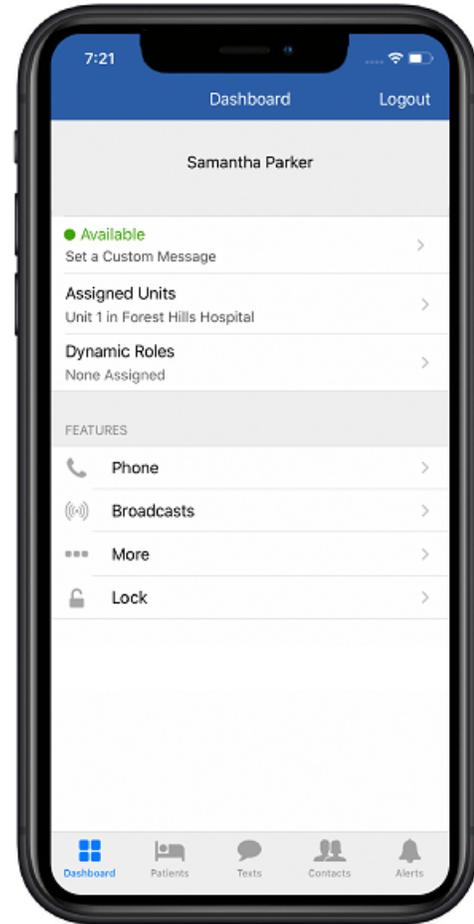
Your status or a contact's status is indicated by a colored circle and word.

These options include:

-  or  Available
-  or  Busy
-  or  Offline



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



User Actions Affecting Status

Numerous actions in MH-CURE affect a user's status. Use the table below to understand specific actions and consequences.



NOTE: <N> = number. This number is determined by your hospital's settings.



EXAMPLE: Status set to Offline after 15 seconds.

If the user does this...	...and is using a Personal Device, then...
Logs into MH-CURE / Foregrounds MH-CURE with Wi-Fi available	Status set to ● Available. The status of other users visible to you update immediately on your screen.
Logs into MH-CURE / Foregrounds MH-CURE with no available Wi-Fi	Status set to ● Available.
Backgrounds MH-CURE (Wi-Fi available)	Remains ● Available.
Backgrounds MH-CURE (Wi-Fi not available)	Remains ● Available.
Quits MH-CURE (Swipes MH-CURE out of memory)	Status remains ● Available.
Selects Busy status	Status set to ● Busy.
Is on a phone call	Status remains ● Available.
Disconnects from the server for any reason ^{*Note 1}	Status remains ● Available.
User is idle (app foregrounded, unlocked, and no user activity)	The status of other users visible to the idle user updates immediately on the screen.
User navigates to a new screen	The status of other users visible to the user updates immediately on the screen.
User scrolls up or down on the same screen	The status of other users visible to the user updates immediately on the screen.
Sets auto off-duty timer	Status set to ○ Offline at time specified.
Unlocks MH-CURE	The status of other users visible to the idle user updates immediately on the screen.
Logs out of MH-CURE	Status set to ○ Offline.
Allows a personal device authentication token to expire ^{*Note 2}	Status remains ● Available. See ^{*Note 2} below for more information.

If the user does this...	...and is using a Personal Device, then...
Docks the device or connects it to a power supply ^{*Note 3}	No change occurs.

***Note 1:** There are three MH-CURE Admin settings that modify behavior when the client is disconnected from the server. In addition, the server is disconnected for personal device users shortly after MH-CURE is moved to the background. The most common reasons for being disconnected from the server are losing Wi-Fi and cellular data.

***Note 2:** There is a MH-CURE Admin setting that modifies the time an authentication token is set for a personal user. After the authentication token expires, a personal device user is logged out within 5 minutes for security purposes. The user can log back in to receive a new token. The user continues to receive push notifications unless they deliberately log out of MH-CURE or go off-duty.

***Note 3:** There are MH-CURE Admin settings that modify behavior when a shared device is docked or connected to a power supply. One setting controls whether or not the user is automatically logged out upon charging. Another setting controls the amount of time after logging out until assigned patients are unassigned.

Effect on Status Setting on Notifications

If the user is in this Status	...and is using a Personal Device, then...
 Available	All notifications are received
 Busy	All notifications are received
 Offline	No notifications are delivered until next log in

Contact Status Options and Display

The status of every user is displayed in various locations of the user interface using the display below:

Status Option	Status Display
Available	 or  Available
Busy Busy - Quick Pick the user chooses Busy - Custom status message the user creates	 or  Busy
Offline	 or  Offline
Contact*	

***NOTE:** A gray phone indicates a contact phone number of someone who is not an MH-CURE user. For example: unit desk phones, X-Ray Lab, or any hospital staff member not using MH-CURE

MH-CURE Admin Settings that Affect Status

These settings are configured in the MH-CURE Admin.



NOTES:

- Presence = Status.
- <N> = number. This number is determined by your hospital's settings.

If this MH-CURE Admin setting is modified...	...and the user is on a Personal Device, then...
Presence update after connectivity loss interval (seconds) Default is 120 seconds. Note: Personal devices may take up to 5 minutes.	Status is set to ● Available . No impact to the My Units list.
Removal from In Units list after connectivity loss interval (hours) Default = 8 hours	Status is set to ● Available . User is removed from My Units list.
Auto-logout after connectivity lost period (shared devices only) Default = 1 hour	Not applicable
Logout on charge	Not applicable
Automatic interval for updating status = y seconds Default = None	Status is updated every <N> seconds.

Status Display Locations

A user's status displays in several locations on the MH-CURE User Interface (UI).



NOTE: <N> = number. This number is determined by your hospital's settings.

Status updates occur:

- When users log in and out in real time.
- Every <N> seconds depending on the MH-CURE Admin setting: Automatic interval for updating presence.
- If previously disconnected, contacts auto-sync upon reconnection to MH-CURE.
- When users scroll down a list and pause on a page (for example: scrolling through My Units)



IMPORTANT:

- When a user is **Offline**, they will not appear in the **My Units** or **Any Units** lists. The exception is when a user loses network connectivity. The user may remain displayed in the **My Units** or **Any Units** lists for <N> hours, where *N* is the number determined by your hospital's setting in the MH-CURE Admin.
- However, if a user does not appear in the **My Units** or **Any Units** lists, but appears as **Available** status in another area of the application, it is due to a MH-CURE Admin **User Inactivity** setting that removes inactive users from the **My Units** or **Any Units** lists after <N> hours of inactivity.

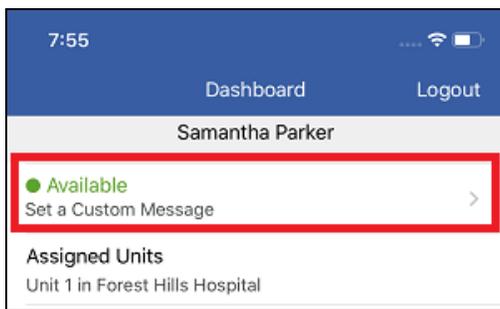
A user's status is shown in the following locations:

- Dashboard
- Contact Details
- Dynamic Care Team list
- Recent calls
- Recent broadcasts
- Broadcast details
- Recent texts
- Group text details
- Text conversation
- Compose a text
- My Units list
- Any Unit list
- Hospital list
- Specialty list
- Favorites list
- On Call list
- Browse Dynamic Roles Hospital list
- Browse Dynamic Roles Favorites list
- Browse Dynamic Roles Details

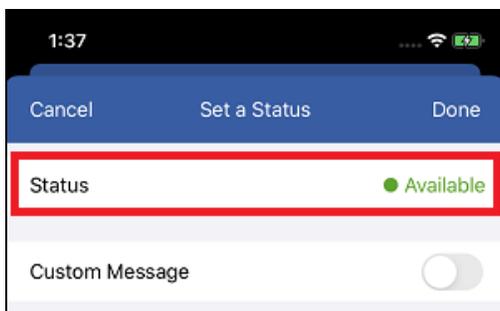
Changing Your Status

Use the status cell to indicate your online status to other MH-CURE users.

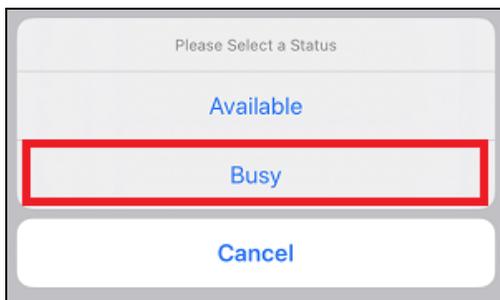
1. Press the status cell on the **Dashboard**.



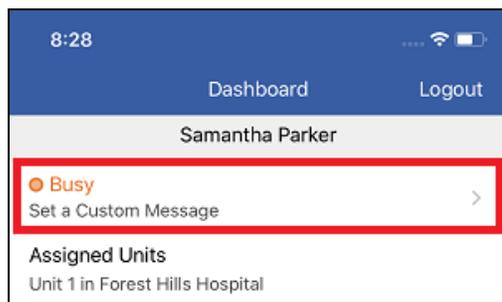
2. Press the status box to select your online status.



3. Select your online status; and then press **Done**.



The **Dashboard** updates automatically with your selected status.



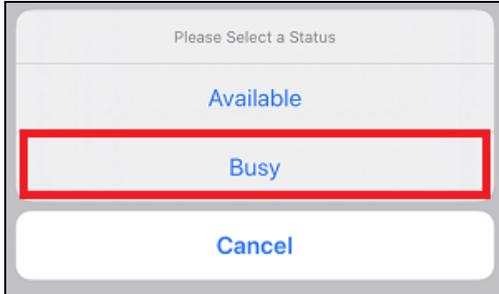
**TIPS:**

- For information on how to set a specific amount of time for your Busy status, please see [Specifying Busy Time](#).
- For information on how to create your own custom status message, please see [Adding a Custom Status Message](#).

Specifying Busy Time

You can set a timer to show your Busy status for a specific amount of time.

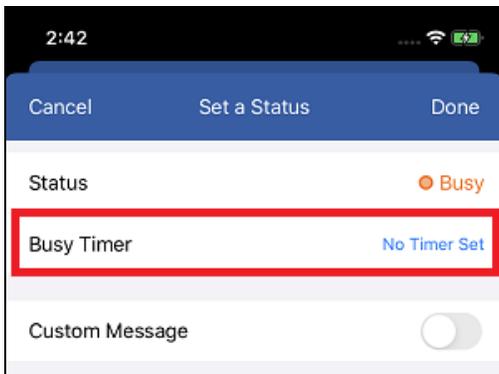
1. Press the status cell on the Dashboard.
2. Press the status box; and then select **Busy**.



3. Press **Busy Timer**.



NOTE: The Busy Timer reads **No Timer Set** until you set a time.



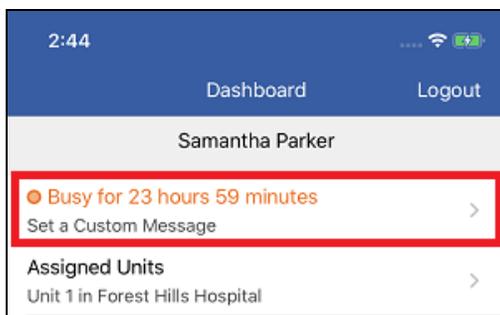
4. Specify the amount of time you are going to be Busy; and then press **Done**.



TIP: You may set a busy timer up to 23 hours and 59 minutes.

5. Press **Done** to finish setting your Busy Timer.

Your Dashboard updates with your specified Busy Time.





NOTE: After the time duration completes, your status is set back to Available.

To set yourself as Available before the timer runs out: select the status cell on the Dashboard and update to Available.

Adding a Custom Status Message

You can add a custom status message to your status. You can set a custom status message to an Available or Busy status.



NOTE: The following procedure shows setting a custom Busy status.

Your custom status message is shown in the following locations:

- Dashboard
- Contact Details
- Dynamic Care Team list
- Recent calls
- Texts
- Text conversation
- Compose a text
- Group text details
- Recent broadcasts
- Broadcast details
- Favorites list
- My Units list
- Any Unit list
- Hospital list
- Specialty list
- On Call list



IMPORTANT:

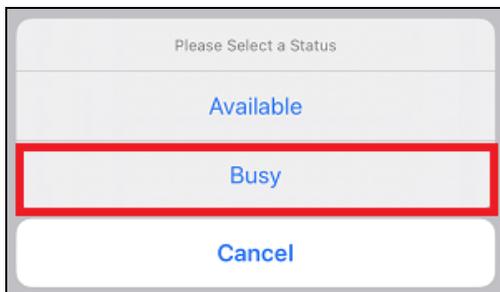
- Your custom status message resets when you log out of MH-CURE, unless you enable the **Keep Message on Logout** switch. When you log back into MH-CURE, your status is set to Available.
- Your custom status message remains if you switch between Available or Busy.

1. Go to your Dashboard.
2. Press the status cell.



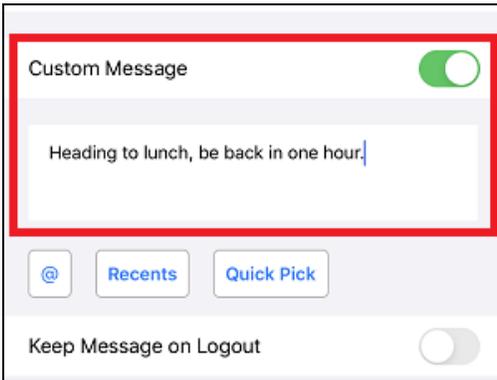
NOTE: Your status cell displays your status as ● Available or ● Busy.

3. On the **Set a Status** screen, press the **Status** box. There are two options: **Available** or **Busy**. Select **Busy**.



4. Toggle the **Custom Message** switch to the right; and then type your message.

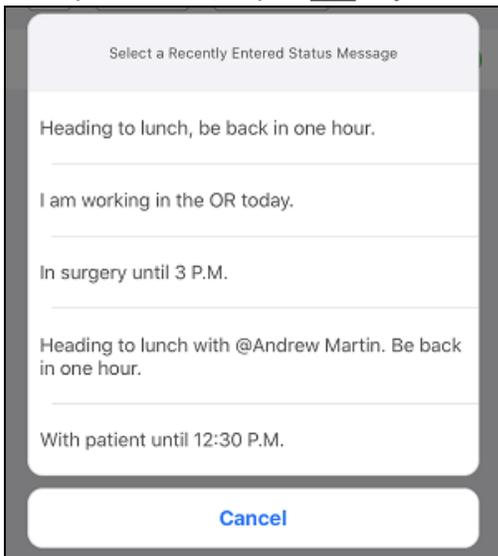
 **TIP:** You can customize your status message up to 200 characters.



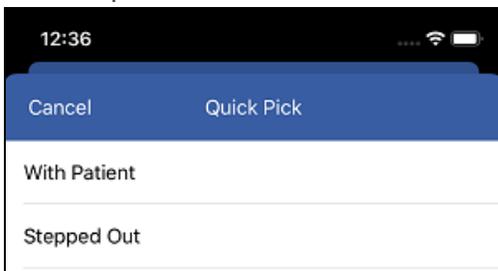
5. For additional options, you can select one of the following:

: Opens the **Contacts** screen, giving you the ability to select users to add to your custom status message. To add one or more users to your custom status message, see [Tagging a User in Custom Status Messages](#).

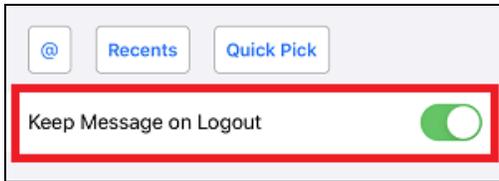
Recents: Opens a list of up to five of your most recent custom status messages.



Quick Pick: Opens the **QUICK PICK** screen displaying a list of pre-formulated messages.



- You can toggle the **Keep Message on Logout** switch to the right to keep your custom status message when logging out of MH-CURE.

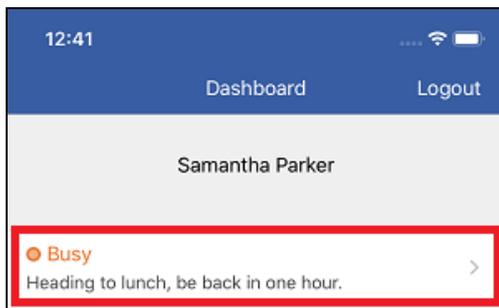


- Press **Done**.



WARNING: Your custom status message does not save unless you press **Done**.

Your **Dashboard** updates with your custom status.



NOTE: Desktop MH-CURE users can see your custom status message.

Tagging a User in Custom Status Messages

You can add one or more users in your Available or Busy custom status message; however, the user does not receive a notification letting them know they have been tagged.



EXAMPLE: Going into surgery and tagging the unit secretary to let users know who to reach in your absence.

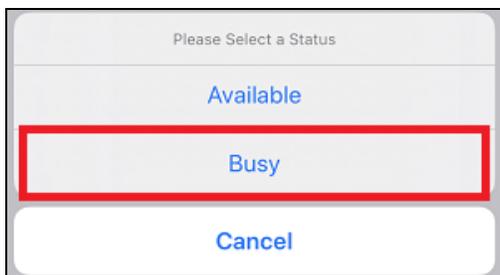


NOTE: The following procedure explains how to set a customized Busy status message. You can set a customized Available message instead, by selecting **Available** as your status.

1. Go to your Dashboard.
2. Press the status cell.



3. Select **Busy**; and then toggle the **Custom Message** switch to the right.

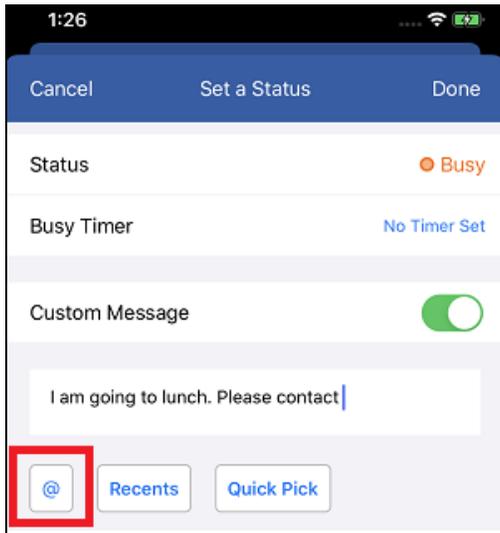


4. Type your message; and then press .



TIPS:

- You can customize your status message up to 200 characters.
- Select **Quick Pick** to pick from a list of predefined messages, or **Recents** to select one of five of your most recent messages. Quick Pick options are determined in the MH-CURE Admin.

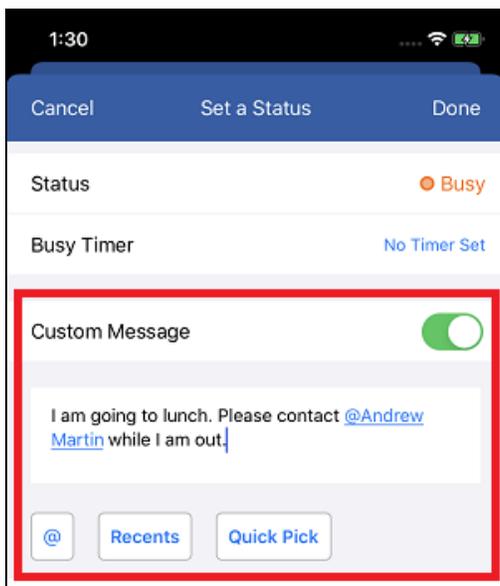


5. Type in the first letter of the user's name to generate the search; and then select the user by pressing their name.

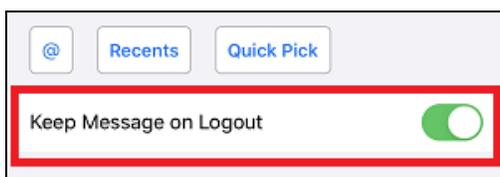


TIP: You can also select a user from My Units, Any Units, Hospital, Specialty, Favorites, or On Call.

The user's name is automatically added to your custom status.



6. You can toggle the **Keep Message on Logout** switch to the right to keep your custom status message when logging out of MH-CURE.

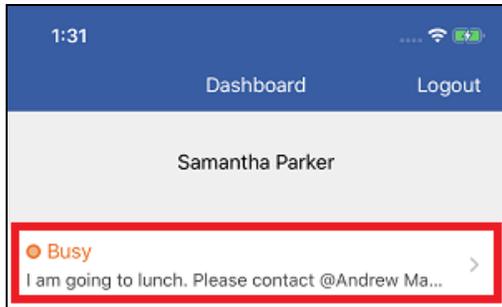


7. Once you have finished editing your custom status, press Done.



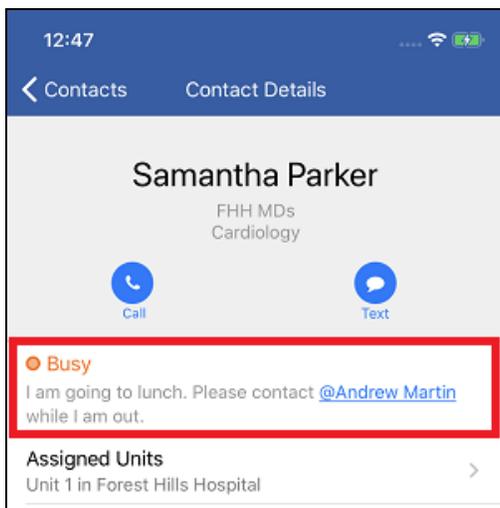
WARNING: Your custom status message does not save unless you press Done.

Your **Dashboard** and your Contact Details screen updates automatically.



NOTE: When users view your custom status with a tagged user, they can press the tagged user's name to view their **Contact Details**.

1. Go to Contacts.
2. Select either My Units or Any Unit.
3. Select a contact, which opens their Contact Details.
4. In the user's **Busy** or **Available** message, there is an **@name**. Press the blue link.



The tagged user's **Contact Details** displays.

Notifications

This section explains how to configure iOS notification settings, the various types of notifications an MH-CURE user receives, and how users can control sounds using the device's hardware buttons.

For more information on notification behavior, see *MH00030 MH-CURE Notifications Guide*.

The notification types include:

- [Alerts](#)
- [Notification banners](#)
- [Dynamic roles](#)



IMPORTANT: Notifications are not delivered if you are logged out of MH-CURE.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following topics are included in this section:

iOS Notification Settings	50
Critical Alerts	52
Unread Broadcasts, Texts, and Alerts	54
Sounds	55
Alerts	57
Red and Orange Banners	73
Dynamic Roles	77

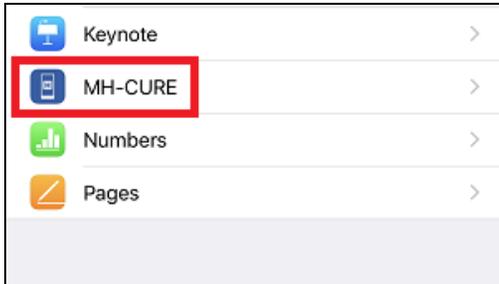
iOS Notification Settings

You can configure your iOS notification settings so you receive notifications even when your phone is locked.

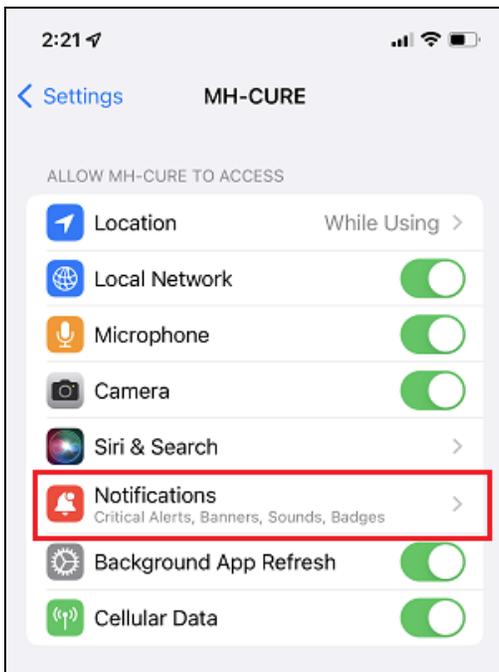


IMPORTANT: iOS 12.0 and above offers a setting to Allow Critical Alerts. The Critical Alerts feature ignores your Do Not Disturb settings and your device's mute button. This feature is available based on your hospital's configurations.

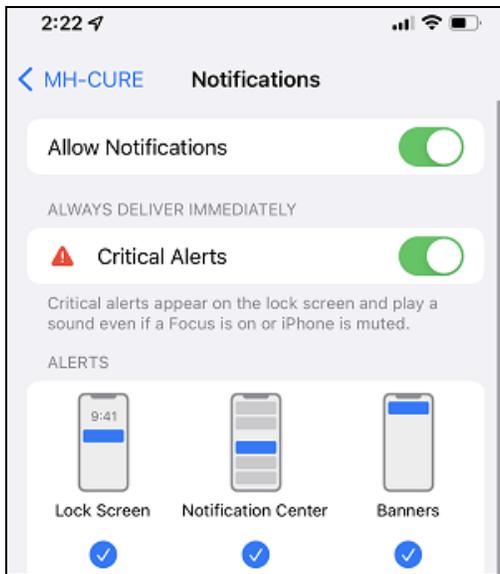
1. On your phone, select Settings.
2. Scroll through the list until you find **MH-CURE**, and then press on it.



3. Select **Notifications**.



4. Press **Lock Screen**, **Notification Center**, and **Banners** so they are selected.



5. You have the option to select a **Banner Style**. There are two options: **Temporary** or **Persistent**.



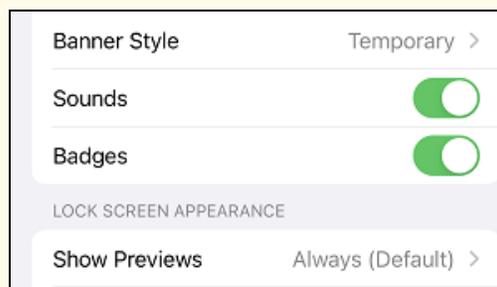
NOTE: MH-CURE defaults to the device's notification settings. If general notifications are set to either temporary or persistent, then that's what MH-CURE uses as the banner style for MH-CURE notifications. Devices with MDM can only control enabling or disabling notifications using the **Allow Notifications** toggle.

- **Temporary** means the notification slides down from the top of the screen and disappears within a few seconds.
- **Persistent** means the notification slides down and remains at the top of the screen until it is interacted with, or another notification slides down and replaces the previous notification. To interact with a persistent notification, you must tap the notification to open it or you can swipe the notification up to dismiss it.



TIP: Mobile Heartbeat recommends setting your device notification settings for the MH-CURE app to:

- Banner Style:
Temporary
- Show Previews:
Always



Your selections save automatically.

Critical Alerts



LIMITATIONS:

- This feature is available for users on iOS 12.0 and above.
- A user sees a pop-up on login and a setting in their device's settings allowing MH-CURE to send critical alerts, even if their facility is not configured to support the Critical Alerts feature.

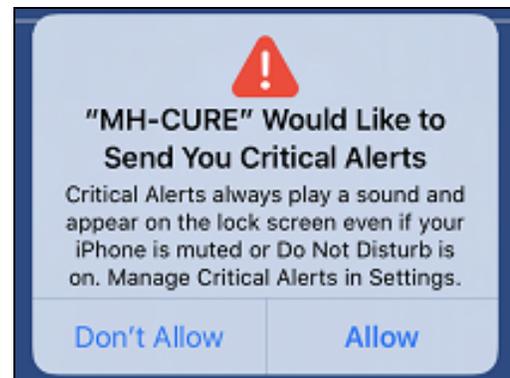
MH-CURE supports the critical alerts iOS feature for WCTP alerts.

Critical Alerts always play a sound and appear on the lock screen regardless of your device's mute switch or Do Not Disturb setting.

Enabling Critical Alerts on MH-CURE:

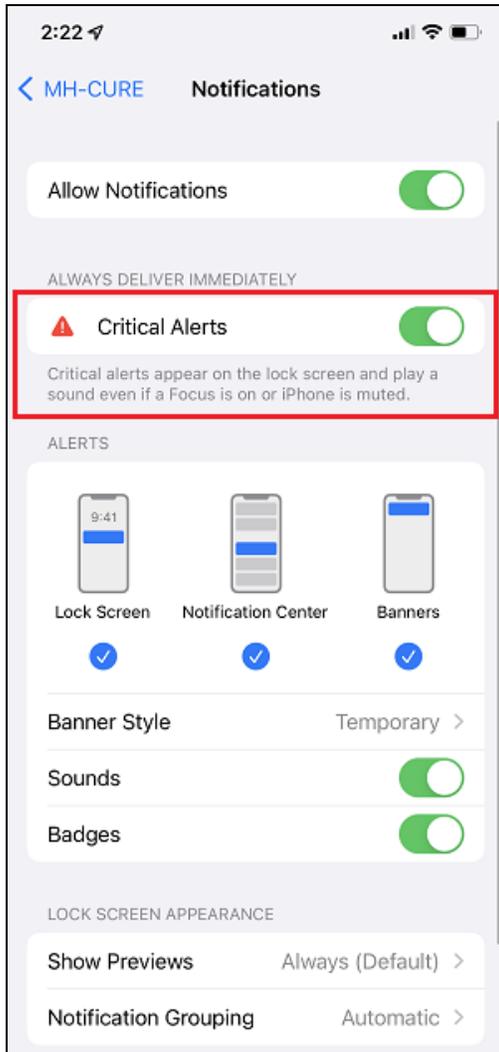
When launching MH-CURE for the first time after installation, a pop-up displays to enable Critical Alerts.

To allow critical alerts, press **Allow**.



If the user presses...	...and their hospital is configured to support the Critical Alerts Feature...	...and their hospital is <u>not</u> configured to support the Critical Alerts Feature...
Allow on the Critical Alerts pop-up	Regardless of the device's settings (Mute, Do Not Disturb mode, etc.), MH-CURE always plays a sound and displays WCTP alerts configured as Critical.	<ul style="list-style-type: none"> • MH-CURE is not affected. • MH-CURE plays sounds and displays notifications from normal or urgent WCTP alerts, depending on the device's settings (Mute, Do Not Disturb mode, etc.).
Don't Allow on the Critical Alerts pop-up	WCTP alerts configured as Critical: <ul style="list-style-type: none"> • Are delivered with normal notification behavior and the priority they are set to from the sending system. • Are affected by the device's settings (Mute, Do Not Disturb mode, etc.). <p>NOTE: The Critical Alerts feature can be turned on later in the device's settings under MH-CURE.</p>	

Enabling Critical Alerts in Your Device's Settings



To check if Critical Alerts are turned on:

1. On your phone, select Settings.
2. Scroll through the list and press MH-CURE.
3. Select **Notifications**.

When Critical Alerts are enabled, the **Allow Critical Alerts** toggle is green.

Unread Broadcasts, Texts, and Alerts

Unread broadcasts, texts, and alerts are marked by:

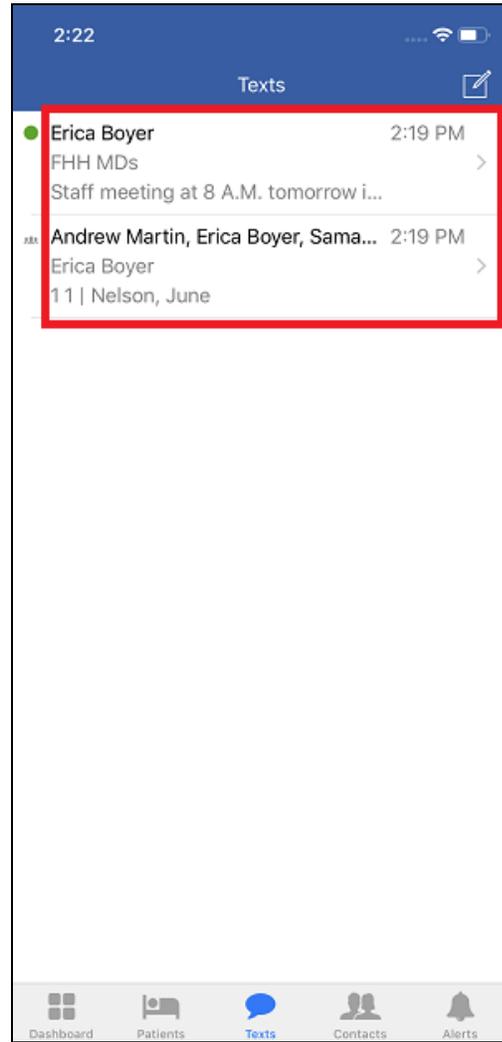
- Bold print
- A blue time stamp

Once you have opened the notification, it displays in the list without the bold print and blue time stamp.

Unread Notification



Read Notification



Sounds

This section describes controlling sounds using the hardware button and default sounds.

 **TIP:** Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following topics are included in this section:

Controlling Sounds Using the Hardware Button	56
Default Sounds	56

Controlling Sounds Using the Hardware Button

To mute sounds on your phone, you must use the hardware button of the device.



NOTE: Depending on your shared device, your user interface may vary slightly from the image shown in this section.



For iOS phones, the hardware button is on the left-hand side.



NOTE: The hardware button for iOS devices is called the Ring/Silent switch. On iPhone 15 devices (pictured left) it is called the Action button.

iPhone devices prior to iPhone 15:

- Toggle the switch up to cover the orange strip, which unmutes all sounds.
- Toggle the switch down to expose the orange strip, which mutes all sounds.

iPhone 15 devices and future models:

- Press and hold the Action button, to put the iPhone into Silent Mode.
- Press and hold the Action button again, to unmute all sounds.

Default Sounds

Default Sound	You Hear this Sound when...
More>Sounds>Normal Text Tone>App Default	<ul style="list-style-type: none"> • You receive text messages
More>Sounds>Ringtone>App Default	<ul style="list-style-type: none"> • You receive phone calls
More>Sounds>Urgent Text Tone>App Default Urgent	<ul style="list-style-type: none"> • You receive urgent text messages
AppGroupMessage.wav ^{Note 1}	<ul style="list-style-type: none"> • You receive group text messages • You receive broadcasts
AppGroupMessageUrgent.wav ^{Note 1}	<ul style="list-style-type: none"> • You receive urgent group text messages • You receive urgent broadcasts
AppLowBattery.wav ^{Note 1}	<ul style="list-style-type: none"> • You receive a low battery alert
WifiLoss.wav ^{Note 1}	<ul style="list-style-type: none"> • You receive a Wi-Fi loss notification
ApplicationWillTerminate.wav ^{Note 1}	<ul style="list-style-type: none"> • You swipe the app out of memory

Note 1: These sounds cannot be customized by the user.

Alerts

You can receive and view **Alerts** from other software integrations.

These types of alerts include:

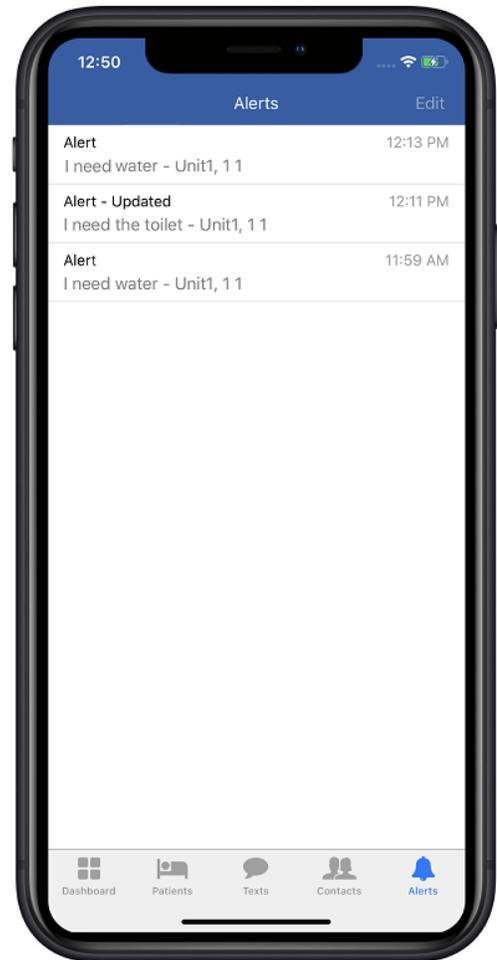
- Nurse Call
- Critical Lab
- Abnormal Lab
- Pager
- System



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



IMPORTANT: Notifications are not delivered if you are logged out of MH-CURE.



Actions On Alerts Overview



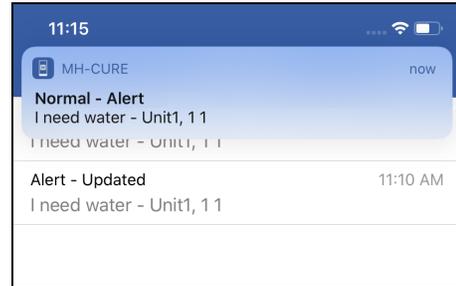
IMPORTANT: Your specific action items and alerts are determined by your facility's inbound alerting configuration. Not all alerts have action items.

A floating notification appears at the top of your screen.

You can press the notification to view, long press the notification to choose an action item, or you can swipe up to dismiss it and view in **Alerts** on the Navigation bar.

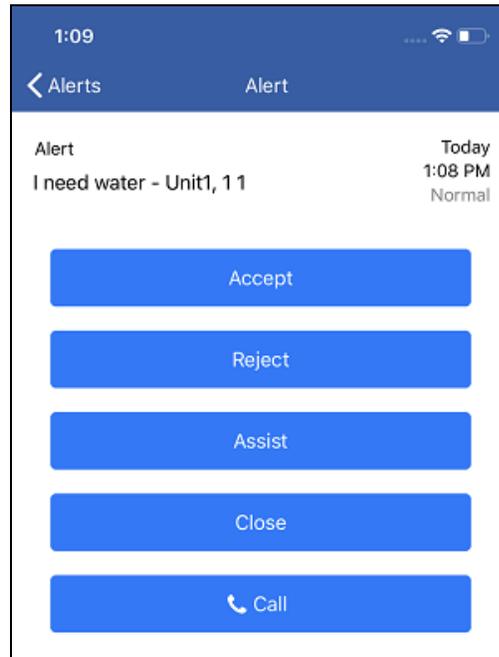
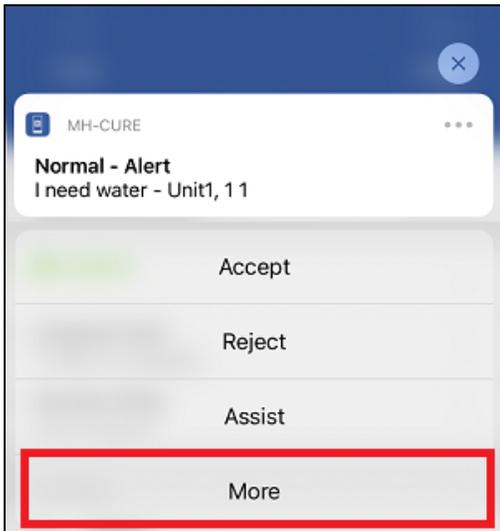


NOTE: Unread alerts are indicated by bold text and a blue time stamp.



iOS devices can display up to four action items in the notification. If there are more than four action items, the fourth action item displays as a More option.

When you select **More**, you are brought to the **Alert Details** screen where all the action items display.



**IMPORTANT:**

- You are unable to select an action item when the device is locked. When you select a notification from the device's lock screen, the device prompts you for your device's lock screen PIN and brings you to the Alert Details screen.
- You are unable to select an action item when MH-CURE is locked, which is a setting configured in the MH-CURE Admin. When you select a notification when MH-CURE is locked, you are prompted to enter your MH-CURE lock screen PIN, which brings you to the Alert Details screen.
- You receive push notifications when MH-CURE is in the background. You are unable to select an action item on push notifications.

See [Selecting an Action Item on Alert Notifications](#) for more information.

See [Accepting Alerts](#), for more information on how to accept alerts.

Accepting Alerts



IMPORTANT: Your specific action items and alerts are determined by your facility's inbound alerting configuration. Not all alerts have action items.

MH-CURE can receive and display alerting action items. You are able to choose an action item from the alert's details screen or the floating notification.

These action items may include: **Call**, **Accept**, and **Reject**.



NOTE: Your specific action items may vary depending on the hospital's inbound alerting configuration.

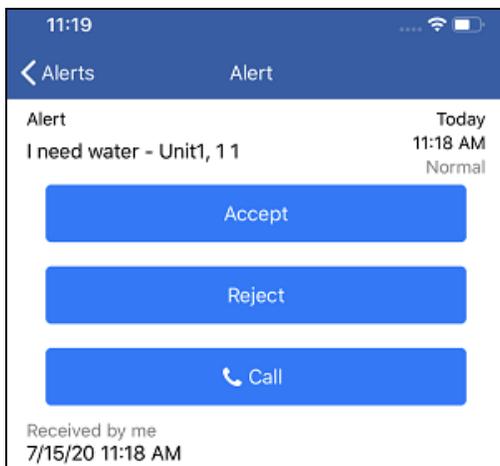
1. In **Alerts**, select the alert you want to respond to, or tap the floating notification.



TIP: You can also select action items on the floating notification. See [Selecting an Action Item on Alert Notifications](#) for more information.

2. The alert's details screen opens, displaying the message details and available actions.

Select an action: **Accept**, **Reject**, or **Call**.



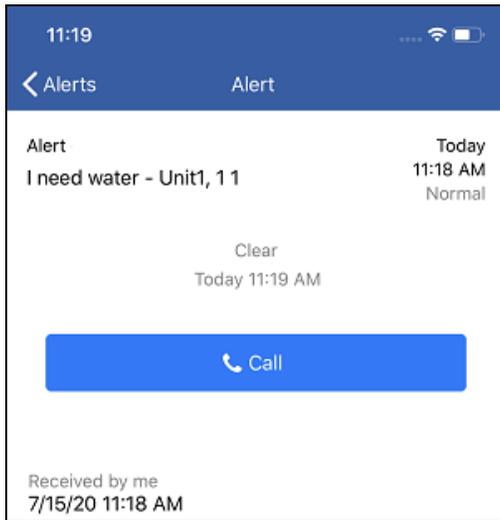
After you've selected an action, the screen updates automatically with your selection.



NOTES:

- If your facility's inbound alerting messages are configured with a call back number, the option to Call remains on the Alert Details page, even if other action items have been selected.
- Pressing Call initiates a phone call to the number associated with the alert.

If your facility is configured to clear alert messages, the following is an example how a cleared alert displays.

**IMPORTANT:**

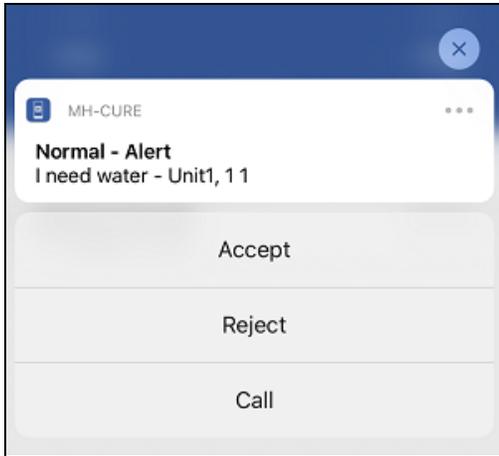
- You can view alert content for two days after the viewing period begins. The viewing period is permanently set to 48 hours upon receipt and the time period cannot be managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Selecting an Action Item on Alert Notifications



IMPORTANT: Your specific action items and alerts are determined by your facility's inbound alerting configuration. Not all alerts have action items.

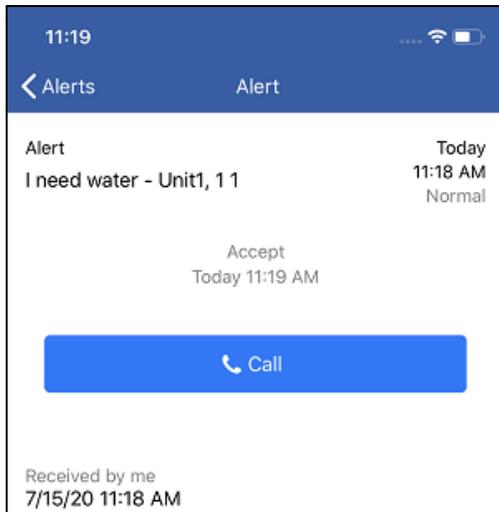
1. Pull down on the floating notification.



A list of action items opens.

2. Press an action item to respond to the alert.

The Alert Details screen updates to show your selected response.



NOTES:

- If your facility's inbound alerting messages are configured with a call back number, the option to Call remains on the Alert Details page, even if other action items have been selected.
- Pressing Call initiates a phone call to the number associated with the alert.



TIP: You can still select an action item from the alert details screen if you do not select one from the floating notification.



IMPORTANT:

- You can view alert content for two days after the viewing period begins. The viewing period is permanently set to 48 hours upon receipt and the time period cannot be managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Selecting Alerts to Mark as Read



IMPORTANT: Your specific action items and alerts are determined by your facility's inbound alerting configuration. Not all alerts have action items.

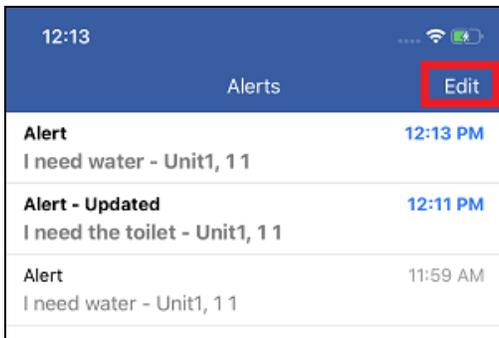
You have the ability to select one (1) or more alerts to mark as read.

