

Be secure

Be dynamic

Be on-call

Be informed

Be connected

Be empowered

Be on the pulse

my+Beepr

**User Guidelines for
Western Health**

User Guidelines

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User Guidelines

Introduction

About myBeepr

myBeepr is a secure smartphone communication app which allows users to easily chat and send clinical information and photos or share a range of files including Word, PDF or Excel. This is all whilst maintaining the highest standards of security and minimising the risk of privacy breaches. It utilises end-to-end encryption and complies with Australian Privacy Principles (APP).

myBeepr is implemented across numerous healthcare facilities including public hospitals, private hospitals, GP practices and Specialists clinics. It has been found to aid clinical communication in various circumstances, and it allows you to:

- Access a directory of contacts
- Send secure messages to individuals and groups
- Share clinical images which can include patient details such as UR/MRN, first name, last name, date of birth, gender, consent, description and tags
- Attach documents such as Word, PDF or Excel
- Update your profile and active status anytime so colleagues are aware of your availability

For more information, visit www.mybeepr.com

How is myBeepr different from other forms of communication?

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

myBeepr is different from other forms of communication because it was purpose built for healthcare professionals. It allows healthcare organisations to improve communication, collaboration and productivity. By using a modernised health service communication platform with secure, end-to-end encryption, myBeepr is the recommended platform which will promote better patient care and improve patient outcomes. Here are the disadvantages of other forms of communication:

- **WhatsApp**
 - WhatsApp is a social communication app and should be used outside of the work context for social purposes
 - Group chats created in WhatsApp are only available when you know an individual's contact number. This means that WhatsApp group chats may not include all relevant stakeholders and group chats cannot be facilitated with other departments.
 - WhatsApp group chats can only be managed by 'Admins' which makes it difficult when adding or removing participants

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- WhatsApp is an overseas-based organisation, so clinical conversations held in WhatsApp do not meet Australian Privacy Guidelines and the data may not be secure
- **Microsoft Teams**
 - Microsoft Teams is a business communication app and should be used for administrative purposes
 - There is no ability to scroll through a list of contacts or staff directory which can be difficult if you are unsure of how to spell someone's name
 - There is no ability to search for individuals by roles, specialities or departments. You can only search by first name or surname
 - Clinical images can be shared in Microsoft Teams but there is no ability to add patient details such as UR/MRN, first name, last name, date of birth, gender, consent, description and tags
 - There is no On-Call feature to assign yourself On-Call and/or search for colleagues who are On-Call
- **SMS**
 - SMS should be only used for personal reasons and non-clinical purposes
 - An SMS can be sent to multiple recipients but replies are often received as single messages from each person and recipients may not necessarily see other people's responses
 - Sending clinical information via SMS is not secure
- **Emails**
 - Emails should only be used for sharing large amounts of information and files for administrative purposes
 - Emails can be sent to multiple recipients (or distribution groups) however there is no visibility on who has read the email or when
 - Many doctors work 'on-the-go' and don't necessarily have access to their work emails, especially when working remotely or when working at multiple hospitals or sites
 - Emails are not secure and could be sent to the wrong recipient(s) outside of your organisation

Appropriate use of myBeepr

myBeepr is a workflow tool and should be used in a professional manner. myBeepr will be used as an adjunct to current methods of communication and should only be used for non-urgent communications. Any existing group chats used for *clinical communications* such as WhatsApp should be discontinued as these forms of communications are not secure and not approved by your organisation.

It is also not a medical record and should never substitute a medical record. The hospital medical record is the only source of truth and any communication occurring in myBeepr that alters patient care must be recorded in the patient's medical record.

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Updating Profile & App Settings

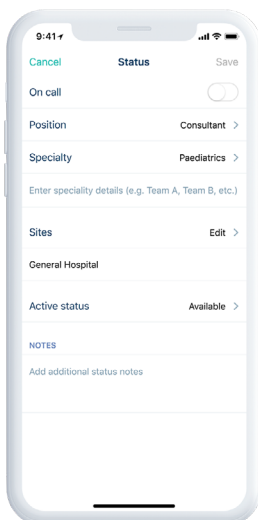
All doctors should maintain an up-to-date profile so that colleagues can easily search and contact each other.

To update your profile and settings, click on the circle icon in the bottom right-hand corner of the myBeepr app to enter the Profile page. See below for description of features and how to alter these. Your user account has already been created for you. Please check your profile details are correct when you sign in.

Edit status

Click on 'Edit Status' to open the Status page to update your current profile details.

Once you make any changes, tap 'Save' at the top right-hand corner to save any new changes before exiting the Status page.



On Call Feature

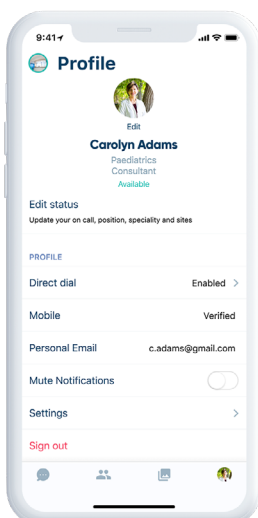
This feature allows users to easily search and contact On Call or After-Hours staff.

