TELUS
Mobile EMR App

How to Set Up and Basic Functionality

eDOCSNL
ELECTRONIC MEDICAL RECORD

TO SET UP THE TELUS MOBILE APP:

In order to set up the Telus Mobile App and connect it to your Med Access profile – you must have site administrator privileges. If you do not have these privileges please contact the person in your EMR who does have these privileges, call the Telus helpline at 1-888-781-5553 , or contact info@edocsnl.ca to assist with set up

The Mobile App can be set up and used by any clinic staff who wish to have their Med Access mobile. It is free of charge and can be used on android and apple devices.

To begin, on your device, download the app **Telus Mobile** from the iTunes App store or Google Play store. This application looks like the following:

If you are a first time user, accept the terms and conditions on your phone or tablet device.

In the next screen on your device choose the Med Access EMR in the list of EMRs.

Log on to Med Access on your computer. Go to your profile in the upper left hand corner of the dashboard you have logged on to and click on **mobile settings** under site settings as shown below:
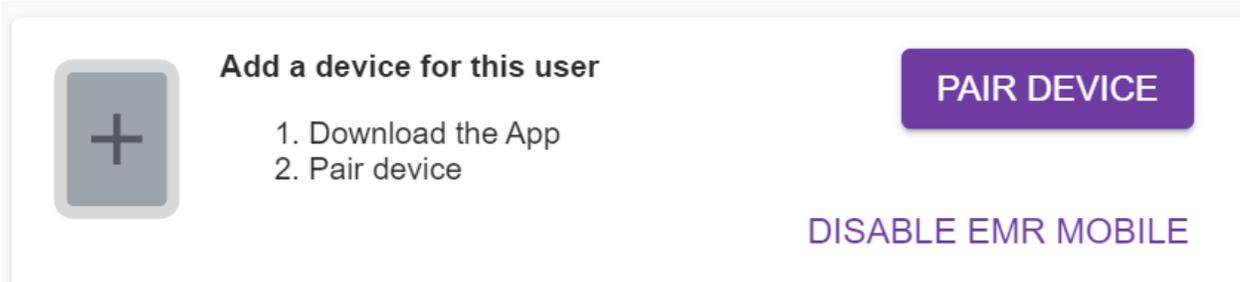
SITE ADMINISTRATION

Site Settings

Mobile Settings

Audit Log

In Mobile settings you will get the ability to pair your tablet or phone device to Med Access

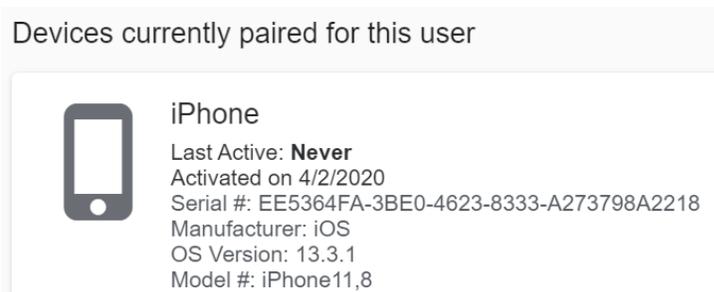Select **pair device** as shown in the image below:

Add a device for this user

1. Download the App
2. Pair device

PAIR DEVICE

DISABLE EMR MOBILE

You will be presented with a bar code on your screen of your computer. On your Telus Mobile app select Scan QR Code. You will be asked on your phone to allow your phone or tablet device to access your camera. Point the camera to scan the QR code on your computer screen.

You will then be asked on your phone to set up a six digit PIN. You will be asked to repeat the entry of this six digit PIN.

Pairing is completed. If the above steps were successful, you see the message "Your device has been successfully paired" on your phone or tablet. In your EMR on your computer, a "Device paired successfully" message appears. In the lower portion of the mobility settings window on your computer, your phone or tablet device will show as paired. This is shown in the image below:

Devices currently paired for this user

iPhone
Last Active: **Never**
Activated on 4/2/2020
Serial #: EE5364FA-3BE0-4623-8333-A273798A2218
Manufacturer: iOS
OS Version: 13.3.1
Model #: iPhone11,8

If your phone us unable to scan the bar code you can enter the code manually. To enter the code manually, press **Enter Code Manually**. Enter the 16-alphanumeric code (without the dashes), displayed in your EMR and press **Submit**. If the manual entry of the code is successful you will also get the "Device paired successfully" message on your phone or tablet and on computer device that you are viewing the EMR through.

START USING THE MOBILE APP ON YOUR PHONE:

The Mobile app enables a user to be able to view their patient schedule, view your patients chart, record visit notes, upload photos, review and respond to tasks, and send and respond to messages. When a picture is taken, it does not reside on the phone. The photo is attached directly to the patients chart.

In order to start using your mobile app you need to click once on the app on your phone and you will be asked for your six digit PIN. Enter the six digit PIN and you will then arrive on the Home screen of the app. If you have your mobile app set up for more than one clinic you would select the clinic you want to view and then enter your PIN.

Note: If you cannot remember your PIN you must have admin permissions to be able to reset the PIN. You can go to the mobile settings under site administration in the profile and reset your PIN or deactivate your phone mobile connection to the EMR. The two buttons shown below are what you should see in your mobile settings.

