

Onboarding Guide for New Staff & Locums

Welcome to Western Health!

WH implemented a secure communication app called myBeepr in 2021 which replaces non-secure methods such as WhatsApp and SMS.

WH takes patient privacy very seriously and this app provides the convenience of instant messaging and meets all the Australian Privacy Guidelines in handling patient health information.

myBeepr has effectively proven to enhance our communication in a safe and secure manner and we encourage you to use myBeepr in your department or for each rotation.

Why myBeepr?

The healthcare industry lags most industries in respect to communication technology and is still reliant on legacy systems such as desk phones, faxes and LAN-paging devices. Communication breakdown is a leading cause of productivity loss and adverse patient outcomes.

As we know, doctors use their personal smartphone devices to communicate at work, with the majority heavily reliant on WhatsApp. Whilst instant messaging platforms are useful for group collaboration, they are not appropriate for a healthcare workers' use and do not meet privacy standards to transmit patient information.

Unauthorised disclosure of patient information is a risk because mobile devices store data on the device itself, devices may not restrict user access to data and mobile devices are vulnerable to loss and theft because of their small size and portability. This is potentially further compounded when staff use personal mobile devices.

This means that non-secure communication apps such as WhatsApp and SMS will not be permitted to transmit patient health information between staff.

What are the features?

- Access live staff directory
- Access on-call staff
- Send secure messages to individuals and group chats
- Share clinical images with patient consent and include patient details such as MRN, name, DOB, informed consent, notes and customised tags
- Update your active status anytime so that your colleagues are aware of your availability
- Share a range of files including Word, PDF and Excel

What are the benefits?

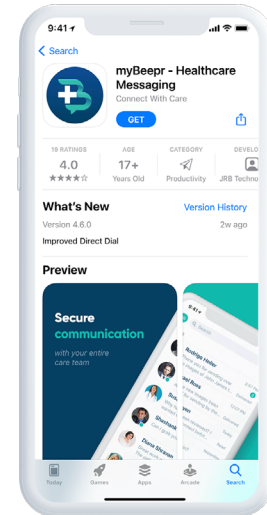
- End-to-end encryption
- Compliance with Australian Privacy Principles (APP) guidelines
- Reduced medico-legal risk
- Enhance collaboration, productivity and patient care outcomes
- Reduced burden on switchboard

For more information, visit www.mybeepr.com

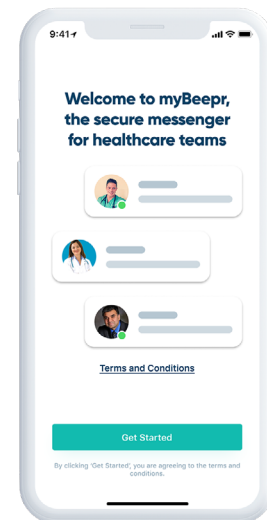
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Step 1: Download myBeepr Messenger from the App Store or Google Play Store

- Scan the QR code, download the app and open it to start the registration process.

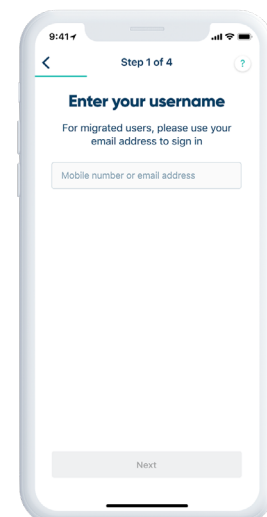


Step 2: Open the App and Tap on Get Started



Step 3: Enter your Organisation Email

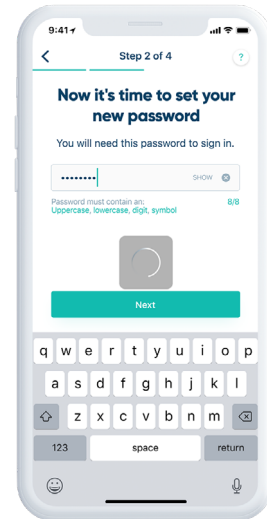
- Enter your organisation email address.