There are two options:

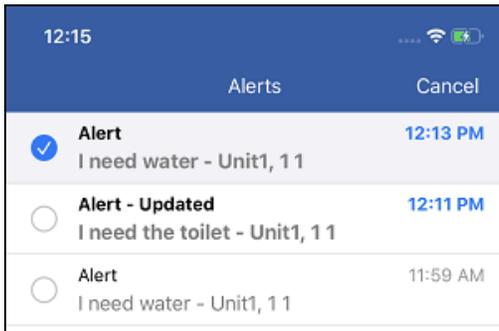
- [Select specific alerts to mark as read](#)
- [Mark all alerts as read](#)

Selecting Specific Alerts to Mark as Read

1. Go to Alerts on the Navigation bar.
2. Press **Edit**.



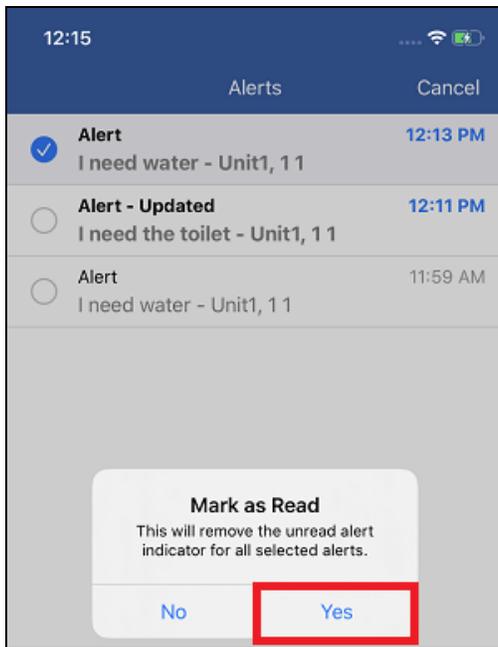
3. Select the alerts you want to mark as read.



4. Press **Mark as Read**.



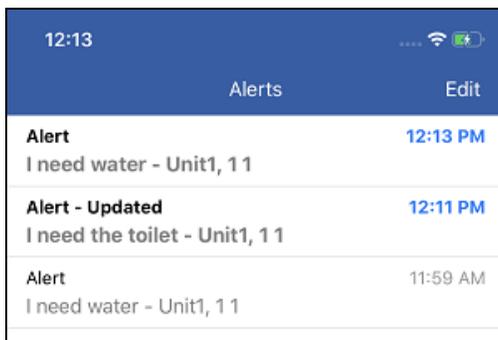
5. Press **Yes** on the pop-up.



The Alerts view updates.

Selecting All Alerts as Read

1. Go to Alerts on the Navigation bar.
2. Press **Edit**.



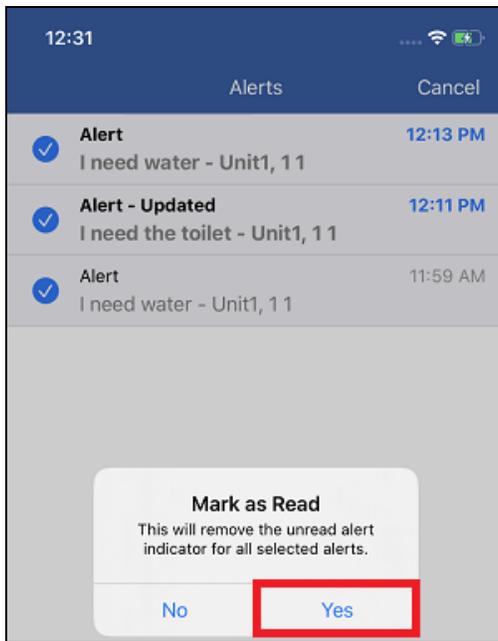
3. Press **Select All**.



4. Press **Mark as Read**.



5. Press **Mark as Read** on the pop-up.



The Alerts view updates.



IMPORTANT:

- You can view alert content for two days after the viewing period begins. The viewing period is permanently set to 48 hours upon receipt and the time period cannot be managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Forward an Alert as a Text Message



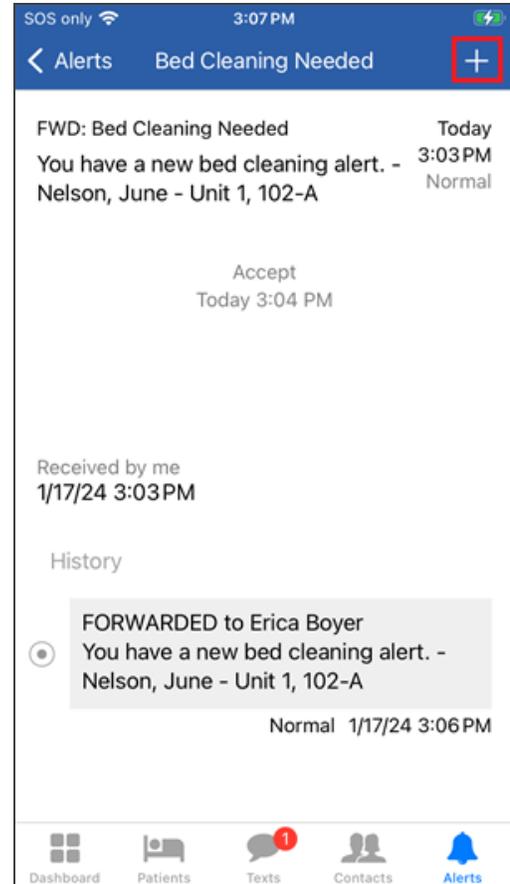
NOTES:

- The ability to forward an alert as a text message is managed in the MH-CURE Admin.
- If [action items](#) are available for the alert, the user must choose an action item before the alert can be forwarded.
- Alert priority (normal/low or urgent/high) does not impact how the text message is sent (normal or urgent). Alert priority is not listed in the text message.

MH-CURE 24.2.x introduces the ability to forward the content of an alert as a text message to other users in MH-CURE.

Using the  button, users are brought to the Contacts screen and can select a user to forward the alert to.

Users can forward alerts to only one user at a time. The number of times a user can forward the alert is managed in the MH-CURE Admin.



Forwarding an Alert as a Text Message

If configured by your facility in MH-CURE Admin, you can forward alerts as text messages to other contacts in MH-CURE. Forwarding alerts provides a secure and convenient way to share alert information. You can forward an alert to any contact in the contacts list who is an MH-CURE user. You cannot forward alerts to contacts that are not MH-CURE users, such as desk phones.

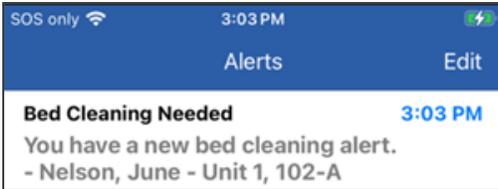


IMPORTANT: Mobile Heartbeat recommends that you forward only accepted alerts to avoid confusion about alert responsibility. Forwarding an alert does not escalate the alert to the contact. The alert assignment remains with the user who accepted it.

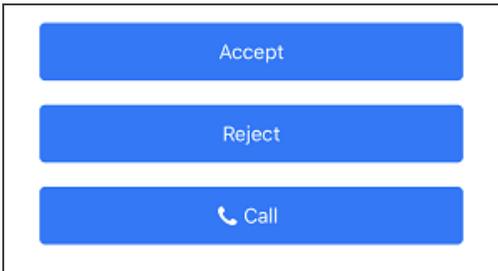
1. Press **Alerts** on the navigation bar.



2. Select an alert from the Alerts screen.

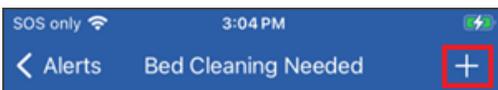


3. If you are prompted with action items, choose an action item.



NOTE: You must choose an action item before you can send the alert.

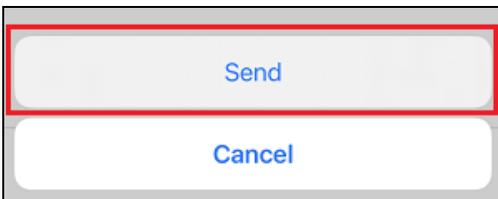
4. On the alert's details screen, press .



5. Select **Send** on the selection pop-up.



TIP: Press **Cancel** to return to the alert.



The Contacts screen opens.

6. Search a user's name or choose a filter on the Contacts screen. Then select a user.

You can forward an alert to only one user at a time. Your facility manages the number of times an alert can be forwarded.



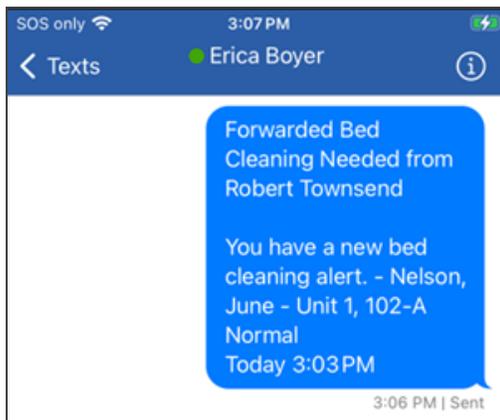
NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.

7. A pop-up informs you that the alert was forwarded successfully. Press **OK** to dismiss it and return to the alert.



The message displays on the Texts screen. Select the text message thread to view the alert content as a text message.



Alerts History



WARNING: Alerts History is only available if the facility's inbound alerting system adheres to the specification in supporting updated alerts.

MH-CURE updates alerts when there is a change in the alert's history.



NOTE: Alert notifications display the priority level of each alert.

Alerts are delivered in two ways:

- [Original](#)
- [Updated](#)



TIPS:

- If an alert notification is left unread, an update to the alert's history overwrites the previous notification on the Alerts screen.
- This does not apply to the device's lock screen.



IMPORTANT:

- You can view alert content for two days after the viewing period begins. The viewing period is permanently set to 48 hours upon receipt and the time period cannot be managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Original

When alerts are initially received, the **Alerts** screen displays the new alert with bold print and a blue time stamp.

The alert's details screen displays the message body, time, and available action items if configured by your facility.



NOTE: For personal device users, the Received by me time stamp could differ from the time stamp in the right corner, depending on when the user logs in after the alert is sent.



EXAMPLE: The images below show how the original alert displays on the **Alerts** screen and the alert's details screen.

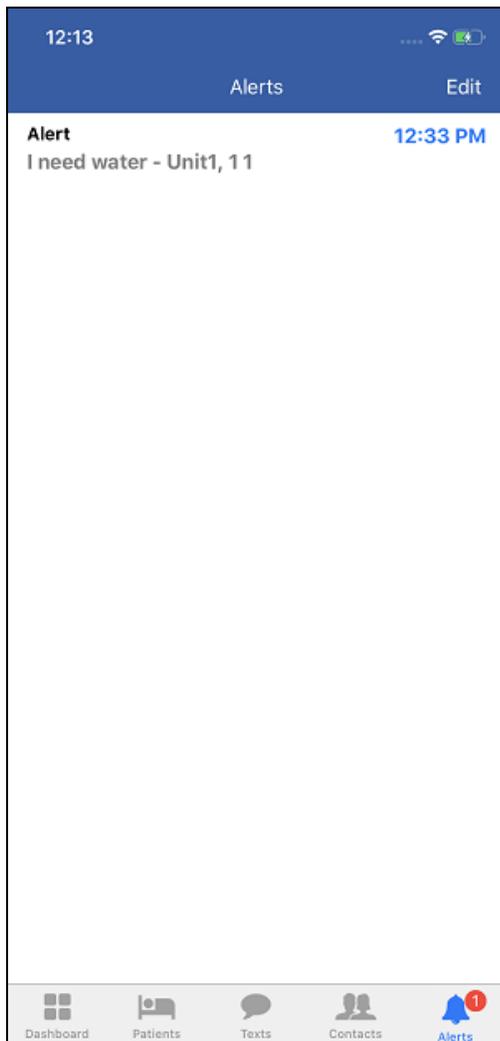


Figure: Alerts Screen - Original

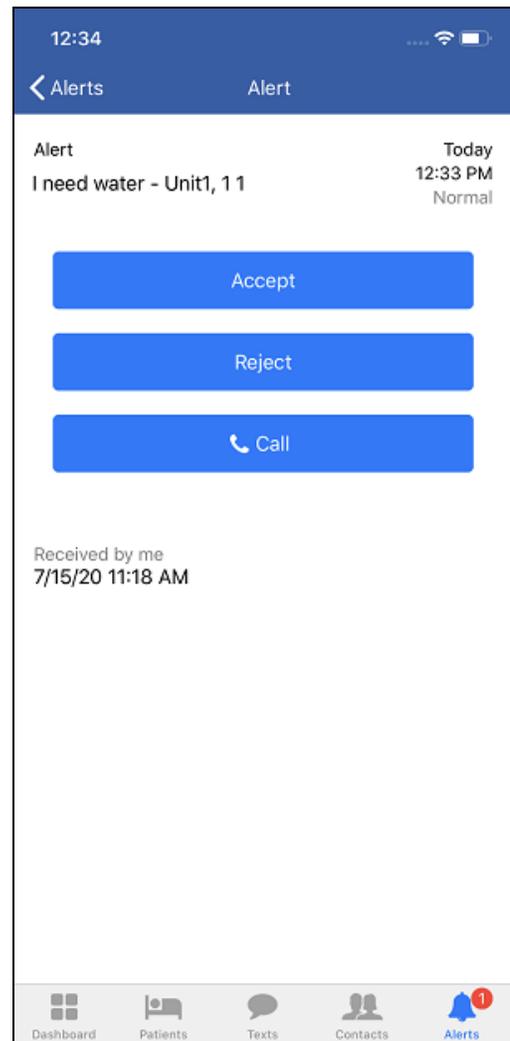


Figure: Alert Details Screen - Original

Updated

When a new alert is received, the **Alerts** screen updates to show the most recent alert.

An updated alert is indicated by *Title - Updated*.

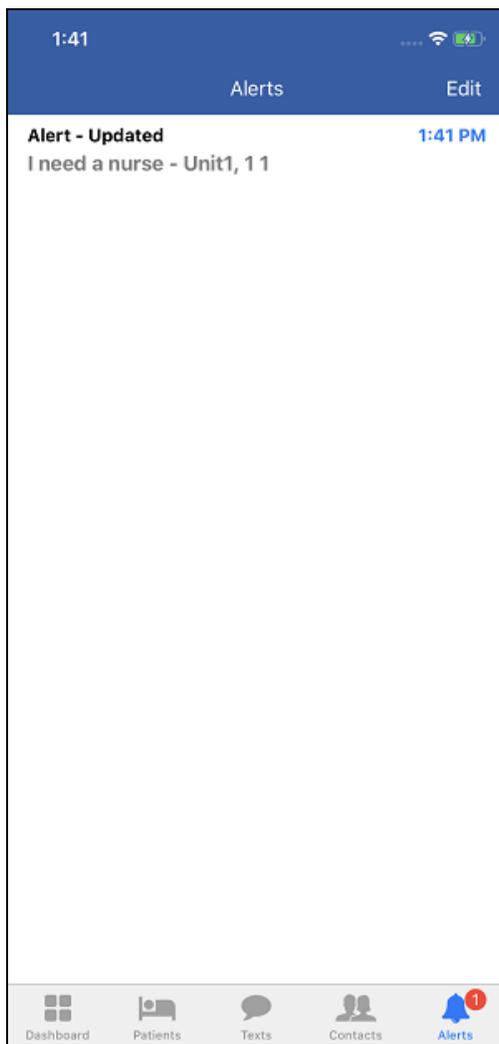
The alert's details screen displays the updated message body, time, actions items, and the history of the alert.



NOTE: For personal device users, the Received by me time stamp could differ from the time stamp in the right corner, depending on when the user logs in after the alert is sent.



EXAMPLE: The images below show how the updated alert displays on the **Alerts** screen and the alert's details screen.



Alerts Screen - Updated

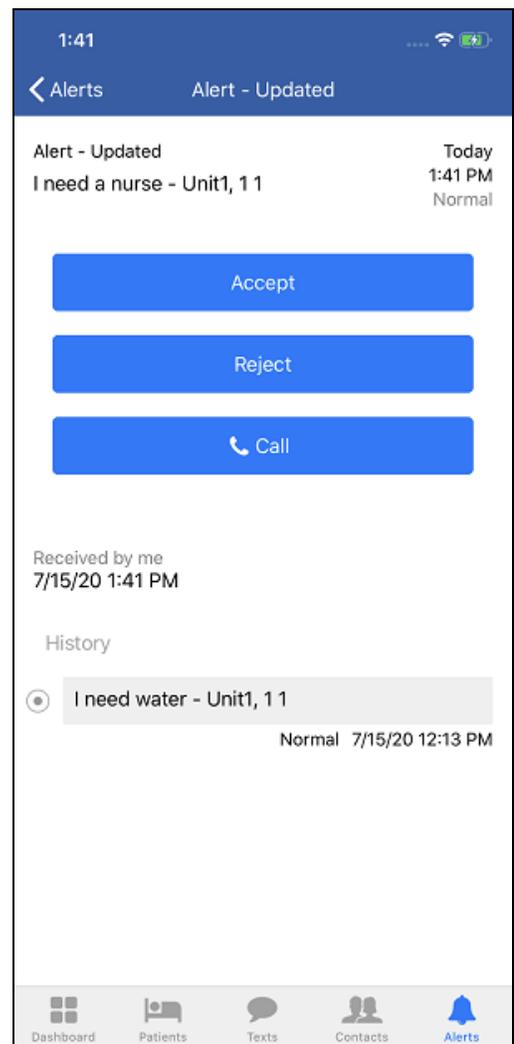


Figure: Alert Details Screen - Updated

Red and Orange Banners

Banners display at the bottom of the screen. Banners do not interfere with using MH-CURE.

There are two types of banners:

- **ORANGE:** Alerts user to a system issue such as disconnection to Wi-Fi/internet, a supported Wi-Fi network, or the SIP server.
- **RED:** Displays when a user has an UNREAD and URGENT:
 - Alert
 - Broadcast
 - Message
 - Lab Result

Banners show up on all of the screens in MH-CURE except when...

- The keyboard is up
- The user is in a text conversation
- In an active photo session
- The user is on a phone call
- The user is logged out of the app



IMPORTANT: Only one banner can display at a time.

If both an orange banner and red banner are active:

- An Orange banner always take precedence over a red banner.
(If both are active: the orange banner displays, the red banner does not.)
- If an orange banner displays over the red banner, the urgent notifications still display as a badge on the Texts and Alerts icon located on the Navigation bar, and next to Broadcasts on the Dashboard.

For more information on these banners, see [Orange Banners](#) and [Red Banners](#).

Orange Banners

An **Orange** notification banner alerts the user that immediate action is required. Banners display at the bottom of the screen. When a user presses the banner, they receive a pop-up displaying an explanation for the banner, and options for a solution.

Banners disappear once the error conditions are resolved.



NOTE: The banners relating to Location Services are managed by a setting in MH-CURE Admin, which is configured by your facility. This includes banners about location permission, unsupported network, and no local network access. When disabled, your device does not display the banners.

Error Condition	In-App Banner	Pop-up Description	Pop-up Options	Shared or Personal Device
No location permission (because of Location Services)	No Location Permission. Tap For More	"Location Services is not enabled. Go to Settings > Privacy > Location Services to enable location services for your phone."	OK or Open Settings	Shared Devices
No location permission	No Location Permission. Tap For More	"Location permission is not enabled. Go to Settings to enable location permission for MH-CURE."	OK or Open Settings	Shared Devices
No Wi-Fi connection and no cellular connection	Device disconnected from network. Tap For More	"Unsupported Network Your device is not connected to a supported network. Notifications and functionality will be affected. Contact your IT team for help. Supported WiFi networks: ..." "You are disconnected from the internet, and not receiving notifications. Move into supported network coverage. If issues persist, contact your IT team for help. Supported WiFi networks: ..."	OK or Open Settings	Shared and Personal Devices
Unsupported Wi-Fi network	Unsupported network connected. Tap For More	"Your device is connected to an unsupported WiFi network. Notifications will cease when the application is inactive. Move into supported network coverage. If issues persist, contact your IT team for help. Supported WiFi networks: ..."	OK or Open Settings	Shared Devices
No local network access	Check No Local Network Access. Tap For More	"Local Network access may not beenabled. Go to Settings to enable local network access for MH-CURE."	OK or Open Settings	Shared Devices
Calling unavailable	Device con-	"Your device is not connected to a supported phone sys-	OK or	Shared

Error Condition	In-App Banner	Pop-up Description	Pop-up Options	Shared or Personal Device
able	nected. Calling unavailable. Tap For More	tem. Phone calls cannot be made or received. Connect to a supported network or contact your IT team for help."	Open Settings	Devices

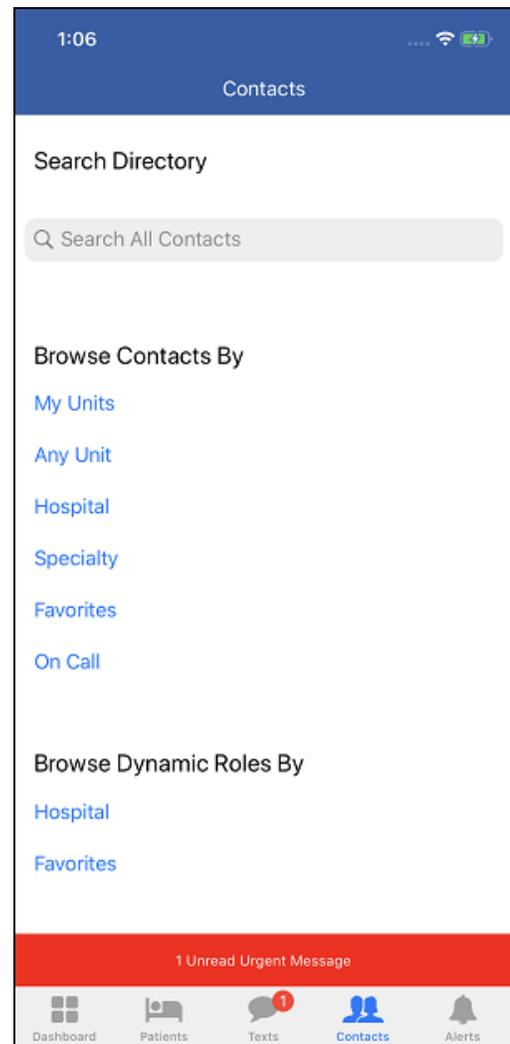
Red Banners

Red notification banners display unread urgent alerts, messages, broadcasts, and labs.

- Red banners are persistent until item is read.
- You can tap a red banner to directly open the item.
 - If there is one unread item, it opens directly.
 - If there are two or more unread items of the same type, it opens a list of items.
 - If there are two or more unread items of different types, it opens an action list where you can open the items or lists.
- Red banner format is: (<Total #> Unread <source>)

Examples include:

- **1 Unread Urgent Alert**
- **2 Unread Urgent Messages**
- **3 Unread Urgent Items**

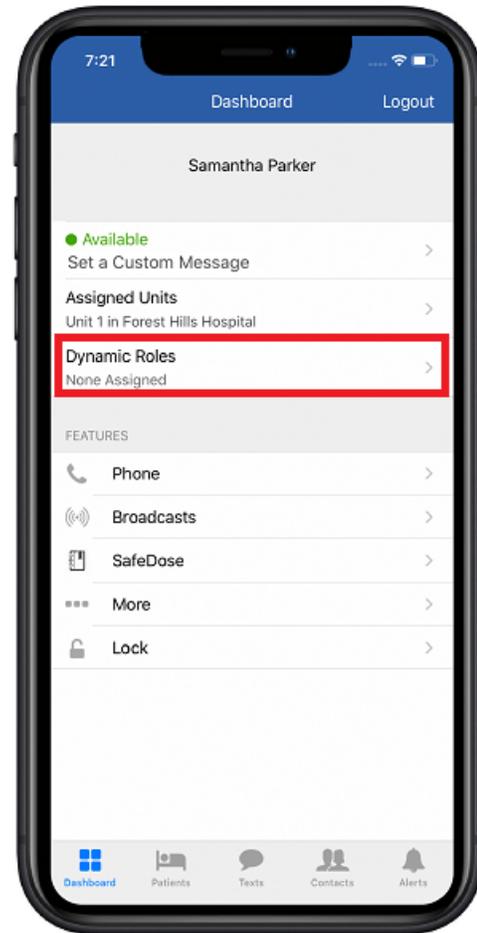


Dynamic Roles

You can use Dynamic Roles to assign yourself to one or more dynamic roles.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



About Dynamic Roles

Dynamic Roles allow you to dynamically assign yourself to a specific floating role (for example, Charge Nurse) to receive texts, calls, and other alerts for the specific role in addition to your own permanent role. Some dynamic roles are only visible based on your permanent role in MH-CURE. The Dynamic Role may have an associated phone number, which is then associated to you in addition to your personal number.



EXAMPLE: You are a nurse who assumed the Charge Nurse dynamic role in your unit for the day. The phone number associated with the Charge Nurse dynamic role is now associated with you. Calls to the Charge Nurse's phone number are forwarded to you. The following day, when a different nurse assumes the Charge Nurse dynamic role, calls are forwarded to that nurse instead.



NOTES:

- Dynamic Roles are specific to each facility and based on your role.
- If you do not see Dynamic Roles on your Dashboard, you may not have the permissions to do so. Contact your facility's help desk for more configuration details.
- If a Dynamic Role has a phone number, the end user must have a phone number as well.

Assigning a Dynamic Role



NOTE: The maximum number of dynamic roles you can assign yourself to is 20.

There are two ways to assign yourself to a Dynamic Role:

- Under **All**
- Under **Recent**

Assigning Yourself to a Dynamic Role Using All:

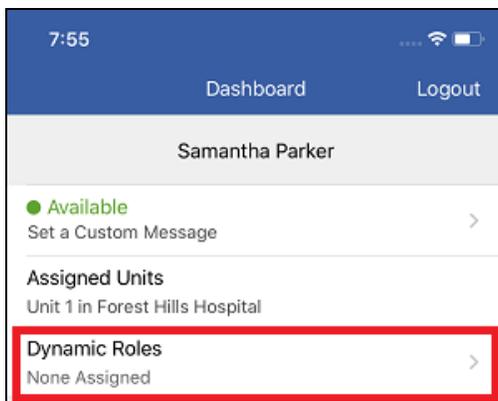


NOTE: You would use the dynamic roles under **All** if you have never assigned yourself to a dynamic role before.



EXAMPLE: If you are the Charge Nurse for your shift and you've never been the Charge Nurse in MH-CURE before, the Charge Nurse dynamic role is found under **All**.

1. On the **Dashboard**, press **Dynamic Roles**.



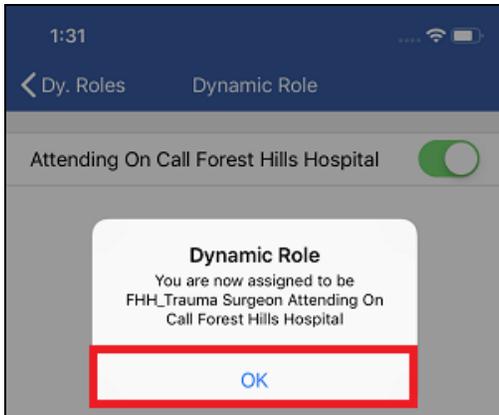
2. Select a dynamic role from the following options available to you.



- Slide the associated toggle to the right, which turns the toggle green and signifies **On**.



- A pop-up asks you to confirm you are assigning yourself to a dynamic role. Press **Confirm**.
- An alert informs you that you are now in a **Dynamic Role** position. Press **OK**.



Once you are self assigned to a dynamic role, the **Dashboard** updates.

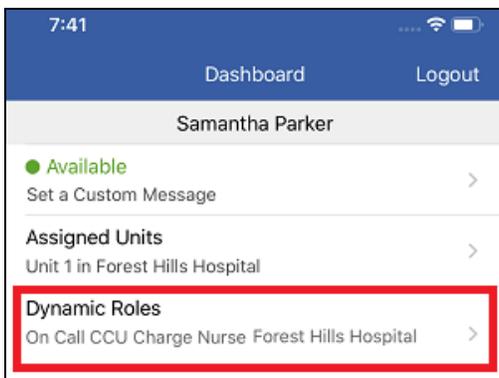
Your dynamic role also displays to other users in My Units, Any Unit, Hospital, On Call, and Favorites.



NOTE: You receive calls associated with your personal extension and the extension of the Dynamic Role. You must have a valid MH-CURE phone number to assign yourself a Dynamic Role.



IMPORTANT: You are not unassigned from a dynamic role if you log out of MH-CURE. You can be removed from a dynamic role if another user assigns themselves to the role.



Assigning Yourself to a Dynamic Role Using Recent:



NOTE: You would use the dynamic roles under **Recent** if you have previously assigned yourself to a dynamic role before.



EXAMPLE: If you are the Charge Nurse for your shift and you've been the Charge Nurse in MH-CURE before, Charge Nurse dynamic role is found under **Recent**.

1. On the Dashboard, press Dynamic Roles.
2. Select a dynamic role from the following options available to you.

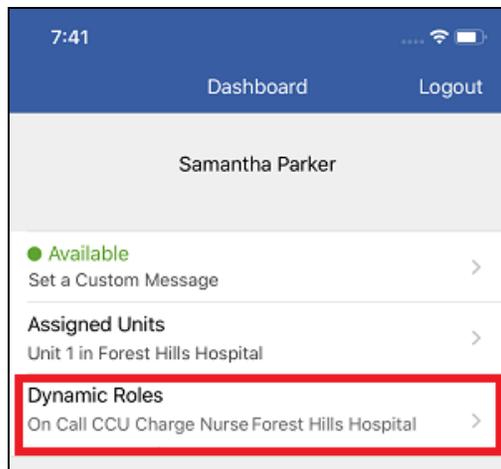


3. A pop-up asks you to confirm you are assigning yourself to a dynamic role. Press Confirm.
4. An alert informs you that you are now in a Dynamic Role position. Press OK.

Once you are self assigned to a dynamic role, the **Dashboard** updates.



NOTE: You receive calls associated with your personal extension and the extension of the Dynamic Role.



Unassigning Dynamic Roles

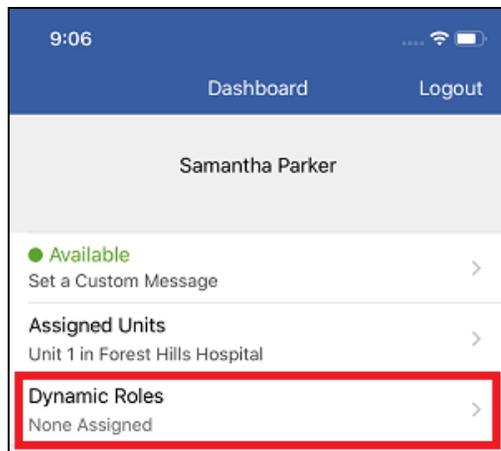
1. Press Dynamic Role on the Dashboard.
2. Under **RECENT**, toggle the Dynamic Role icon that you wish to remove yourself from to the left.



NOTE: The **RECENT** section only shows the most recent 3 dynamic roles. If you are assigned to more than 3 dynamic roles, you must find the respective role in the list.

3. The Confirm Dynamic Role window pops up, press Confirm.
4. Unassigning Dynamic Role pops up, press OK.

The **Dashboard** updates.



Assigned Units

Updating your location using Assigned Units is available on iOS clients.

- If you float between units in a hospital, you can choose to self-assign to more than one unit.
- If you float between hospitals, you can choose to assign yourself to more than one unit within those hospitals.

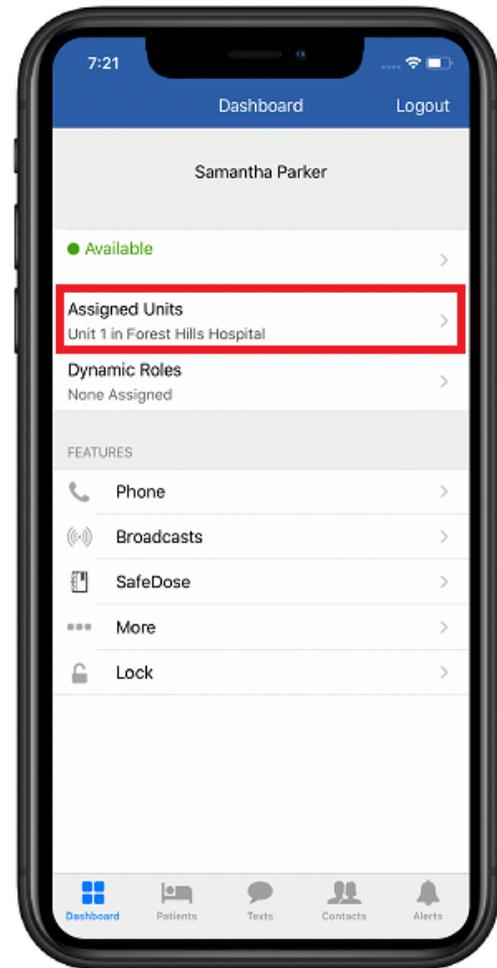
Users can only assign themselves to units in hospitals they are affiliated with.

Assigned Units display in:

- [Dashboard](#)
- [Broadcasts](#)
- [Contacts](#)
- [Patients](#)



NOTE: You must be assigned to at least one unit. MH-CURE does not allow users to be assigned to zero units.



One Hospital: Assigning Units on Your Dashboard



IMPORTANT: Your ability to assign or unassign yourself from units is managed by your facility.

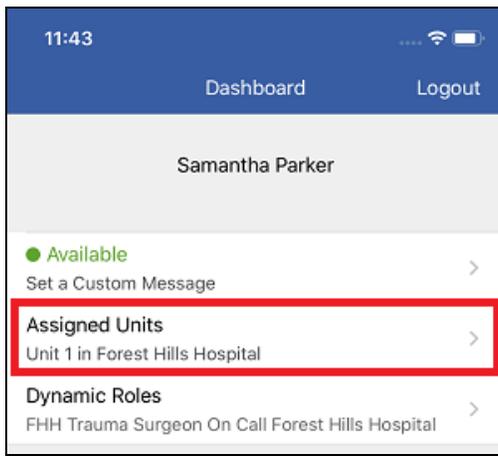


NOTE: Your assigned units remain assigned to you if you log out of MH-CURE. The next time you log in to MH-CURE you have the same assigned units until you unassign yourself from them.

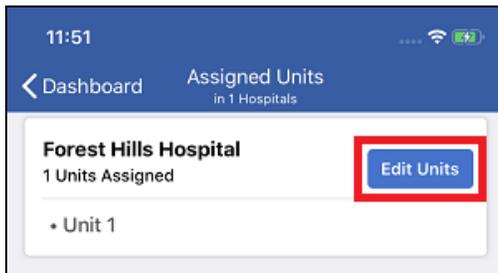
This topic describes how to change the displayed units on your Dashboard when you are affiliated with one hospital.

You can assign yourself to as many units in your affiliated hospital as you choose.

1. On your **Dashboard**, press **Assigned Units**.



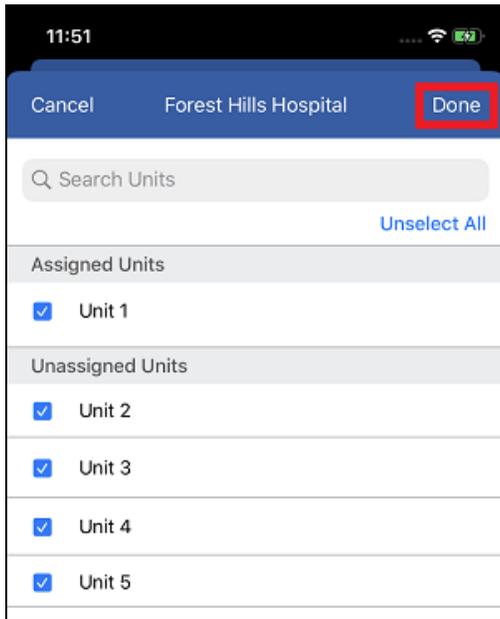
2. On the **Assigned Units** screen, press **Edit Units** on the hospital card.



3. From the list of **Unassigned Units**, select the unit(s) you want to assigned yourself to, and then press **Done**.



NOTE: You can search for a specific unit by using the search bar.



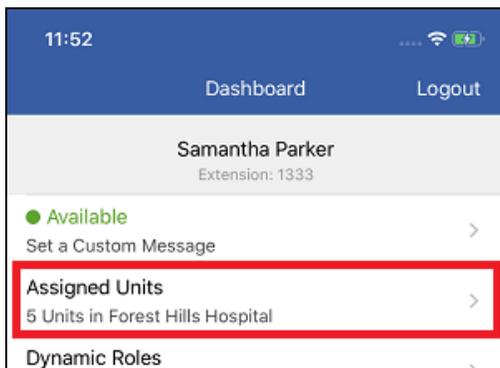
The **Assigned Units** screen displays where you can see all units you are assigned to.



TIP: A banner briefly displays at the bottom of the screen confirming the changes.



4. Press Dashboard to return to your **Dashboard**. Your **Assigned Units** have been updated.



Two or More Hospitals: Assigning Units on Your Dashboard



IMPORTANT: Your ability to assign or unassign yourself from units is managed by your facility.



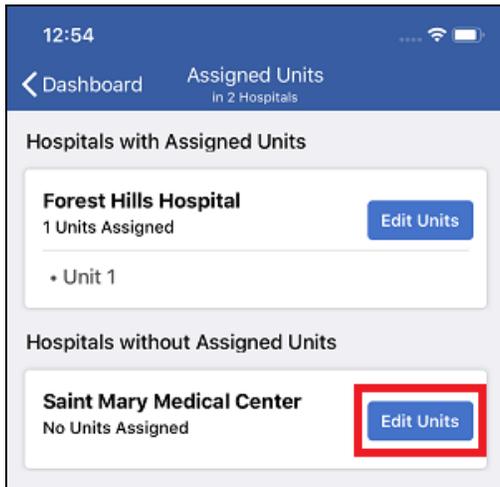
NOTE: Your assigned units remain assigned to you if you log out of MH-CURE. The next time you log in to MH-CURE you have the same assigned units until you unassign yourself from them.

This topic describes how to change the displayed units in your affiliated hospitals on your Dashboard.



EXAMPLE: In the figures below, Samantha Parker is affiliated with two hospitals: Forest Hills Hospital and Saint Mary Medical Center. She is currently assigned to one unit in Forest Hills Hospital and she needs to assign herself to units in Saint Mary Medical Center.

1. On your Dashboard, press Assigned Units.
2. On the **Assigned Units** screen, press **Edit Units** of the hospital you want to assign units to.



3. From the list of **Unassigned Units**, select the unit(s) you want to assigned yourself to, and then press **Done**.

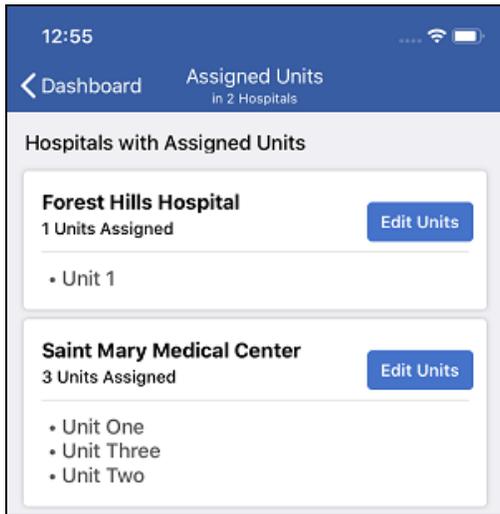


NOTE: You can search for a specific unit by using the search bar.

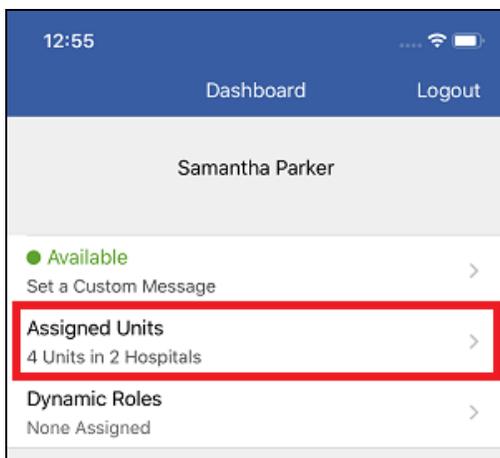
The **Assigned Units** screen displays, where you can see all hospitals you are affiliated with and all units you are assigned to.



TIP: A banner briefly displays at the bottom of the screen confirming the changes.



4. Press Dashboard to return to your **Dashboard**. Your **Assigned Units** have been updated.



Assigned Units in Broadcasts

You receive broadcasts for every unit in every hospital you have assigned yourself to.



IMPORTANT: You do not have to change your location to send a broadcast to another unit.



TIP: For the option to [Send Broadcast to Care Team](#) under Patient, broadcasts are sent to any user who is assigned to the patient and in the patient's unit in the hospital the patient is in. Both of those items must be true for a broadcast to be delivered.



NOTE: The **Quick** view displays quick broadcasts for all hospitals the user is assigned to.

- For information on how broadcasts display in one hospital, see [Assigned Units in Broadcasts: One Hospital](#).
- For information on how broadcasts display in two or more hospitals, see [Assigned Units in Broadcasts: Two or More Hospitals](#).
- To send a Quick Broadcast, see [Sending a Quick Broadcast](#).
- To send a Group Broadcast, see [Sending a Group Broadcast](#).
- To view a broadcast message, see [Viewing a Broadcast Message](#).
- To understand your potential configurations, see [Quick Broadcast Details](#) and [Group Broadcast Details](#).

Assigned Units in Broadcasts: One Hospital

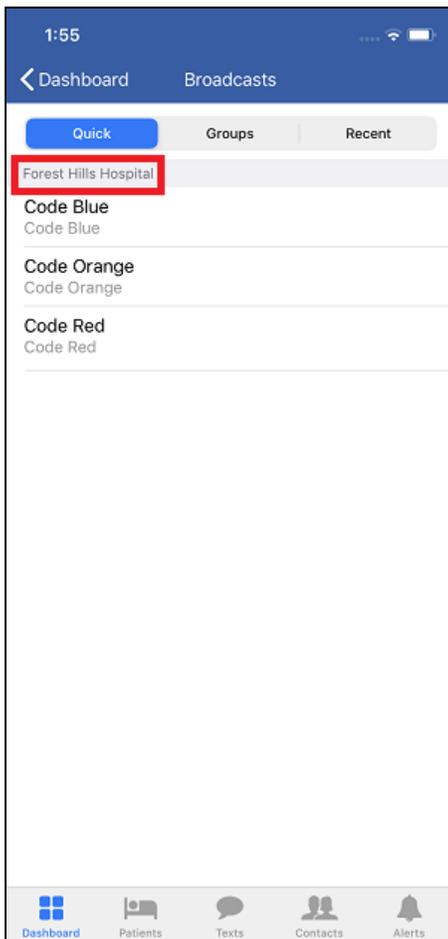
Broadcasts display differently if you are a user in one hospital:

- The **Quick** view lists all quick broadcasts for the one hospital you are affiliated with.
- The **Groups** view lists all groups you can send a broadcast to in the one hospital you are affiliated with.
- The **Recent** view lists all broadcasts you send and receive.

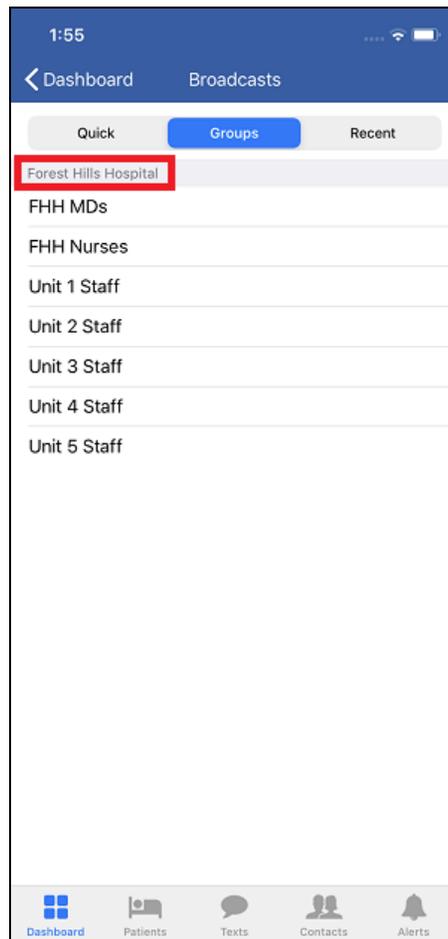


NOTE: You are brought to the Recent view after selecting Broadcasts from the Dashboard.

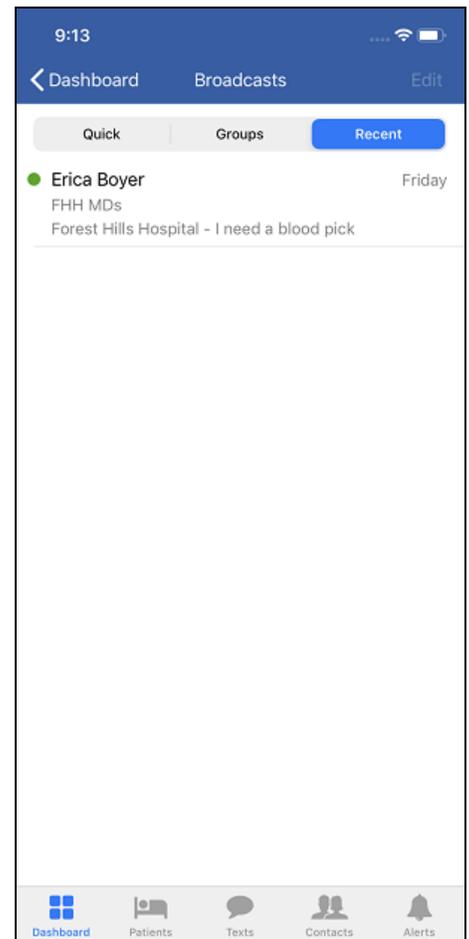
Quick Broadcast View



Group Broadcast View



Recent View



Assigned Units in Broadcasts: Two or More Hospitals

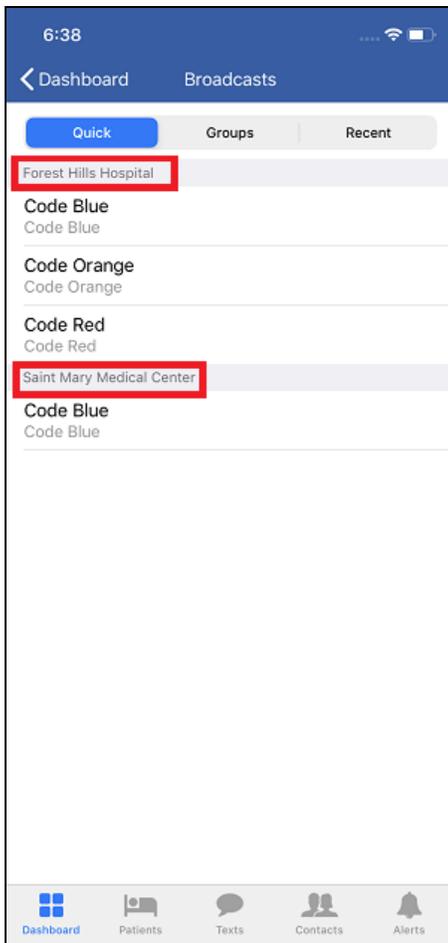
Broadcasts display differently if you are a user in two or more hospitals. Each hospital and its broadcasts are listed in alphabetical order.

