

Mobile Applications for Capacity Management Suite™

What are the benefits of adopting the new mobile apps for Capacity Management Suite?

Health system staff should spend most of their time delivering patient care as opposed to pulling reports to monitor operational performance. This tedious process leads to performance not being monitored in real-time, causing leaders to potentially miss changing conditions that impact downstream capacity and access. Additionally, for Environmental Services (EVS) and Transport teams, searching for a phone or a computer to update transport requests or bed cleans wastes valuable time and resources, and creates inefficiencies that significantly impact patient care. Our role-based mobile apps for Capacity Management Suite drive workflows and provide real-time visibility into hospital operations enabling your staff to perform their jobs while on-the-go, increasing operational efficiency and improving patient care.

Additional features:

- Instantaneous communication through secure messaging* allows staff to collaborate and address operational issues in real-time.
- Simple, intuitive dashboards provide at-a-glance insights with the ability to drill down to get relevant details.
- Equipped with a dark theme for low-light environments minimizing patient disturbance from bright screens in dark rooms.
- Clients who adopt our new mobile apps for Capacity Management Suite can expect enhanced productivity, lower failure-to-respond rates, increased access to information and improved communication.

What additional details are you able to provide about secure messaging?

When accessed via an iOS device, the Executive, Patient Flow Manager, Charge Nurse, and Bedside Nurse mobile apps can be integrated with Mobile Heartbeat® MH-Cure, a secure messaging solution. This integration allows clinical care teams to securely connect and collaborate no matter where they are.

**We are currently exploring the integration of MH-Cure with the EVS and Transporter apps. And, at the time of launch EVS and Transporter apps will not be integrated with secure messaging capabilities. As the mobile apps for Capacity Management Suite mature, we will integrate with additional secure messaging vendors.*

Which apps are currently available as part of the mobile apps for Capacity Management Suite?

TeleTracking Executive™ App provides leadership with at-a-glance views of the health of the enterprise based on pre-defined metrics.

TeleTracking Patient Flow Manager™ App creates capacity and alleviates bottlenecks by providing leaders with visibility at the unit/facility level and the capability to drill-down, identify, and act on patients who need the most immediate attention from an operational standpoint.

TeleTracking Charge Nurse™ App helps nursing leaders efficiently deliver timely and quality care to patients, facilitating optimal patient flow at the unit level.

TeleTracking Bedside Nurse™ App gives staff more bedside time and on-the-go visibility for the needs of their patients.

TeleTracking EVS™ App enables EVS staff to receive, update, and complete bed and spill clean jobs more efficiently while on the go.

TeleTracking Transporter™ App allows transporters to receive, update, and complete patient and item transport jobs more efficiently while on-the-go.

I am a TeleTracking MobileXT user. Why should I upgrade to the new TeleTracking EVS and Transporter apps?

Many of our current MobileXT users were experiencing significant performance issues with the app. Upon upgrade to the EVS and Transporter apps, our customers will now have access to the following benefits.

- More cost-effective—EVS and Transporters are now compatible with Android devices which are typically lower in cost.
- Increased security – apps are accessed through login and password ensuring patient privacy and security.
- Improved mobile app and battery performance due to pull to refresh and other factors.
- Simplified user experience—EVS and Transport staff can drive workflows and take action with less “clicks”, thus improving efficiency.
- Ability to scale—apps can easily be deployed and managed through a Mobile Device Management platform.
- Ability to customize—change notifications, sounds, and volume on Android devices based on user preferences. Coming soon for iOS devices.

How are the mobile apps for Capacity Management Suite apps deployed?

Clients have the option to deploy mobile applications manually or by utilizing a Mobile Device Management (MDM) system. It is the client's preference to purchase an MDM provider to manage their organization's mobile applications. There are a variety of MDM solutions available in the market. Due to the multiple offerings and lack of defined guidelines, it is not possible for TeleTracking to validate our products with all MDM solutions. The TeleTracking EVS and Transporter mobile applications have been architected in a way that should not prohibit clients from using their MDM solution if they choose to do so. TeleTracking clients should be able to configure CMS and Cloud URL's through MDM and push the same applications and configuration to all devices.

What version of Capacity Management Suite (CMS) is required to adopt mobile apps?

To realize the benefits of the Capacity Management Suite mobile apps for Executive, Patient Flow Manager, Charge Nurse, and Bedside Nurse, you will need CMS version 2017.3 or greater. To realize the benefits of the Transporter and EVS apps, you will need CMS version 2018.4 and greater.

How much do the mobile apps for Capacity Management Suite apps cost?

There is no cost to download and use mobile apps. As part of your CMS upgrade or installation, you will be able to adopt the apps and TeleTracking will train your teams on how to deploy and use them. Depending on your CMS upgrade, there may be a need to purchase additional or updated infrastructure (such as a server or SSL cert) which are standard costs when implementing mobile devices. Additionally, clients will need to purchase devices to access mobile apps.