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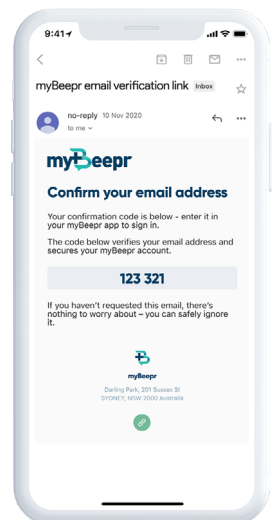
Step 4: Create your myBeepr Password

- Create a secure password to use as your myBeepr login credentials.
- Your password must be minimum 8 characters and contain an uppercase, lowercase, digit and symbol.



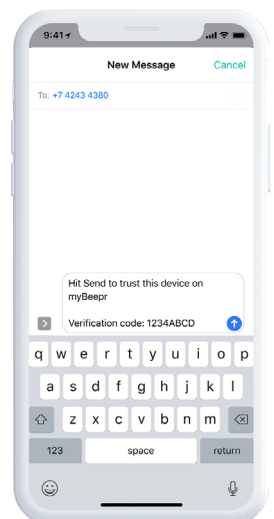
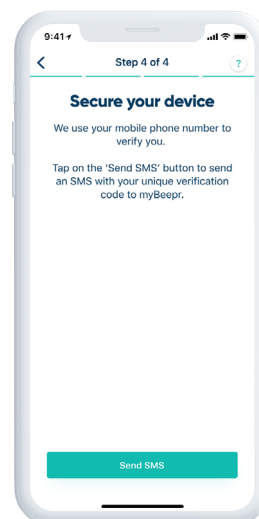
Step 5: Enter your Verification Code

- During the registration process myBeepr will email you a verification code which you will be prompted to enter.



Step 6: Secure your Device

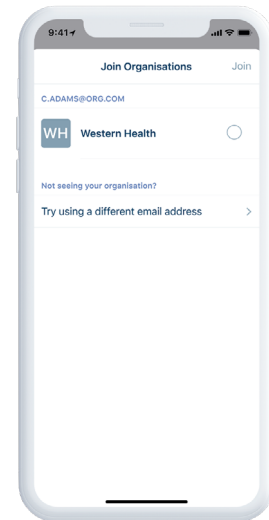
- Tap the 'Send SMS' button to send a verification code to myBeepr.



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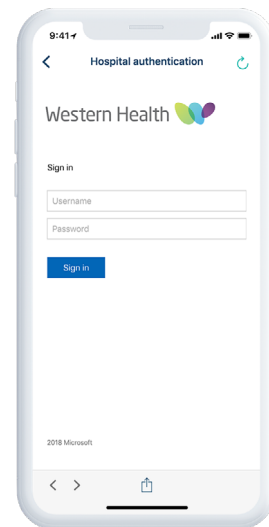
Step 7: Join an Organisation

- Select **Western Health** from your list of organisations.



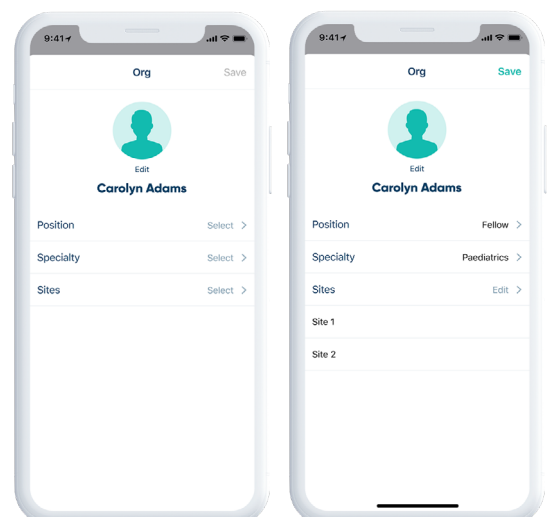
Step 7: Authenticate into WH using your login credentials

- To authenticate to the Organisation's network, sign in with **WHCN**username and password.