- The **Quick** view lists all quick broadcasts for the hospitals you are affiliated with.
- The **Groups** view lists all groups you can send a broadcast to in all hospitals you are affiliated with.
- The **Recent** view lists all broadcasts you send and receive and are not divided by the hospitals you are affiliated with.

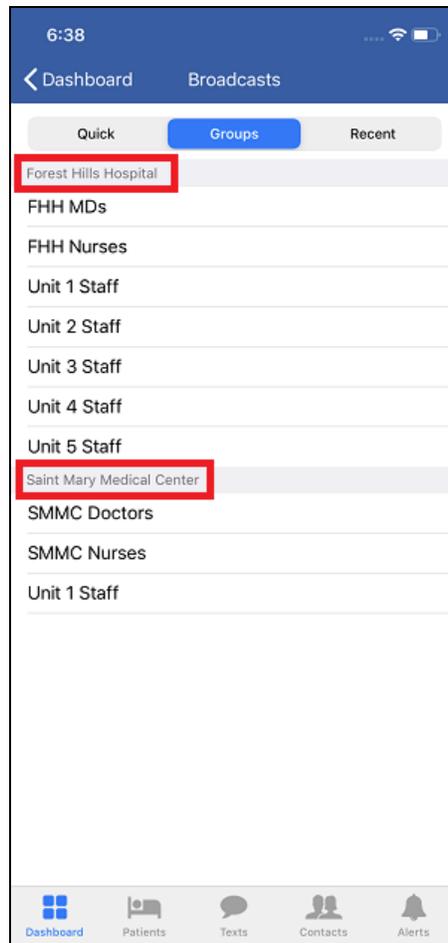


NOTE: You are brought to the Recent view after selecting Broadcasts from the Dashboard.

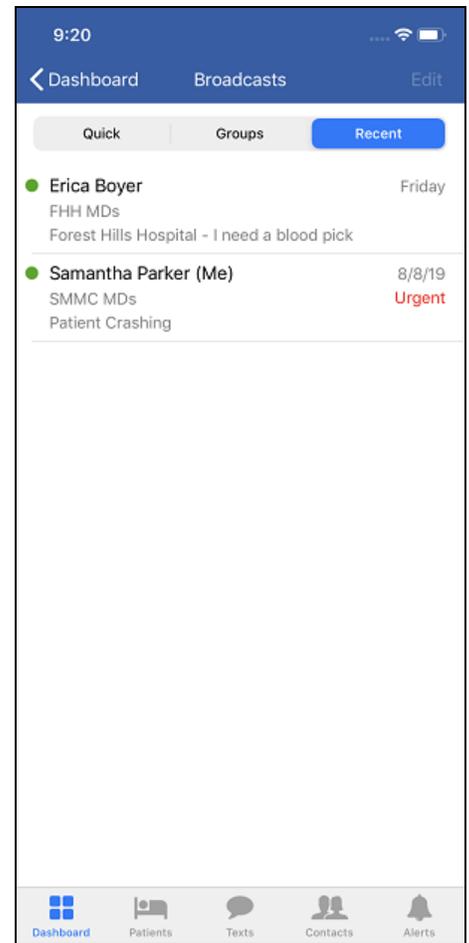
Quick Broadcast View



Group Broadcast View



Recent View



Assigned Units in Contacts: One Hospital

The Contacts view and the Contact Details screen display assigned units, too.

You can view all available users in all units you are assigned to in My Units. You can select a contact and view their Contact Details screen to see the specific units a user is assigned to.



EXAMPLE (figures shown below):

- The **My Units** screen shows Samantha Parker is in 5 units in one hospital (*Figure: My Units*).
- Tapping her name in the **My Units** screen brings the user to the **Contact Details** screen (*Figure: Contact Details*).
- Pressing **Assigned Units** on the **Contact Details** screen shows the user that Samantha Parker's **Assigned Units** in Forest Hills Hospital are Unit 1, Unit 2, Unit 3, Unit 4, and Unit 5 (*Figure: Assigned Units*).

Figure: My Units

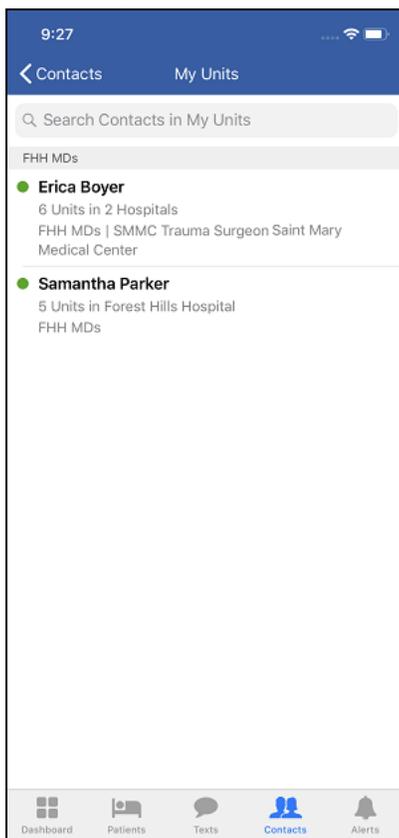


Figure: Contact Details

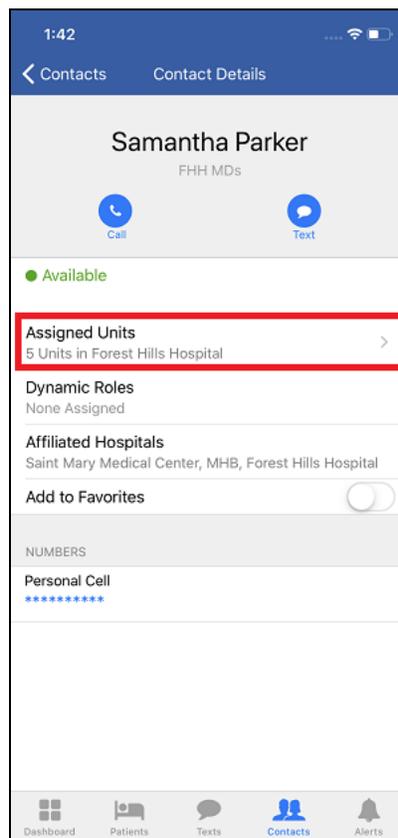
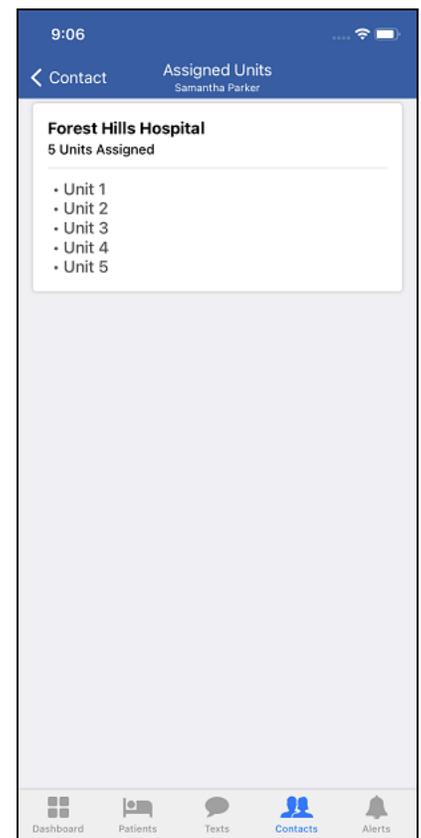


Figure: Assigned Units



Assigned Units in Contacts: Two or More Hospitals

The Contacts view and the Contact Details screen display assigned units, too.

You can view all available users in all units and hospitals you are assigned to in My Units. You can select a contact and view their Contact Details screen to see the specific units and hospitals a user is assigned to.



EXAMPLE (Figures shown below):

- The **My Units** screen shows Samantha Parker is in 7 units in 2 hospitals (*Figure: My Units*).
- Tapping her name in the **My Units** screen brings the user to the **Contact Details** screen (*Figure: Contact Details*).
- Pressing **Assigned Units** on the **Contact Details** screen shows the user that Samantha Parker's **Assigned Units** in Forest Hills Hospital are Unit 1, Unit 2, Unit 3, Unit 4, and Unit 5, and her **Assigned Units** in Saint Mary Medical Center are Unit One and Unit Four (*Figure: Assigned Units*).

Figure: My Units

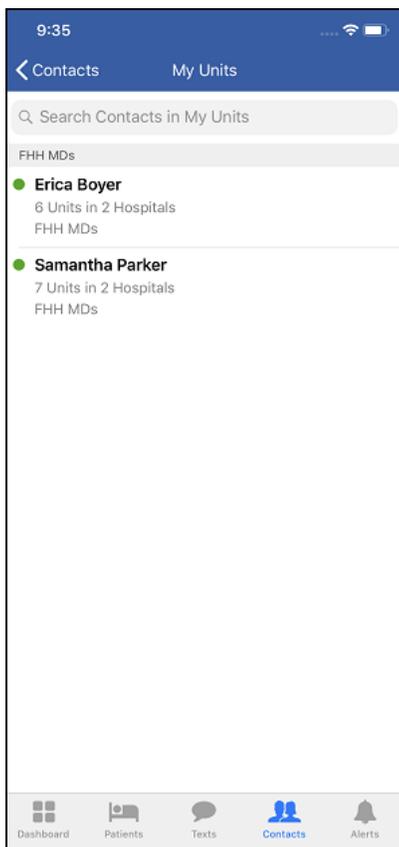


Figure: Contact Details

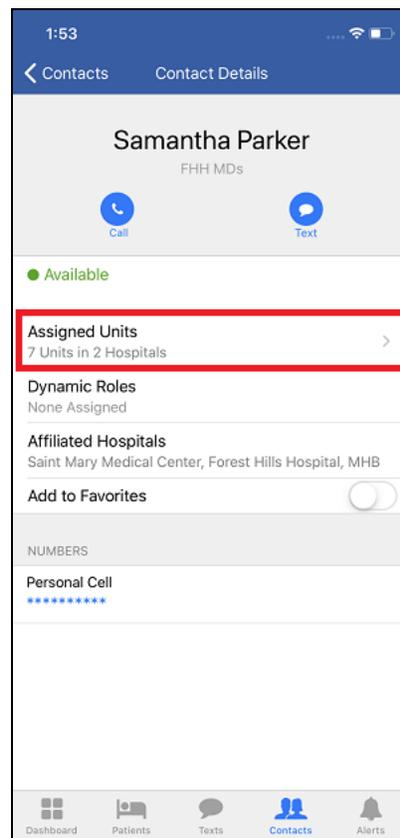
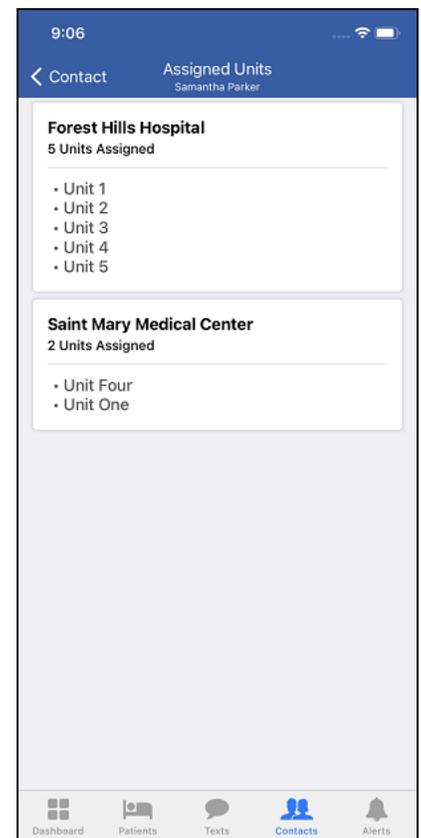


Figure: Assigned Units



Assigned Units in Patients

In Patients, the patients displayed in the Assigned Patients, Assigned Units, and Browse views are separated by Unit Name, Hospital (# of patients).

If your facility configured your Patients Default View to be **Search All Hospitals** in MH-CURE Admin, you can use the Patients View drop-down (under Patients at the top of the MH-CURE screen to switch to **Assigned/Browse By Units** and see these options.

- **Assigned Patients** displays all patients you are assigned to regardless of unit assignment.
- **Assigned Units** displays all patients in all of the units you are assigned to.
- **Browse** allows you to search your affiliated hospitals for patients that are not assigned to you, in your assigned units, or current hospital.



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

- For information on assigned patients in one hospital, see [Assigned Units in Patients: One Hospital](#).
- For information on assigned patients in two or more hospitals, see [Assigned Units in Patients: Two or More Hospitals](#).

Unit	Hospital	Count	Unit ID	Name	DOB	Star	Gender
Unit 1	Forest Hills Hospital	(2)	11	Nelson June	12/08/1999	★	F
			31	Houston Bessie	11/02/2000	★	F
Unit 2	Forest Hills Hospital	(1)	21	Sandoval Nancy	12/06/1962	★	F
Unit One	Saint Mary Medical Center	(2)	R1 A	Richard Barbara	04/20/1974	★	F
			R2 A	Powers Laurie	12/03/1966	★	F



NOTE: Depending on your facility's MH-CURE Admin settings, your user interface may vary slightly from the images shown in this section.

Assigned Units in Patients: One Hospital

Figure: Assigned Patients shows the **Assigned Patients** list for the user Andrew Martin. Andrew Martin is in 1 hospital (Forest Hills Hospital) and 2 units (Unit 1, Unit 2).

Figure: Assigned Units shows all patients in the units Andrew Martin is assigned to. These units include all patients currently in Forest Hills Hospital in the units Andrew Martin is assigned to.

Figure: Browse shows all patients in the unit (Unit 3) selection Andrew Martin made.



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

Figure: Assigned Patients

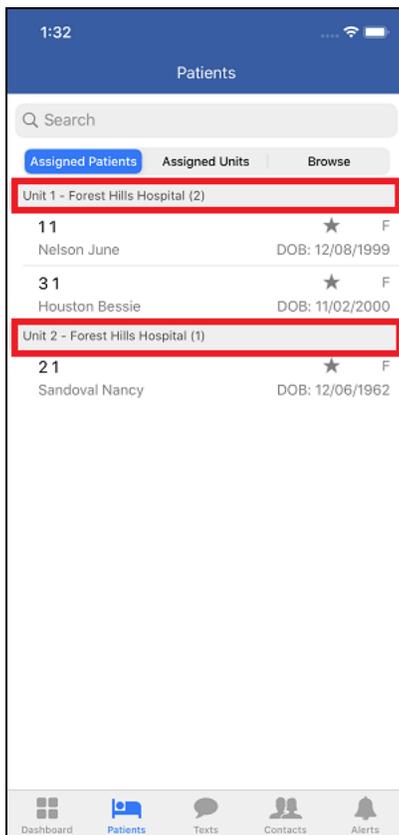


Figure: Assigned Units

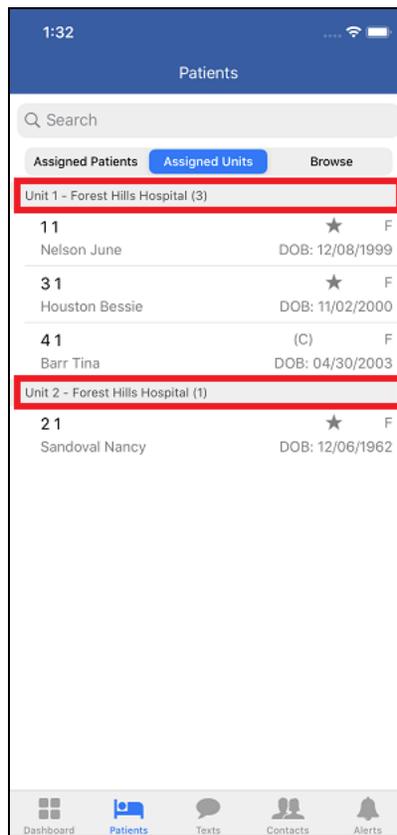
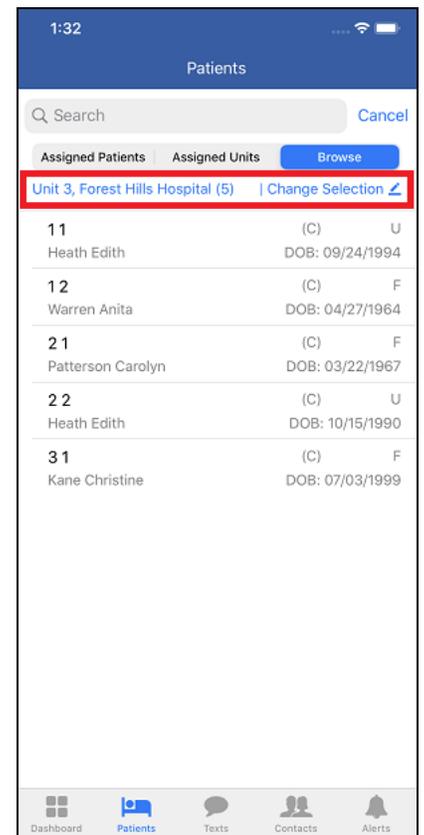


Figure: Browse



NOTE: Depending on your facility's MH-CURE Admin settings, your user interface may vary slightly from the images shown in this section.

Assigned Units in Patients: Two or More Hospitals

Figure: Assigned Patients shows the **Assigned Patients** for the user Andrew Martin. Andrew Martin is in 2 hospitals (Forest Hills Hospital and Saint Mary Medical Center) and 3 units (Unit 1 and Unit 2, and Unit One).

 **NOTE:** Depending on your facility's MH-CURE Admin settings, your user interface may vary slightly from the images shown in this section.

Figure: Assigned Patients

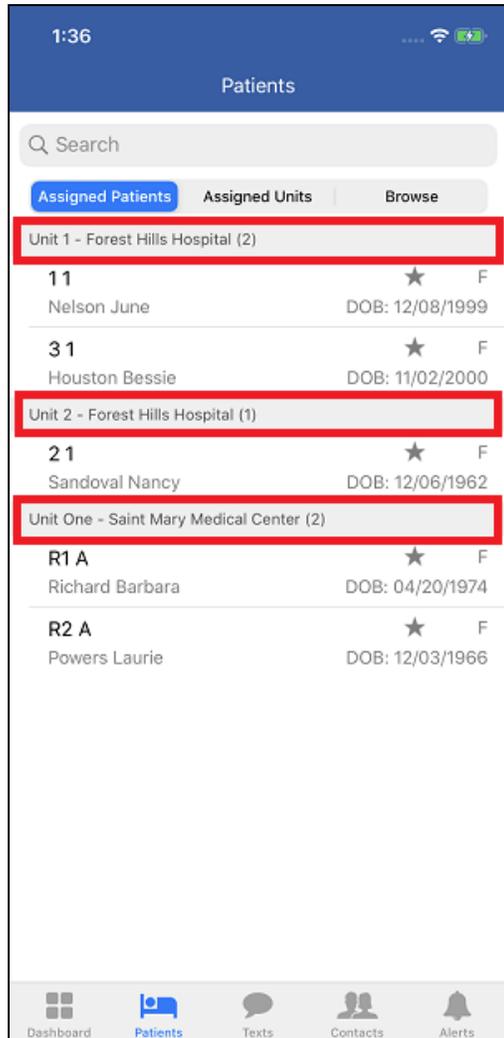


Figure: Assigned Units and Figure: Assigned Units (Cont.) show all patients in the units, in both facilities, Andrew Martin is assigned to.

 **IMPORTANT:** You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

Figure: Assigned Units

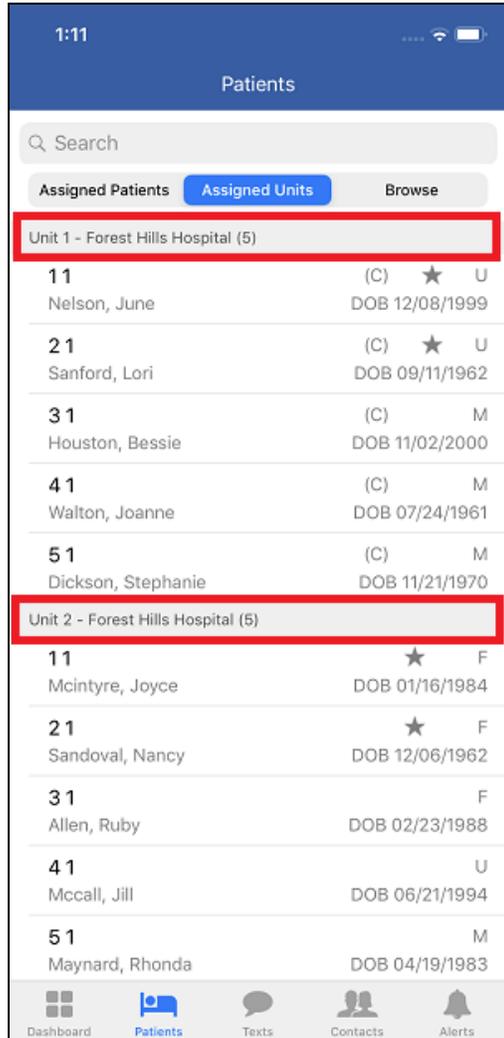


Figure: Assigned Units Continued

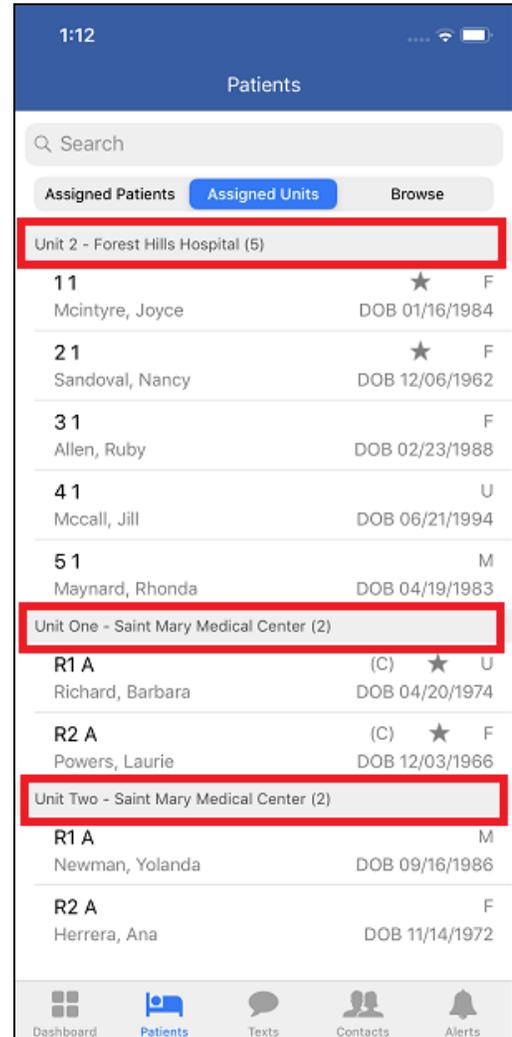
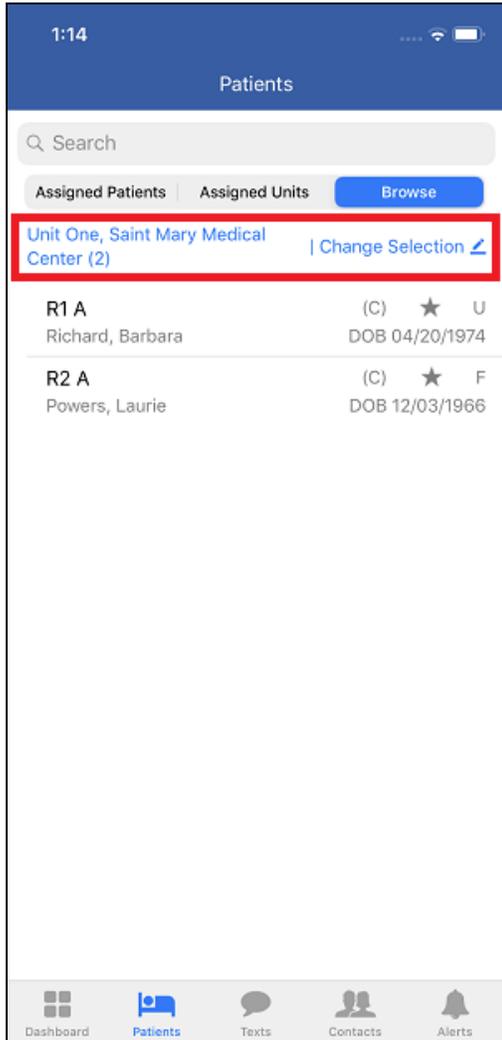


Figure: Browse shows all patients in the hospital (Saint Mary Medical Center) and unit (Unit One) selection Andrew Martin made.

Figure: Browse



Unassigning Assigned Units

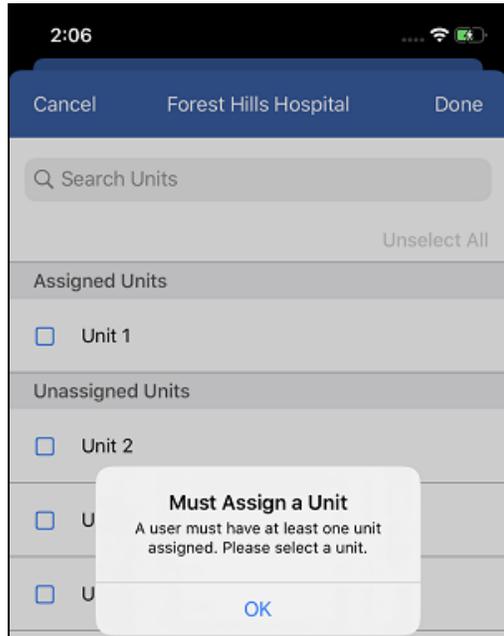


IMPORTANT: Your ability to assign or unassign yourself from units is managed by your facility.



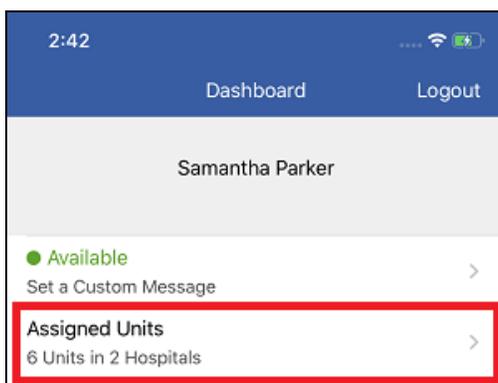
NOTE: Your assigned units remain assigned to you if you log out of MH-CURE. The next time you log in to MH-CURE you have the same assigned units until you unassign yourself from them.

You must be assigned to at least one unit in at least one of your affiliated hospitals.

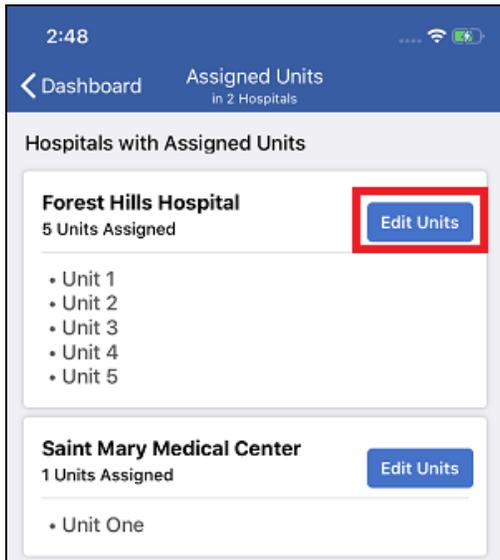


Unassigning an Assigned Unit:

1. Go to the Dashboard.
2. Press **Assigned Units**.



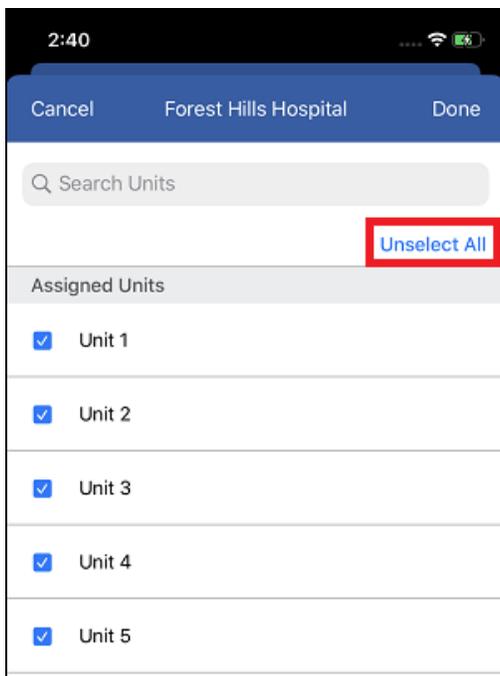
3. On the **Assigned Units** screen, press **Edit Units** on the hospital card.



4. Press **Unselect All**, or select the unit(s) you want to remove; and then press **Done**.



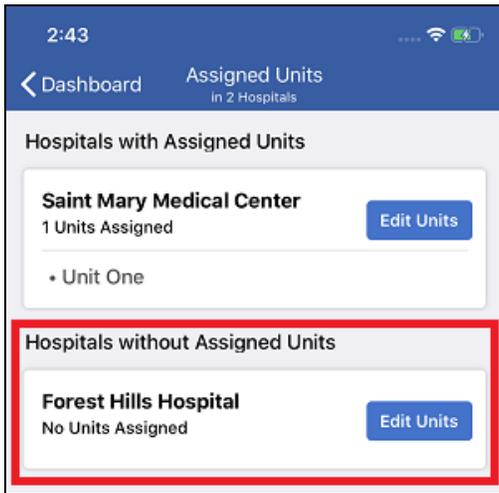
NOTE: You must be assigned to at least one unit in at least one of your affiliated hospitals.



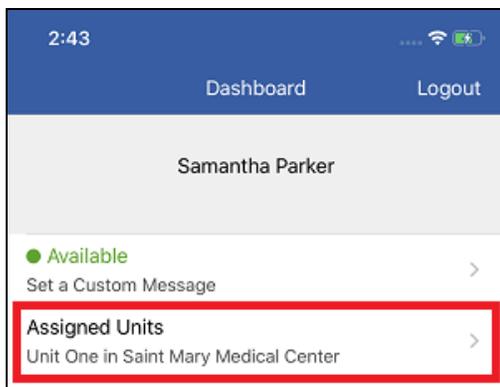
TIP: A banner briefly displays at the bottom of the screen confirming the changes.

The **Assigned Units** screen updates.

Facilities without assigned units display under Hospitals without Assigned Units.



Your **Dashboard** updates.



Contacting Users

This section describes the ways you can contact a user, including phone calls, paging, and texting.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following topics are included in this section:

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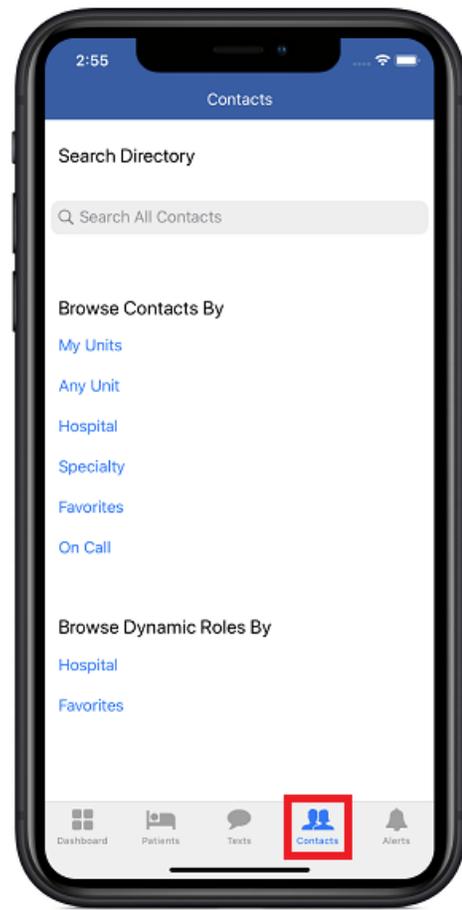
Contacts

You can use **Contacts** to:

- Search the hospital's directory.
- View contacts that are available in **My Units, Any Unit, Hospital, Specialty**, specified **Favorites**, or **On Call**.
- **Browse Dynamic Roles by: Hospital** or specified **Favorites**.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



Contact Details User Interface

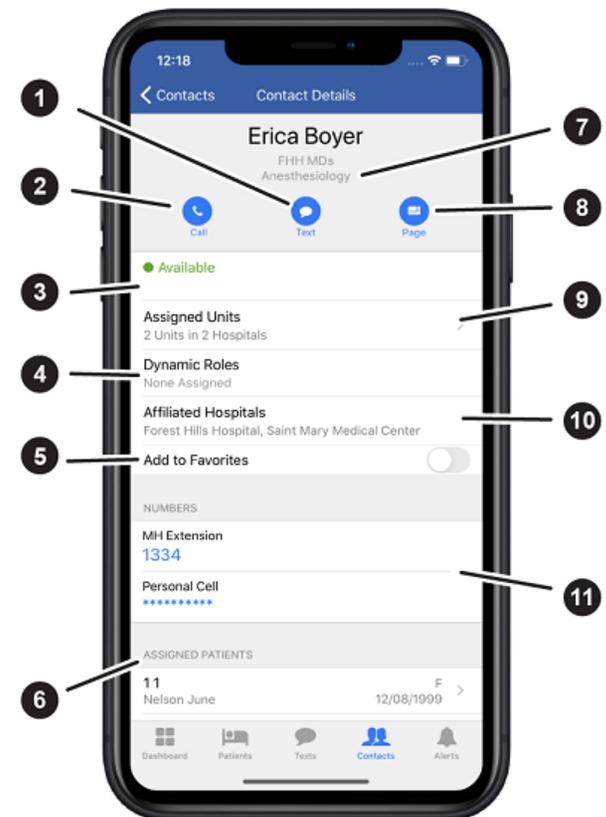
Contacts, located on the Navigation bar, changes its user interface with each phase of the process.

1. Send a **Text** to the contact.
2. Press to **Call** the number associated with the contact.
3. Displays the status of the contact you're viewing.
4. View the **Dynamic Roles** the contact is currently assigned to.
5. Add the contact to your Favorites view.
6. The **ASSIGNED PATIENTS** list, which allows you to see the patients assigned to the user.
7. Displays the role and specialty of the contact you're viewing.
8. Send a **Page** to the contact.



NOTE: This feature is available depending on the MH-CURE Admin settings for your facility.

9. View the **Assigned Units** the contact is assigned to. If the user is also assigned to multiple hospitals, you are able to view those too.
10. If the contact is associated with multiple hospitals, view their **Affiliated Hospitals**.
11. View all **NUMBERS** associated with the contact.



On-Demand Contact Sync

In MH-CURE, contacts load when you select My Units, Any Unit, Hospital, or Favorites from the Contacts screen. Contacts only load for the list you choose.



NOTE: On-Demand Contact Sync loads contacts on screens that contain contact information.

There are several ways to initiate on-demand contact syncing:

- Navigating through MH-CURE
- Scrolling up or down
- Unlocking MH-CURE from the MH-CURE lock screen
- Bringing MH-CURE into the foreground from the background
- Remaining on a screen until the next automatic contact sync

Toggle for Available Users



NOTE: This feature is available based on your hospital's configurations.

In MH-CURE 24.2.x, users can turn on the **Show Only Available Users** toggle to see only users who are currently available in their search results.

Show Only Available Users displays on the Hospital filter under Contacts, and when searching a hospital directory while composing a text message. While the toggle is on, users can use the search bar or scroll to find the user they want.

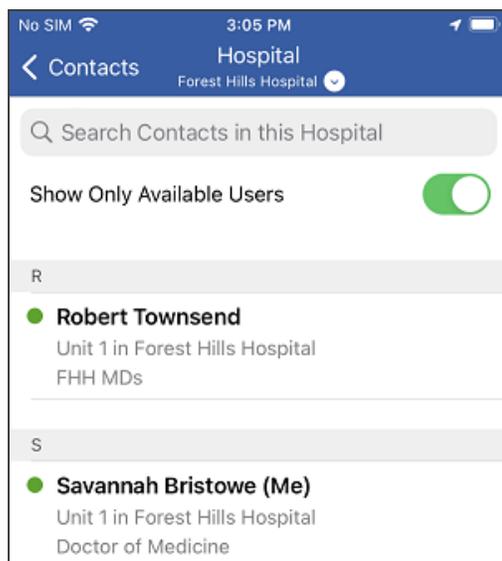
The Show Only Available Users toggle is off by default. When it is turned on, if the user logs out, or switches between screens, the Show Only Available Users toggle remains on, until the user turns it off.

When the toggle is turned off, the full list of users and MH-CURE contacts displays again.



IMPORTANT:

- MH-CURE contacts (i.e. desk phones) do not have a status and are not included in the list of available users.
- Users with a Busy status are not included in the list of available users.



Searching for a Contact

- The **Search** bar allows you to search by name, role, assigned dynamic role, specialty, or unit for any user/unit in the hospital.
- The **Search** bar displays:
 - In the **Contacts** view, which searches the entire hospital Directory.
 - In the **My Units** view, **Any Unit** view, **Hospital** view, **Specialty** view, **Favorites** view, and the **On Call** view, which only searches within that selected view.
 - In the **Hospital** view and **Favorites** view under **Browse Dynamic Role By**.

To search, enter the keyword that you want to search for and MH-CURE searches for that keyword as a name, role, specialty, dynamic role, or unit.



NOTES:

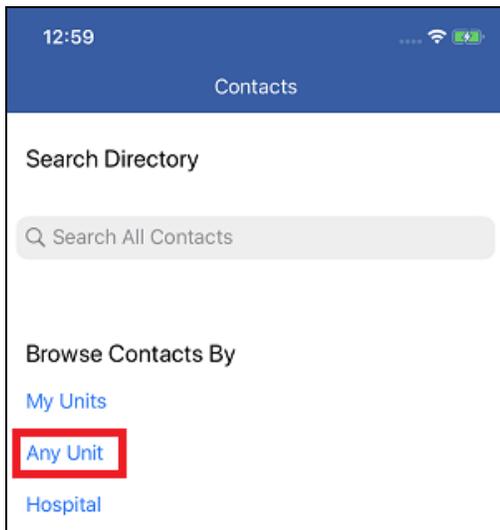
- The search results generate after one character is entered.
- Your search results are listed alphabetically.

Example search criteria:

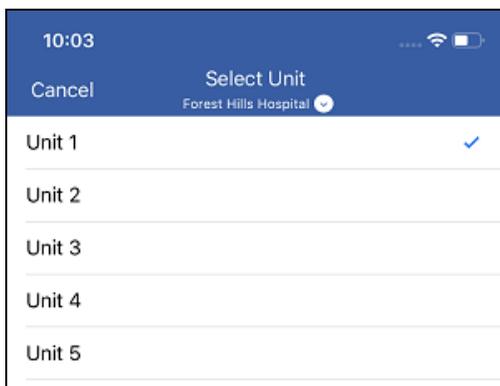
Name	Role	Unit	Dynamic Role	Specialty
• Andrew Martin	• RN	• Unit 1	• Charge Nurse	• Anesthesiology
• Andrew	• MD	• Unit 6	• Chief RN	• Critical Care Surgery
• Martin	• Admin	• Unit 4	• On Call Respiratory Therapist	• Neurology

Changing the Displayed Available Unit

1. On the Navigation bar, press Contacts.
2. Press **Any Unit**.



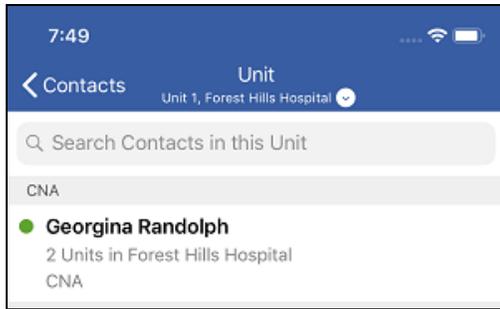
3. Select the desired unit.



NOTES:

- If you are in more than one hospital, pressing **Any Unit** prompts you to select a hospital before selecting your desired unit. **Any Unit** is separated by roles.
- If you want to change the unit again, you are not prompted to select a hospital or unit automatically, until you logout and back in. You must press  to open the **Select Unit** screen. Press  again to open the Select Hospital screen, if necessary.

The **Unit** view updates with your selected unit.



If there are no available contacts in the unit, the following screen displays:



Specialty



NOTES:

- Specialties are assigned to users in the MH-CURE Admin.
- Only MH-CURE users can be assigned a specialty.
- Specialties are sorted alphabetically under Specialty.

MH-CURE gives users the ability to browse contacts by their specialty.

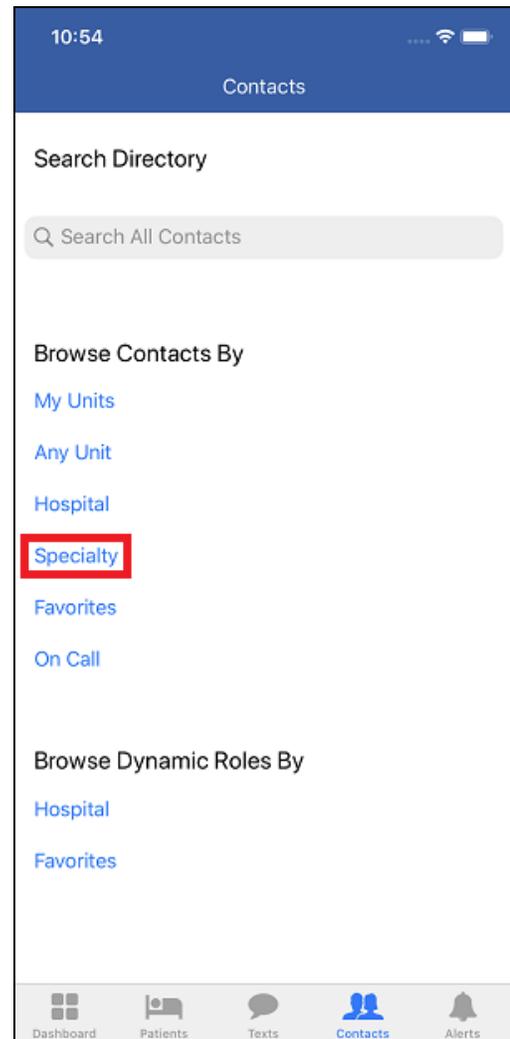
Using the **Specialty** filter under **Browse Contacts By** in Contacts, you are able to search for a specific specialty associated with the contact you are looking for.

A contact's specialty appears in several locations throughout MH-CURE, including:

- Contact Details
- Dynamic Care Team list
- My Units list
- Any Units list
- Hospital list
- Specialty list
- Favorites list
- On Call list
- Dynamic Role Details
- Compose a text
- Group text details
- Broadcast Details

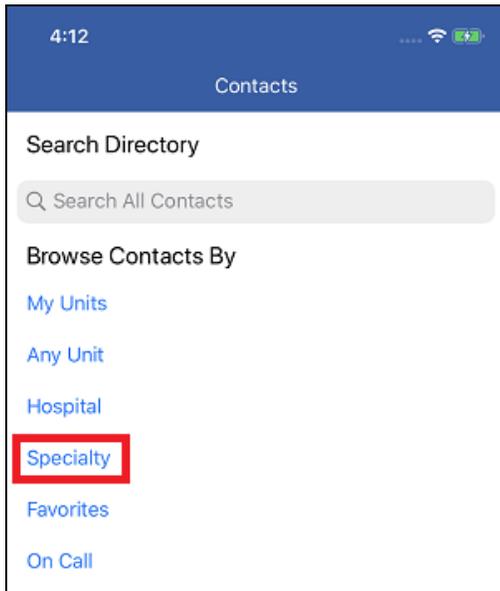


TIP: You can also search by specialty in My Units, Any Unit, Hospital, and Favorites view under Browse Contacts By using the search bar.



Browsing Specialties in Contacts

1. Go to Contacts on the Navigation bar.
2. Under **Browse Contacts By**, select **Specialty**.



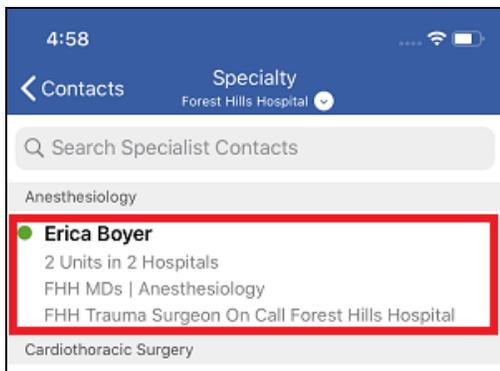
TIP: You can also search by specialty in My Units, Any Unit, Hospital, and Favorites view under Browse Contacts By using the search bar.

3. If affiliated with more than one hospital, select the hospital you would like to browse in.
4. Scroll to find the specialty you want to view, and then press a contact's name associated with that specialty.



TIPS:

- You can also use the **Search** bar to search for a specific specialty.
- You can change the hospital you want to browse by pressing .



The user's Contact Details screen opens.

From the Contact Details screen, do any of the following:



NOTE: These icons appear if the user has set these modules in the MH-CURE Admin.