DEACTIVATE   RESET PIN

FEATURES:

Once you get past the PIN entry security you are presented with a **Home Screen** that has todays scheduled appointments. The icon at the top left opens the main menu. The main menu consists of Home page, Calendar, Patients, Address Book, and Inbox. We will review each of these features in the following paragraphs.

- Home
- Calendar
- Patients
- Address Book
- Inbox
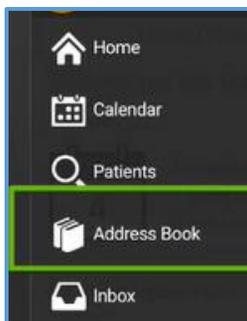
Calendar

The calendar displays the patients booked for today but if you swipe the calendar with your finger right or left you will move a day on the calendar. If you wish to go to a date select the three dots in the upper right hand corner of the dashboard. This will provide you the selections of schedule, day and choose a calendar.

The **schedule** selection gives you the ability to view the calendar of today and move from day to day of the calendar. The **Day** selection gives you the ability to view a calendar of months and enables you to select a day in the future or in the past. Select Day, then select the date of the calendar you are viewing, and you will see a selection of monthly calendars that you can choose a date you wish to view. Selecting the date at the top of a calendar will give you the view of four months. You can then select a day that you want to view.

Lastly, you can select **Choose a calendar** and this enables one to view another providers schedule. Any providers that are in your clinic will show in the list of calendars. They will also show in the drop down at the top of the calendar.

Patients and the Patient Chart

From the schedule you can tap any patients name and open the patient chart. You can also tap the patient name from any appointment, task, or message. You can also search for a patient chart using the main menu option **Patients.** In order to search for a patient you would enter the patient last name or health care number and select the return on your keyboard of your phone.

Patient Chart Active messages

The Mobile App gives you the ability to document and receive messages on a patients chart. These messages are located at the top of the patient chart. You can choose to hide these messages to save on space by clicking on the Hide button in the upper right hand corner of the chart.

The patients chart information displays below the messages on a patient chart with the newest information displaying at the bottom.

As you review each item on the patient chart, tap it once to open the item and then tap it again to close the item.

Within the chart locate the sub-menu in the upper right hand corner of the chart. It looks like the image below:
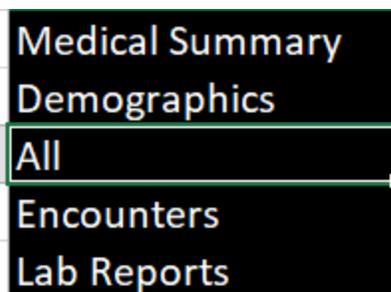
The **Medical Summary** provides a history of the patient via the profile items that are charted on the patient. The Medical Summary has the patient's active problems, current medications, Allergies, Past Procedures, Risks/Concerns, and Vaccinations. The **Demographics** section is a reflection of what is on the patient's demographic tab of the chart.

The **Encounters** section you can view the visits of the chart. **Lab Reports** is focused on the Lab results.

In order to add items to the chart from the mobile app you would use the **Add** button that is located in the lower right hand corner of the chart and is purple in color. It is shown in the image below:
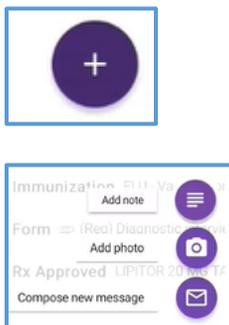
The **Add Note** enables the user to add an entry of documentation on the patient chart.

The **Compose New Message** enables you to create a new message in the patient chart.

The **Add Photo** enables you to take a photo and add this to the patients chart. To add a photo follow the following steps:

1. In the upper right hand corner of a patient chart select the camera icon
2. Take the picture you want
3. Select at the bottom of the photo **use photo**
4. Enter keywords that will assist you in finding this photo in the patient chart- example if you took a picture of a burn on the hand, enter the keywords of burn and Right Hand.
5. Select Upload in the upper right hand corner of the screen.

6. The system will begin to upload.
7. When the upload is completed you will see a message in the lower portion of the screen. "The photo will now be found in your EMR". A green check mark is located beside the message.
8. In order to find the photo you have uploaded to the EMR you would go to the task tab of the patients chart in your EMR and you would change the category filter to attachment. All photo uploads via the Telus Mobile app are saved as a task in the patient chart with the category type of attachment.
9. In the mobile app you will find these uploads under the **all** section of the patient chart. These photo uploads are also visible in the messages section at the top of the patient chart.

From the main menu located on the home screen we can access the **Inbox**. This is where you manage your messages and tasks for your patients. You can choose to archive, append, forward or reply to a message or task from the inbox.

The Inbox is made up of three tabs – ALL, LAB, and NONLAB.
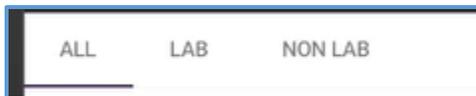
Results can be reviewed from the inbox and marked as reviewed. You can tap specific result values and view previous results.

Reviewing and responds to tasks is very easy. You can tap specific abnormal results and mark them as acknowledged.