User Guidelines

Introduction

Most healthcare professionals are using non-secure instant messaging platforms such as WhatsApp and SMS to transmit clinical information.

Western Health takes patient privacy very seriously and, as an alternative, we have endorsed myBeepr for team collaboration and organisational wide communication.

This communication app allows staff to easily chat and send clinical photos or share a range of files including PDF, Word or Excel, all whilst maintaining the highest standards of security and minimising the risk of privacy breaches.

This policy is to provide guidance to staff on how the application should be used within the work context.

Secure Messaging

Code of Conduct

myBeepr is a workflow tool and should be used in a professional manner.

When using myBeepr in front of patients and families, staff should explain that the messaging application is secure and data is encrypted.

Clinical Handovers

myBeepr should not be the only communication method used for clinical handovers. In addition to documenting aspects of the clinical handover in the patient's medical record, myBeepr Users should follow-up with a personal meeting and or phone call to ensure patient context and instructions for care are understood by the recipient of the message. Group chats are recommended for care teams and multi-disciplinary care.

Sending a message

When sending a message to an individual or group in myBeepr, review the message prior to sending it as abbreviations or auto-correct could result in miscommunication

Please also make sure you are sending the message to the correct individual or group and that only acceptable medical abbreviations are used.

Confirming a message

myBeepr has a "message status" feature which allows users to know when messages have been sent, delivered or read:

- ✓ The message has been successfully sent
- ✓✓ The message has been successfully delivered but not read by the recipient(s)
- ✓✓ The message has been read by the recipient(s)

When you send a message that remains 'unread', make sure you follow up using alternative methods to close the communication loop.

If a message is read, this does not automatically confer responsibility to the recipient of the message. Only when the recipient has replied with a response should you consider acknowledgement of the message.

Any incorrect messages should be followed up with another message explaining to the recipient to ignore the previous message and vice versa, a recipient of an incorrect message should inform the sender.
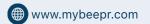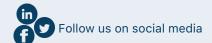
Documenting in the Medical Record

myBeepr is not a medical record and should never substitute a medical record. Please follow standard record keeping practices via the Electronic Medical Record.

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The medical record is the only source of truth and any discussion occurring in myBeepr that alters patient care must be recorded in the patient's medical record.

Additionally, if there are any clinical photographs taken of patients, Western Health recommends to document this in the EMR that a patient photo has been taken on myBeepr on such date.

Clinical Photography

Taking Clinical Photos

myBeepr is the recommended application for clinical photography and photos should not be stored on your phone gallery.

When photographs of patients are taken using myBeepr, consent should be obtained and documented in myBeepr when possible.

All clinical photos form part of the medical record and the AMA guidelines recommend at least four points of identification such as UR/MRN, Full Name, DOB and Gender. Additional notes and tags can also be added into each photo card.

Reference to the clinical photo should also be documented within the patient's medical record.

Referrals

All initial referrals should be made using standard referral processes (pager and phone calls). myBeepr can be used as an adjunct to the initial referral to send extra information (e.g. clinical photo of an X-ray) or for ongoing discussion.

Recipients of a referral can also request further information through myBeepr.

Your Profile

Updating your profile

Staff should maintain an up-to-date profile including specialty, position or hospital site. Your profile is the best way a fellow healthcare professional can connect with you, so make sure to keep it up to date.

By default, your Active Status is set to 'Available' however, this can be changed to other options such as Away, Do Not Disturb, In a Meeting, In Surgery or Urgent Calls Only. Please make sure to maintain your Active Status so that your peers are aware of your availability.

Setting yourself On Call

Please refer to your department's On Call roster and set yourself On Call in myBeepr at the beginning of your shift. Please remember to turn this off at the end of your shift. For any On Call shift swaps or last-minute changes, make sure the original roster is updated and that your peers have been notified.

Lost Device

Contacting myBeepr or IT Help Desk

If your smartphone is lost, misplaced or stolen, please contact myBeepr immediately so that they can disable your access and prevent any unauthorised access.

Email: **support@myBeepr.com**
Call: **07 4243 4380**

Alternatively, you can contact Western Health IT Help Desk.

Email: **service.desk@wh.org.au**
Call: **03 8345 6777**

In these instances, please inform your care team and revert to traditional communication methods.