- **Call**
- **Text**
- **Page**
- View their Specialty
- View **Affiliated Hospitals**
- View **NUMBERS** for the user
- View **ASSIGNED PATIENTS**
- View their status
- View their **Assigned Units**
- View their **Dynamic Roles**
- Add to Favorites or Remove from Favorites

Adding a Contact Favorite



NOTES:

- Your Favorites list is attached to your account and follows you on any phone.
- Your Favorites list is in alphabetical order.

There are two options to add a contact favorite:

- [Adding a Contact Favorite: Contact Details Screen](#)
- [Adding a Contact Favorite: Favorites List](#)

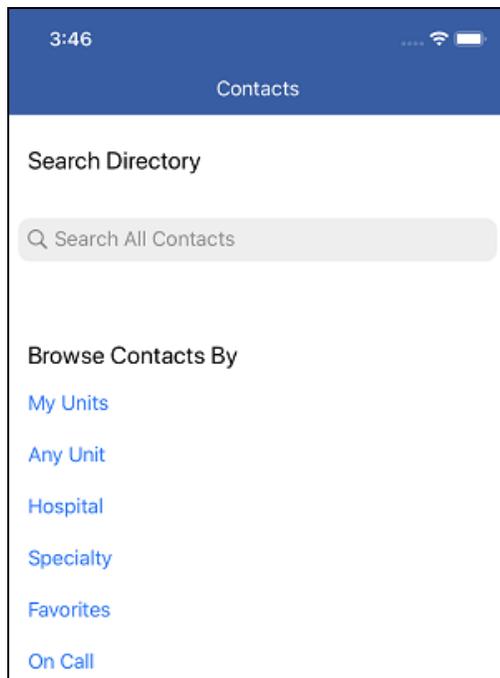
Adding a Contact Favorite: Contact Details Screen

1. Go to Contacts on the Navigation bar.
2. Under **Browse Contacts By**, select the **My Units**, **Any Unit**, **Hospital**, **Specialty**, or **On Call** view.

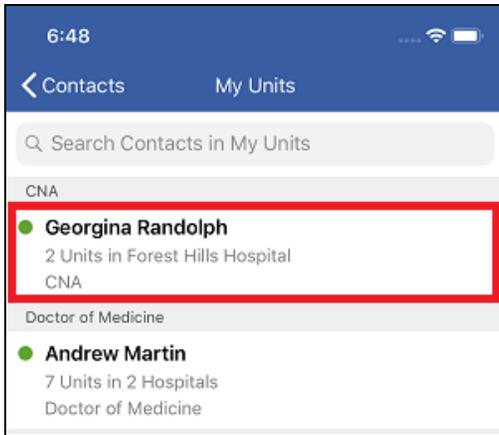


NOTE: If you select the **Any Unit** view:

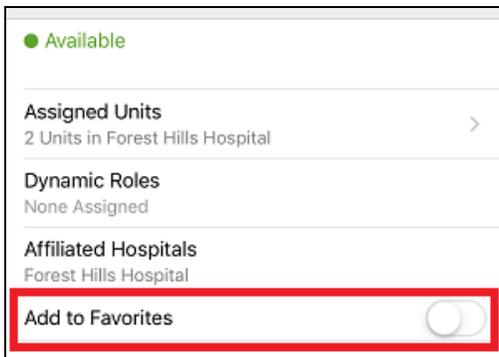
- If you are in multiple hospitals, select a hospital, select a unit, and then select a user.
- If you are not a multiple hospital user, press a unit, and then select a user.



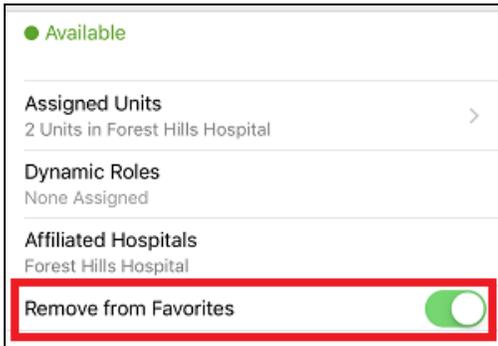
3. Select or search for a user.



4. The **Contact Details** screen opens. Toggle the **Add to Favorites** switch to the right.

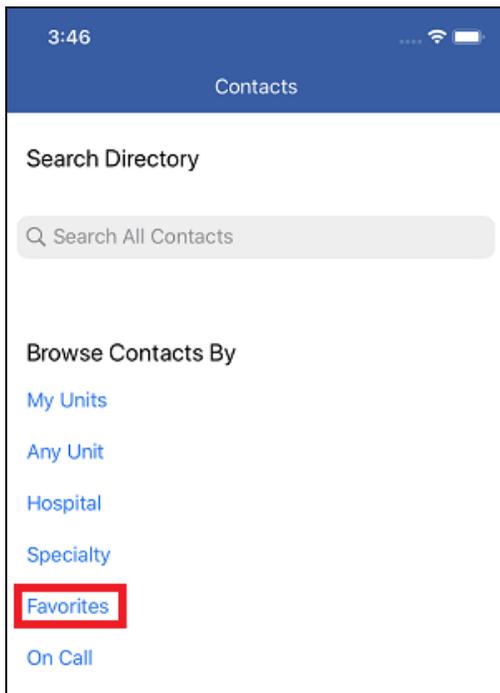


After you have toggled the switch to the right, it displays like the following:



Adding a Contact Favorite: Favorites Screen

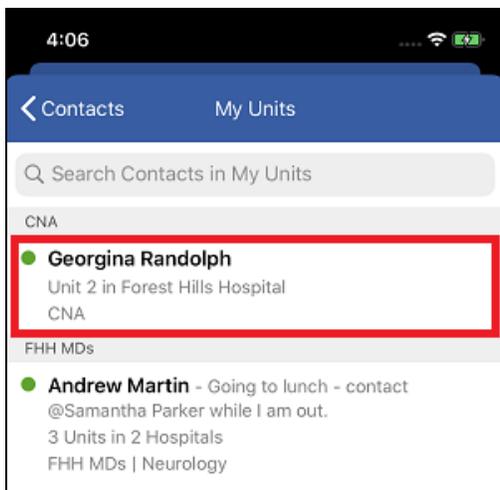
1. Go to Contacts on the Navigation bar.
2. Under **Browse Contacts by**, press the **Favorites** view.



3. Press .

The Contacts screen opens.

4. Under **Browse Contacts By**, select the **My Units**, **Any Unit**, **Hospital**, **Specialty**, or **On Call** view.
5. Select or search for a user in the list that displays.



The user is automatically added to your Favorites view.

Removing a Contact Favorite



NOTES:

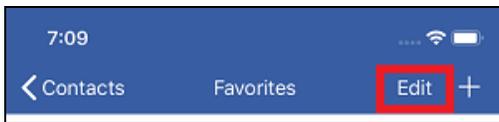
- Your Favorites list is attached to your account and follows you on any phone.
- Your Favorites list is in alphabetical order.

There are two ways to remove a contact from your Favorites view:

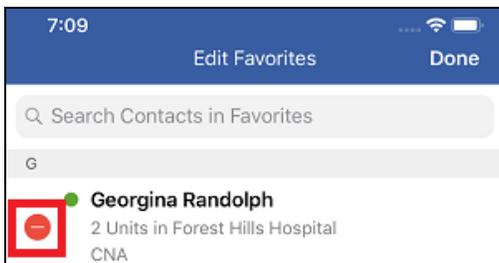
- [Removing a Contact Favorite: Edit](#)
- [Removing a Contact Favorite: Contact Details Screen](#)

Removing a Contact Favorite: Edit

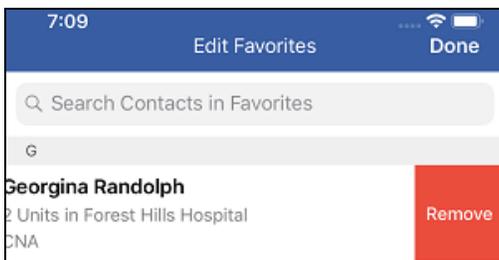
1. Go to Contacts on the Navigation bar.
2. Under Browse Contacts By, press the Favorites view.
3. Press **Edit**.



4. Press  next to the contact you want to remove from your Favorites list.



5. Press **Remove**.

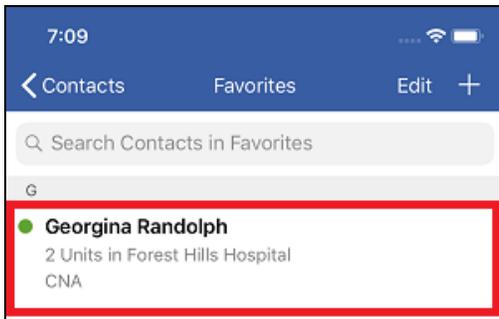


6. Press **Done**.

Your Favorites view updates automatically to show your updated list.

Removing a Contact Favorite: Contact Details Screen

1. Go to **Contacts**.
2. Go to **Favorites** under **Browse Contacts By**.
3. Press the name of the user you want to remove from your **Favorites** list.

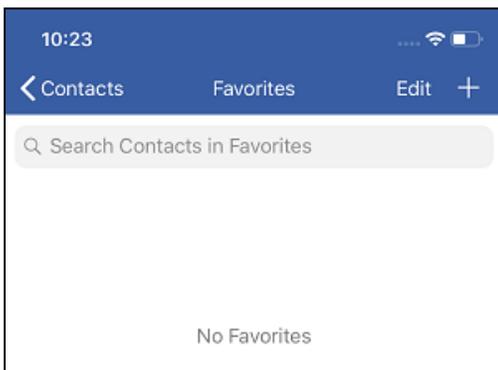


4. The **Contact Details** screen opens, toggle **Remove from Favorites** to the left.



NOTE: When you toggle **Remove from Favorites** to the left, it changes the text to read **Add to Favorites**.

Once the user has been removed from your **Favorites** list, your **Favorites** view updates.



Scheduling Integration



IMPORTANT:

- MH-CURE cannot edit or change scheduling information.
- Scheduling Integration can be enabled or disabled in the MH-CURE Admin.

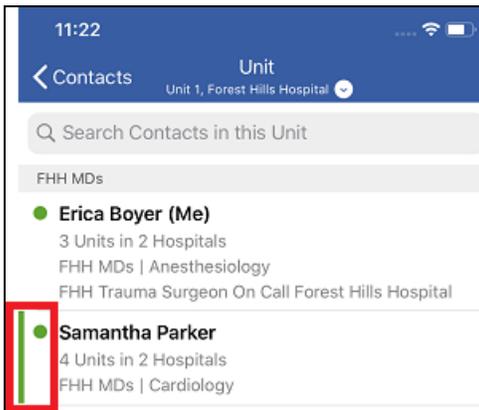
MH-CURE includes scheduling integration so you can easily find who is on call in a particular service or specialty.

Scheduling information is displayed throughout MH-CURE in various ways to identify an on-call user, including the use of an on-call indicator. The on-call indicator shows which user's are on-call and displays on contact lists next to a contact's status.



NOTE: The on-call indicator displays next to a contact if they are online, busy, or offline.

The on-call indicator displays in the following locations:



- Contact Details
- My Units list
- **Any Unit list**
- Hospital list
- Specialty list
- Favorites list
- On Call list

You can find users that are on call by [browsing on-call users](#) and [viewing their scheduling information](#) on their Contact Details screen.

Browsing On-Call Users



IMPORTANT: MH-CURE cannot edit or change scheduling information.



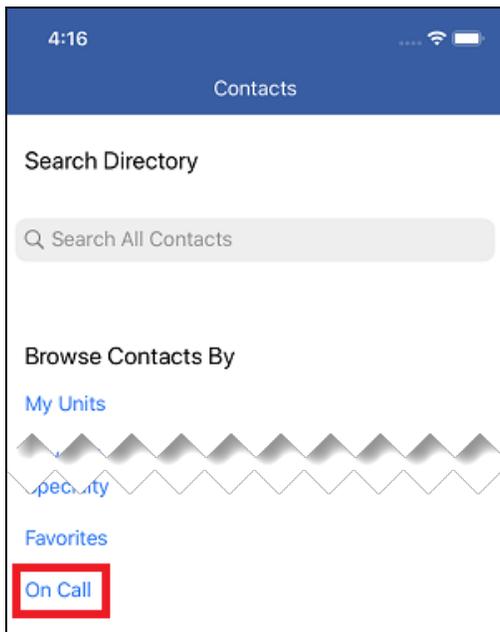
NOTES:

- On-Call users are listed alphanumerically by service role.
- Service Roles are managed in the facility's third-party scheduling system.

1. Go to Contacts on the Navigation bar.
2. Under **Browse Contacts By**, select **On Call**.



TIP: You can also search in the **My Units**, **Any Unit**, **Hospital**, and **Favorites** view. Users who are on call display with an indicator next to their status.



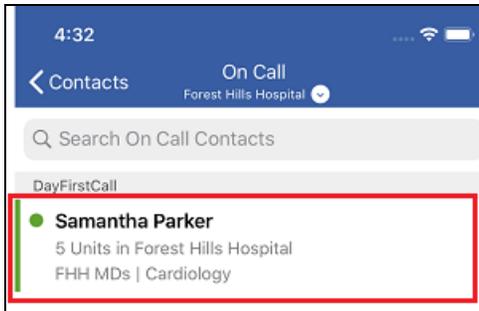
3. If assigned to more than one hospital, select the hospital you would like to browse in.



4. Scroll to find the user you want to view, and then press a contact's name.

**TIPS:**

- You can also use the search bar to search for a specific user.
- You can change the hospital you want to browse by pressing .



The user's Contact Details screen opens, where you can do any of the following:



NOTE: These icons appear if the your facility has set these modules in the MH-CURE Admin.

- **Call**
- **Text**
- **Page**
- View their Specialty
- View their **Affiliated Hospitals**
- View **NUMBERS** for the user
- View **ASSIGNED PATIENTS**
- View their status
- View their **Assigned Units**
- View their **Dynamic Roles**
- **Add to Favorites** or **Remove from Favorites**
- View their On Call information.

For more information on On Call information, see [Viewing On Call Information](#).

Viewing On-Call Information

When a user is on call, their **Contact Details** screen includes additional information about their shift.

Shift information is marked by the on-call indicator.



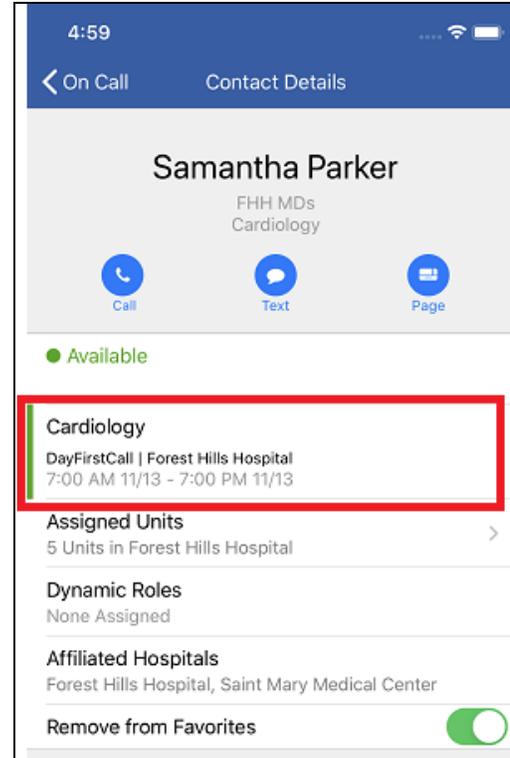
TIP: This section does not display on the Contact Details page if a user is not on-call.

In the shift information section, you can:

- View which service or specialty the user is on call for.
- View what the user's service role is and which hospital they are on call in.
- View how long the user is on call.



IMPORTANT: Information listed in the shift information section is managed in your facilities scheduling software.



For information on how to find users that are on call, see [Browsing On-Call Users](#).

Browsing Dynamic Roles in Contacts

There are two ways you can browse dynamic roles:

- [Browsing Dynamic Roles in Contacts by Hospital](#)
- [Browsing Dynamic Roles in Contacts by Favorites](#)



NOTES:

- Dynamic Roles are listed alphabetically.
- Dynamic Roles are specific to each hospital and based on your role.

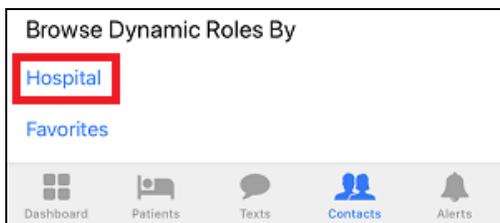


TIP: On smaller screens, Browse Dynamic Roles by may not be visible unless you scroll down.

Browsing Dynamic Roles in Contacts by Hospital

Browsing Dynamic Roles by Hospital allows you to view the list of assigned and unassigned dynamic roles for your hospital.

1. Go to Contacts on the Navigation bar.
2. Under **Browse Dynamic Roles By**, select **Hospital**.



3. If assigned to more than one hospital, select the hospital you would like browse in.
4. Scroll to find the dynamic role you want to view; and then press the dynamic role.



TIPS:

- You can also use the **Search** bar to search for a specific dynamic role.
- You can change the hospital you want to browse by pressing .



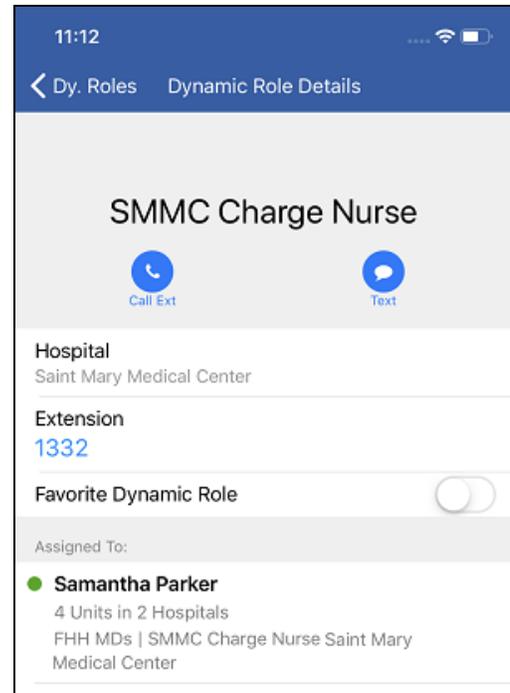
The Dynamic Role Details screen opens.

From the **Dynamic Role Details** screen, you can:

- **Call Ext:** Call the dynamic role's assigned extension. This button remains visible when there is no user assigned to the dynamic role.
- **Text:** Send a text message to the user assigned to the dynamic role. If there is no user assigned to the dynamic role this button will not be visible.
- View the **Hospital** the dynamic role is affiliated with.
- View the MH-CURE **Extension** assigned to that dynamic role.
- Add the dynamic role to your Favorites. See [Adding a Dynamic Role Favorite](#).
- View who is assigned to the dynamic role.



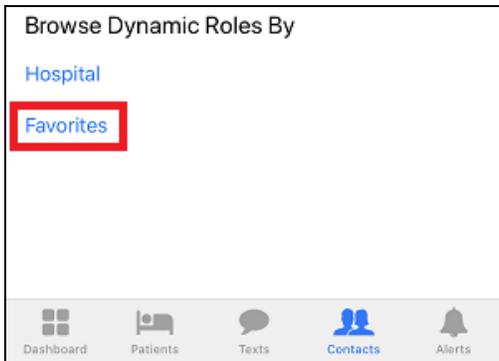
NOTE: Pressing on the assigned user's name brings you to their Contact Details screen. From there you can call, text or, if enabled, page or begin a video chat with the user.



Browsing Dynamic Roles in Contacts by Favorites

Browsing Dynamic Roles by Favorites allows you to view dynamic roles you have set as a favorite.

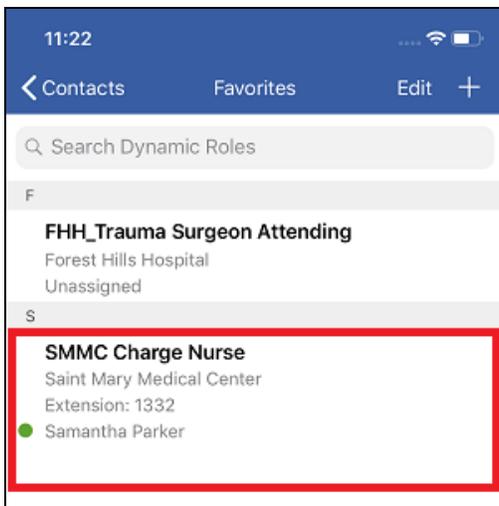
1. Go to Contacts on the Navigation bar.
2. Under **Browse Dynamic Roles By**, select **Favorites**.



3. Scroll to find the dynamic role you want to view; and then press the dynamic role.



TIP: You can also use the search bar to search for a specific dynamic role.



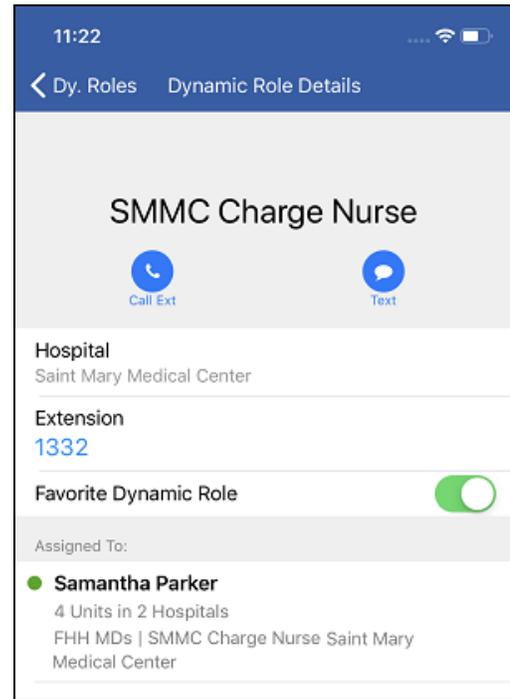
The Dynamic Role Details screen opens.

From the **Dynamic Role Details** screen, you can:

- **Call Ext:** Call the dynamic role's assigned extension. This button remains visible when there is no user assigned to the dynamic role.
- **Text:** Send a text message to the user assigned to the dynamic role. If there is no user assigned to the dynamic role this button will not be visible.
- View the **Hospital** the dynamic role is affiliated with.
- View the MH-CURE **Extension** assigned to that dynamic role.
- Add the dynamic role to your Favorites. See [Adding a Dynamic Role Favorite](#).
- View who is assigned to the dynamic role.



NOTE: Pressing on the assigned user's name brings you to their Contact Details screen. From there you can call, text or, if enabled, page or begin a video chat with the user.



Adding a Dynamic Role Favorite



TIP: On smaller screens, Browse Dynamic Roles by may not be visible unless you scroll down.



NOTES:

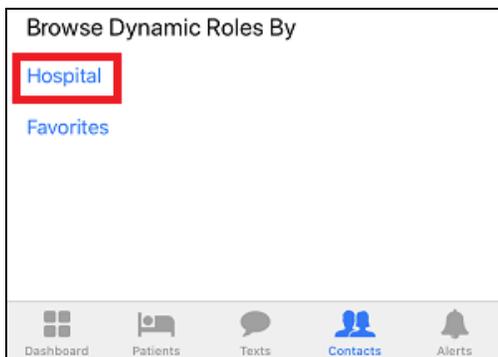
- Your Favorites list is attached to your account and follows you on any phone.
- Your Favorites list is in alphabetical order.

There are two ways to add a dynamic role to your Favorites list:

- [Adding a Dynamic Role Favorite Using Hospital](#)
- [Adding a Dynamic Role Favorite Using Favorites](#)

Adding a Dynamic Role Favorite Using Hospital

1. Go to Contacts on the Navigation bar.
2. Under **Browse Dynamic Roles By**, select **Hospital**.



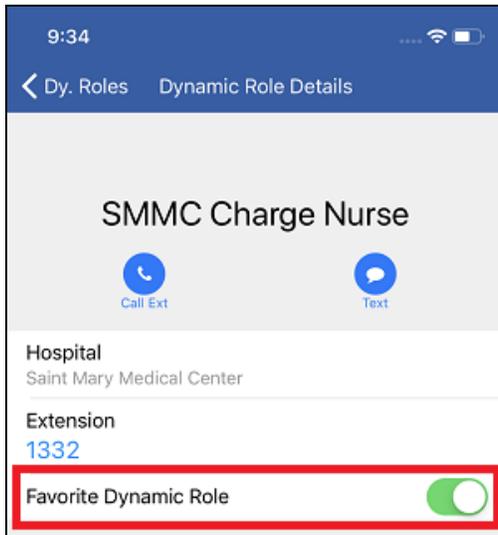
3. If assigned to more than one hospital, select the hospital you want to browse in.
4. Scroll to find the dynamic role you want to add; and then press the dynamic role. The Dynamic Role Details screen opens.



**TIPS:**

- You can also use the search bar to search for a specific dynamic role.
- You can change the hospital you want to browse by pressing .

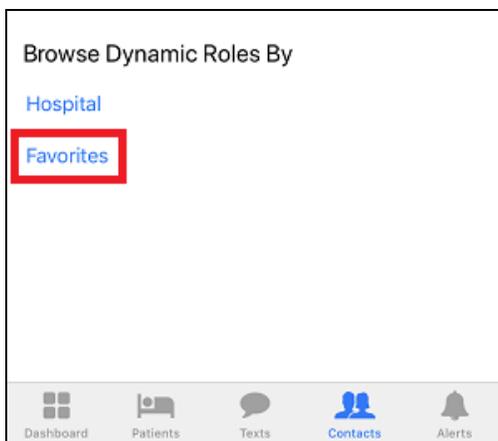
5. Toggle **Favorite Dynamic Role** to the right.



The dynamic role is added to your Favorites.

Adding a Dynamic Role Favorite Using Favorites

1. Go to Contacts on the Navigation bar.
2. Under **Browse Dynamic Roles By**, select **Favorites**.



3. Press .
4. If assigned to more than one hospital, select the hospital you want to browse in.



The **Dynamic Roles** screen opens.

5. Scroll to find the dynamic role you want to add; and then press the dynamic role.

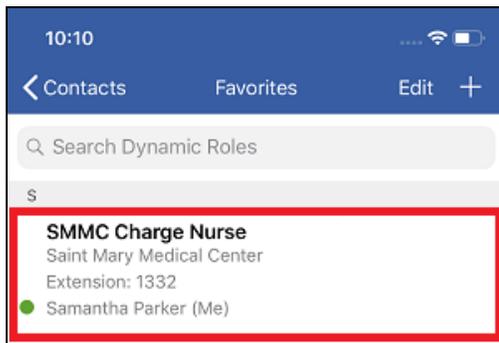


TIPS:

- You can also use the search bar to search for a specific dynamic role.
- You can change the hospital you want to browse by pressing .



The dynamic role is added to your **Favorites** screen.



Removing a Dynamic Role Favorite



TIP: On smaller screens, Browse Dynamic Roles by may not be visible unless you scroll down.



NOTES:

- Your Favorites list is attached to your account and follows you on any phone.
- Your Favorites list is in alphabetical order.

There are multiple ways to remove a dynamic role from your Favorites list:

- [Removing a Dynamic Role Favorite Using Hospital](#)
- [Removing a Dynamic Role Favorite Using Favorites](#)
- [Removing a Dynamic Role Favorite Using Favorites: Edit](#)

Removing a Dynamic Role Favorite Using Hospital

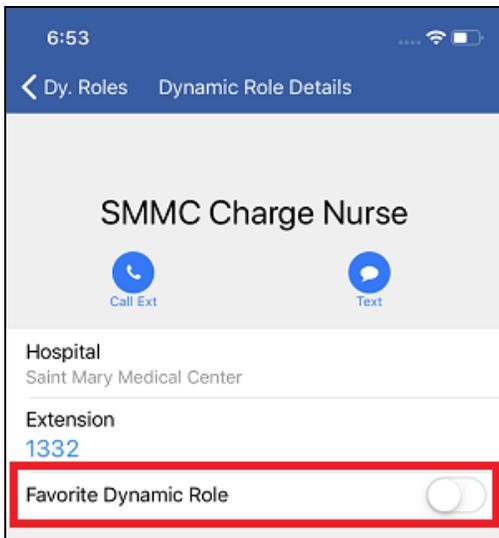
1. Go to Contacts on the Navigation bar.
2. Under Browse Dynamic Roles By, select Hospital.
3. If assigned to more than one hospital, select the hospital you would like browse in.
4. Scroll to find the dynamic role you want to remove; and then select the dynamic role.



TIPS:

- You can also use the search bar to search for a specific dynamic role.
- You can change the hospital you want to browse by pressing .

5. Toggle **Favorite Dynamic Role** to the left.



The dynamic role is removed from your Favorites.

Removing a Dynamic Role Favorite using Favorites

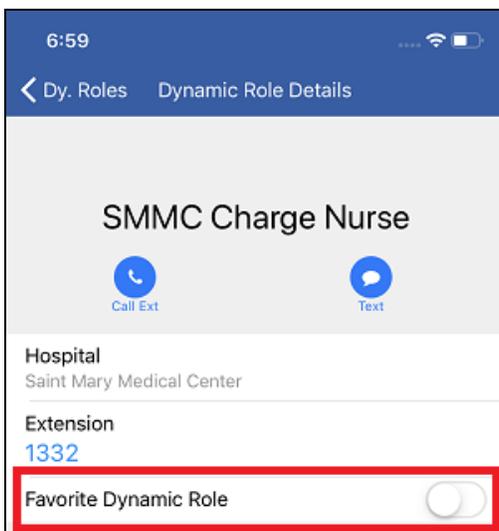
1. Go to Contacts on the Navigation bar.
2. Under Browse Dynamic Roles By, select Favorites.
3. Scroll to find the dynamic role you want to remove; and then select the dynamic role.



TIP: You can also use the search bar to search for a specific dynamic role.

The Dynamic Role Details screen opens.

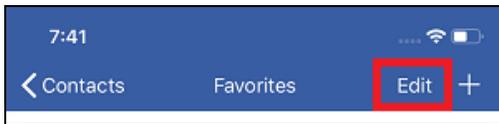
4. Toggle Favorite Dynamic Role to the left.



The dynamic role is removed from your Favorites.

Removing a Dynamic Role Favorite Using Favorites: Edit

1. Go to Contacts on the Navigation bar.
2. Under Browse Dynamic Roles By, select Favorites.
3. Press **Edit**.



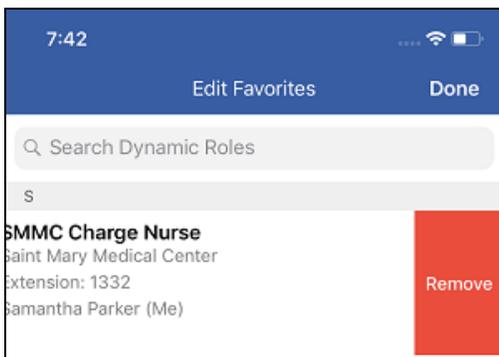
4. Scroll to find the dynamic role you want to remove; and then press .



TIP: You can also use the search bar to search for a specific dynamic role.



5. Press **Remove**.



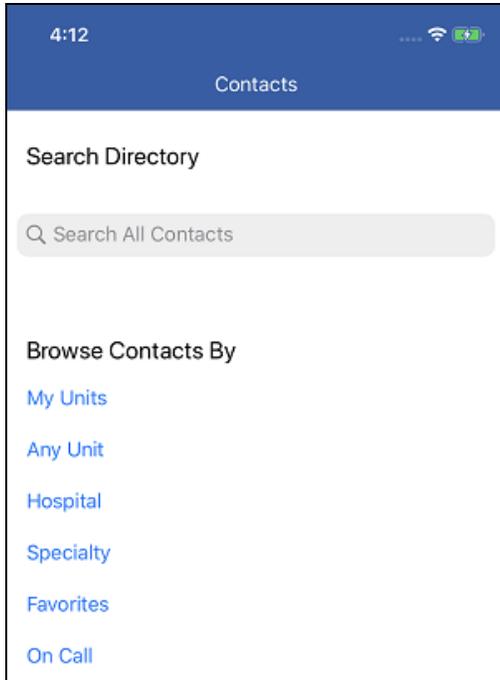
6. Press **Done** to return to the **Favorites** screen.



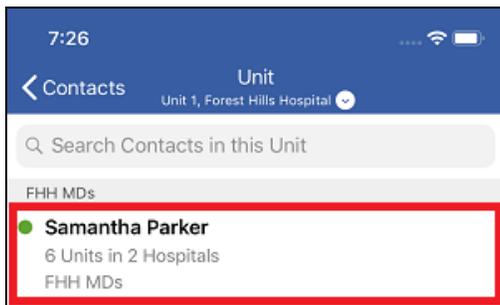
The dynamic role is removed from your Favorites.

Viewing Contact Information

1. Go to Contacts on the Navigation bar.
2. Select one of the following: **My Units** view, **Any Unit** view, **Hospital** view, **Specialty** view, **Favorites**, or **On Call** view.



3. Scroll to find the contact you want to view; and then press their name.

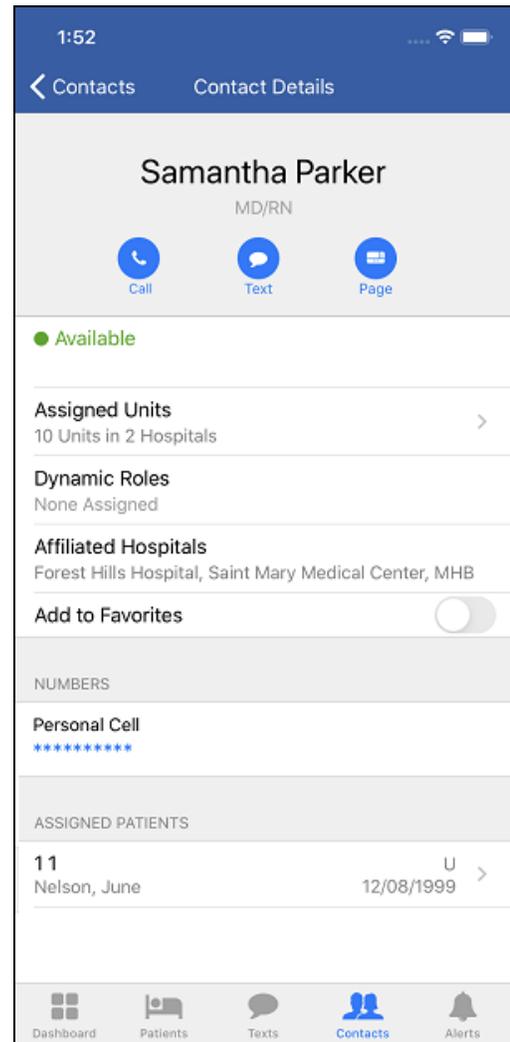


4. From the **Contact Details** screen, do any of the following:



NOTE: These icons appear if the user has set these modules in the MH-CURE Admin.

- Call
- Text
- Page
- View Affiliated Hospitals
- View NUMBERS for the user
- View ASSIGNED PATIENTS
- View their status
- View their Assigned Units
- View their Dynamic Roles
- Add to Favorites or Remove from Favorites
- View their On Call information if available



See also: [Confidential Access in Viewing Contact Details](#)

Confidential Access in Viewing Contact Details

From the Navigation bar, press Contacts to display the following data.

- Clinical users and partially restricted users with access to confidential patients see the first and last names of the confidential patients in the Assigned Patients list.
- Clinical users and partially restricted users without access to confidential patients see the names of confidential patients as Confidential Patient in the Assigned Patients list.
- Non-clinical users do not have access to the Assigned Patients list.

Phone Calls

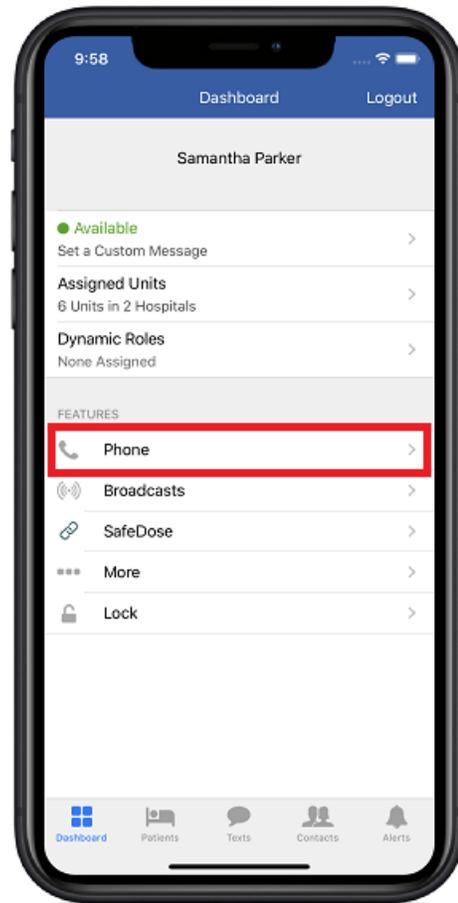
When Phone is selected from the Dashboard, it launches to the Recent tab within MH-CURE.

You can use Phone to access the dial pad, or view recent calls.

Once connected to a call, you can use any of the following features:

• Mute	• Hold
• Keypad	• Add Call
• Speaker	• Transfer
• Att Xfer (Attended Transfer)	

 **TIP:** Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



InterApp Calling



NOTE: The MH-CURE lock screen is managed in the MH-CURE Admin.

Users can complete a call from another app, without the need to unlock MH-CURE, as long as they are logged in.

While the call is placed, MH-CURE remains locked and secure.

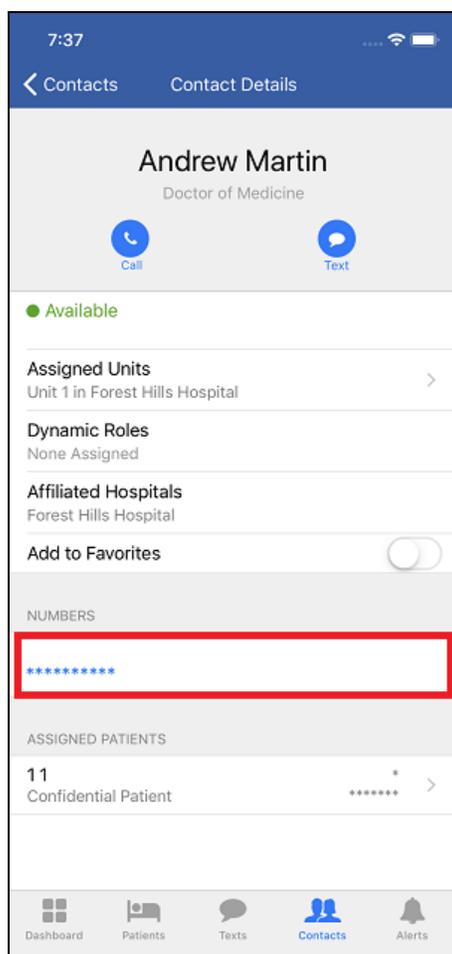
Restricted Phone Numbers

Personal device (BYOD) phone numbers associated with an MH-CURE user or contact can be restricted or masked by asterisks under **Contacts** in **Contact Details**. This is managed in the MH-CURE Admin.



NOTES:

- Restricted numbers are masked and do not appear within the MH-CURE client app.
- However, restricted numbers display on desk phone Caller ID's, as well as the Caller ID of other MH-CURE personal device users.
- Restricted numbers display on the iOS call selection pop-up when other users call personal device users.



For information on keeping your personal phone number private, see [Personal Number Privacy](#) and [Alternate Caller ID](#).

Personal Number Privacy



IMPORTANT:

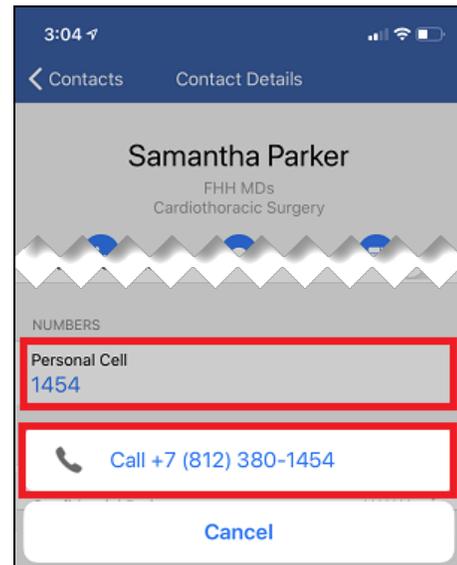
- This feature is available to personal device users only.
- Proxy numbers are assigned to users in MH-CURE Admin and managed in the Call Manager.
- This feature does not mask personal phone numbers on outgoing calls. If a personal device user with a proxy calls another user, their personal number is displayed on the Recent Calls screen, the calling screen and the call selection pop-up. To learn how to mask personal phone numbers on outgoing calls, see [Alternate Caller ID](#).

Personal users have the option to not display their personal numbers to other users. Instead, users see a proxy number when calling personal device users.

When users call the proxy number, the call is routed to the personal device user.

The proxy number displays on the:

- **Contact Details** screen
- **Call Selection pop-up**
- Recent Calls screen
- Calling screen



NOTES:

- Manually entering a proxy number on the keypad does not show the name of the recipient while on a call.
- If a personal user is not assigned a proxy number, they can still mask their phone numbers on the Contact Details screen, however other users can see their personal number on the calling screen and the call selection pop-up.



IMPORTANT: Proxy numbers respect the setting "Disable calling to logged out users (personal devices only)" if the number is dialed from the Contact Details screen or the Recent screen under Phone. If the proxy number is dialed from the MH-CURE dialpad, users can still call the logged out personal device user, regardless if "Disable calling to logged out users (personal devices only)" is enabled in the Web Admin Tool.

Alternate Caller ID (aka Custom Caller ID)

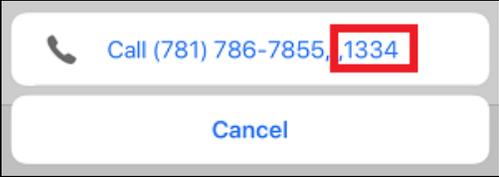
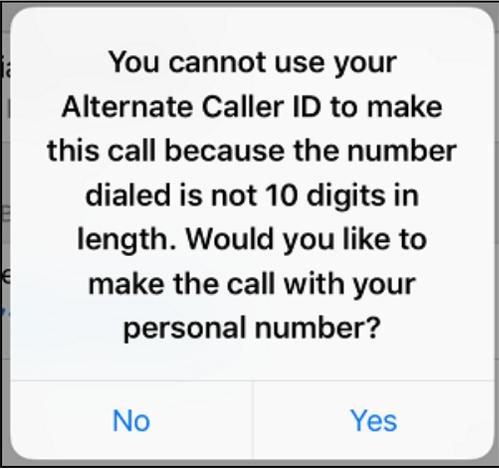


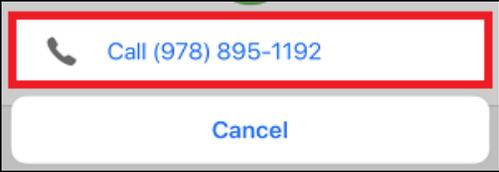
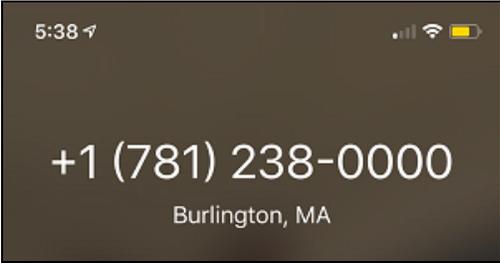
IMPORTANT:

- This feature is available to iOS personal device users only.
- This feature is available based on your facility's configurations.
- This feature must be enabled in the MH-CURE Admin.

MH-CURE includes the ability for users to choose an alternate phone number to display on caller IDs when making phone calls. This gives the user the option to keep their personal phone number private when making phone calls.

A user with Alternate Caller ID (Custom Caller ID) enabled can make calls to MH-CURE users, as well as to outside callers, such as patients.

If a personal device user...	...then MH-CURE...
<p>Attempts to call a shared device user or MH-CURE Contact with a 10-digit phone number and an extension</p> 	<p>Displays a pop-up explaining Alternate Caller ID does not support calling that number. Alternate Caller ID does not support calling phone numbers longer than 10-digits. If a user is attempting to call an 11-digit phone number, Alternate Caller can be used <u>only</u> if the first digit is a 1.</p> <p>Personal device users have the option to proceed with the call using their personal phone number or go back to the Phone screen.</p> 

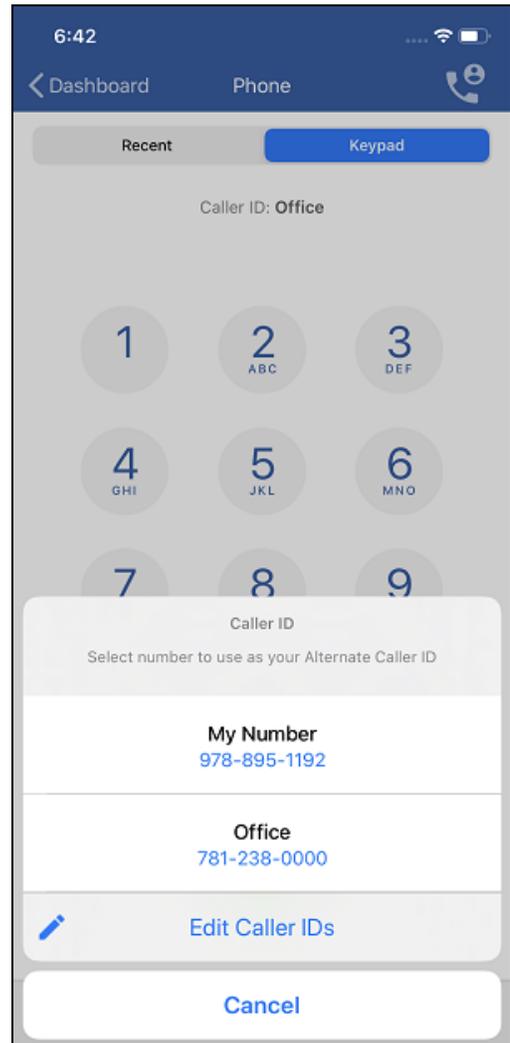
If a personal device user...	...then MH-CURE...
<p>Attempts to call:</p> <ul style="list-style-type: none"> • A shared device user or MH-CURE Contact with a phone number containing 10 digits • Patient's family member • Or other outside phone number 	<p>Connects the phone call and displays the Alternate Caller ID to the receiving caller.</p> 

When the user makes a phone call using the Alternate Caller ID number, the alternate number is displayed on the receiving caller's caller ID.

