

Mobile Applications for Capacity Management Suite™

Question: Is EHS able to accept a job while in progress on another one?

This question is answered assuming that EHS stands for Environmental Health Services. If this is the case, the high-level answer is No. The EVS user can only go in progress with one job at a time. Note that they can have additional assignments added to their worklist, but they can only work on one job at a time.

Question: If a Team is assigned to a section can they see all beds in the section?

All employees are set up by the Admin. The Admin will give them rights to sections and or zones. The rights that are set up will determine the sections and or zones they would have access to view. Whichever sections or zones they are logged in to they will view all the possible jobs in this assignment.

Question: Can more than 3 Travel Requirements be placed?

Yes.

Question: Can Transporters still reschedule jobs while in delay?

Yes, if permission is enabled by Admin.

Question: Is this available on version 2018.2?

No, the EVS and Transporter apps require a minimum Capacity Management Suite version of 18.4 and above.

Question: Will the Change Bed Size work with Auto Transport? Also, will the EVS Supervisors have an app to be able to monitor the queue for the go?

The change in bed size has no connection or impact on the auto-transport job function.

Question: Would it be possible to see the Executive view?

Yes, we can give a demo. This would need to set this up through your Client Success Manager.

Question: Does the EVS view show prior isolation precautions? Will EVS know of isolation when going into the room?

The EVS app will show the current isolation. It currently only shows one isolation. It is an enhancement in the backlog to show multiple isolations for a patient.

Question: When is this app coming out?

All 6 apps have been available since Feb 6th, 2019.

Question: Will this app work on iPods?

The Exec, PFM, Charge Nurse, and Bedside Nurse do not support iPod touches. The EVS and Transporter will be supported for only 36 months' time on 6th generation iPod touches. After 36 months from the Feb 6th, 2019 launch date we will no longer support.

Question: Can you message someone from the mobile app?

We have an integration with Mobile Heartbeat that will allow users in the Exec, PFM, Charge Nurse, and Bedside Nurse apps to launch into the Mobile Heartbeat application to complete secure messaging. The EVS and Transporter apps do not yet support this messaging integration. Clients would need to be both a TeleTracking customer and Mobile Heartbeat customer to take advantage of the integration.

Question: You mentioned earlier that you need to log in with username and password now. If the app drops Wifi does the user have to fully log in again once reconnected?

Yes, this is correct. All user will require a username and password due to security purposes. The user needing to relog into the app will be dependent on how long they let it sit idle or if they force close the app. If WIFI drops the user will get a message letting them know and again depending on how long it's idle they may or may not be required to re-log into the app.

Question: Can transport users reject jobs from the app?

This is no longer an action that users can take. This feature was in place previously due to the IVR days where a transporter could 'hang-up' when being offered a job. Users will be presented jobs by the dispatch logic and the expectation is that they complete the jobs that are presented to them (Transport supervisors would have access to a job list to pick and choose jobs if this permission is granted by the admin). There is a timer in the back end that is configurable that will give the users a set amount of time to accept the job that is presented before the system automatically logs a reject that can then be viewed in the reporting. Maybe to say this differently, rejects / not taking jobs is tracked differently on the mobile apps vs how it is tracked when using IVR

Question: Can you explain how the battery life is improved using this app?

It is improved because we are now offering a mobile application opposed to a web application in a wrapper. Also due to the implementation of pull to refresh opposed to an auto refresh for the app.

Question: Can auto alerts notify a supervisor if a job goes beyond x amount of time in pending?

No, this is not a current capability. It actually IS a capability, just not through the mobile app. It can be received by a supervisor via pager, screen alert, or email.

Question: Is user sign-on required? Or is IVR login still an option?

Sign in to the apps is no longer allowed via IVR ID and Pin. A username and password will be required. IVR ID and Pin does not meet the most up to date and required security standards.

Question: There is still no way to reply to messages sent by management?

Currently, in the EVS and Transporter apps, there is no way to do this yet.

Question: I may have missed it but is there still an option for the Transporter to reschedule the job if they get to the location and the patient will not be ready for a while?

Yes.

Question: Can mode of travel be changed after it's been dispatched?