Step 9: Create your Profile

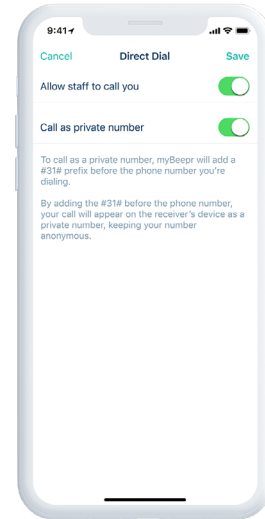
- Upload your profile picture and select a Position and Specialty so that your colleagues can find you on myBeepr.



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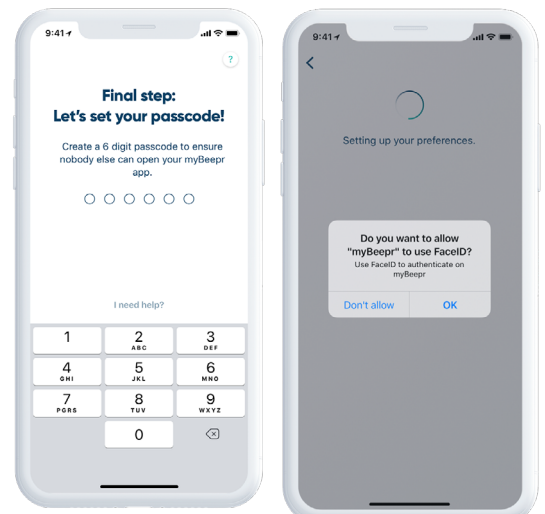
Step 10: Turn on Direct Dial (Optional)

- There is an option to turn ON the Direct Dial feature so that colleagues can call each other without going through Switchboard or other methods. This feature will allow other staff to dial your mobile number using their phone app (which will be visible when dialled).
- If you wish to use this feature, please email support@mybeepr.com to add your mobile number.
- Once this has been added by the myBeepr Support Team, please view this quick reference guide to enable the **Direct Dial** Feature.



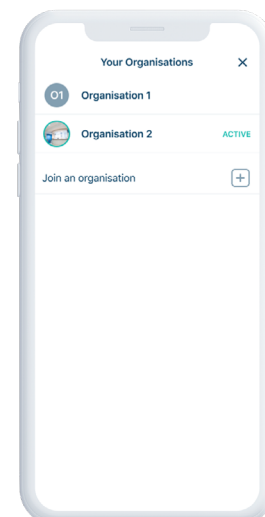
Step 11: Turn on Passcode and/or Face ID (Optional)

- As an additional security measure, there is an option to turn ON Passcode and/or Face ID each time the app is opened.
- Go to Profile > Settings to enable these options.



Step 12: Set Up Multi-Org Access (Optional)

- If you're currently working at another healthcare facility which uses myBeepr, there is an Org-Switch feature that allows users to seamlessly switch from one organisation network to another without logging out and logging back in.
- If you wish to upgrade your account to access the Org-Switch feature, please contact support@mybeepr.com so that the myBeepr team can provide instructions.



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Having an issue logging in?

We are aware that some users are having trouble entering their WHCN\username when using an iPhone. If you cannot locate the backslash key on an iPhone keyboard, press and hold on the forward slash (/) which provides an alternative to use the backslash (\) option.

How do I use the app?

Read the attached [User Guidelines](#) for more information on how to use myBeepr. You can also view the following Quick Reference Guides:

- [Clinical Photography](#)
- [Creating a Group Chat](#)
- [Direct Dial](#)
- [Filtering Contacts](#)
- [Forwarding Messages, Images or Files](#)
- [Replying to a Specific Message](#)
- [Updating Your On-Call Status or Profile](#)

Please note the use of this app is voluntary and is to be used in preference to any other App for transmission of patient information. Also, this application is not a replacement for the paging system and should only be used for non-urgent communications.

Tips for getting started:

- Save myBeepr onto your Home screen so that you don't miss out on unread message counts
- Turn notifications ON for myBeepr in your phone settings

How do I suggest an improvement?

1. Shake your device whilst the app is open. This will trigger a pop-up to appear.
2. Follow the prompts.
3. Tap on the arrow on the top right-hand corner to Send.

If you need assistance, please email support@mybeepr.com or call myBeepr on **+61 7 4243 4380**.