When the receiving caller calls the user back, they are routed to the alternate number.

 **EXAMPLE:** The Alternate Caller ID number can route incoming calls to locations such as an outpatient office, an office admin, or a home office.

 **NOTE:** The user's selected Alternate Caller ID is saved when they log out of MH-CURE.



Upon initial installation of MH-CURE, when a user goes to Phone on their Dashboard, the **Enter Your Number** screen displays asking the user to confirm their personal cell phone number.

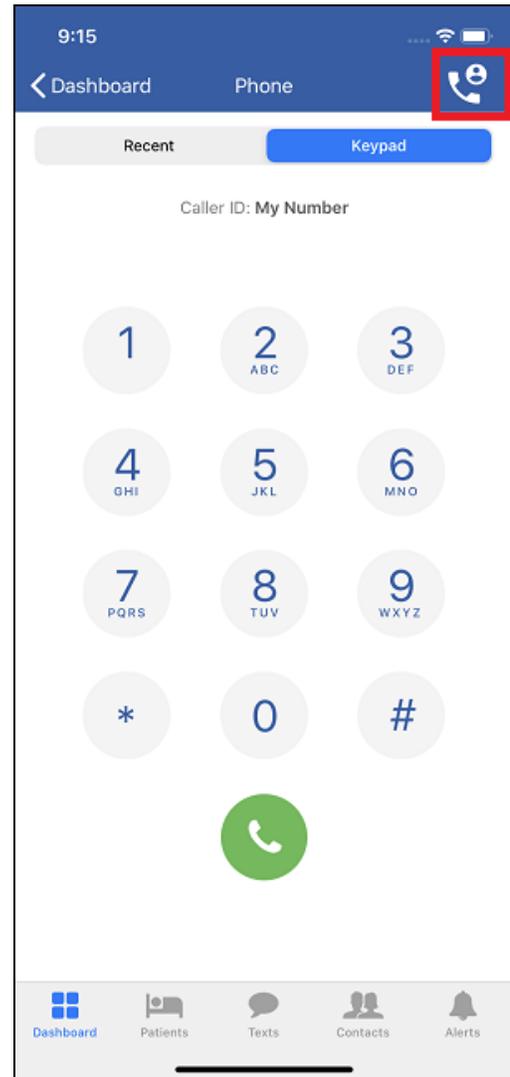
Once the user confirms their phone number, they can add up to five (5) Alternate Caller IDs.

Pressing  on the Phone screen, displays the available alternate caller ID numbers the user can choose from.



NOTES:

- Toll-free numbers cannot be used as an alternate number.
- Applicable laws and regulations mandate that either you or your employer must own the numbers you enter below. You represent and warrant that the number submitted is owned by you or your employer.
- The alternate number is not displayed on the Contact Details screen. It is only displayed on the Recent Calls screen.



Setting Up Alternate Caller ID



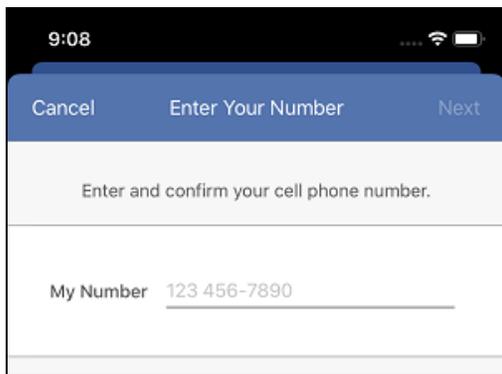
IMPORTANT:

- This feature is available to iOS personal device users only.
- This feature is available based on your facility's configurations.
- This feature must be enabled in the MH-CURE Admin.

You can set up your Alternate Caller ID numbers from your device.

Setting Up Alternate Caller ID on Your Device:

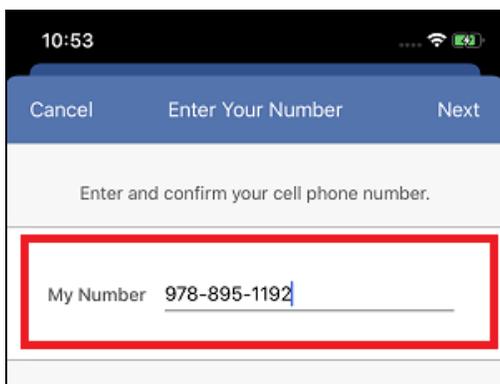
Upon initial installation of MH-CURE, when a user goes to Phone on their Dashboard, the **Enter Your Number** screen displays asking the user to confirm their personal cell phone number.



1. Enter or edit your cell phone number.



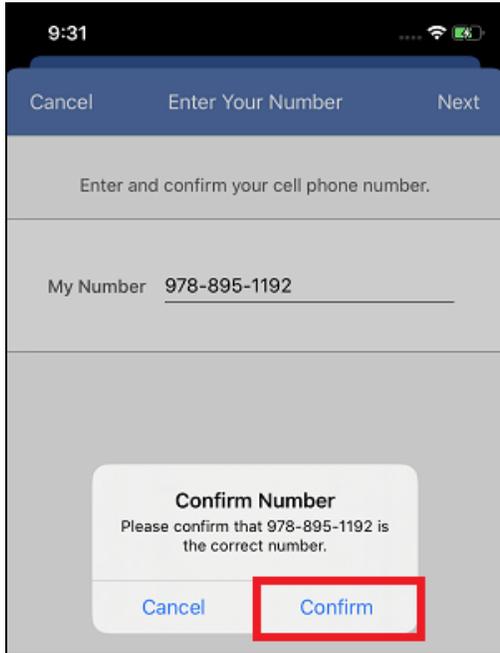
NOTE: If your hospital's system administrator has added your personal number in the MH-CURE Admin, your number is automatically generated on the **Enter Your Number** screen.



2. Press **Next**.
3. On the pop-up, press **Confirm**.



IMPORTANT: Once confirmed, your personal phone number cannot be changed on your device. If your phone number is incorrect or needs to be changed after it is confirmed, contact your hospital's help desk.

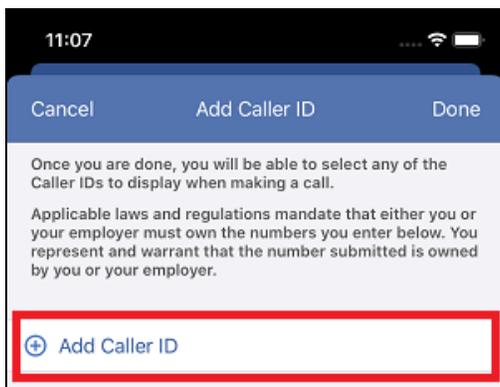


4. Press **Add Caller ID**.



NOTES:

- Toll-free numbers cannot be used as an alternate number.
- Applicable laws and regulations mandate that either you or your employer must own the numbers you enter below. You represent and warrant that the number submitted is owned by you or your employer.



5. Enter a **Title** for your alternate number.



EXAMPLES:

- Office
- Outpatient Office

6. Type your alternate phone number.

7. Press **Done**.

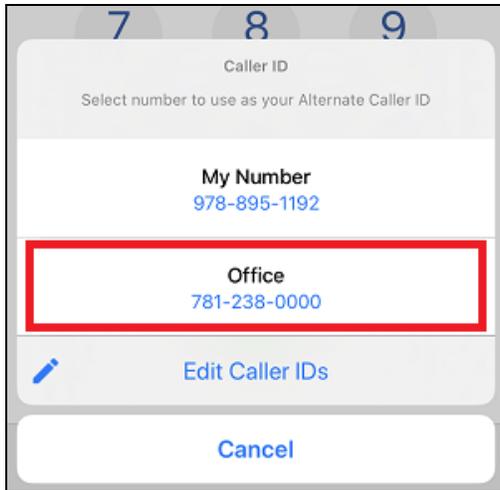


TIP: You can add up to five (5) alternate phone numbers.

You are brought to the **Phone** screen. Your default **Caller ID** number is your personal phone number, shown as **My Number**.

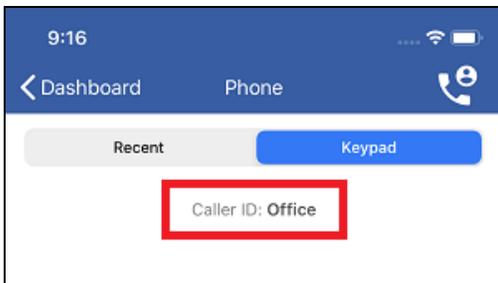
Changing Your Alternate Caller ID:

1. Go to Phone on your Dashboard.
2. Press .
3. On the **Caller ID** selection pop-up, select the number to use as your Alternate Caller ID.



NOTE: Your selected Alternate Caller ID is saved when you log out of MH-CURE.

Your Caller ID is updated on the Phone screen.



For information on editing or deleting Alternate Caller ID numbers, see [Editing Alternate Caller ID Numbers](#).

For information on making calls using your Alternate Caller ID, see [Making A Call Using Alternate Caller ID](#).

Editing Alternate Caller ID Numbers



IMPORTANT:

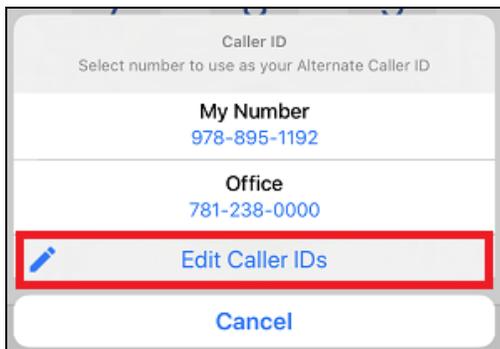
- This feature is available to iOS personal device users only.
- This feature is available based on your hospital's configurations.
- Once confirmed, your personal phone number cannot be changed on your device. If your phone number is incorrect or needs to be changed after it is confirmed, contact your hospital's help desk.

On the Edit Caller IDs screen, you have the ability to:

- [Edit Existing Alternate Caller ID Numbers](#)
- [Add Additional Alternate Caller ID Numbers](#)
- [Delete Alternate Caller ID Numbers](#)

Editing Existing Alternate Caller ID Numbers

1. Go to Phone on your Dashboard and press .
2. Select **Edit Caller IDs**, on the **Caller ID** selection pop-up.



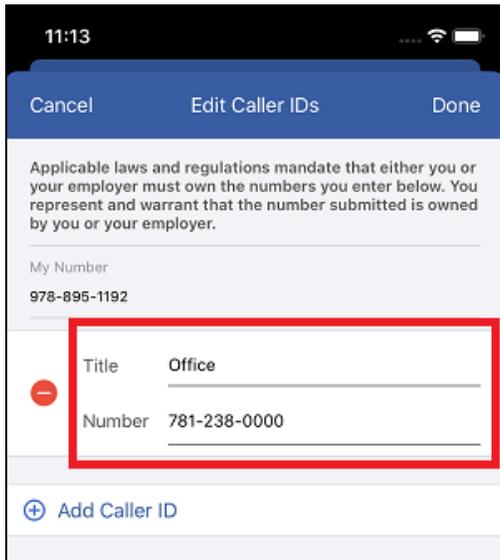
The **Edit Caller IDs** screen opens.

3. Edit the **Title** or **Number** of your Alternate Caller IDs.



NOTES:

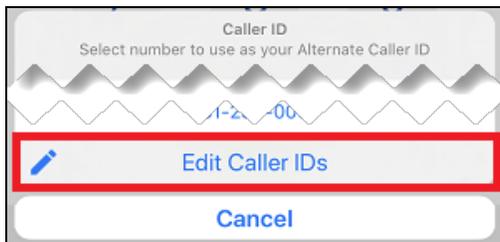
- Toll-free numbers cannot be used as an alternate number.
- Applicable laws and regulations mandate that either you or your employer must own the numbers you enter below. You represent and warrant that the number submitted is owned by you or your employer.



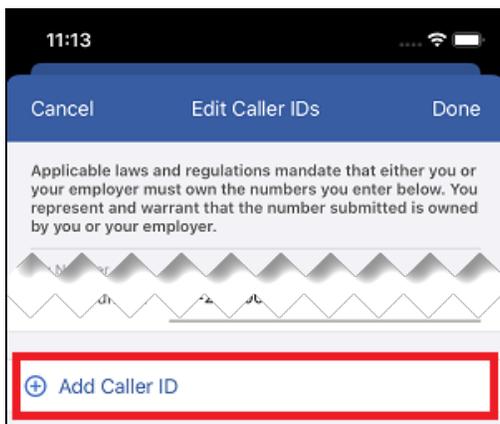
4. When you are finished with your changes, press **Done**.

Adding Additional Alternate Caller ID Numbers

1. Go to Phone on your Dashboard.
2. Press .
3. Select **Edit Caller IDs**, on the **Caller ID** selection pop-up. The **Edit Caller IDs** screen opens.



4. Press **Add Caller ID**.



**NOTES:**

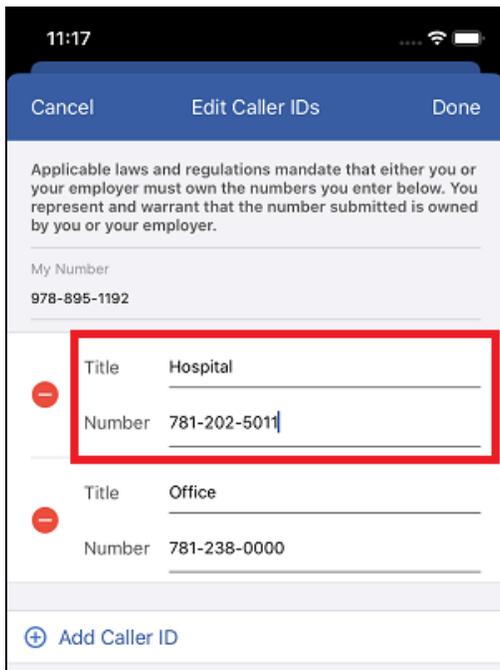
- Toll-free numbers cannot be used as an alternate number.
- Applicable laws and regulations mandate that either you or your employer must own the numbers you enter below. You represent and warrant that the number submitted is owned by you or your employer.

5. Enter a **Title** for your alternate number.

**EXAMPLES:**

- Office
- Hospital

6. Type your alternate phone number.

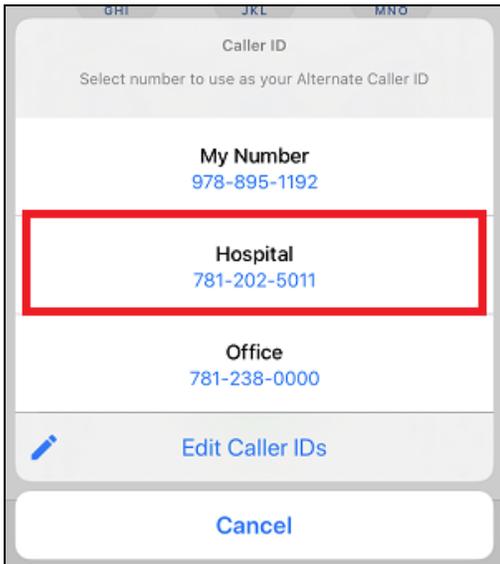


7. Press **Done**.



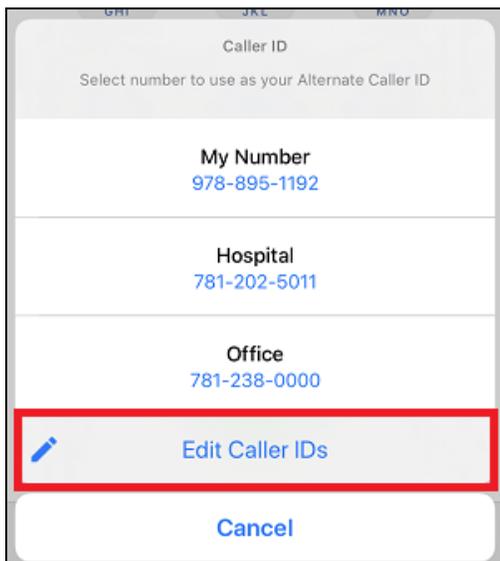
TIP: You can add up to five (5) alternate phone numbers.

The new Alternate Caller ID number is added to the **Caller ID** selection pop-up.



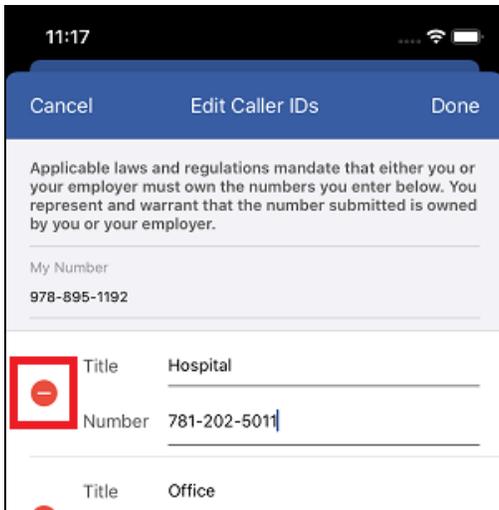
Deleting Alternate Caller ID Numbers

1. Go to Phone on your Dashboard.
2. Press .
3. Select **Edit Caller IDs**, on the **Caller ID** selection pop-up.

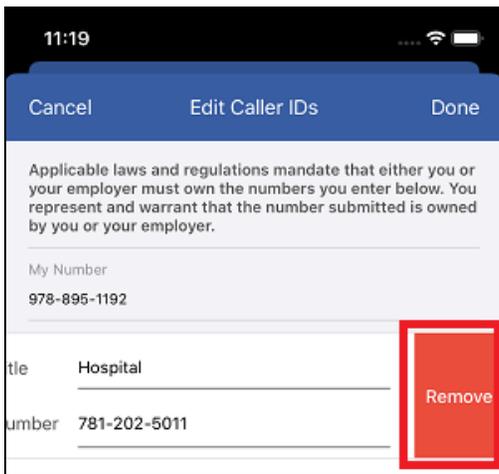


The **Edit Caller IDs** screen opens.

- Press  next to the Alternate Caller ID number you want to delete.

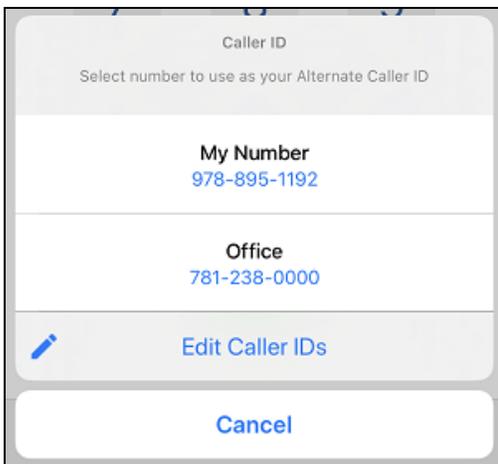


- Press **Remove**.



- Press **Done**.

The Alternate Caller ID number is removed from the Edit Caller IDs screen and the **Caller ID** selection pop-up.



Making A Call Using Alternate Caller ID



IMPORTANT:

- This feature is available to iOS personal device users only.
- This feature is available based on your facility's configurations.
- This feature must be enabled in the MH-CURE Admin.



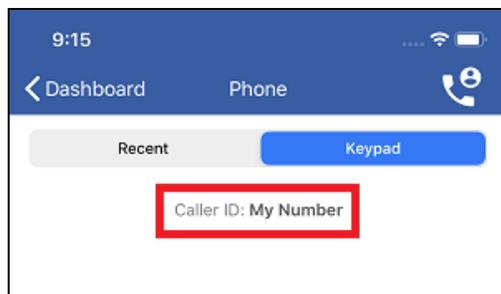
TIP: When you press Phone on the Dashboard, the keypad opens as a default.

The only time this does not apply is when the user presses Recent, goes to another screen, and then returns to the Dashboard (where Phone is located) because of iOS stickiness.



NOTE: Beginning in iOS 14, an orange dot displays above your cellular service bars providing a visual indication whenever your iPhone microphone is being used by an app.

The Alternate Caller ID you have chosen displays next to **Caller ID:** above the keypad on the **Phone** screen.



NOTE: Using the "My Number" Caller ID displays your personal number when making phone calls.

When making a phone call, you can:

- [Make a Call to an MH-CURE User Using the Dialpad](#)
- [Make a Call to an MH-CURE User Using Contacts](#)
- [Make a Call to an External Number](#)

Making a Call to an MH-CURE User Using the Dialpad:

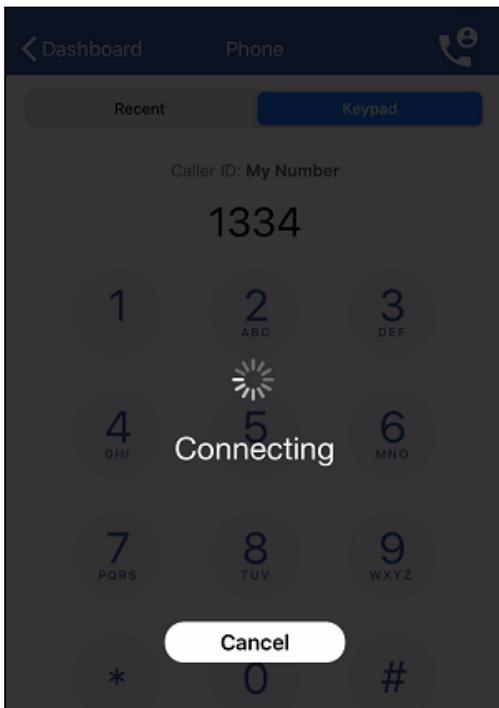
1. Go to Phone on your Dashboard.
2. Confirm the Caller ID displayed is the number you would like to use.



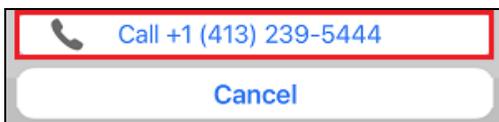
TIP: To change your Caller ID, press ; and then select the number you would like to use from the Caller ID selection pop-up.

3. Using the dialpad, enter the user's extension or phone number.
4. Press .

A connecting screen displays briefly.



5. On the call selection pop-up, press the number displayed to connect the call.





NOTE: The number displayed is the Connecting Number. You must press the Connecting number to successfully use your Alternate Caller ID to route the call to the user or phone number you are trying to reach.

**IMPORTANT:**

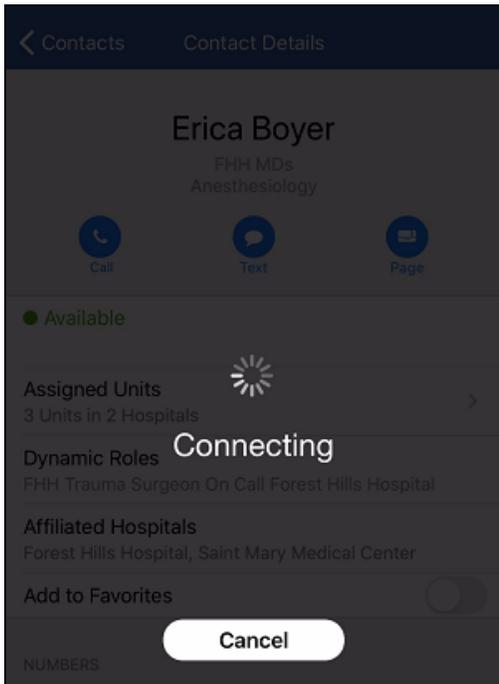
- If your Alternate Caller ID is not a valid phone number, you receive an pop-up that the call could not be completed.
- If you are attempting to call a phone number or extension with more than 10-digits, you are prompted that Alternate Caller ID does not support calling that number. You can proceed with the call using your personal phone number.

Making a Call to an MH-CURE User Using Contacts:

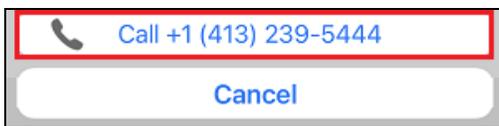
TIP: To change your Alternate Caller ID:

1. Go to Phone on the Dashboard.
2. Press ; and then select the number you would like to use from the Caller ID selection pop-up.

1. Go to Contacts on the Navigation bar.
2. Under Browse Contacts By, select the My Units, Any Unit, Hospital, Specialty, or On Call view.
You can also choose to browse by dynamic roles.
3. Select a user.
The Contact Details screen opens.
4. Press **Call**; and then select the phone number you would like to call.
A connecting screen displays briefly.



5. On the call selection pop-up, press the number displayed to connect the call.



NOTE: The number displayed is the Connecting Number. You must press the Connecting number to successfully use your Alternate Caller ID to route the call to the user or phone number you are trying to reach.



IMPORTANT:

- If your Alternate Caller ID is entered incorrectly, you receive an error message that the call could not be completed.
- If you are attempting to call a phone number or extension with more than 10-digits, you are prompted that Alternate Caller ID does not support calling that number. You can proceed with the call using your personal phone number.

Making a Call to an External Number:

1. Go to Phone on your Dashboard.
2. Confirm the Caller ID displayed is the number you would like to use.

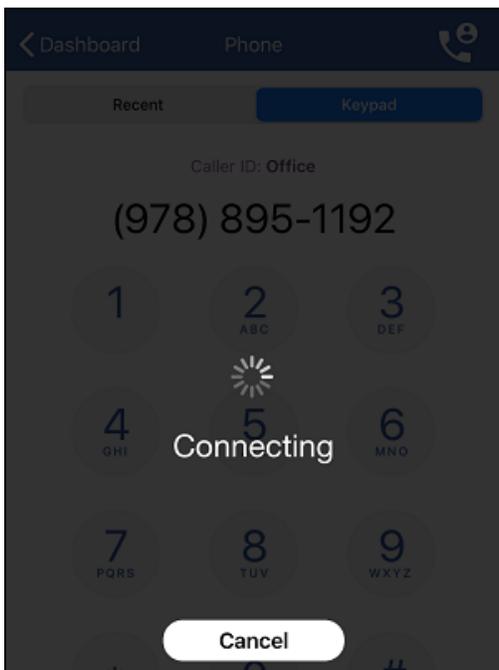


TIP: To change your Caller ID, press ; and then select the number you would like to use from the Caller ID selection pop-up.

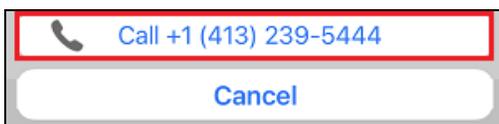
3. Using the dialpad, enter the phone number you want to call.

4. Press .

A connecting screen displays briefly.



5. On the call selection pop-up, press the number displayed to connect the call.



NOTE: The number displayed is the Connecting Number. You must press the Connecting number to successfully use your Alternate Caller ID to route the call to the user or phone number you are trying to reach.

**IMPORTANT:**

- If your Alternate Caller ID is entered incorrectly, you receive an error message that the call could not be completed.
- If you are attempting to call a phone number or extension with more than 10-digits, you are prompted that Alternate Caller ID does not support calling that number. You can proceed with the call using your personal phone number.

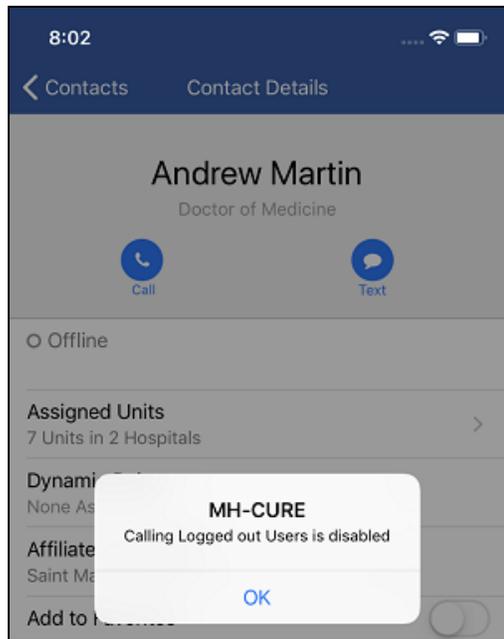
**NOTES:**

- Calls made using MH-CURE are listed in the iOS Phone application's Recents screen.
- Users cannot initiate calls to MH-CURE from the iOS Phone application.

Calling Offline Users

In the MH-CURE Admin there is a setting, Disable calling to logged out users, that disables calling to offline personal device users when set to Yes.

If disabled, calls to an offline personal device user do not go through. If you attempt to call an offline personal device user, a pop-up displays on your phone informing you that calling offline users is disabled.



When calling is disabled, the setting impacts calling users who are:

- Logged out personal device users
- Have never logged into MH-CURE
- Are viewed in the **Contact Details** (via **Contacts** or Texts conversation) and Patient Details screens
- Are in 1-to-1 text menu item for **Call**
- Are assigned a Dynamic Role and logged out

This setting has no effect on:

- Manual dialing via the dial pad
- The logged out BYOD user number displayed in the Recent Calls list
- Logged out shared device users

Leaving a Voicemail



TIP: While on a phone call, if you receive a notification your device vibrates, a notification displays, and you hear the notifications sound.

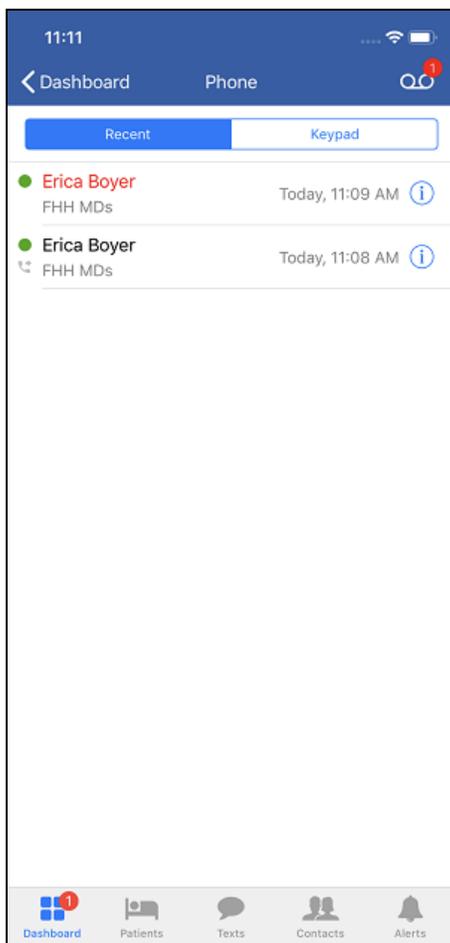


NOTE: Personal device users receive voicemails through their device's mailbox.

If enabled, you have the capability to leave a voicemail through MH-CURE.

To Leave a Voicemail for Another User:

1. Call a contact using either the dialpad or their **Contact Details** screen.
2. After the voicemail prompt, record your message.
3. Once you have finished your message, press **End Call**.



Paging

You can use Page to send a short message.

 **TIP:** Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

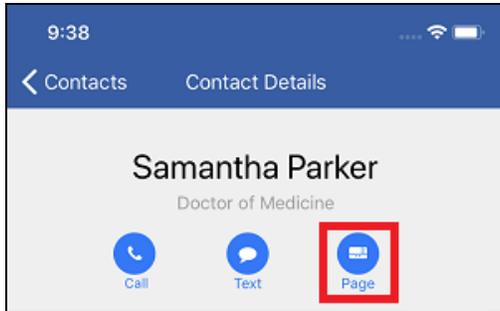
 **NOTE:** This feature is only available when a user has a pager number associated with their account.

The following topics are included in this section:

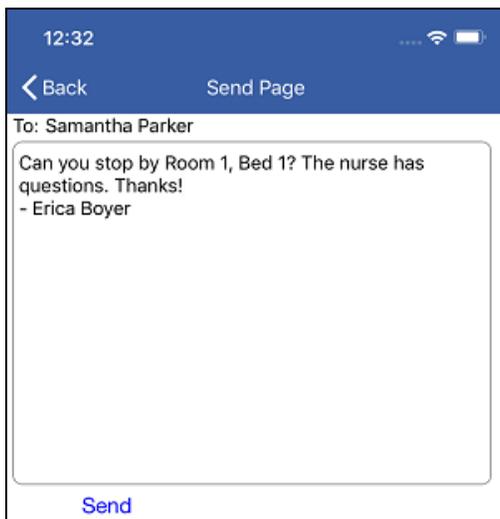
Paging a Contact	160
Receiving a Page	162

Paging a Contact

1. On the Navigation bar, press Contacts.
2. Select a contact from your My Units list, which brings you to their Contact Details.
3. Press **Page** to begin a page.



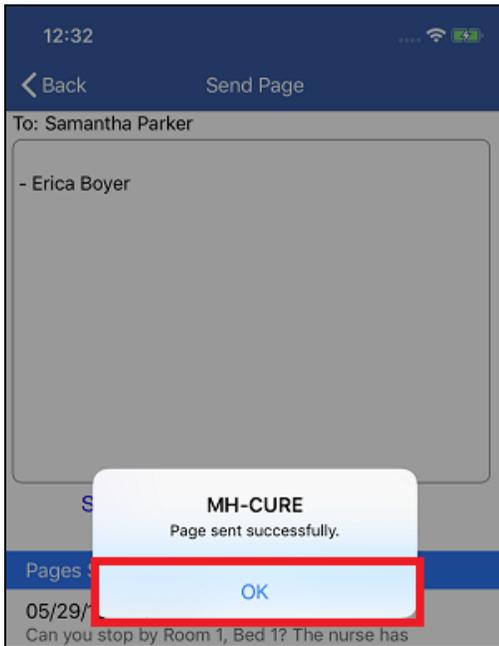
4. Type your page in the white dialogue box.



NOTES: If you are a user...

- With an MH-CURE extension, your name, and extension are added as a signature at the end of the page.
- Without an MH-CURE extension and your personal phone number is unrestricted, your name, and personal phone number are added as a signature at the end of the page.
- Without an MH-CURE extension and your personal phone number is restricted, only your name is added as a signature at the end of the page.

5. Press Send to send the page.
6. A pop up informs you that your page was sent successfully. Press **OK**.



 **IMPORTANT:** Notifications are not delivered if you are logged out of MH-CURE.

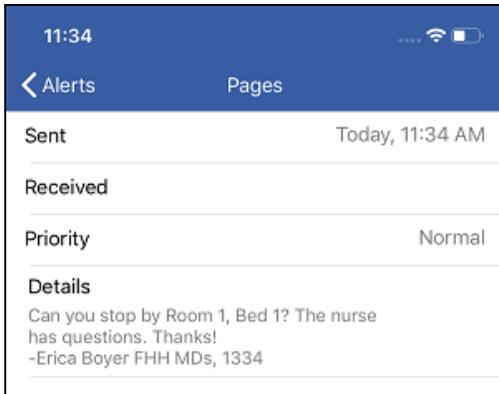
For information on how to receive a page, see [Receiving a Page](#).

Receiving a Page

1. A notification appears at the top of your screen, press the notification.



2. The pager message opens where you can view **Sent**, **Received**, **Priority**, and **Details**.



Text Messaging

You can use **Texts** for secure user-based messaging.

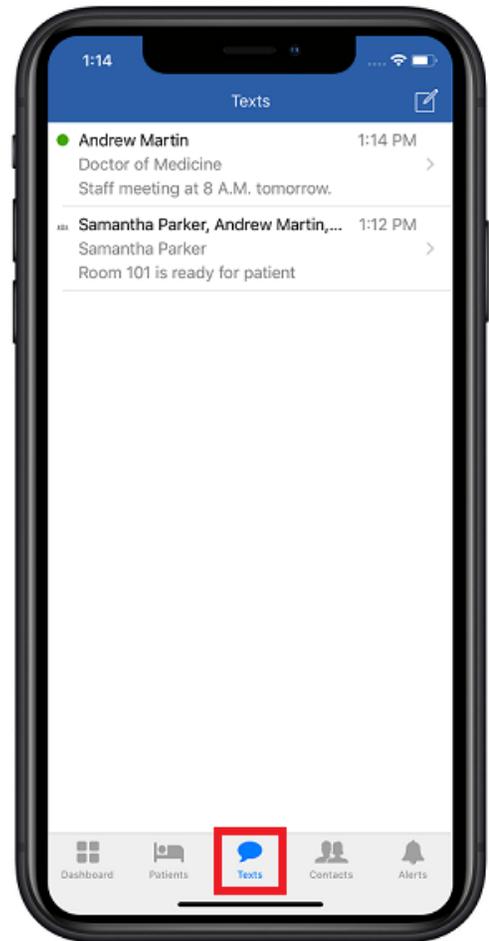
There are two types of text messaging: one-to-one and group.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



IMPORTANT: Notifications are not delivered if you are logged out of MH-CURE.



Text User Interface



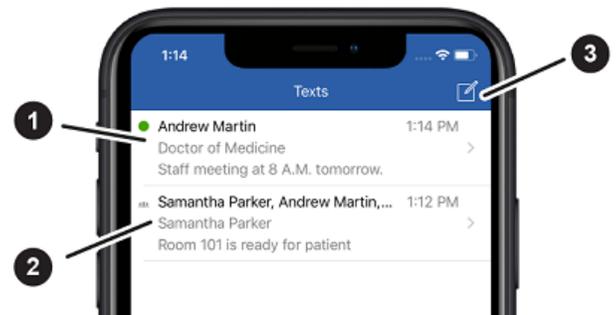
NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.

The **Texts** user interface changes with each phase of the process.

Texts Screen User Interface

1. A one-to-one text message.
2. A group text message.
3. The compose icon, which is used to compose a new text message.



Text Composition Screen User Interface

1. Includes options for [Quick Pick](#), [Patient Pick](#), [Call](#), [Contact Details](#), and [Camera](#).
2. Marks a text message as urgent. Pressing  turns the icon red.
3. Is the dialogue box, which allows you to respond or send a new text message.

***Not Shown:** On the text composition screen, pressing the recipient's name or , opens their Contact Details screen.



Notification when Texting or Forwarding a Lab or Alert to Offline Users

Your facility's MH-CURE Admin settings control what happens when you attempt to send a one-to-one text message, text a photo, forward a text message, forward a lab result, or forward an alert to an offline user (someone who is logged off or has never logged in). MH-CURE displays one of the following pop-ups.

- A [pop-up](#) informing you that the user is offline and you can select a different user or send the message to the original user.
- A [pop-up](#) informing you that the user is offline and you cannot send the message to an offline user. You must select a different user.



NOTES:

- This feature does not apply to group text messages.
- This feature is controlled in the MH-CURE Admin.

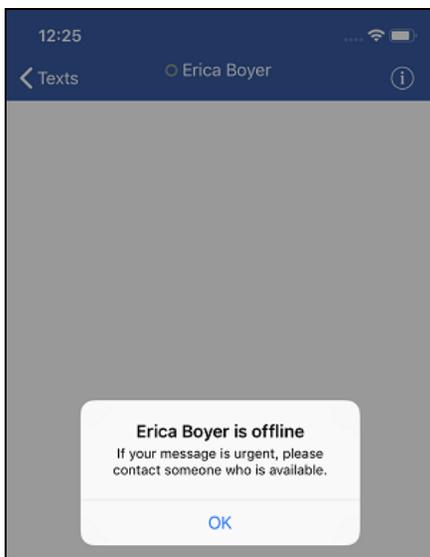
Notification When You Can Text Offline Users

A pop-up appears when attempting to send a one-to-one text message, forwarding a text message, lab result, or alert to a user who is logged off or users who have never logged in.

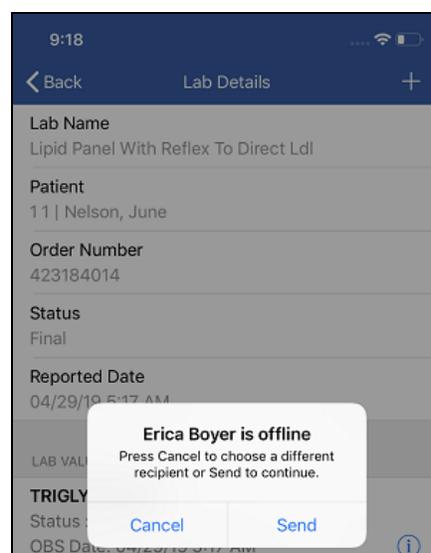


IMPORTANT: The notification is only to alert you that the user you are sending a one-to-one text message, forwarded text message, lab result, or alert to might not respond right away. You can still send a one-to-one text message, forwarded text message, lab result, or alert to an offline user.

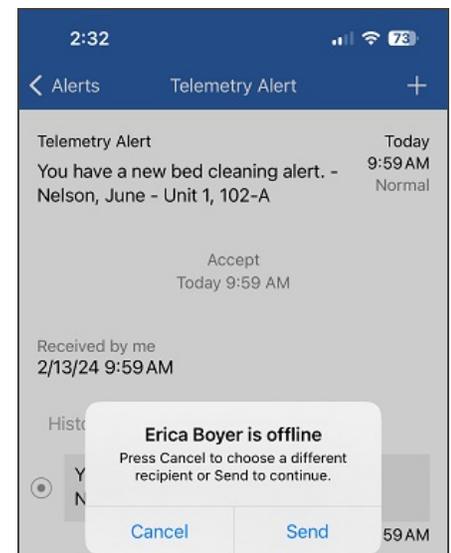
One-to-One Text Message



Forwarded Lab Result



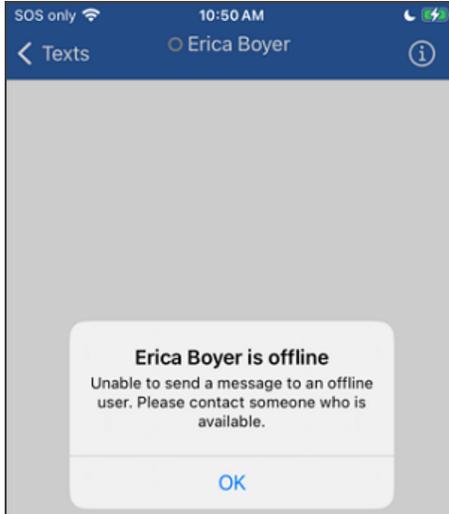
Forwarded Alert



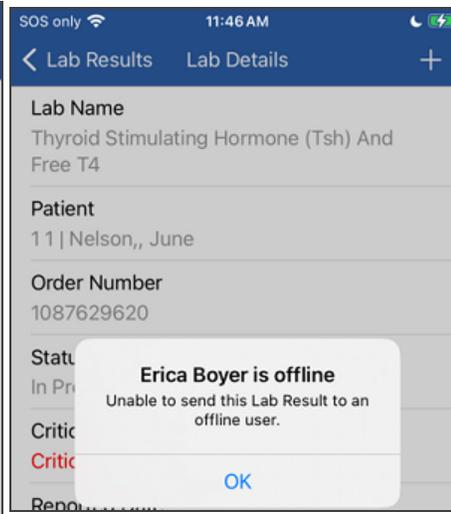
Notification When You Cannot Text Offline Users

A pop-up appears when attempting to send a one-to-one text message, forwarding a text message, lab result, or alert to a user who is logged off or users who have never logged in. The pop-up informs you that you cannot send the message, alert, or lab result to the offline user and you must pick an online user before proceeding.

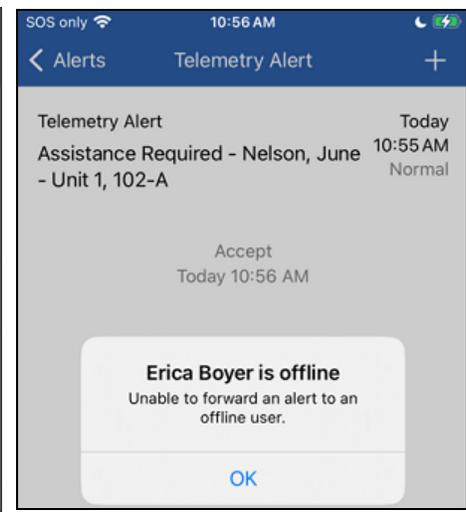
One-to-One Text Message



Forwarded Lab Result



Forwarded Alert



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Sending a Text Message



TIP: You can send a text message from the Contact Details screen.

1. Go to **Texts** on the Navigation bar.



2. Press .

3. Depending on your facility's configurations, your default view may be My Units or Directory.

- If your default view is Directory, type the name of contact you want to include in the message and a list of names populates.

Or

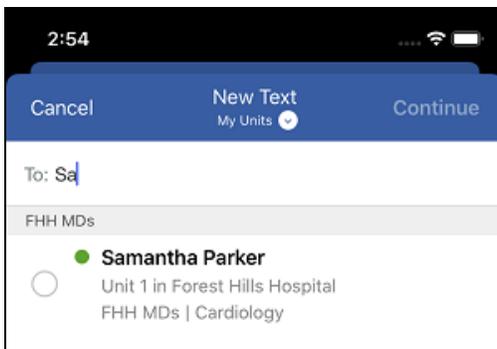
- If you default view is My Units, you can see a list of available users that are assigned to your units, or you can use the search bar to search the list.



NOTE: The following screens represent the **My Units** default view. If your default view is Directory, the following screens show Directory instead of My Units under New Text.



TIP: Pressing  allows you to change your search view to Directory, My Units, Any Units, Hospital, Specialty, On Call, or Favorites. Searching the Hospital view allows you to use the [Show Available Users Only](#) toggle.



4. Press their name; and then press Continue to add the contact to the message.



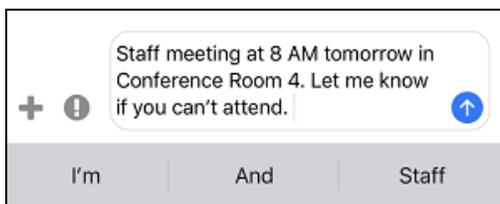
NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.

5. Type the message in the white dialogue box.



TIP: You can type a text message up to 7,500 characters.



6. If necessary, press **+** to display a list of text message options:

- Quick Pick: use to select a predefined text message.
- Patient Pick: use to send a patient link from your patient list. To see how to send a Patient Pick in a text message, see [Sending a Pressable Patient Pick Link](#).
- Call: use to quickly call the person you are texting.
- Contact Details: use to view the user's status, Assigned Units, Dynamic Roles, Affiliated Hospitals, and Numbers.