Mode of travel can only be changed from Capacity Mangement Suite via the full application, currently. Once the job is dispatched this cannot be changed while in that state.

Question: Can self-dispatching work with this device? If so, how would it work?

The dispatch logic will serve the user their jobs. There is no way to turn this off. If the user is deemed a transport supervisor, then they would have access to a job list to pick and choose jobs. Also, if self-dispatch rights were enabled by the admin they can search for jobs by entering the job ID. I think the easier answer is that it works much like it does today. If a user has self-dispatch rights, they will be able to pick a different job than what is initially given to them through the automated dispatching logic.

Question: Just wanted to confirm, you can change the notification and volume on Android devices only?

Yes, you can change the volume level and sound type on an Android device. On the Apple iPod and smartphones, you can change the volume level. The volume levels are device/hardware dependent controls.

Question: Will there be more than the initial overview of the clinical applications?

We will be holding another webinar to go over/demo the clinical apps.

Question: Who do I need to connect with for the private demo?

Please reach out to your assigned Client Success Manager or our marketing team.

Question: What if the found spill isn't in a room? Outside the room, in the hall, etc?

This will depend on how your locations are configured in CMS.

Question: Will it be possible for the user to respond to the message they received?

This is something that users can do currently if they are using the Exec, PFM, Charge Nurse, Bedside Nurse. This is something we are looking into for the Transporter and EVS apps. We need to do more research. The ability to do this is still very split.

Question: Can anyone run a report of sent messages?

Yes, there is a CMS standard reporting ability. The report is called the instant notify history report.

Question: I logged on late. I am with EVS. Are we able to use TeleTracking on mobile phones now? When we tried logging on it asked for the platform address and the CMS address.

Yes, there is an EVS app that is for the Environment Services employees. This is not a plug-and-play solution. You need to be on a minimum version of CMS 18.4 and configuration work is required before use of the apps is possible. Downloading from the app store or google play will not simply grant access.

The username and password requirements will be controlled through the client's Active Directory if one is used or the controls that are in the Capacity Management Suite admin settings. Employees will need to remember a username or password.

Question: In the current app, staff selects a section or zone, how do they do that in the new app?

We did not show this in the demo for simplicity. If the users are not fixed they will be prompted to select a section and or zone after they input their username and password. It will be the first screen that shows after login as long as the user is not configured as a fixed employee.

Question: What kind of online education will be available for EVS to reference how to use the app?

Comprehensive online training was put together for each of the apps by our client education department.

Question: Is this a pushing system where the job is assigned to a Transporter?

Yes. Logic assigns jobs to users

Question: How do we deal with pt makes not found on the system, how are the transport requests placed on the system?

I think this is asking about how requests are created and if requests can be created for patients not yet registered (visible in CMS).

1. An Outpatient request (verbal) can be created by a requester using IVR that will be dispatched to the employee
2. A patient pre-admit record would be created and then transports can be created

Question: Will there be 2-way communication for transportation?

Maybe in the future.

Question: Can the bed tracking software be used for tracking daily cleans?

There are workarounds that clients use today to do this. However, the robust capability is not yet apart of the Capacity Management Suite product. Something that will be looked into for the future.

Question: I would also like to see the clinical one.

We will be doing a webinar for those four. Please check our website for details and or reach out to our marketing team.

Question: Can supervisors for EVS and Transport use the apps?

Yes – but only for the employee functions. There are no supervisory functions or information in these apps

Question: I would like to know more about the reject process.

Please get in touch with your CSM and we can set up a time to discuss privately.

Question: If we currently are using the Mobile XT application, is this new version a free upgrade?

There are no software or configuration costs but there may be architecture costs, device cost, and SSL cert cost.

Question: If we do not upgrade to this new version, can we still use the older version? We are on OS Version 11.3.

The Mobile-XT app will only be supported for 36 more months from Feb 6, 2019. Once we pass that 36-month mark we will no longer support this old application.

Question: Does the Charge Nurse App eliminate the need for a separate pager set up? Can there be notifications when new beds are assigned?

Not yet. It is on the roadmap to have CMS notifications sent to these apps.