How do I download the apps?

The mobile apps for Capacity Management Suite can be downloaded from the Apple App store for iOS users or Google Play for Android users. In the search menu, type: “TeleTracking Executive”, “TeleTracking Charge Nurse”, “TeleTracking Bedside Nurse”, “TeleTracking Patient Flow”, “TeleTracking EVS” or “TeleTracking Transporter” to download. Upon download, the apps will need to be configured by TeleTracking for them to function.

Are the apps plug and play? Meaning, are clients able to download the apps and use them without TeleTracking intervention?

No. To use the mobile apps, some configuration work is needed for a clients' Capacity Management Suite.

What do the app store icons look like?



What devices are supported?

We take security and patient privacy very seriously at TeleTracking, and because of this, we recommend the use of TeleTracking QA-certified iPhones and Android devices for mobile apps for Capacity Management Suite (see list below). While the apps may work on other non-QA-certified phones or devices, we are unable to guarantee that TeleTracking tech support will be able to resolve issues arising from a device that is not on the below list.

Supported Apple Devices:

Apple iPhone 6 and 6 Plus
Apple iPhone 7 and 7 Plus
Apple iPhone 8 and 8 Plus
Apple iPhone SE
Apple iPhone X
6th generation iPod Touch (only Transporter & EVS)

Supported iOS Versions:

TeleTracking will always support the latest version of iOS and 1 version earlier than the current version

Supported Android Devices:

Samsung Galaxy S7
Samsung Galaxy S8
Google Pixel 2
LG G6

I am currently using iPods in my facility. Will the new mobile apps for Capacity Management Suite support iPods?

Managing hospital operations is complex and the software needed to manage patient flow is very sophisticated. iPods have not been updated in several years by Apple. Usage of the mobile apps for Capacity Management Suite with iPods can cause Wi-Fi reception issues, drainage of battery life, and performance degradation. However, we understand that many of our clients have adopted iPods and we want to be mindful of that. At the release of the Transporter and EVS apps, we will only support existing MobileXT customers who have purchased and are currently using iPods through February 6th, 2022. It is highly recommended that you transition to a QA-certified smart device as soon as possible. We will also immediately stop supporting iPhone or iPod models that are on [Apple's vintage and obsolete product list](#)

Can the devices be locked down, so employees are unable to access other applications, such as Facebook or YouTube?

Yes. This is recommended to minimize distraction and to maximize the battery life of the devices. TeleTracking does not lock down the devices for you. Like a computer, management of the devices is the responsibility of the health system. Check with your IT department to learn if they have existing policies and capabilities in place to manage and provision iOS devices.

Will this work on my public Wi-Fi network that is available for visitors and guests?

Wi-Fi accessibility for the Capacity Management Suite mobile apps is dictated by your internal IT teams. Dependent on your IT teams' policies, the apps may be accessible via a public Wi-Fi or users might be required to access them via a more secure internal Wi-Fi network.

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Can some EVS and Transport employees at my organization use the IVR while others use mobile apps?

Yes. For example, you may have 5 iOS/Android devices and 15 EVS and Transport employees. You can have some employees using the iOS/Android devices and the rest using pagers/IVR. In addition, once an employee has signed in with an iOS/Android device, they can do workflow steps on the IVR as well as the iOS/Android device. This may be necessary when a user needs to achieve a workflow step in an area where there is poor Wi-Fi coverage.

What else should I consider when adopting the mobile apps for Capacity Management Suite?

Wi-Fi coverage and connectivity – Without Wi-Fi coverage, the app will NOT WORK. It must have Wi-Fi connectivity in order to function.

Device protection – Strong, shock resistant cases that protect the device and can be easily cleaned are highly recommended.

Recharging – Devices will need to be recharged as their batteries are depleted. Consider the area where the devices will be stored and recharged between uses. Typical use will allow 8 to 12 hours of use on a full charge, depending on factors like Wi-Fi strength and other applications or processes running on the device.

Device Policies – smartphones are, by nature, highly portable; which means they can easily leave the facility through theft. Consider a process or policy where if employees are using shared devices, they are responsible for the device. This can be achieved by assigning specific devices to employees or creating a simple sign-in/out process that many already have in place for pagers or phones.

Do a pilot! – Before investing in devices for all your employees, do a trial with a single device for a few weeks. This way, you can make an informed decision about whether or not this capability will work in your environment. Assess things like Wi-Fi coverage and device management procedures. No two hospitals are alike and what works well in one may not work well in another for both technical and operational reasons.

What steps should I take to adopt the new mobile apps for Capacity Management Suite?

If your organization is currently installing or upgrading to Capacity Management Suite, version 2018.4 or greater, the software will automatically be configured for Mobile adoption. If your organization is not currently undergoing an upgrade or installation, you can request Solution Center services through our Temporary Repository for TeleSource. A dedicated technical project manager will contact you to begin the process.