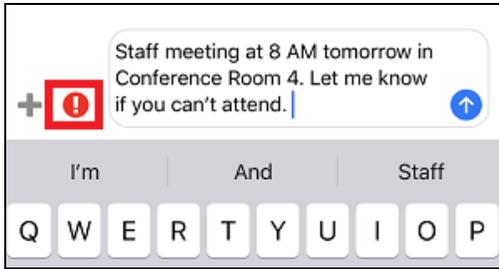
NOTE: Press  on the text conversations screen to view the user's status, Assigned Units, Dynamic Roles, Affiliated Hospitals, Numbers, and Assigned Patients.

- Camera: use to take and send a photo via text message. To see how to take and send a photo text message, see [Sending a Photo Text Message](#).

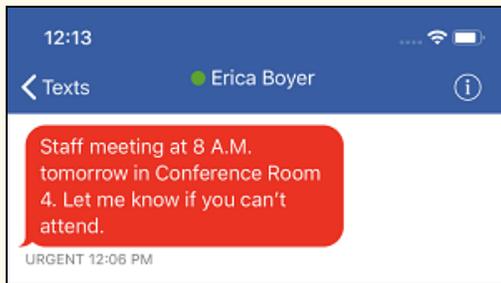


You cannot scan QR codes while using the Camera feature in MH-CURE, including sending a photo text message or taking a patient photo.

7. If necessary, press  to mark the text message as urgent. Pressing  turns the icon red.



TIP: This is how an urgent message displays in a text message.



8. Press  to send the message.



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Sending a Photo Text Message



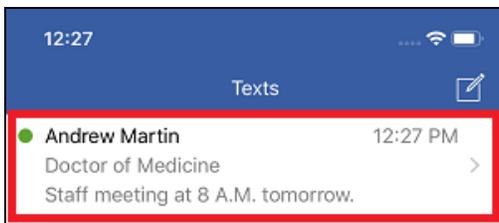
NOTE: This feature is available based on your hospital's configurations.



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

1. Go to Texts on the Navigation bar.
2. Select the text message thread between you and the user(s) you wish to send a picture to. See [Sending a Text Message](#) for more information, if you have not texted the user you want to send a picture to.



NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.

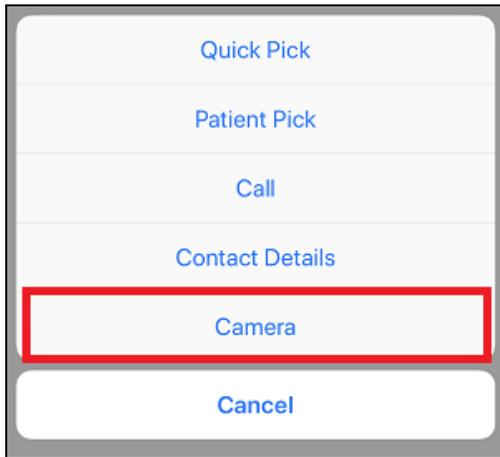
3. The text thread opens, press **+**.



4. Press **Camera**.



You cannot scan QR codes while using the Camera feature in MH-CURE, including sending a photo text message or taking a patient photo.



5. Focus the camera on the designated item and press .

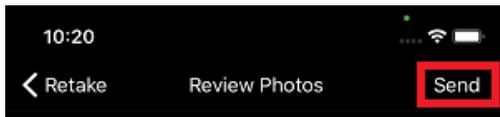


NOTE: Beginning in iOS 14, a green dot displays above your cellular service bars which providing a visual indication whenever your iPhone camera is being used by an app.

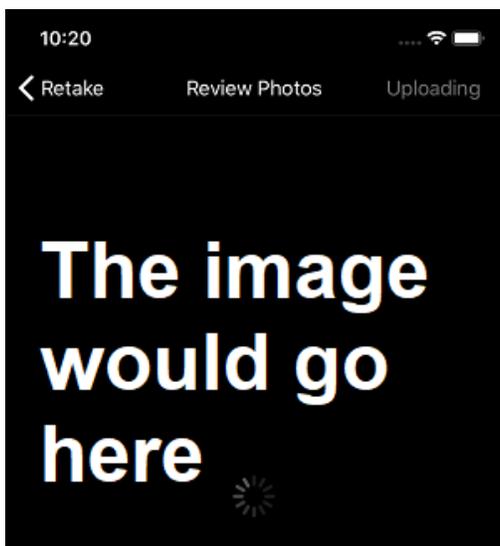
6. Press **Send**.



TIP: If you do not like the picture you took, you can press **Retake** to try again.



There is a brief uploading screen while the picture sends to the recipient.



The text message sends in the thread.

Sending a Group Text Message



NOTE: Texts can only be sent to MH-CURE users.



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

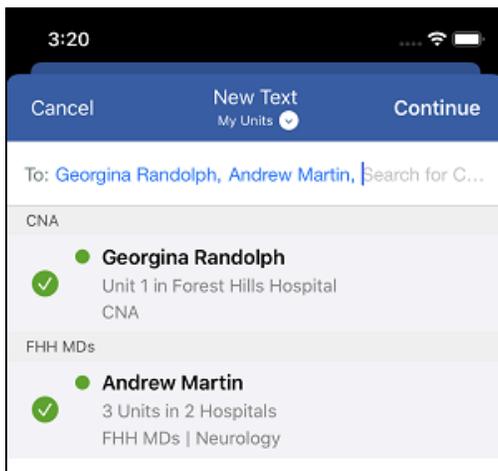
1. On the Navigation bar, press Texts.
2. Press  to compose a new group text.
3. Begin typing the name, role, assigned dynamic role, or unit for a contact you want to include in the group message; and then tap their name to add them to the message.
Repeat this step for each contact you wish to add to the group message.



NOTE: Your facility's configuration in MH-CURE Admin controls the default view when composing a text message. It will be one of the following: **My Units** or **Directory**.



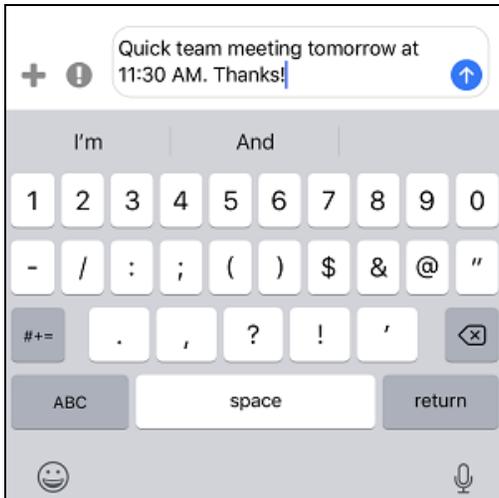
TIP: Pressing  allows you to change your search view to Directory, My Units, Any Units, Hospital, Specialty, On Call, or Favorites.



NOTE: If your default view is Directory, these images will show **Directory** instead of **My Units**.

4. Once you are finished adding all contacts to the group message, press Continue.

5. Type the message in the white dialogue box.



6. For additional options:

- Press **+** to display Quick Pick, Patient Pick, and Camera.
- Press **!** to mark the text message as urgent, which turns the icon red **!**.
- Press **i** to view the Details. See [Managing the Group Details](#).

7. Press **↑** to send the text.

Managing Group Details



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

1. Go to Texts on the Navigation bar.
2. Open the group text thread.



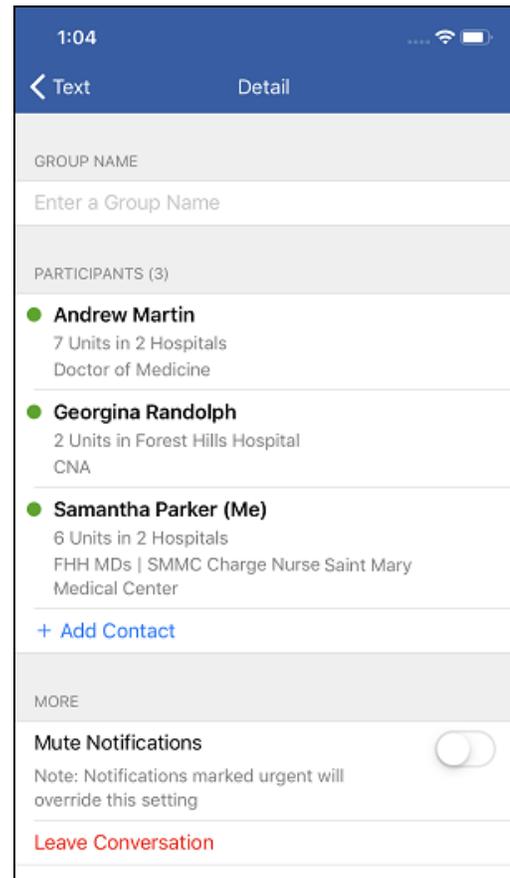
NOTE: In the recent texts list,  is shown to indicate which messages are group texts. The icon does not display the status of the participants in the group text.

3. Press .
4. Within the **Detail** view, do any of the following:
 - Change the **GROUP NAME**
 - View **PARTICIPANTS** and their assigned units, role, and status



TIP: You can also view each participant's contact details by pressing their name.

- [Add Contacts](#) to the group message
- [Mute Notifications](#)
- [Leave Conversation](#)



Adding a Contact to a Group Text Message

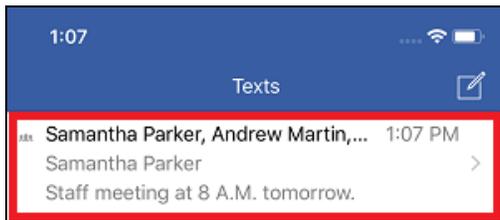


IMPORTANT: When you add a user to the group text message, all previous messages exchanged between the original participants of the group text are shown.

1. Go to Texts on the Dashboard.
2. Select the group text message you want to add a user to.



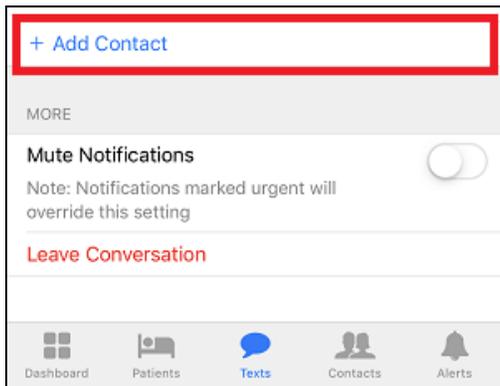
NOTE: In the recent texts list,  is shown to indicate which messages are group texts. The icon does not display the status of the participants in the group text.



3. On the text composition screen, press .

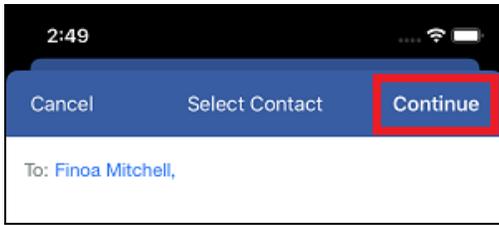


4. Press **Add Contact**.

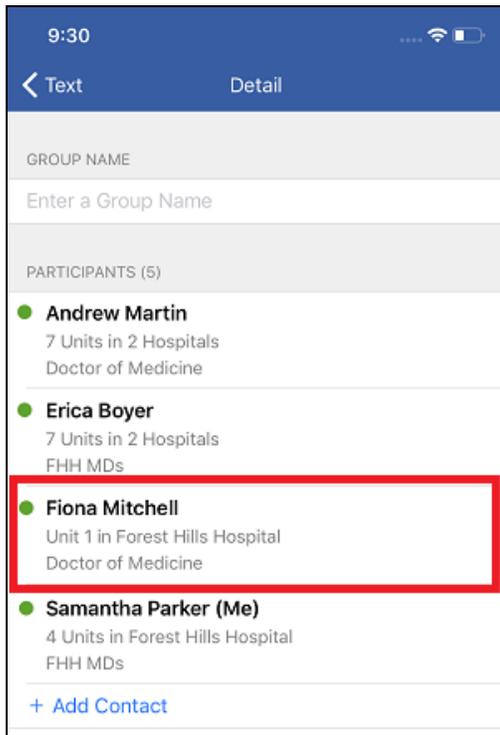


5. Type the name of the contact you want to add to the group message.

6. Select the contact; and then press **Continue**.



The contact is added to **PARTICIPANTS**.



IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Muting Group Text Messages



IMPORTANT:

- Once you mute notifications, you do not receive any notifications for the group unless you slide the toggle to left to turn the setting off.
- You receive incoming text messages, but you are not informed of any new messages by a notification.
- Urgent notifications override this setting.
- The device's hardware button overrides this setting.

1. Go to Texts on your Dashboard.
2. Select the group text message you want to mute notifications for.

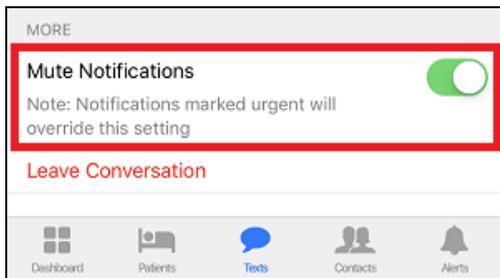


NOTE: In the recent texts list,  is shown to indicate which messages are group texts. The icon does not display the status of the participants in the group text.

3. On the text composition screen, press .



4. Slide the **Mute Notifications** toggle to the right, which turns green and signifies On.



TIP: If a group text message is muted,  displays on the text message thread on the **Texts** screen.





IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Leaving Group Text Messages



NOTES:

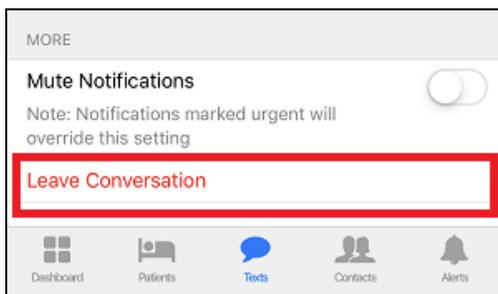
- You can leave the group text message at any time.
- You do not need to be the one who created the group text message to leave the group text message.
- Leaving the group text message stops all incoming messages and removes the conversation from the Texts screen.

1. Go to **Texts** on the Dashboard.
2. Select the group text message you want to remove yourself from.

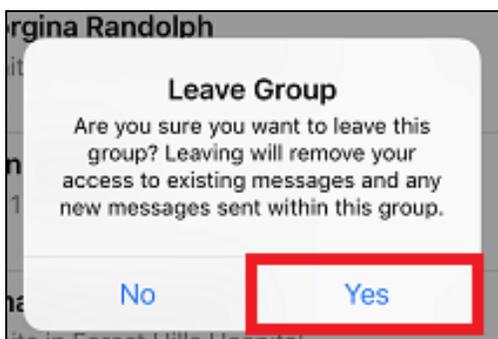


NOTE: In the recent texts list,  is shown to indicate which messages are group texts. The icon does not display the status of the participants in the group text.

3. On the text composition screen, press .
4. Press **Leave Conversation**.



5. On the pop-up, click **Yes**.



Forwarding a Text Message



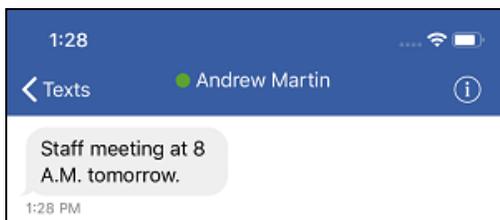
IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

Users can forward a text message to another user, or to a group message.

Users can also edit and add to the forwarded text message.

1. Go to Texts on the Navigation bar.
2. Select a text message thread.



3. Press and hold the message you want to forward, and then press **Forward**.

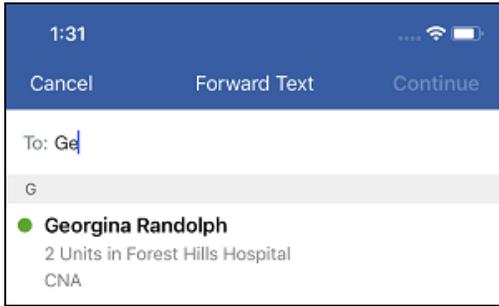


4. Type the name of the user(s) to include in the text message, select the user(s), and then press **Continue**.

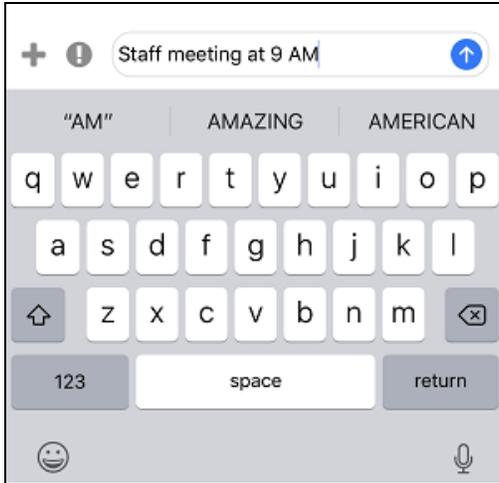


NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.



- The message displays in the text composition field. If necessary, edit the message. Then press .



Delivery Statuses

The following lists the delivery status, an explanation of what the status means, an example, and an iOS figure to show what you would see when sending a text message:



NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.



IMPORTANT:

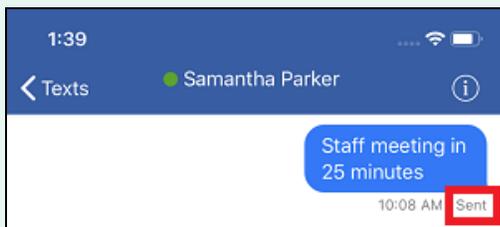
- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.
- Delivery statuses only apply to 1-to-1 text messaging. The following delivery statuses do not apply to group text messaging.

Sent: A message is **Sent** once the message successfully reaches the server, but has yet to be delivered to the intended recipient. If the recipient has MH-CURE in the background, for instance, that text technically hasn't been delivered yet.



EXAMPLE:

- User A sends Samantha Parker a message in MH-CURE.
- Samantha Parker is a personal device user, and she has placed MH-CURE in the background.
- When User A sends the message, Samantha Parker receives a push notification, but the message won't be delivered until she reopens MH-CURE.

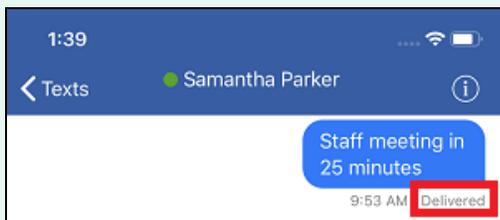


Delivered: A user sees **Delivered** if the recipient received the message while using MH-CURE, but has yet to actually view the message.



EXAMPLE:

- User A sends Samantha Parker a message in MH-CURE.
- Samantha Parker is actively using MH-CURE when User A sends the message. She receives a notification at the top of her screen when the text message comes in.
- Instead of reading the message, Samantha Parker continues doing what she was doing in the app (viewing lab results, texting another user, etc.).
- The message shows as Delivered until Samantha Parker actually reads the text message from User A.

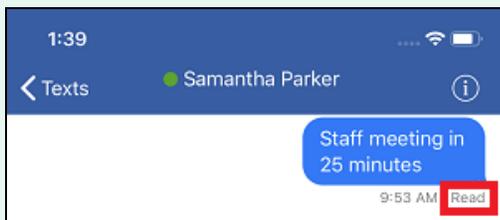


Read: **Read** appears when the recipient opens the chat conversation and reads the message.



EXAMPLE:

- User A sends Samantha Parker a message in MH-CURE.
- Samantha Parker is using MH-CURE when User A sends the text message.
- Samantha Parker navigates to the Texts screen and opens the conversation between User A and herself.
- The moment she opens the conversation, User A sees that their message is Read.

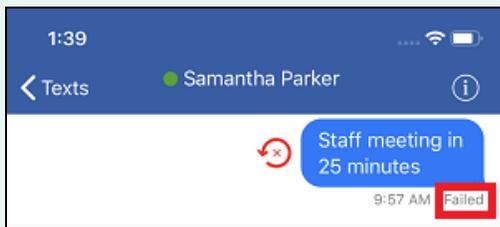


Failed: The message failed to reach the texting server, which is likely an indication of poor Wi-Fi connection or service.



EXAMPLE:

- User A sends Samantha Parker a message in MH-CURE.
- User A is in an area with poor connection (maybe in the basement).
- User A's device attempts to send the message to our server.
- After some time, the device determines that it cannot deliver the message to our server and times out. It displays as **Failed** and includes the  icon.



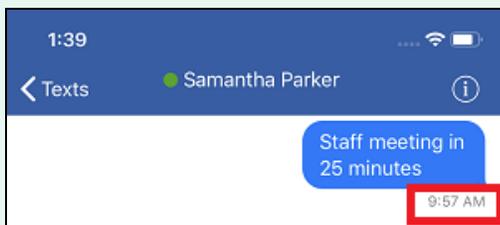
[Blank]: A user sees the blank status when...

- The text is originally being sent.
- The text is being sent again (on retries).

It takes a maximum of 60 seconds for this blank status to update to any other status.



EXAMPLE: User A sends Samantha Parker a text message, but there is no indication of Failed, Read, Delivered, or Sent.



Broadcasts

You can use **Broadcasts** for rapid one-to-many messaging.

As of MH-CURE 22.3.x, there are three types of **Broadcast** messaging:

- Quick:
 - User-generated: Predefined broadcast message sent to predefined users or roles.
 - Alert to Broadcast: Third-party alerting system generates an alert sent as a quick broadcast to predefined users or roles.
- Group: Predefined group of users or roles.

To learn more about sending a broadcast message to a Dynamic Care Team, see [Dynamic Care Teams](#).

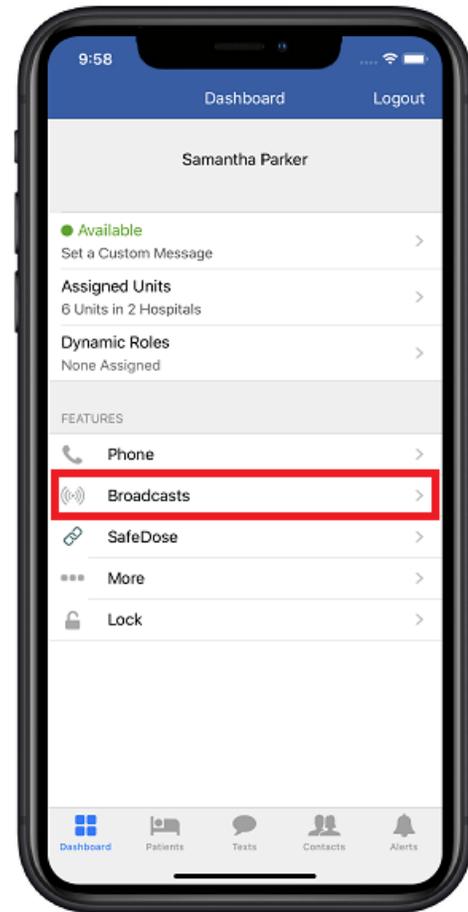


TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



IMPORTANT:

- Your Dashboard may vary slightly depending on your hospital's MH-CURE Admin settings for VoIP on personal devices. If this setting is turned off, personal device users are not assigned an MH-CURE extension and do not see an MH-CURE extension on their Dashboard.
- Notifications are not delivered if you are logged out of MH-CURE.



Alert to Broadcast Integration Details

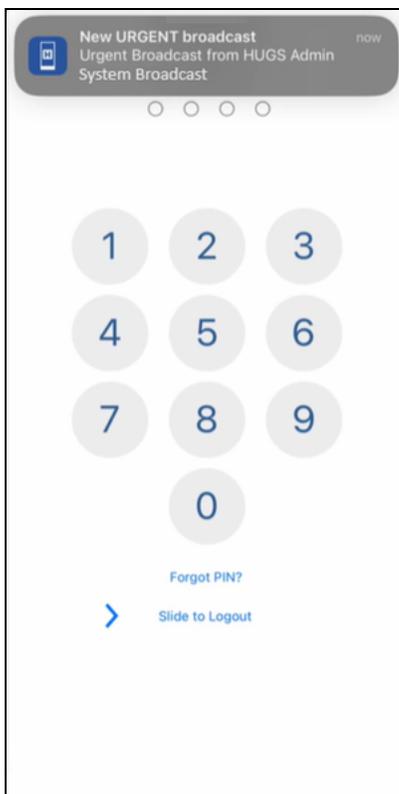


IMPORTANT:

- The behaviors described in this section apply to iOS devices only.
- Multiple Choice Responses (MCRs), escalation workflows, and text responses are not available for this feature as the sender is the third-party alerting system, not an MH-CURE user.

MH-CURE Admin includes a configuration that makes it possible to transform a third-party alert into a quick broadcast and send it to a pre-configured group of quick broadcast recipients.

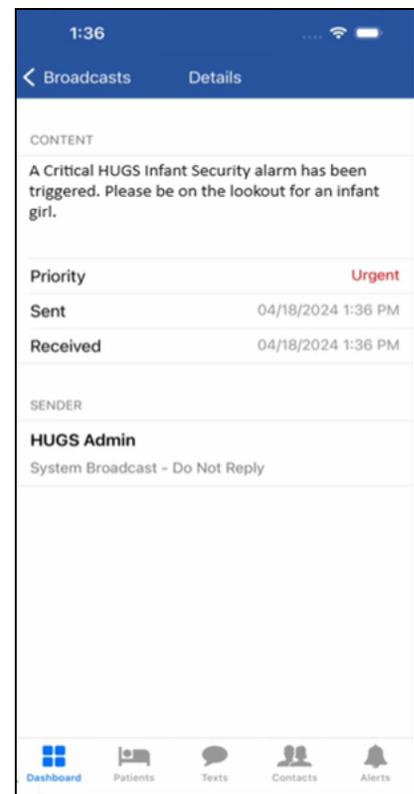
As the user, you receive a push notification for the broadcast and can view the alert message content by pressing the notification or selecting the broadcast from the Recents screen.



Push notification from the broadcast alert.



Broadcast appears on the Recents screen. The sending system name displays as the title and is configurable.



Broadcast Details screen. Message content originates from the alert sending system.

See [Viewing a Broadcast Message](#) for detailed instructions.

Selecting Broadcasts to Mark as Read



NOTE: Users logging in to MH-CURE receive broadcasts that were sent while they were logged off.

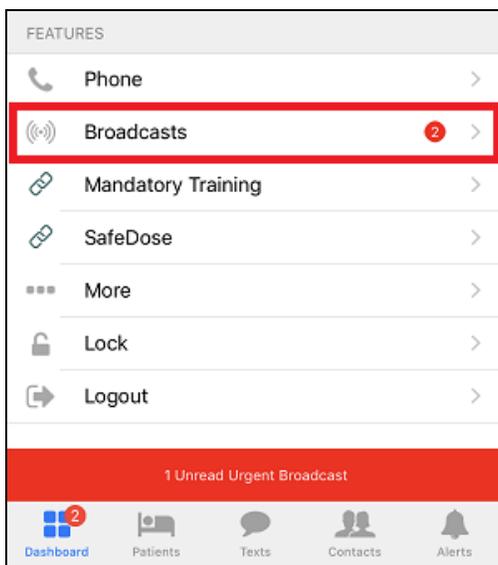
You have the ability to mark broadcasts as read.

There are two options:

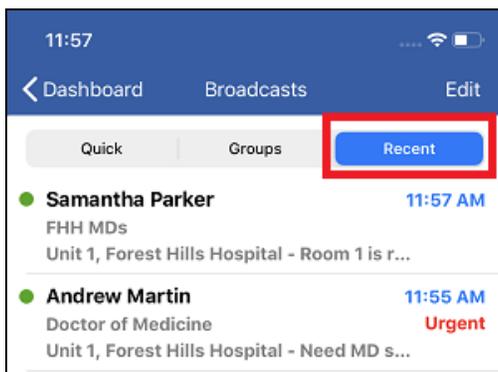
- Mark all broadcasts as read
- Mark specific broadcasts as read

Marking All Broadcasts as Read:

1. Go to **Broadcasts** on the **Dashboard**.



The **Recent** view opens.



2. Press **Edit**; and then press **Select All**.



NOTE: This includes read and unread broadcasts.

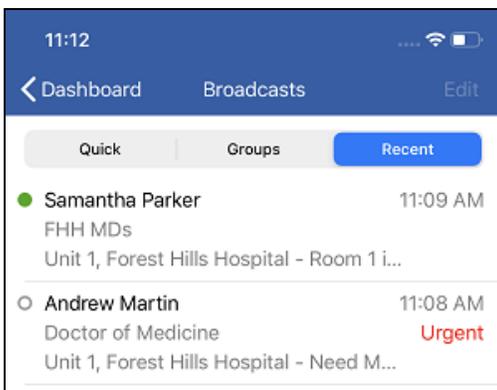


3. Press **Mark as Read**.



4. On the pop up, press **Mark as Read**.

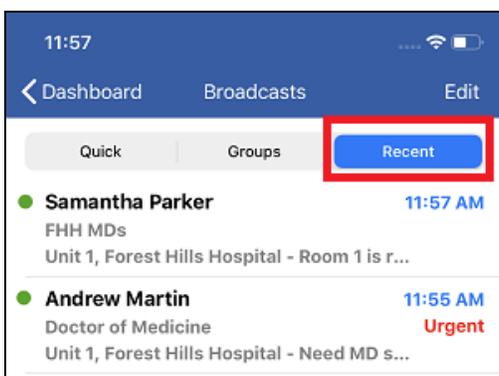
The **Recent** view updates.



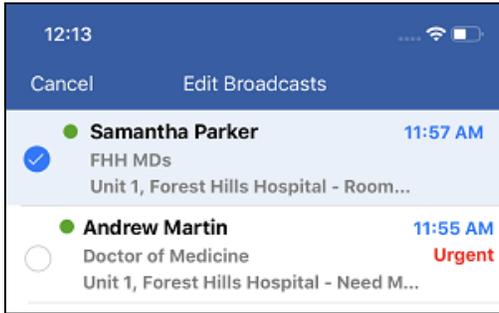
Marking Specific Broadcasts as Read:

1. Go to Broadcasts on the Dashboard.

The **Recent** view opens.



2. Press **Edit**; and then select the alert you want to mark as read.

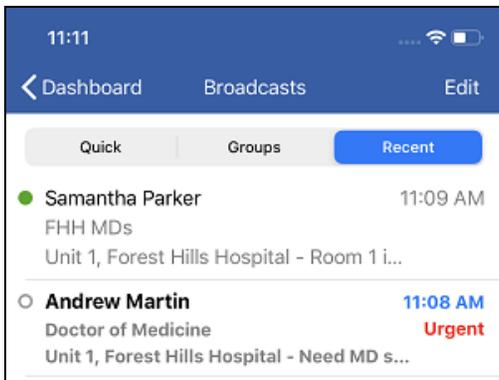


3. Press **Mark as Read**.



4. On the pop up, press **Mark as Read**.

The **Recent** view updates.



Quick Broadcast Details

Unit Only



NOTE: This depends on the units the users are assigned to.

If the quick broadcast is configured in the MH-CURE Admin to send to a Unit, the user is prompted to select a unit from the list that displays in MH-CURE.

Hospital Only



IMPORTANT: These two items must be true for the broadcast to be delivered.

If the quick broadcast is configured in the MH-CURE Admin to send to a Hospital group, then users in that group receive a broadcast who are:

- Logged in
- Currently assigned to a unit within the hospital the broadcast group belongs to

Anywhere

If the quick broadcast is configured in the MH-CURE Admin to send to an Anywhere group, users in that group who are currently logged in receive this broadcast if they are affiliated with the hospital from which the broadcast was sent.

Sending a Quick Broadcast

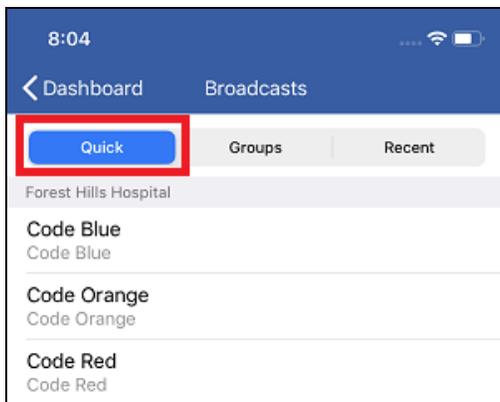


NOTE: It is not possible for an end user to send a quick broadcast configured for the [Alert to Broadcast integration](#). The sender of these quick broadcasts is the third-party alerting system, not an MH-CURE user.

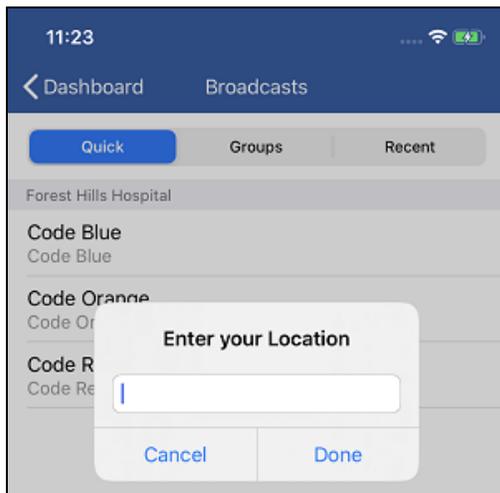
1. On the Dashboard, press Broadcasts.
The Recent view opens.
2. Select **Quick**; and then choose a broadcast from the list that displays.



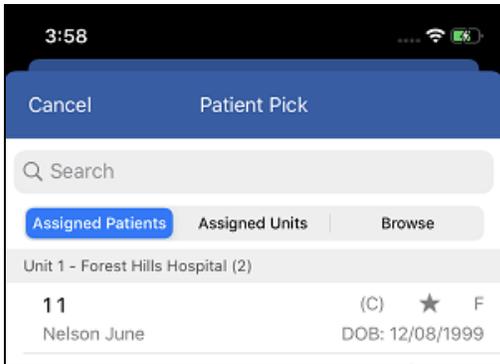
TIP: This view contains predefined content and recipients to quickly send broadcasts to groups of MH-CURE users.



3. One of the following happens depending on how the Quick broadcasts are configured in the MH-CURE Admin. It is possible for quick broadcasts to require one or more of the options below:
 - Enter your location.



- Select a patient from the patient list, and then press **Send**.

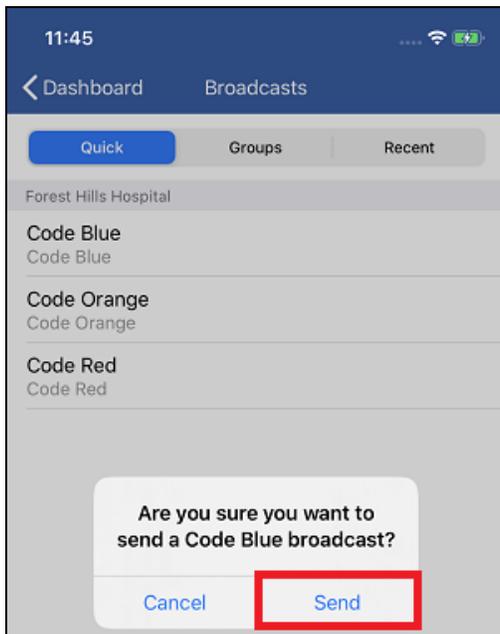


- Select a Unit.



- None of the above.

If neither of those options are specified in the MH-CURE Admin, the broadcast prompts you to **Send**.



 **NOTE:** Users logging in to MH-CURE receive broadcasts that were sent while they were logged off.

Group Broadcast Details

Users can send a broadcast to any broadcast group listed. Upon selecting a group, users are prompted to select a Unit, Hospital, or Anywhere.

The list of broadcast groups are determined in the MH-CURE Admin, which influences what displays to users in MH-CURE.

Unit Only



NOTE: This depends on the units the users are assigned to.

Unit Only displays a unit list of all units available to the hospital to which the broadcast group belongs.

Selecting Unit Only sends the broadcast to all users who are:

- In the selected broadcast group.
- Logged in.
- Currently assigned to the specified unit

Hospital Only



IMPORTANT: These three items must be true for the broadcast to be delivered.

Selecting Hospital sends the broadcast to all users who are:

- In the selected broadcast group.
- Logged in.
- Currently assigned to a unit within the hospital the broadcast group belongs to.

Anywhere



IMPORTANT: These three items must be true for the broadcast to be delivered.

Selecting Anywhere sends the broadcast to all users who are:

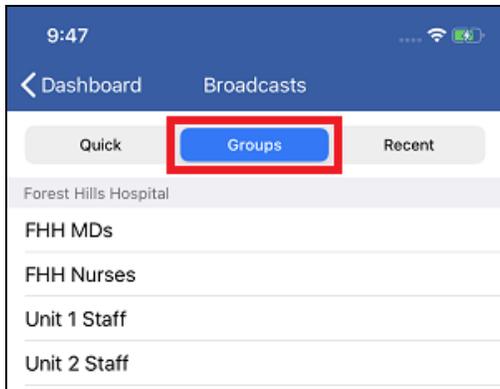
- In the selected broadcast group.
- Logged in.
- Affiliated to the hospital the broadcast group belongs to.



NOTE: If a user is logged out of MH-CURE when a broadcast is sent, they receive the broadcast upon logging back in.

Sending a Group Broadcast Message

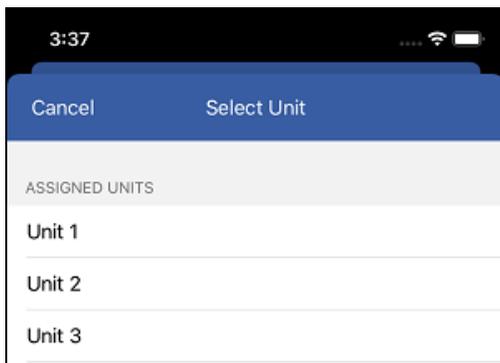
1. On the Dashboard, press Broadcasts.
The Recent view opens.
2. Select the **Groups** view to choose a group of predefined users and/or roles.



3. If prompted, select the location you want to send the group broadcast to.



NOTE: If you select **Unit Only** and you are assigned to multiple units, you must select a unit to send the broadcast to.



4. Specify the following options; and then type the message in the white dialogue box.
 - Press  to change recipient level (**Unit Only**, **Hospital Only**, or **Anywhere**).
 - Press  to display **Patients** and **Quick Pick**.



NOTE: **Quick Pick** and **Patients** can be used together when sending a group broadcast.

- Press  to make the Broadcast urgent. Pressing  turns the icon red.



5. To send the broadcast, press .

A pop-up informs you that your broadcast was sent successfully.



NOTE: Users logging in to MH-CURE receive broadcasts that were sent while they were logged off.

Viewing a Broadcast Message



NOTE: Users logging in to MH-CURE receive broadcasts that were sent while they were logged off.

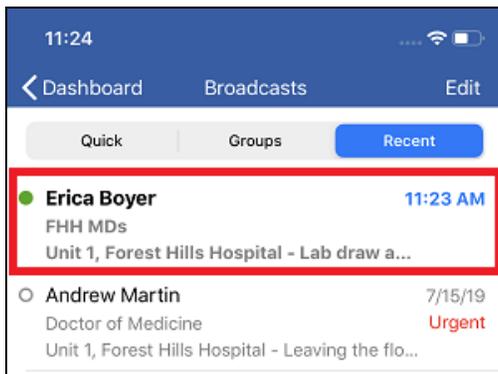
1. On the Dashboard, press Broadcasts.

The Recent view opens.

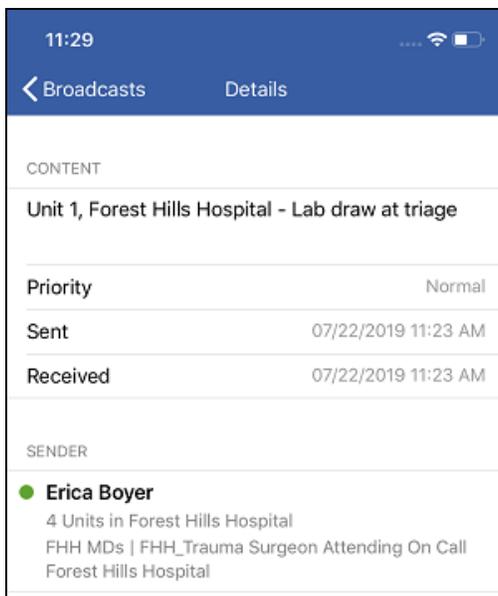
2. Select a broadcast to view.



TIP: The bold text and blue time stamp indicates unread Broadcast messages.

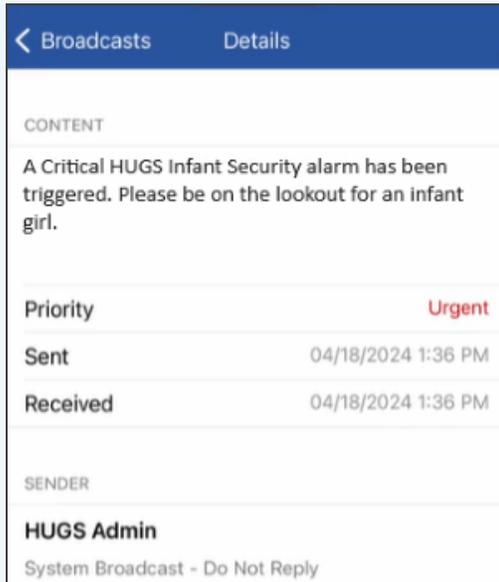


3. View **Details**, including **CONTENT**, **Priority**, **Sent**, **Received**, and **SENDER**.





NOTE: For Alert to Broadcast messages, the **CONTENT** of the broadcast is the alert message content from the third-party alerting system. The **SENDER** is typically configured as the name of the alerting system with the subnote **System Broadcast - Do Not Reply**.



TIP: If necessary, press the sender's name to view their Contact Details screen.

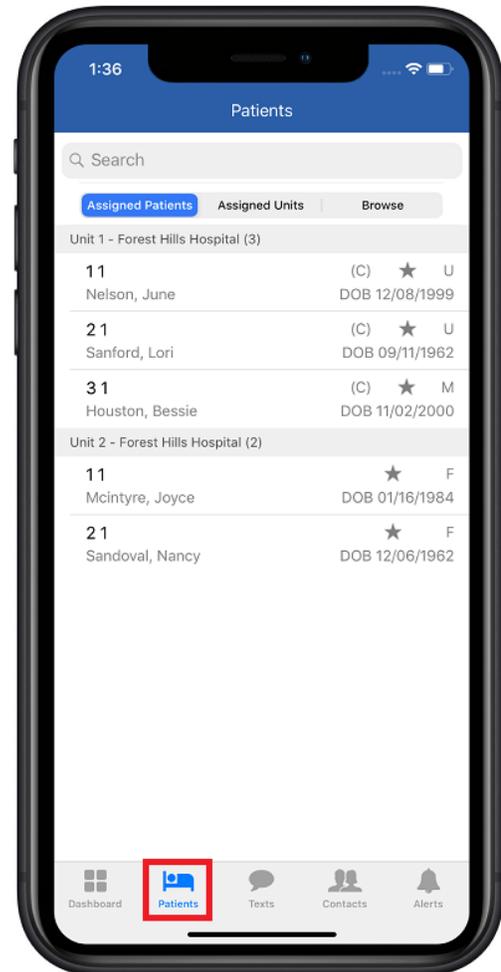
Working with Patients

You can use **Patients** to view **Assigned Patients**, patients in your **Assigned Units**, or to **Browse Patients** who are not in your assigned units or current hospital.

If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, your user interface will be different from the image shown. You can use **Patients** to search for patients in all hospitals you are affiliated with. You can switch to the **Assigned/ Browse By Units** view using the Patients View drop-down (under Patients at the top of the application).



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



Assigning a Patient



IMPORTANT: The ability to self-assign patients is managed in the MH-CURE Admin.

There are several ways to assign patients:

- [Assigning patients using the Assigned Units view](#)
- [Assigning patients using the Browse view](#)
- [Assigning patients using the Search All Hospitals view](#) (if configured by your facility in Admin settings)

Assigning Patients Using the Assigned Units View

1. On the Navigation bar, press **Patients**.



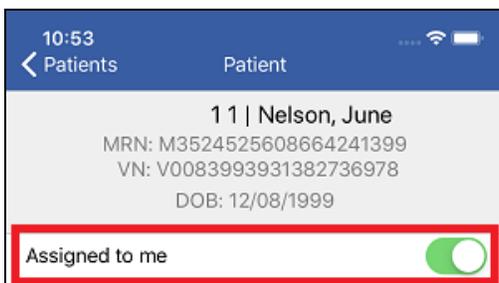
2. Press **Assigned Units** to display a list of all patients currently in the unit, and then select a patient to assign to yourself.



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.



3. Under **Patient**, toggle **Assigned to me** to the right to show green, which signifies the patient has been assigned to you.



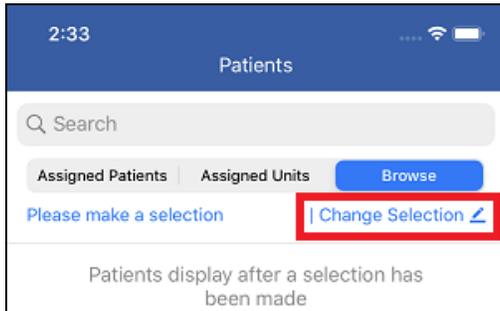
NOTE: Your name also displays under the [Dynamic Care Team](#) list.

Assigning Patients Using the Browse View

1. On the Navigation bar, press **Patients**.
2. Select **Browse**, and then press **Change Selection** to select a unit.



NOTE: Patients display after a unit is selected from **Change Selection**. If affiliated with multiple hospitals, select a hospital before choosing a unit.



3. Select a patient to open the **Patient** screen.



4. Under **Patient**, toggle **Assigned to me** to the right to show green, which signifies the patient has been assigned to you.

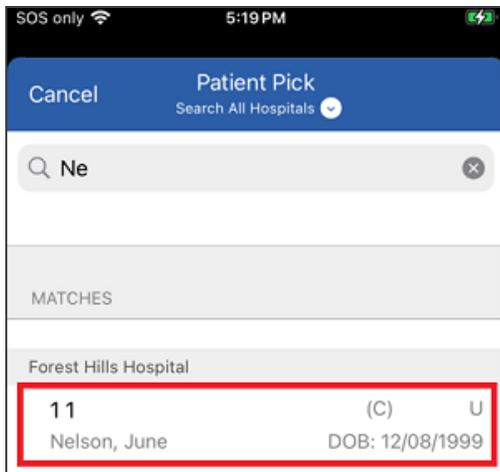


NOTE: Your name also displays under the [Dynamic Care Team](#) list.

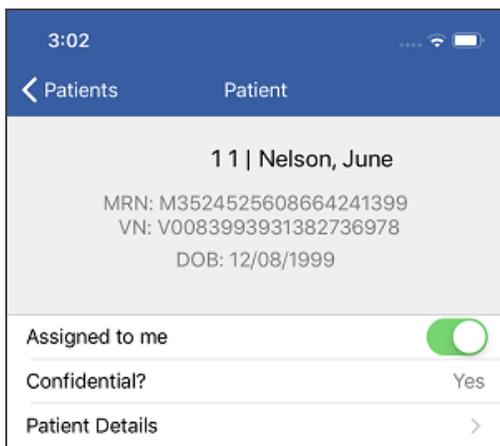
Assigning Patients Using the Search All Hospitals View

If your facility's Patients Default View configuration in MH-CURE Admin is **Search All Hospitals**, use these steps to assign patients.

1. On the Navigation bar, press **Patients**.
2. Type the patient name in the Search field.
Enter two or more characters and press **Search** to generate search results.
3. Select a patient to open the **Patient** screen.



4. Under **Patient**, toggle **Assigned to me** to the right to show green, which signifies the patient has been assigned to you.



NOTE: Your name also displays under the [Dynamic Care Team](#) list.

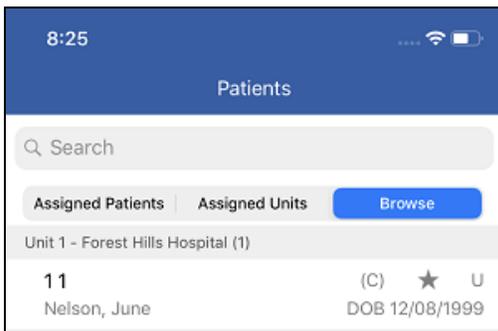
Searching for a Patient

Your Patients Default View depends on your facility's configuration in MH-CURE Admin. It can be **Assigned/Browse By Unit** or **Search All Hospitals**.

If your Patients Default View is **Search All Hospitals**, you can switch to **Assigned/Browse By Unit** using the Patients View drop-down (under Patients at the top of the MH-CURE screen).

Searching for a Patient List Using Assigned/Browse By Unit View

1. On the Navigation bar, press Patients.
2. Choose one of the following views:
 - **Assigned Patients:** Contains only your assigned patients in the units you have self-assigned to.
 - **Assigned Units:** Contains all patients currently in your assigned units.
 - **Browse:** Allows you to search for a patient that is not assigned to you, in your assigned units, or affiliated hospitals. See [Browse Patients](#).



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.



NOTES:

- ★ : Assigned patient
- (C) : Confidential patient



TIP: You can search for patients that are not in your hospital by pressing **Search All Hospitals...** in **Assigned/Browse By Unit** view (the Search All Hospitals button is not the same as the Search All Hospitals view). For more information, see [Searching for a Patient in all Hospitals](#).

Searching for a Patient in All Hospitals

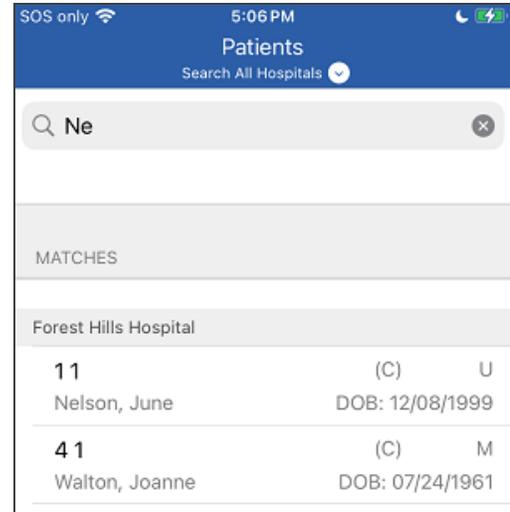
Depending on your facility's configuration in MH-CURE Admin, Search All Hospitals is accessed in different ways.

- If your Patients Default View is **Search All Hospitals**, the Search All Hospitals option is your patient search default.
- If your Patients Default View is **Assigned/Browse By Unit**, you can change to the Search All Hospitals view using the Patients View drop-down (under Patients at the top of the application) to open the Patients view selection pop-up. You can also search for a patient in your affiliated hospitals under the Browse tab after selecting a hospital. See [Browsing Patients](#) for more information.

On the Search All Hospitals view, you can search all of the hospitals you are affiliated with.

Under Patients, type a patient name in the Search field, entering two or more characters, and press **Search** to generate search results.

A list of patients matching the search string populates.



Browsing Patients

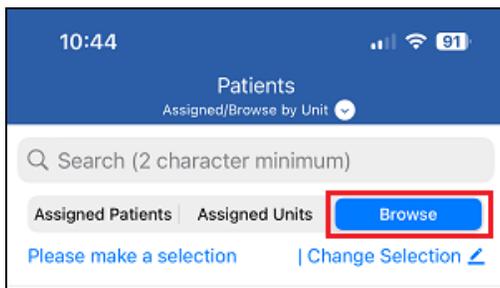
In the **Browse** view, you can search your affiliated hospitals for patients that are not assigned to you, in your assigned units, or current hospital.

 **TIP:** You can also use the Search All Hospitals view by selecting the Patients View drop-down (under Patients at the top of the application) and pressing **Search All Hospitals**.

IMPORTANT:

- MH-CURE users who are restricted to one unit do not have access to Browse.
- Non-clinical users do not have access to patients, so they do not see any patients in the Browse view.

1. Go to Patients on the Navigation bar.
2. Choose **Browse**.



NOTE: If your facility configured the Patients Default View to be **Search All Hospitals**, your screen is different. You can switch to **Assigned/Browse By Unit** using the Patients View drop-down (under Patients at the top of the application).

3. Press **Change Selection**.

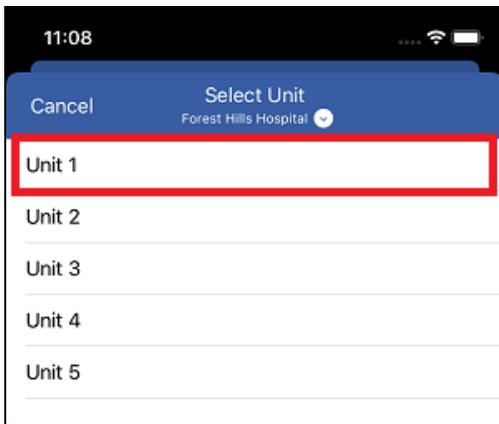


NOTE: Patients display after a unit is selected from **Change Selection**.

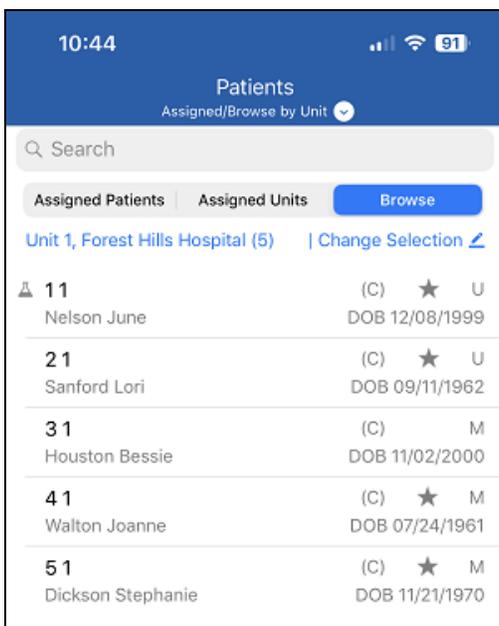
4. If assigned to more than one hospital, select the hospital you would like to browse in.



5. Select a unit.



6. Scroll through the list to find the patient you are looking for.



NOTE: To change the hospital or the unit you are browsing in, press **Change Selection**.

Viewing Patient Details

The way you access the **Patient Details** screen depends on your facility's Patients Default View configuration in MH-CURE Admin:

- If your Patients Default View is **Assigned/Browse By Unit**, select a patient from the Assigned Patients, Assigned Units, or Browse views to navigate to the **Patient** screen to view information about the patient.
- If your Patients Default View is **Search All Hospitals**, type a patient name in the Search field, entering two or more characters, press **Search** to generate search results, and select a patient from the results to navigate to the **Patient** screen to view information about the patient.



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

The Patient screen allows the user to access patient information, including the patient's [Dynamic Care Team](#), and additional information under **Patient Details** such as: **Age, Weight, Gender, Admitted, LOS, CC**.

Patient Details opens to a separate **Patient Details** screen.



NOTE: Features and integrations vary per site.

3:00

< Patients Patient

11 | Mcintyre Joyce

MRN: M0346365865891057566
VN: V0083993931382736978
DOB: 01/16/1984

Assigned to me

Confidential? No

Patient Details >

DYNAMIC CARE TEAM

General Team Members

- **Erica Boyer**
3 Units in 2 Hospitals
FHH MDs | Anesthesiology
FHH Trauma Surgeon On Call Forest Hills Hospital
- **Samantha Parker (Me)**
4 Units in 2 Hospitals
FHH MDs | Cardiothoracic Surgery

[Send Broadcast to Care Team](#)

3:00

< Patient Patient Details
11 | Mcintyre, Joyce

Weight	kg
Age	36
Gender	F
Admitted	06/29/20 3:38 PM
LOS	13 days
CC	severe headache



NOTE: Not displayed in these figures are [Lab Results](#) and [Camera](#).

For information on viewing patient information with different access levels, see:

- [Confidential Access in Viewing Patient Picks in Broadcasts](#)
- [Confidential Access in Viewing Patient Data](#)
- [Confidential Access in Viewing Patient Details](#)
- [Partially Restricted Clinical Access in Viewing Patient Data](#)

Dynamic Care Teams



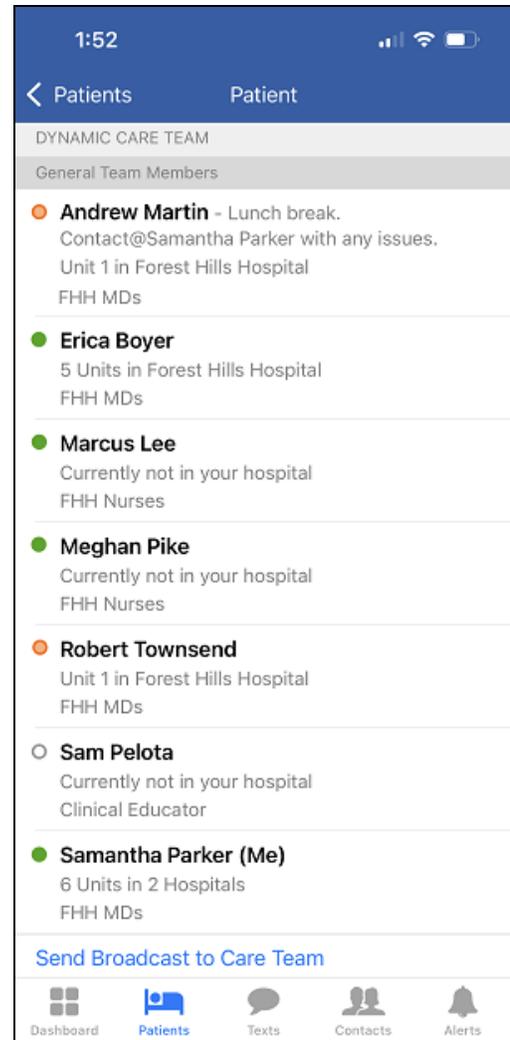
IMPORTANT: Dynamic care teams can be managed through the facility's EHR system, an integration with a patient assignment system, or through individual self-assignment to a patient in MH-CURE. The ability to self-assign patients is managed in the MH-CURE Admin.

Dynamic care teams, or patient care teams, consist of the staff members [assigned to a patient](#), which may include doctors, nurses, and specialists. This team can change throughout the day.

You can view a patient's dynamic care team on the [Patient Details](#) screen under **DYNAMIC CARE TEAM**.

From the **DYNAMIC CARE TEAM** section, you can:

- Select a member of the care team and view their [Contact Details](#), where you can page, text or call them.
- [Send a broadcast to the care team](#).



NOTES:

- If a user has Partially Restricted access they cannot send a broadcast to a patient's Dynamic Care Team.
- If a Partially Restricted user is a Dynamic Care Team member, they can receive broadcasts from the other members of the Dynamic Care Team.

Confidential Access in Viewing Patient Picks in Broadcasts

From the Dashboard, press Broadcasts to display the following data.

- Clinical users and partially restricted users with access to confidential patients can see the first and last name of the confidential patient in the patient pick list.

- Clinical users without access to confidential patients see the names of the confidential patients displayed as **Confidential Patient** in the patient pick list
- Non-clinical users do not see patients.



IMPORTANT: Non-Clinical users do not see any patients listed in **Patients**, so the option to send a broadcast that includes a patient pick is unavailable.

Sending a Broadcast to the Care Team

Depending on your access levels, you can send a broadcast to all of the team members in a patient's dynamic care team.



NOTE: You can send a broadcast to a dynamic care team even if you are not assigned to the patient.

1. Press Patients on the Navigation bar.
2. Select a patient from the Assigned Patients, Assigned Units, or Browse views or search for a patient in Search All Hospitals and select the patient (based on your facility's Patients Default View configuration) to navigate to the Patient Details screen.
3. On the Patient Details screen, under DYNAMIC CARE TEAM, press Send Broadcast to the Care Team.
4. On the New Broadcast screen, you can enter additional information about the patient including:
 - A Quick Pick
 - The patient's name, in the event that you accidentally delete their name.
 - Mark the broadcast urgent.
5. Press .

The broadcast is sent to each member of the care team. They can view the broadcast under Broadcasts on their Dashboard.

Confidential Access in Viewing Patient Data

From the Navigation bar, press Patients to display the following data. If your Patients Default View (configured by your facility in MH-CURE Admin) is **Search All Hospitals**, press Patients and search for patients to display the following data.

- A clinical user or partially restricted user with access to confidential patients sees the first and last name of the patient, their DOB, and their gender.
- A clinical user or partially restricted user without access to confidential patients does not see their first and last name, their DOB, or their gender.
- A non-clinical user has no access to patients, so they do not see any patients in the Assigned Patients, Assigned Units, or Browse views of **Assigned/Browse By Unit** or in the **Search All Hospitals** search results. When in **Search All Hospitals** view, a non-clinical user also does not have a Patients View drop-down to switch to **Assigned/Browse By Unit** view.



IMPORTANT: You are unable to manage your assigned units selection in the Assigned Units view under Patients.

For more information on how partially restricted access effects viewing patient information, see [Hiding Patient Data by Role](#).

Confidential Access in Viewing Patient Details

From the Navigation bar, press Patients to display the following data. If your Patients Default View (configured by your facility in MH-CURE Admin) is **Search All Hospitals**, press Patients and search for patients to display the following data.

- When you have full permission, you see all of the patient's data.
- When you do not have full permission, you only see the patient's room, bed number, date admitted, and length of stay. You do not see their name, gender, height, weight, or chief complaint (CC).



IMPORTANT: Non-Clinical users do not see any patients listed in Patients.

For information on how partially restricted access effects viewing patient information, see [Hiding Patient Data by Role](#).

Partially Restricted Clinical Access in Viewing Patient Data



IMPORTANT: Access levels are managed in the MH-CURE Admin.



NOTE: The "Partially Restricted" access level hides sensitive patient information of all patients. It is not limited to confidential patients, however access to confidential patients can also be restricted.

MH-CURE includes the ability to hide patient data by role. An additional clinical access level for users called "Partially Restricted" allows hospitals to hide sensitive patient information, depending on your role.

From the Navigation bar, press Patients to display the following data. If your Patients Default View (configured by your facility in MH-CURE Admin) is **Search All Hospitals**, press Patients and search for patients to display their data.

- When you have full permission, you see all of the patient's data.
- When you have partially restricted permissions and have access to confidential patients, you see the patient's:
 - Name
 - Bed and Room Number
 - Medical Record Number (MRN)
 - Date of Birth
 - Unit and hospital
 - Weight
 - Age
 - Gender
 - Confidential (Yes/No)
 - Care Team Members
 - Assign to Me

Hidden sensitive patient information includes:

- Visit Number
- Labs
- Date of admission
- Length of stay
- Chief complaint

If a user has Partially Restricted access they cannot send a broadcast to a patient's Dynamic Care Team.



NOTE: If a Partially Restricted user is a Dynamic Care Team member, they can receive broadcasts from the other members of the Dynamic Care Team.

Sending a Pressable Patient Pick Link

You can send a pressable link to other users that brings them to a patient's details screen in a text message or a group message.



IMPORTANT: Non-clinical users do not receive patient pick links. The clinical user sending the patient pick link is blocked from sending a patient pick link to a non-clinical user.

Sending a Pressable Patient Pick Link:

1. Go to Texts on the Navigation bar.
2. Select a user you want to send a pressable patient pick link to.



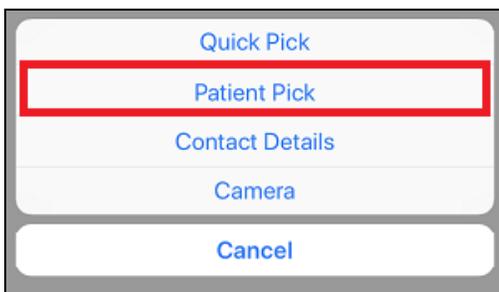
NOTE: If you are sending a one-to-one text message or forwarded text message (including alerts and labs) to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending the message when contacting an offline user. To continue sending your text message or to choose another user, press OK.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.

3. Press **+**.



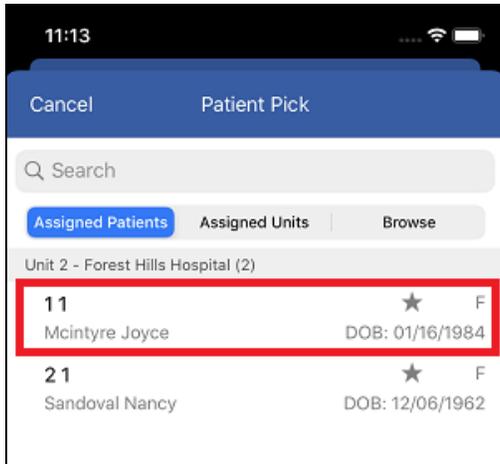
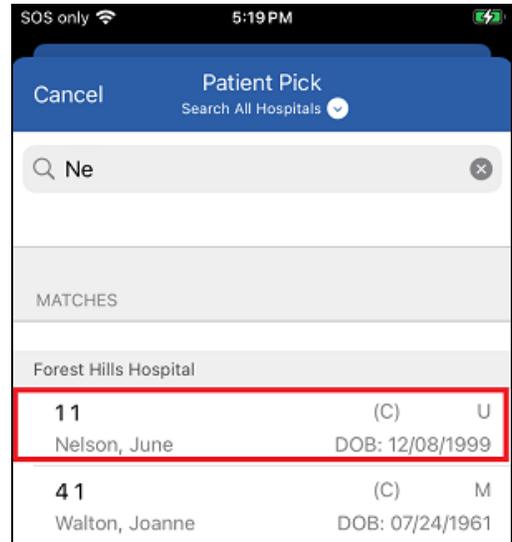
4. Press **Patient Pick**.



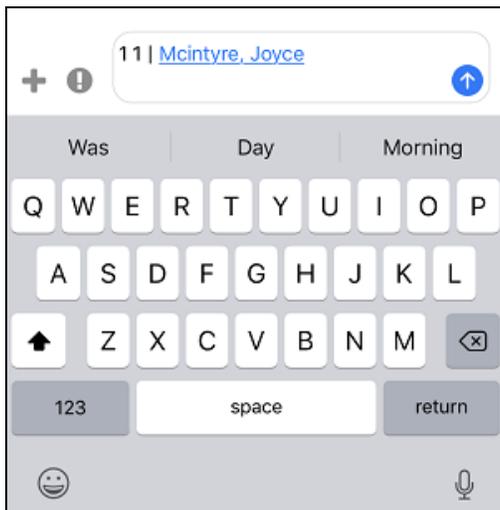
5. The **Patient Pick** screen opens. Choose a patient.

This step varies based on your facility's Patients Default View (configured in MH-CURE Admin).

- In **Assigned/Browse By Unit**, choose a patient.
- In **Search All Hospitals**, search for the patient, and select the patient from the search results.

Assigned/Browse By Unit*Search All Hospitals*

TIP: You can add more text either before or after the patient pick link before you send it.

6. Press .

The intended recipient receives the patient link as a text message. When the user presses the link, it opens the **Patient** screen.

Patient Access is Restricted to One Unit



IMPORTANT: The content below is only applicable if your site has enabled this feature.

"Patient access is restricted to one unit" is a setting managed in the MH-CURE Admin. This setting restricts users from accessing more than one unit.

For example, if a user is logged into the Emergency Room, the user does not see any patients in Unit 1. If the user logs out of the Emergency Room and logs into Unit 1, they only see patients in Unit 1.

This setting affects:	How is it affected?
Dashboard: Assigned Units	Users cannot change their assigned unit, or add additional units.
Patients: Assigned Patients	Users can see all of the patients they are assigned to.
Patients: Assigned Units	Users can only see the patients in the unit they are restricted to. <div style="border: 1px solid red; padding: 5px; margin-top: 10px;">  <p>IMPORTANT: You are unable to manage your assigned units selection in the Assigned Units view under Patients.</p> </div>
Texts: Patient Pick	A user can send a pressable Patient Pick link for any patient in their unit. However, if User A (restricted access) receives a patient pick from User B (full access) for a patient not in their unit, there is no pressable link.
Broadcasts: Patient Pick	A user can send a Patient Pick for any patient in their unit.
Contacts: Contact Details	A user can only see the patients assigned to the contact in the unit they are restricted to. <p>Preconditions: User A is restricted to Unit 1. User B has patients assigned in Unit 1, Unit 2, and Unit 3.</p> <p>For example: If User A is viewing User B's Contact Details, User A only sees the patients assigned in Unit 1 listed under Assigned Patients.</p>

If your facility configured the Patients Default View to be **Search All Hospitals**, when you access Patients, Search All Hospitals is the default view. However, when patient access is restricted to one unit, the Patients view is always **Assigned/Browse By Unit** and the same restrictions apply.

Unassigning a Patient



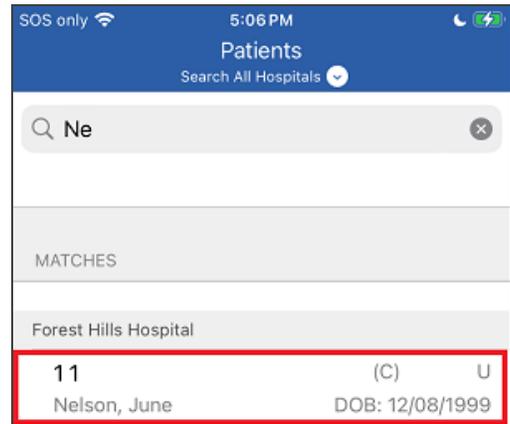
NOTE: You must have permission set in the MH-CURE Admin to use this function.

1. On the Navigation bar, press Patients.
2. Under **Assigned Patients**, select a patient you want to unassign. If your facility configured the Patients Default View to be **Search All Hospitals**, search for the patient, and select the patient from the search results.

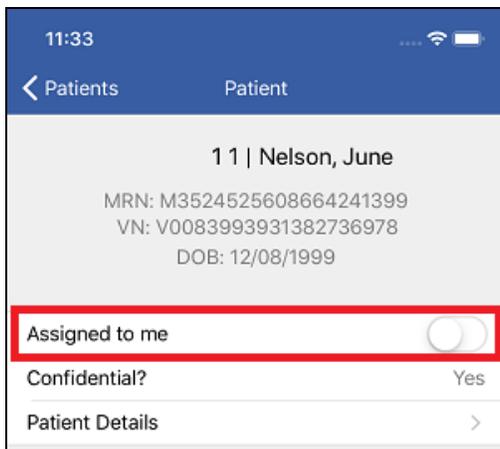
Assigned/Browse By Unit



Search All Hospitals



3. Toggle **Assigned to me** to the left so the green disappears, which signifies the patient has been unassigned from you.



NOTE: Your name is removed from the Dynamic Care Team list.

Patient Labs

You can use **Patients** to view up-to-date Lab Results and Notes associated with the labs.

Labs can be labeled as Critical, Abnormal, or Normal.

If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, your screen will be different from the image shown in this section.

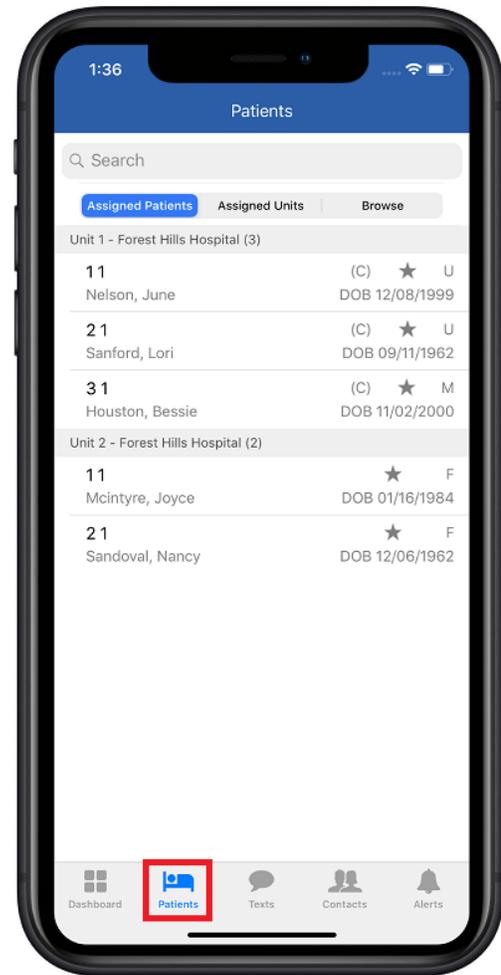
Patient Details applications vary per site.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

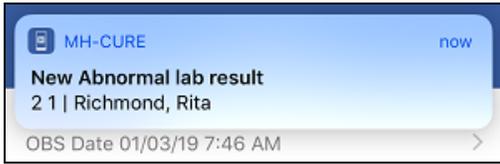


IMPORTANT: Notifications are not delivered if you are logged out of MH-CURE.



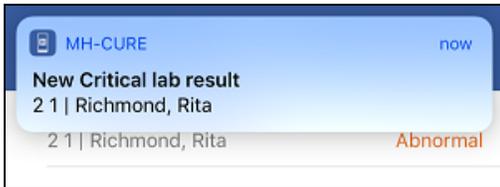
Receiving a Patient Lab Result

Receiving an Abnormal Lab Result



This is a pop-up from the System indicating there is a lab result to look at.

Receiving a Critical Lab Result



MH-CURE sends alerts for lab values to users who are assigned to the patient.

Receiving a Forwarded Lab Result



This is a pop-up from another user indicating there is a lab result to view. Forwarded lab results are sent as text messages.

Viewing Patient Lab Results



NOTES:

- A patient that has received a new lab result displays  next to their name on all Patients lists, as well as on the Patient screen and the Lab Results screen for [N] minutes. The length of time the icon is displayed is managed in the MH-CURE Admin.
- If the lab result alert was received from the system, it is shown in **Alerts** on the Navigation bar, too. [Forwarded lab results](#) are sent as text messages.

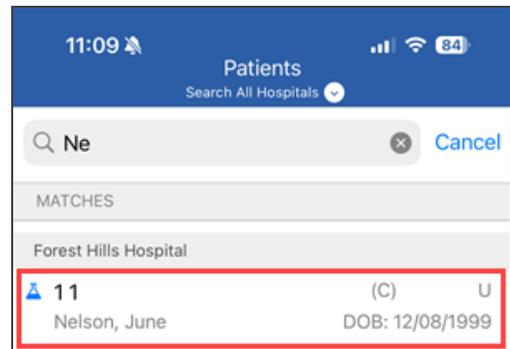
You can view a patient's lab results, the lab's details, and a history of lab items.

1. On the Navigation bar, press Patients.
2. Go to **Assigned Patients**, **Assigned Units**, or **Browse**; and then select a patient. If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

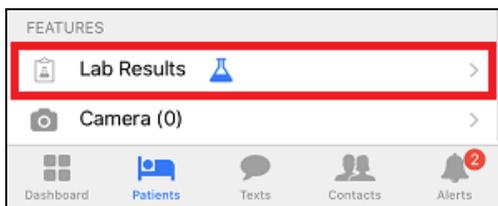
Assigned/Browse By Unit



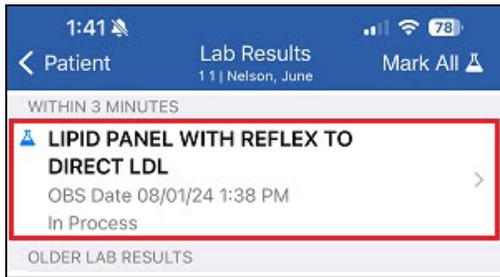
Search All Hospitals



3. Scroll down and press **Lab Results**.



4. Choose a specific lab from the **Lab Results** view to see the patient's Lab Details.



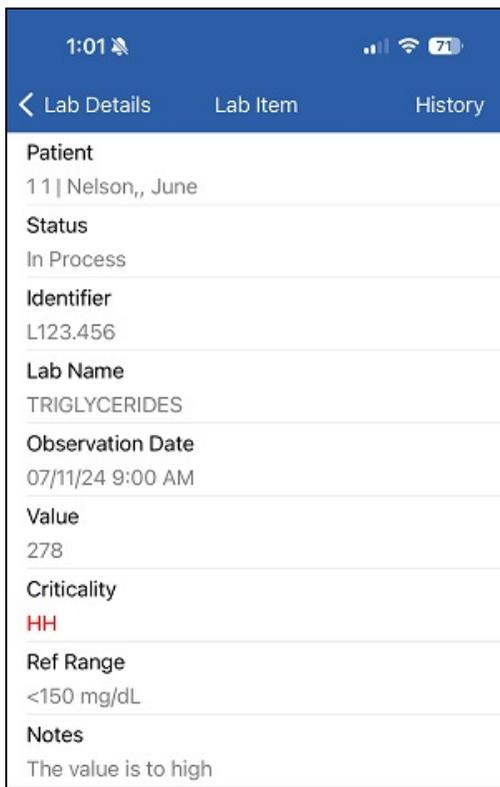
5. The Lab Details screen opens, scroll to **Lab Values** and press a specific lab value.



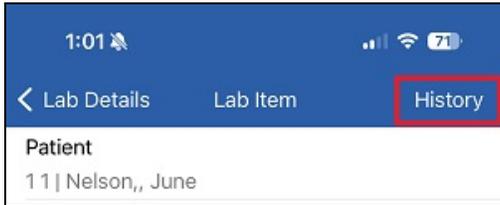
TIP: Pressing  opens the Notes pop-up, where you can view any notes related to a result.



6. The **Lab Item** screen opens where you can view all information regarding the lab.



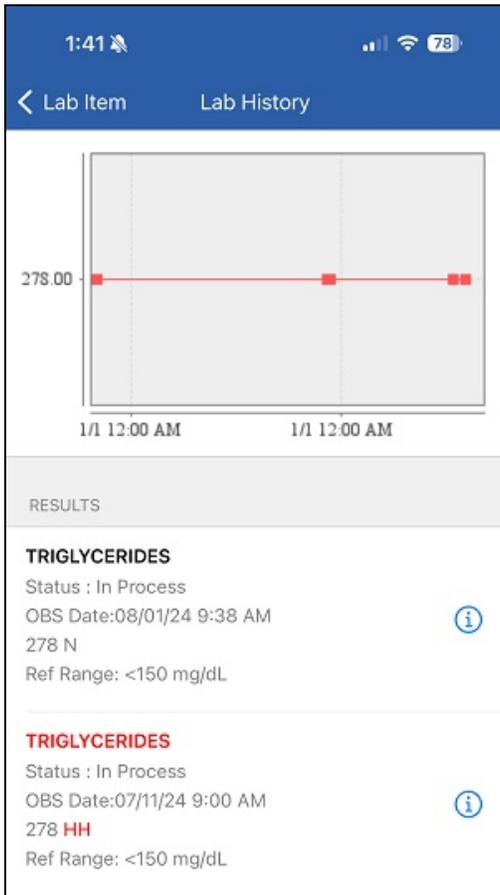
7. To view the lab item's history, press **History** on the **Lab Item** screen.



8. View the lab item's results and a graph showing any changes throughout the patient's visit.

 **NOTE:** The results shown are over the length of a patient's current visit only.

 **TIP:** Pressing  opens the Notes pop-up, where you can view any notes related to a result.



Marking Lab Results as Read

On the Lab Results screen, you can choose to:

- [Mark a single lab result as read](#)
- [Mark all results as read](#)

If you choose not to view or mark unread lab results as read, the lab result icon displays for [N] minutes and is then moved to the OLDER LAB RESULTS section on the Lab Results screen.



NOTES:

- [N] = Length of time the icon is displayed.
- The length of time the icon displays on the Lab Results screen is managed in the MH-CURE Admin.

Marking Specific Lab Results as Read:

1. Go to **Patients** on the Navigation bar.

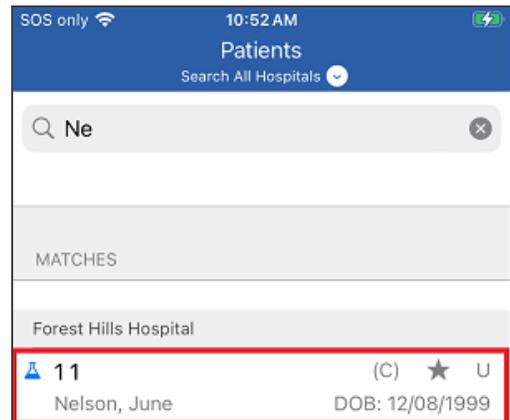


2. Select a patient with unread lab results. If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

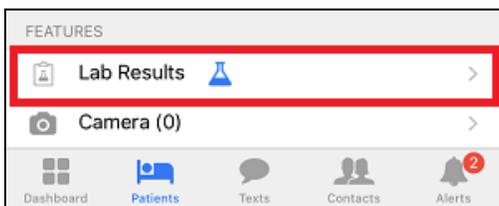
Assigned/Browse By Unit



Search All Hospitals



3. Scroll down and press **Lab Results**.



- Press an unread lab result to view it and mark it as read.



Marking All Unread Lab Results as Read:

- Go to **Patients** on the Navigation bar.

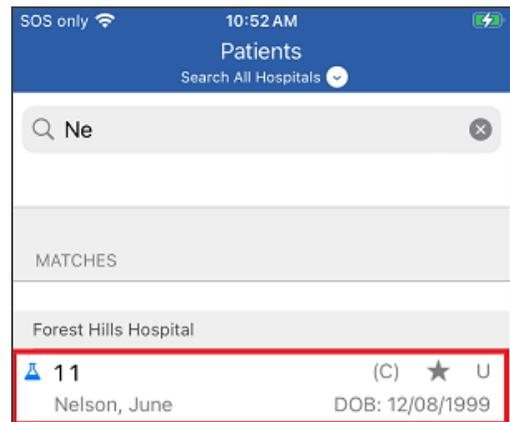


- Select a patient with unread lab results. If your facility configured the Patients Default View to be **Search All Hospitals**, search for the patient, and select the patient from the search results.

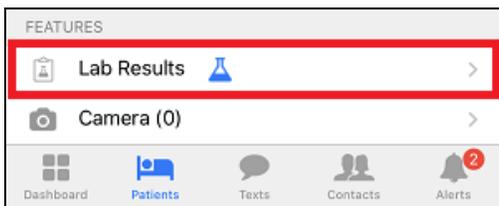
Assigned/Browse By Unit



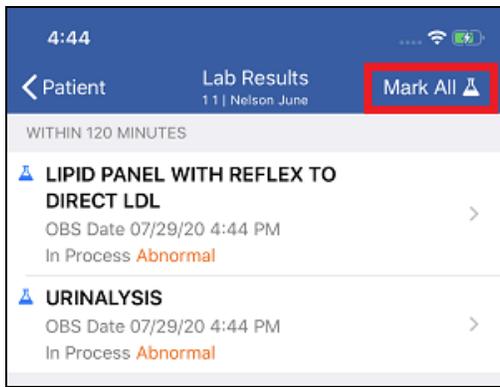
Search All Hospitals



- Press **Lab Results** on the Patient screen.



4. Press **Mark All** on the **Lab Results** screen.



All Lab results are marked as read, and the lab result icon is removed.

Confirming Labs have been Viewed



NOTES:

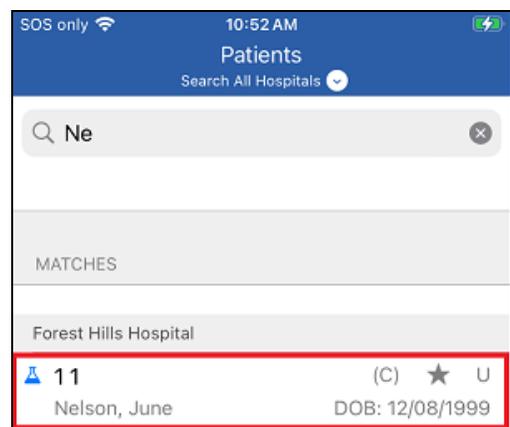
- Confirm only works if it is in place at your hospital.
- Confirm is a role based permission, so not all users are able to see the Confirm icon.

1. On the Navigation bar, press Patients.
2. Select a patient from the **Assigned Patients** view. If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

Assigned/Browse By Unit

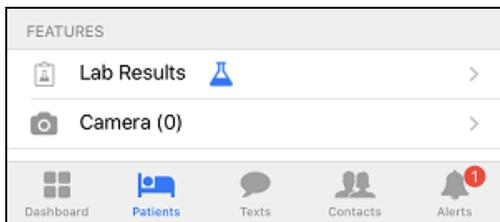


Search All Hospitals

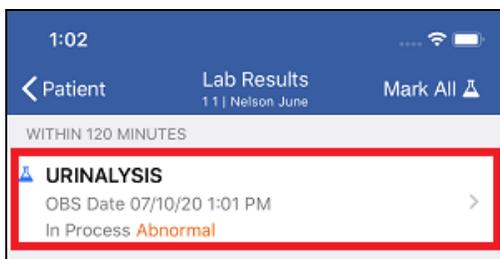


The Patient screen opens.

3. Scroll down and press **Lab Results**.



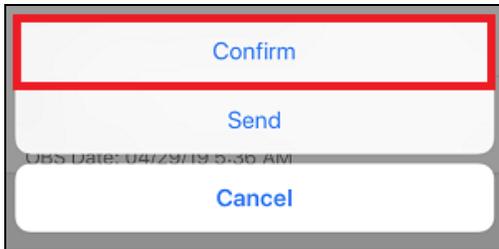
4. Choose a result to open.



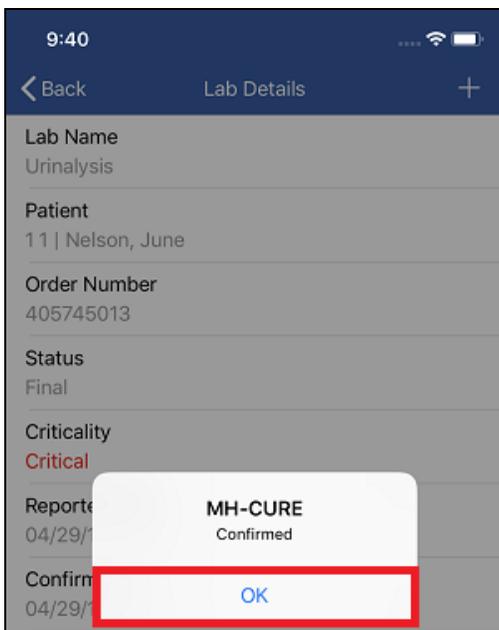
5. The **Lab Details** screen opens. Press **+**.



6. Press **Confirm**.



7. Press **OK**.



Forwarding Patient Lab Results



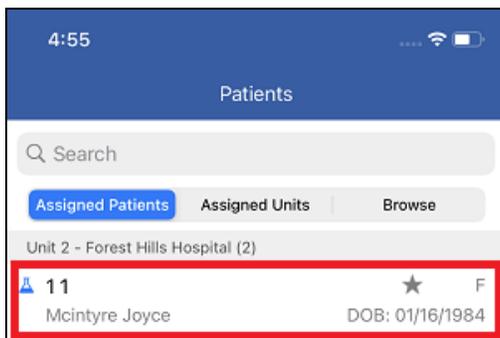
IMPORTANT:

- The viewing period for text message content is managed in the MH-CURE Admin.
- The period begins when the message is delivered.

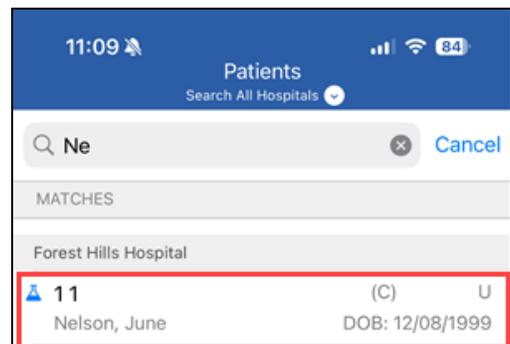
You have the ability to send a lab result to other users for a second opinion, or to bring something to their attention.

1. On the Navigation bar, press Patients.
2. Select a patient from the **Assigned Patients** view. If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

Assigned/Browse By Unit

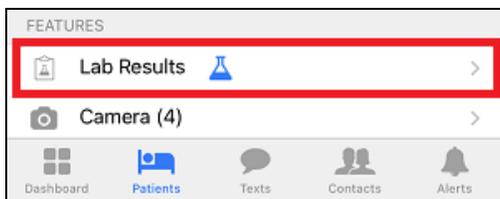


Search All Hospitals

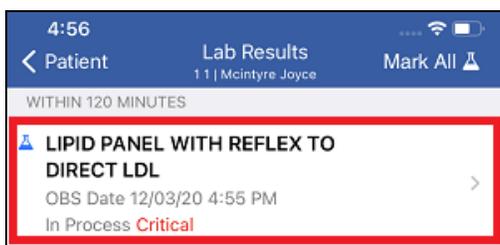


The Patient screen opens.

3. Scroll down and press **Lab Results**.



4. Choose a result to open.

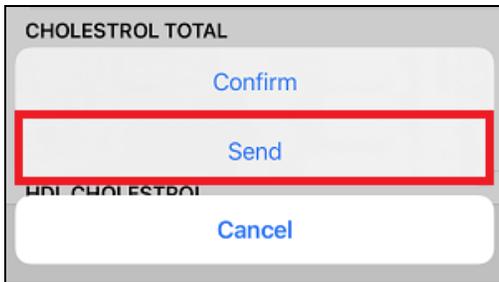


The Lab Details screen opens.

5. Press .

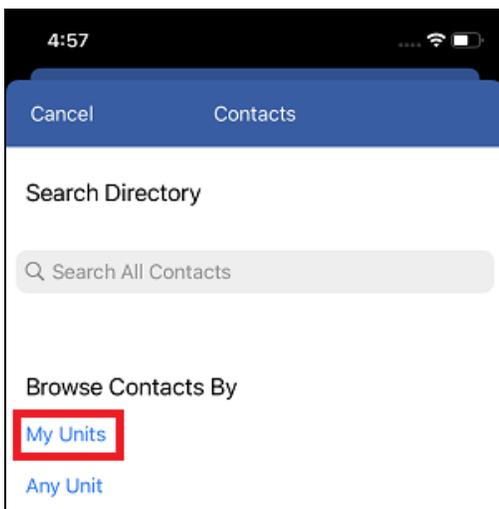


6. Press **Send**.



The Contacts screen opens.

7. Select **My Units**.



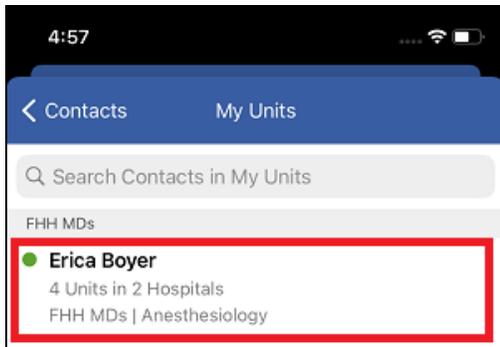
NOTE: You can select Any Unit if your intended recipient is in a different unit. You can select Favorites if your intended recipient is listed as a favorite.

8. Select a contact to forward the lab to.



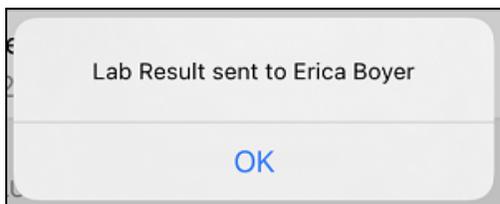
NOTE: If you are forwarding a lab result to an offline user, MH-CURE displays one of the following pop-ups, based on your facility's configuration in MH-CURE Admin.

- You are prompted to reconsider sending your forwarded lab result when contacting an offline user. To continue sending your forwarded lab result press **Send**. To choose a different user, press **Cancel**.
- You are informed that you cannot send the message to the offline user. To send your text message to another user, press OK and choose another user.



IMPORTANT: Pressing on a user's name automatically forwards the message. There is no option to confirm the recipient.

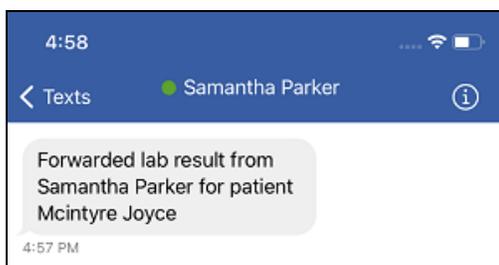
9. Press **OK** on the pop-up.



This is how the forwarded lab result displays to the user receiving the forwarded lab result.



NOTE: The text is not underlined to denote that it is a pressable link. However, the user can click on the text message, which launches the Lab Details screen.



Patient Photos

You can use Camera under **Patients** to take and view secure pictures relating to a specific patient.

These types of photos may include:

- Wound photos
- Patient belongings
- Medical device settings

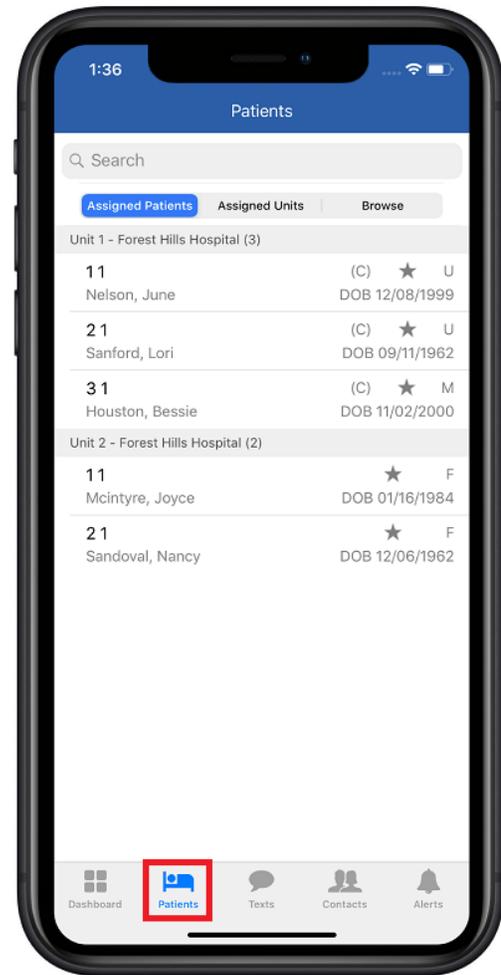
If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, your screen will be different from the image shown in this section.



You cannot scan QR codes while using the Camera feature in MH-CURE, including sending a photo text message or taking a patient photo.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



Taking a Patient Photo



NOTES:

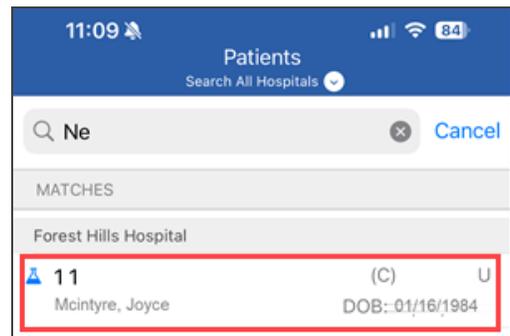
- This feature is available based on your hospital's configurations.
- You cannot scan QR codes while using the Camera feature in MH-CURE, including sending a photo text message or taking a patient photo.
- This feature is separate from [Sending a Photo Text Message](#).

1. On the Navigation bar, press Patients.
2. Select a patient from either **Assigned Patients**, **Assigned Units**, or **Browse**. If your facility configured the Patients Default View view to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

Assigned/Browse By Unit



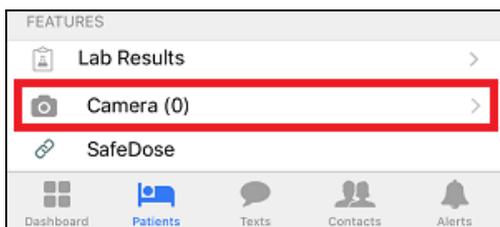
Search All Hospitals



IMPORTANT: You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

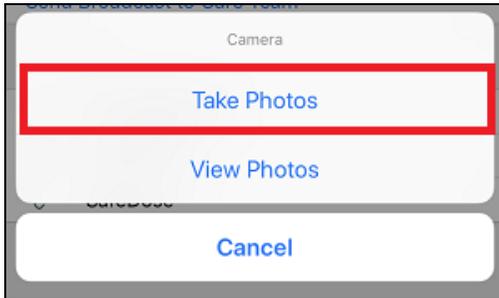
The Patient screen opens.

3. Scroll to the bottom of the screen and then press **Camera**.



4. Press **Take Photos**.

NOTE: Beginning in iOS 14, a green dot displays above your cellular service bars which providing a visual indication whenever your iPhone camera is being used by an app.

5. Focus the desired picture in the viewer screen, and then press .**TIPS:**

- When you press , the number of photos displays in the bottom right-hand corner.
- If you keep pressing , you continue to take photos and the number of photos is reflected in the bottom right-hand corner.

6. To review your pictures, press **Review**.7. If you took more than one picture, use the **Scroll Arrows** to review the photos you took.**NOTES:**

- To delete a photo, press .
- If you want to take more photos, press **Camera** to go back to the camera.



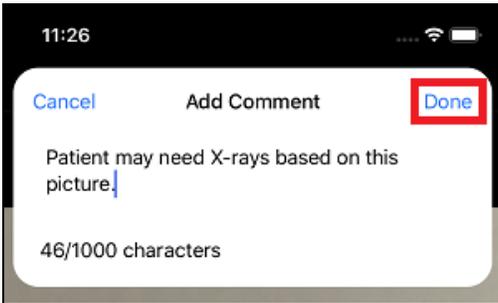
8. To add a comment, press .



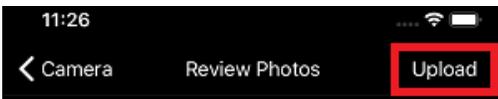
9. Type the comment in the white dialogue box; and then press **Done**.



TIP: You can type a comment up to 1,000 characters.



10. If satisfied with the photo(s), press **Upload**.

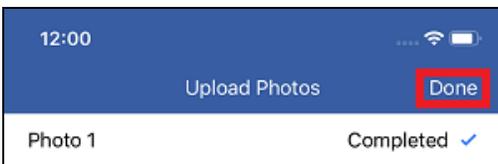


11. A pop-up window to upload the photo(s) as a standard photo or sensitive photo displays. Choose one.
- Standard photo means that the photo does not contain sensitive information.
 - A sensitive photo indicates that the photo itself contains sensitive information, or may violate privacy.
12. After selecting an option, the **Upload Photos** screen opens, showing that the photos are uploading.

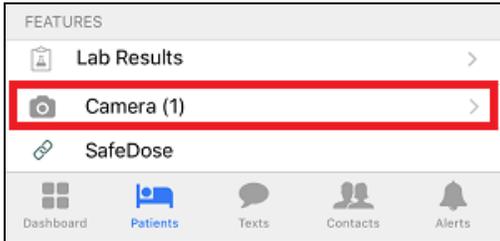


TIP: Press **Cancel** to stop uploading the photos.

13. The photo(s) upload. Press **Done**.



The **Patient** screen updates.



 **NOTE:** (#) indicates the number of photo sessions listed for that patient, not the number of photos currently listed for the patient.

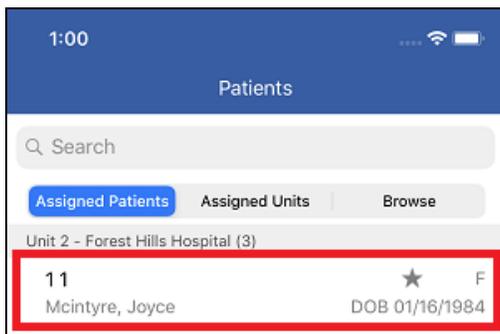
 **EXAMPLE:** If you take 5 photos at one time, the number listed under Camera would be (1), because you took those 5 photos in one session.

Viewing Patient Photos

 **NOTE:** This feature is available based on your hospital's configurations.

1. On the Navigation bar, press Patients.
2. Select a patient from either the **Assigned Patients**, **Assigned Units**, or **Browse** views. If your facility configured the Patients Default View to be **Search All Hospitals** in MH-CURE Admin, search for the patient, and select the patient from the search results.

Assigned/Browse By Unit



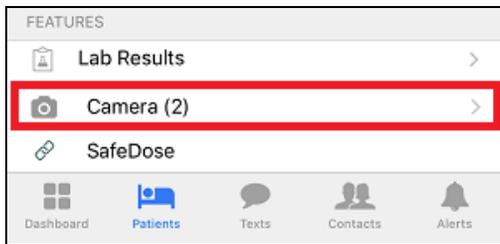
Search All Hospitals



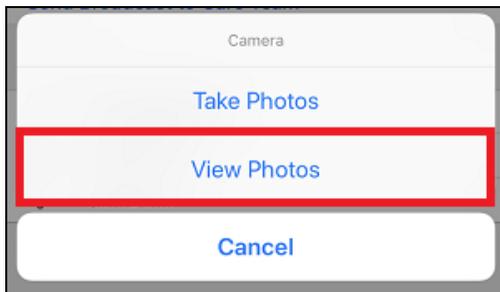
 **IMPORTANT:** You are unable to manage your assigned units selection in the **Assigned Units** view under **Patients**.

The Patient screen opens.

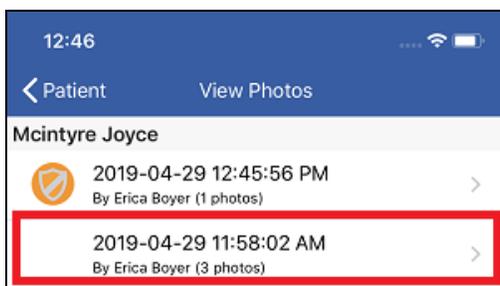
3. Scroll to the bottom of the screen and then press **Camera**.



4. Press **View Photos**.



5. The **View Photos** screen opens. Tap the time stamp to view the photo(s) associated with a specific user and date/time.



NOTES:

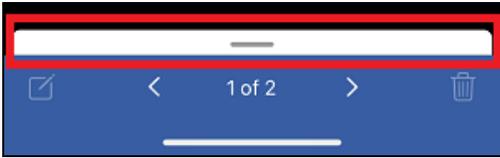
- Photos that display a  are marked as sensitive. Not all users have access to sensitive patient photos.
- No photos are stored locally on the device. All photos are uploaded to the MH-CURE server and are attached to the patient's EHR.
- If an image displays black when selected, the image has been deleted.

6. The **Photo Session** opens.

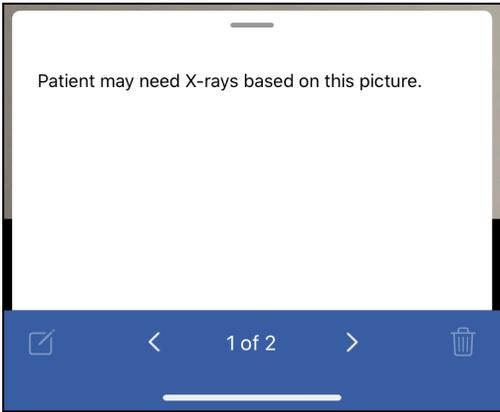


TIP: If there is more than one photo, use the scroll arrows to view all photos.

7. To view a comment, press the comment drawer.



The comment displays.



"More" Features

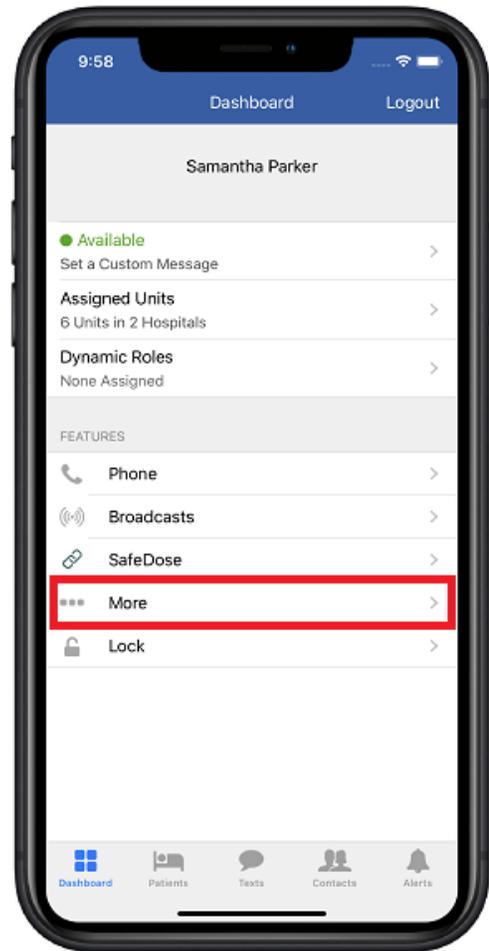
You can use **More** for additional app options.

These options include:

- Charts
- User Profile
- Application Settings
- Logs
- About
- Sounds
- Terms and Conditions
- Off-Duty Time



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.



Charts

In **More**, select **Charts** to view an **Eye Chart** and the **Vein Chart**.

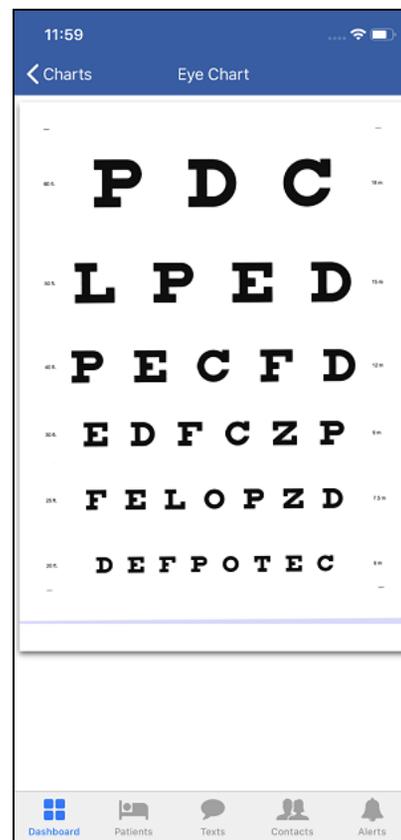
More Screen



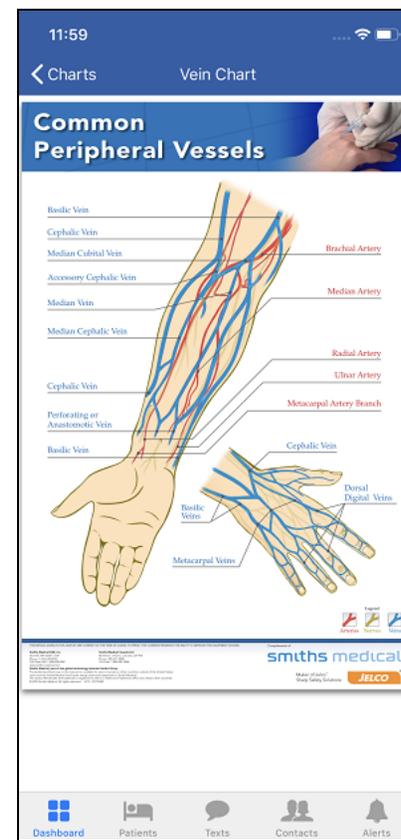
Charts Screen



Eye Chart



Vein Chart



User Profile

In **More**, select **User Profile** to view information pertaining to you. **User Profile** includes your **Login**, **Name**, **Role**, **Extension**, **Primary Hospital**, and **Affiliated Hospitals**.

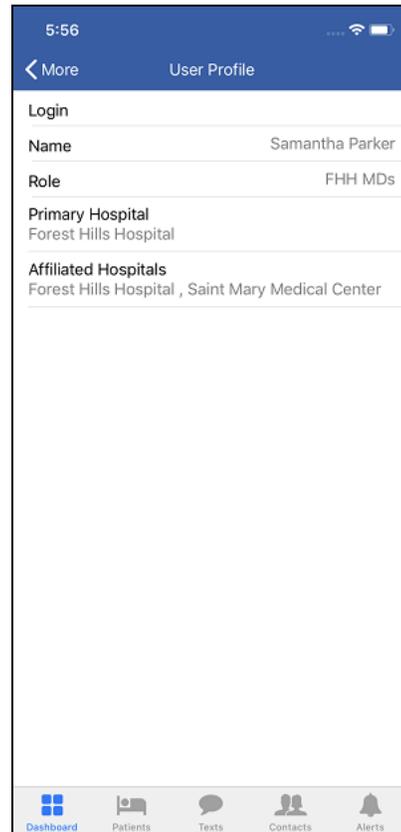


NOTE: You cannot edit these fields. These fields are managed in the MH-CURE Admin.

More Screen



User Profile Screen



Sounds

You can adjust the **Normal Text Tone** and the **Urgent Text Tone** using the **Sounds** view under **More**.



TIP: Default settings are marked with .

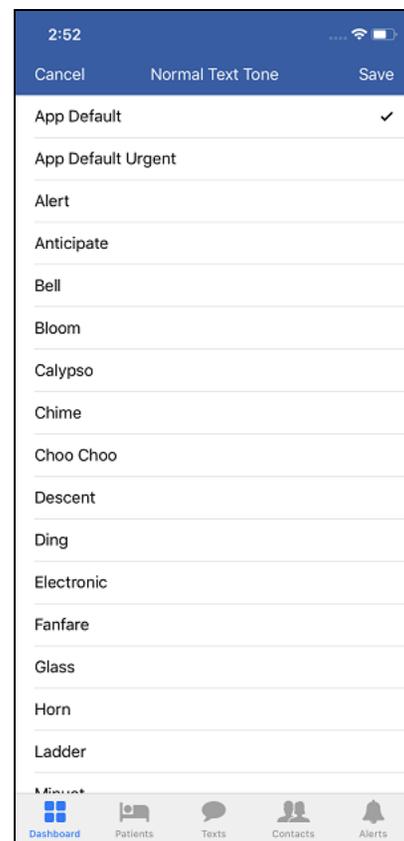
More Screen



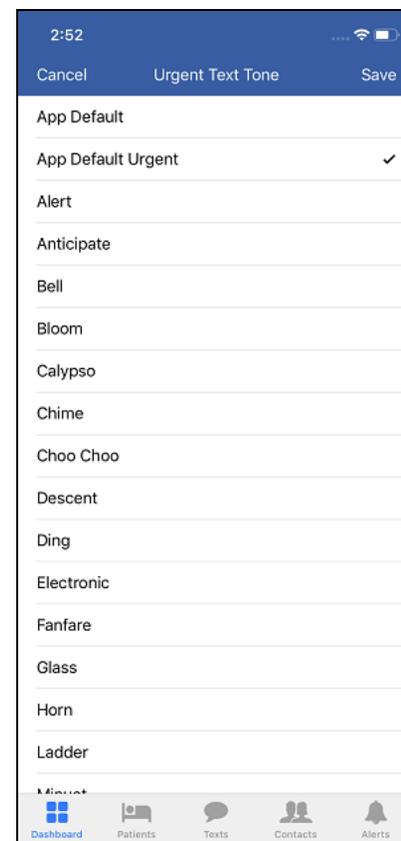
Sounds Screen



Normal Text Tone Screen



Urgent Text Tone Screen



Application Settings



NOTE: The editing permissions for **Application Settings** are restricted in the MH-CURE Admin.

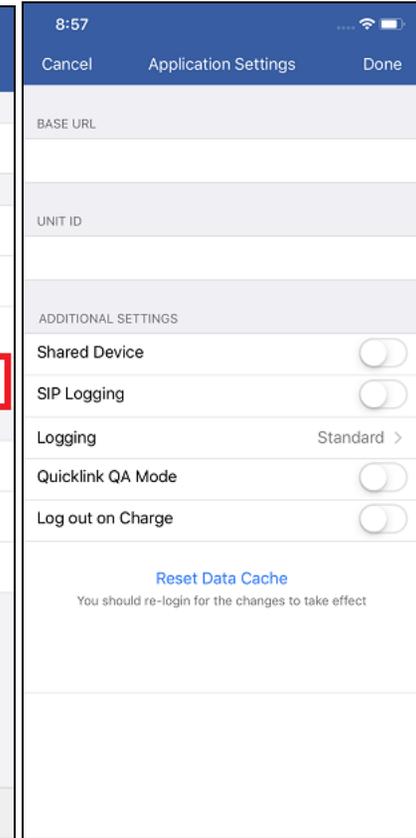
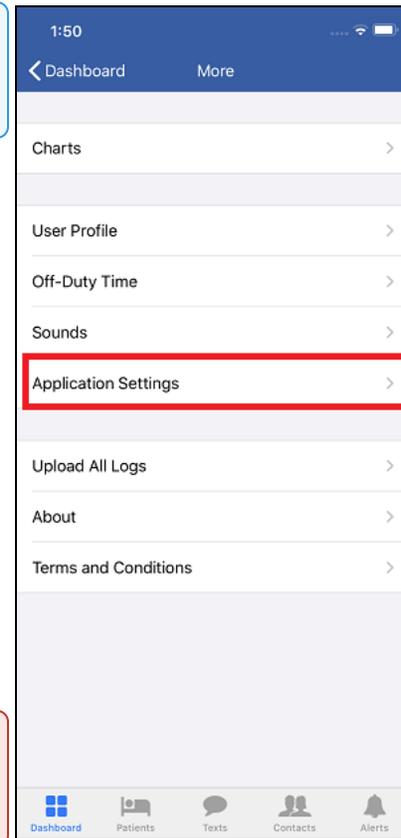
In **More**, use **Application Settings** to view and adjust the settings on your device.

The default settings for Personal Device Users are:

- **Base URL**
- **Unit ID**
- **Shared Device** (toggle off)
- **SIP Logging** (toggle off)
- **Logging** (Standard)
- **Quicklink QA Mode** (toggle on)
- **Log out on Charge** (toggle off)



WARNING: It is not advisable to change any of the predetermined settings unless instructed to.



Overview on Logging

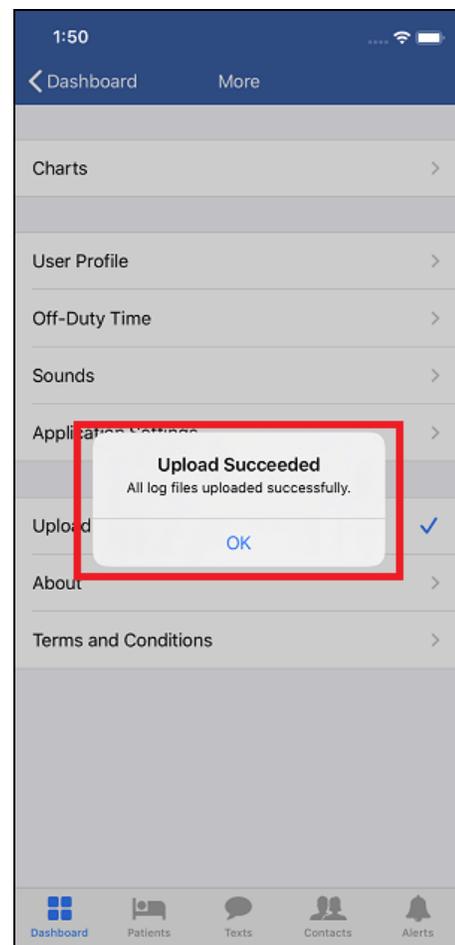
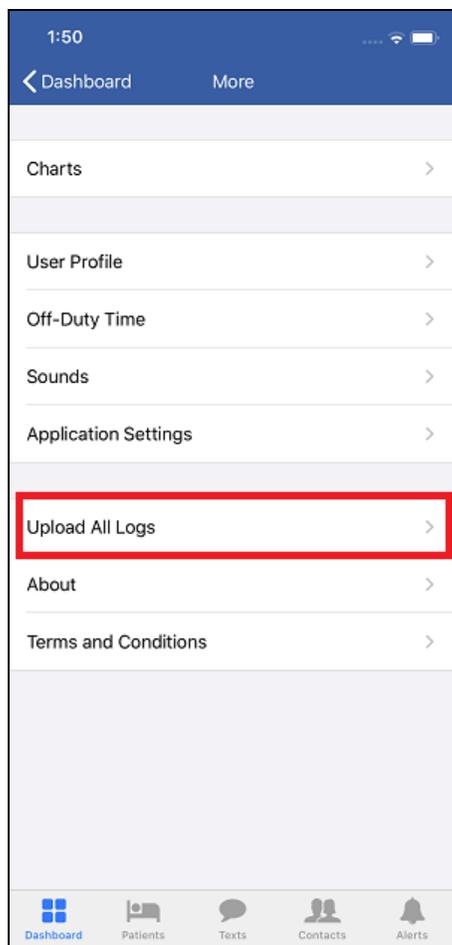
Users can [upload logs](#) to Mobile Heartbeat if they are having a problem with the MH-CURE app. Mobile Heartbeat uses the logs for debugging and troubleshooting.

If necessary, Mobile Heartbeat asks the user to send their logs while looking into an issue.

Uploading Logs

To upload all logs:

1. On your Dashboard, press More.
2. On the **More** screen, select **Upload All Logs**.
A pop-up will confirm the logs were successfully sent.
3. Press **OK** to return to the **More** screen.

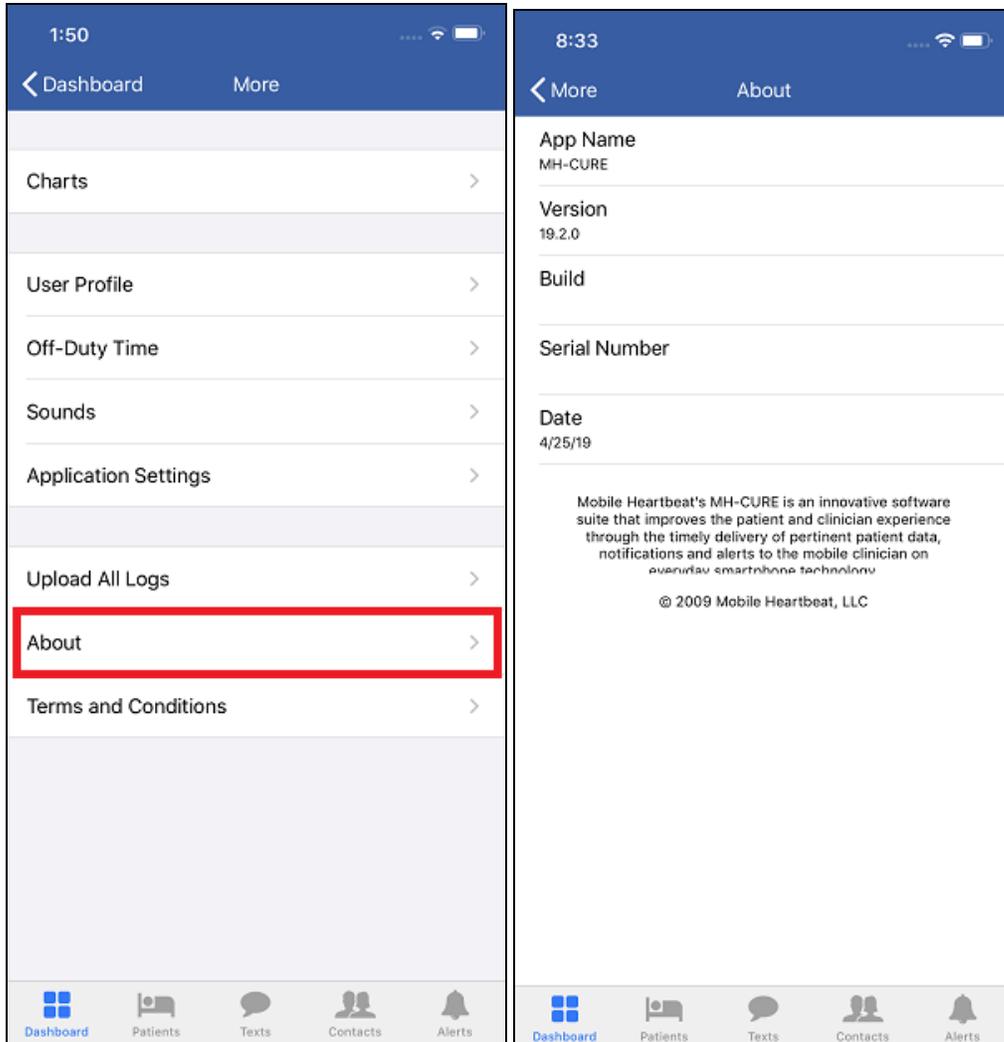


About

The **About** view in **More** allows you to view the **App Name**, the **Version** number, the **Build** number, the **Serial Number**, and the **Date** your version of MH-CURE was built.



NOTE: The serial number is for the phone you are using, whether it is a BYOD device or a shared device.

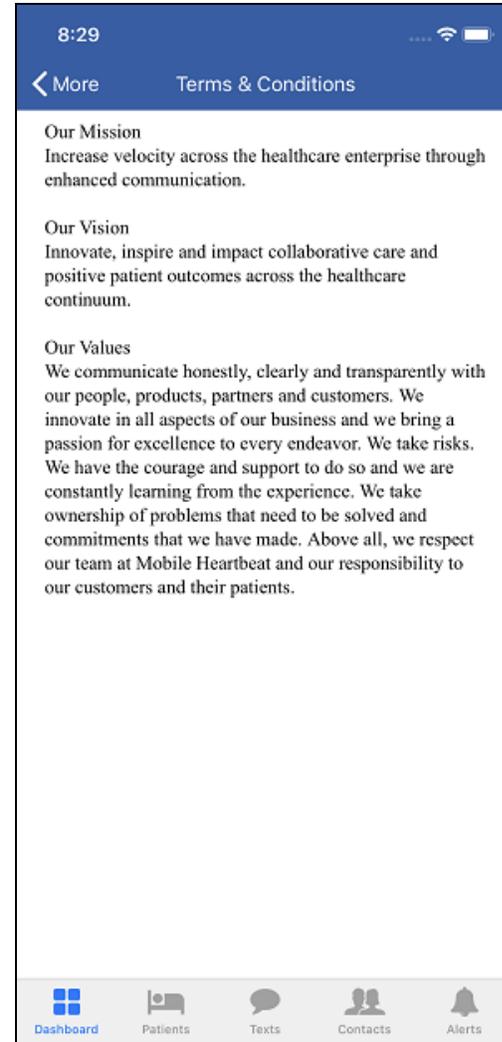
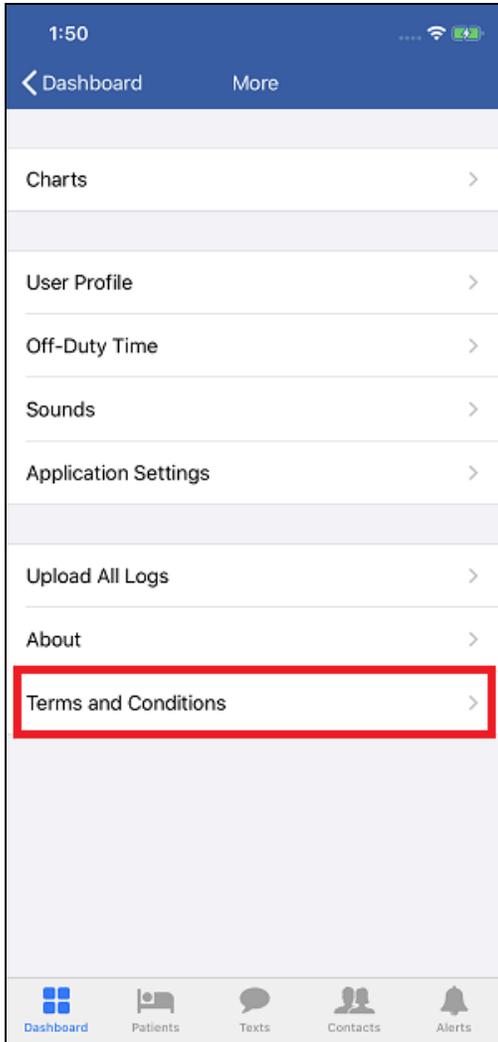


Terms and Conditions

The **Terms and Conditions** view under **More** provides the terms and conditions you accepted when you logged into MH-CURE for the first time.



NOTE: The **Terms and Conditions** view can be enabled or disabled in the MH-CURE Admin.



Off-Duty Time



NOTE: You do not receive notifications if you are off-duty.

1. Log into MH-CURE using your Username and Password.
2. You are then prompted with the Off-Duty Time screen, select a time you'd like to be logged out at.



TIP: If you do not wish to set an **Off-Duty Time**, toggle the button to the left.

3. Toggle **Set Automatically** to the right if you would like to be logged out of MH-CURE at the same time each shift.



NOTE: If you set an Off-Duty Time, you are automatically off-duty and logged out of MH-CURE at the time you set.

4. Select **Disable this feature** so you are not prompted to set an Off-Duty Time each time you log into MH-CURE.

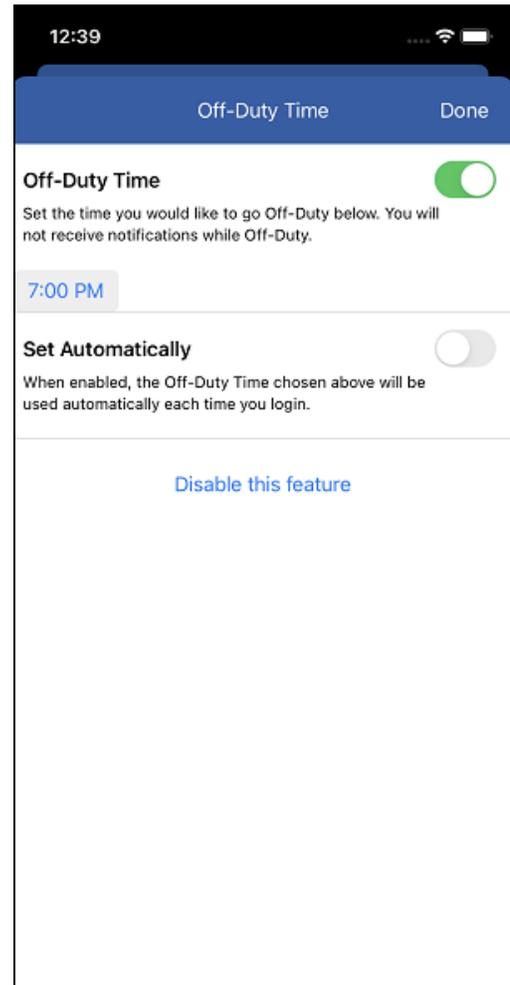


TIP: You can re-enable this feature in More.

5. The Dashboard updates with your status.



NOTE: The image shown displays iOS 14. Previous versions of iOS display differently.



Launch Points



NOTE: Launch Points are managed in the MH-CURE Admin.

Launch Points allow outbound and inbound launches of third party apps from within the MH-CURE app. Outbound launches are from MH-CURE into a partner app. Inbound launches are from a partner app into MH-CURE.

A Launch Point could be:

- Training videos
- Web Apps
- Organizations documents
- Mobile EHR

Any app or URL can be made into a Launch Point.

Launch Points display in:

- the **FEATURES** section of the **Dashboard**
- the **More** screen
- Patient Details screen
- Alert Details screen, if WCTP alerts are configured by your facility

An App-to-URL Launch Point means that the launch point launches from MH-CURE into an internet browser.

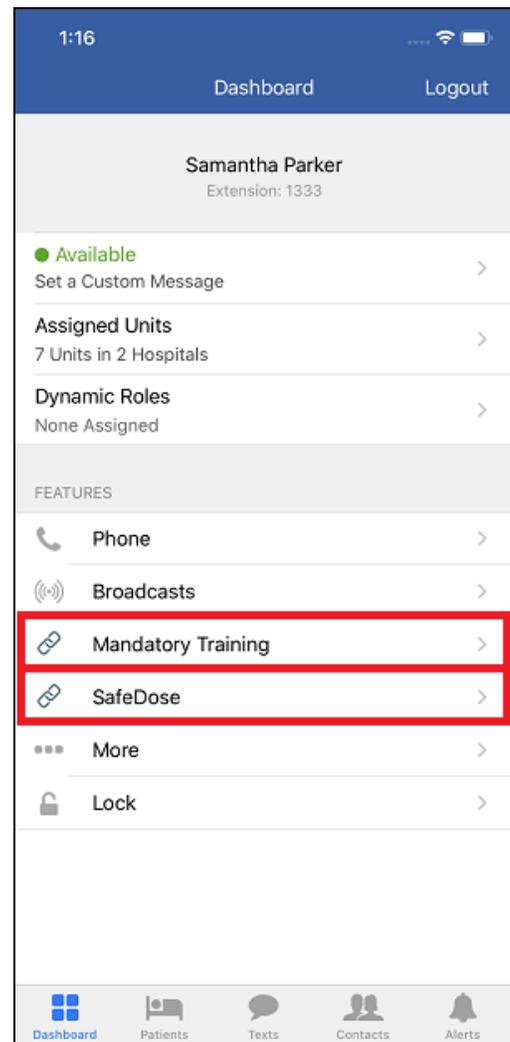


EXAMPLE: SafeDose is an App-to-URL Launch Point. After pressing the launch point, it opens to the online website for SafeDose.

An App-to-App Launch Point means that the launch point leaves MH-CURE, an app, to another app.



EXAMPLE: Mandatory Training is an App-to-App Launch Point. After pressing Mandatory Training, you are brought to the Mandatory Training app.



Reference Materials

This section describes default sounds , how to clean and disinfect your device, and the MH-CURE glossary.



TIP: Depending on device type and the version of the device's operating system, your user interface may vary slightly from the images shown in this section.

The following topics are included in this section:

Cleaning and Disinfecting Mobile Devices	247
MH-CURE Glossary	249

Cleaning and Disinfecting Mobile Devices



REQUIREMENT: Always follow the specific instructions for your facility. The instructions that follow are general recommendations.

General Notes

- Devices to disinfect include mobile phones, tablets, and similar hand-held technology.
- Devices must be regularly disinfected between use in patient rooms or care areas to reduce the risk of transmission.
- A residual haze or film may reduce visibility and touch friction contact. Remove residue with an alcohol pad.
- If necessary, wear gloves to protect from exposure to disinfectant chemicals.
- To protect the integrity of the device, follow manufacturer's instructions.
 - Apple Support: [Cleaning Your iPhone](#)

Mobile Device Barriers to Prevent External Contamination of Device

- Hard sided cases
- Disposable plastic sleeve (change daily prior to recharging)



TIP: Disinfect barriers within antimicrobial additive technology using low level disinfectant wipes for rapid microbial kill.

Recommended Disinfection Products

- Super Sani-Cloth® Wipes
- Sani-Cloth® Bleach Wipes



NOTE: If other cleaning options are desired, alternative products include anti-microbial bags, such as those at <https://www.clearbags.com/shop?q=antimicrobial+smartsleeves>, or UV sanitizers.

When to Disinfect a Mobile Device

- At the start of a shift
- When visibly soiled
- If the mobile device is in use upon entry of a patient's room
- If the mobile device was in use or accessed while in a patient's room

Disinfecting a Mobile Device in Isolation



RECOMMENDATION: Use of a mobile phone in an isolation room is not recommended if it can be avoided.

If you must use a mobile device in an isolation room, use one of the two options:

- If the device is in use upon entry of a patient's room: sanitize the device after hand hygiene and donning gloves and gowns.
- If the device was in use or accessed while in the patient's room: sanitize the device before removing gloves and gowns.

MH-CURE Glossary

A

Abbreviated Dialing

The use of star and 4 or 5 digits to dial a person within the facility.

Action Sheet

An action sheet slides up from the bottom of the screen displaying options a user can choose from.

AD

Active Directory. Authenticates and authorizes all users and computers in a Windows domain type network—assigning and enforcing security policies for all computers and installing or updating software.

Alternate Caller ID (Custom Caller ID)

Used to protect a personal device user's personal phone number when making outgoing calls. The receiving caller sees the Alternate Caller ID and not the caller's true personal phone number. When the receiving caller returns the call, they are connected to the Alternate Caller ID.

AP

Access Point. An AP carries Wi-Fi for the phones from point to point. If staff report dropped calls, AP points are located in the ceiling.

Assigned DID Dynamic Role

Must be used commonly, and for cases where outside callers frequently dial the role number, or if the user wants to forward his/her desk phone.

Assigned Units

Units that a user is assigned to within their affiliated hospitals.

B

Broadcast Group

Predetermined group of people who receive a broadcast message.

Busy timer

A timer to show a user's Busy status for a specific amount of time. When the timer is up, the user is automatically set back to Available.

BYOD

Bring Your Own Device. Cell phone users who download the application onto their personal or hospital provided cell enabled phone.

C

Care Team Builder

The use of an iPad to assign large groups of staff at once within MH. Usually departments that do not have Nurse Call systems or not unit based. For instance, a respiratory therapy director can make bulk assignments to patients, units, or zones for the shift.

Custom Status Messages

A message up to 200 characters that a user can set that displays to other users throughout MH-CURE. They can keep the message after logout.

D

Device Operating System

The software that allows iPhones, iPads, Androids, and desktop devices to run applications and programs. It also manages cellular and wireless network connectivity.

DID Number

Direct Inward Dialing numbers for Voice over Internet Protocol (VoIP). DID numbers are custom to the customer. It can be any number of digits. DID numbers are specific to the server, and are specified in the MH-CURE Admin settings.

Dynamic Care Team

The staff members assigned to the patient, which may include doctors, nurses, and specialists.

Dynamic Role

A temporary title for purposes of identification or call-forwarding within the system. These roles are assigned by a user each shift and direct communication for that role is sent to the correct user.

E

Extension

A 4 to 11-digit number used for calling individuals connected through MH-CURE.

External Code

The provider's Meditech mnemonic. This connects the patient with the provider, attending, and admitting physician on the Dynamic Care team. There cannot be duplicate external codes. The external code is entered in the BYOD or Directory spreadsheet.

External User

MH-CURE users can text non MH-CURE users, for example, PatientKeeper, using federated messaging. Non MH-CURE users display as External in the contact directory.

F

Floating Notification

A notification that drops down from the top of the screen and appears to float on the screen.

H

Hierarchy Bed Roster

Unit, room, and bed structure; clinical unit names as they display in the application.

Hospital Card

A grouping of information for a specific hospital. Each of a user's affiliated hospitals have their own hospital card.

J

Jailbroken Devices

A "jailbroken" device refers to a device where the restrictions imposed by the manufacturer have been removed to allow the installation of unauthorized software.

L

Label Only Dynamic Role

Label names are typically a location or team member description. No DID phone number is necessary unless there is a specific scenario or technology that requires call-forwarding or alerting from another system or application. For example, a charge nurse would use a Dynamic Role to be easily identified each shift by the House Supervisor.

Lock Screen PIN

Users can set up a Personal Identification Number (PIN) to secure MH-CURE. Each time MH-CURE locks, the user is asked to enter their PIN.

M

Mapping

Connecting beds from nurse call system to beds in Mobile Heartbeat. Done in the MH-CURE Admin under third party mapping.

MH

Mobile Heartbeat. Uses smartphones to improve clinical workflow and secure team communications. The Mobile Heartbeat solution consolidates clinical communications, including alarms and notifications, pertinent patient information, lab data, texting, and voice.

MH-CURE

Mobile Heartbeat's product name for the communication application.

MH-CURE Admin

Web-based tool where Mobile Heartbeat Administrators configure the application settings for mobile application, including build (hierarchy, users, directory), dynamic roles, user/role groups, broadcasts, security permissions, and mapping. This tool also includes reports used to troubleshoot logins, assignments, and call/text history.

MH-CURE Desktop

MH-CURE Desktop version of the mobile client. Users can text other users, assign and unassign themselves from dynamic roles, and more. Users cannot make phone calls.

MH-CURE Legacy Desktop

Legacy Desktop version of the mobile application. Users cannot make phone calls or assign themselves Dynamic Roles. The desktop version does not require users to have a DID or cell number.

N

Nurse Call Console

The countertop hardware, usually at the nurses' station.

O

Off-Duty Time

Timer that a user can set to be automatically logged out of MH-CURE.

P

Proxy Number

A phone number associated with a personal device user. Used to mask personal phone numbers to other users attempting to call a personal user.

Q

Quick Broadcast

A predefined text message that is sent to a predefined group of users. For example, a code fall (a predefined text) sent to All Staff on Unit (predefined set of people created from a combination of user groups and role groups in the MH-CURE Admin). Allows for details to be included for each message such as a room number or location.

Quick Link Code

Code which provides automatic configuration of server, unit, device type, etc.

QuickLaunch

QuickLaunch gives shared device users the ability to quickly log into their shared device by swiping their ID badge.

R

Role Group

Term used in the MH-CURE Admin. Acts as a method for identifying a subset of people identified as belonging to a specific group to whom you wish to communicate. These groups are assigned within the MH-CURE Admin.

S

Shared Devices

iPhones and/or Androids may be provided by the hospital. Hospital employees share the same devices within their department or unit during the shifts. These devices function on Wi-Fi and have no cellular service.

Single Sign-on

An authentication process that allows users to log in with a single username and password to any of several related, but independent, applications.

SIP

Session Initiation Protocol. A communications protocol used in instant messaging over Internet Protocol (IP) networks. Some third party integrations utilize this method for patient calls to reach the staff member assigned to the patients on their mobile device. In MH, this comes across as a phone call.

Specialty

A branch of medical practice that is focused on a defined group of patients, diseases, skills, or philosophy. Examples include: Oncology, Cardiology, Anesthesiology

Status

Status refers to your availability while logged into your device. It indicates Available, Busy, and Offline.

T

Toggle

This refers to a switch that you can slide to the right to indicate On, or to the left to indicate Off.

U

Unencrypted Devices

Unencrypted devices pose security risks. iOS devices are considered unencrypted if the device does not have a passcode set up. Android devices running Android 6.0 and higher are automatically encrypted by default.

User Group

Term used in the MH-CURE Admin. Acts as a method for identifying people by individual name who fall into a specific category. For example, nurses who are ED charge or those who are House Supervisors. When sending a broadcast message by user group, all individuals who are included in the group receive the message. Dynamic roles can be created using both user groups and role groups.

V

VGW

Voice Gateway.

VLAN

Virtual Local Area Network. Wi-Fi wireless network for MH-CURE.

VoIP

Voice over Internet Protocol. Wi-Fi enabled phone network that is dependent upon being connected to the Wi-Fi. This means that MH-CURE shared devices do not use a cellular plan, and do not work outside of the hospital.