When this feature is turned ON in your profile, additional notes can be added in the free-text field under the 'On Call' button where it says "Add comments here". Please note that there is a maximum limit of 40 characters.

Position & Specialty Details

A custom list of Positions (or roles) and Specialties (or departments) are available in the app. You will be required to select one of each when signing into myBeepr. If you are on rotations, please make sure to update your Specialty.

There is also a 10-character limit, free-text field to enter specialty details if you wish to add extra details about your sub-specialty or team.



Active Status

When you initially sign into myBeepr, your Active Status is set to 'Available' by default.

You can change your active status to any of the following options:

- Available, Do Not Disturb, Away, In a Meeting, Urgent Calls Only, In Surgery

Please regularly update your Active Status as required.

Profile Picture

Click on the circle at the top of the Profile page if you wish to replace your initials with your profile pic.

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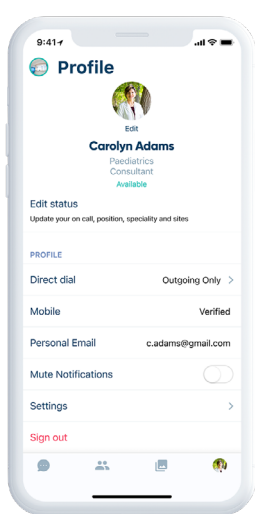
Email Address

The Email Address field is a non-editable field in the app. If you prefer to sign and display a different email, please email support@mybeepr.com and the myBeepr Support Team will be able to update this for you.

Direct Dial and Mobile Number

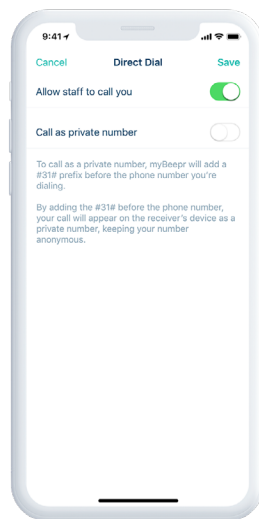
The Direct Dial feature allows users to dial the mobile phone number of another user if this feature is enabled. When you select 'Direct Dial' in your profile, there is an option to 'Allow staff to call you'. When this feature is toggled 'ON', please note that your mobile number will be visible to other users when they call you from within the app.

You can also toggle ON 'Call as a private number' so that your number is not visible to others when you 'Direct Dial' or call a colleague from within the app (see Contacts section for more information). When the phone application is opened, you can also add #31# in front of the other user's phone number to keep your number private.



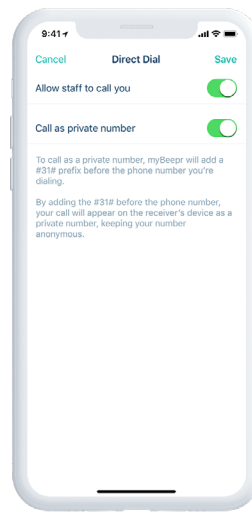
Step 1:

In your Profile tab, tap on 'Direct Dial'



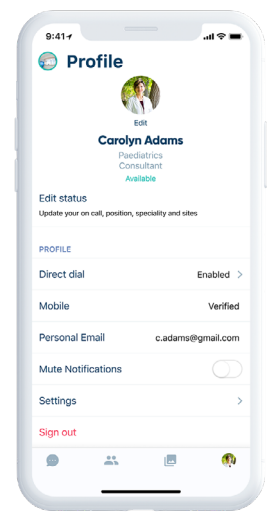
Step 2:

Toggle ON 'Allow staff to call you'



Step 3:

You can also toggle ON 'Call as private number' when making a direct call to another staff member*



Step 4:

Tap on 'Save' (when complete you profile will display 'Enabled' next to 'Direct Call')

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Settings

In the settings page users can:

- Select security preferences for opening the app, such as Passcode and Face ID/Touch ID
- View and save your Recovery Key (to recover recent chats if signing in from another device)
- Toggle on or off phone notifications to show contents of messages
- Access a Help page to:
 - Contact myBeepr via selecting 'Contact us' or 'Send feedback'
 - Access information about the security and data storage features of myBeepr by selecting 'Security information'

Contacts

Staff Directory

The Contacts tab provides a live staff directory of all users who have downloaded myBeepr and is alphabetically sorted by Specialty. Staff within each Specialty are also listed in alphabetical order.

Underneath each contact, will indicate a user's current 'Active Status'

Tap on a contact to:

- Send a message (speech-bubble icon)
- Dial a contact (phone icon) (only if their Direct Dial feature has been turned ON)
- View their profile information including email address

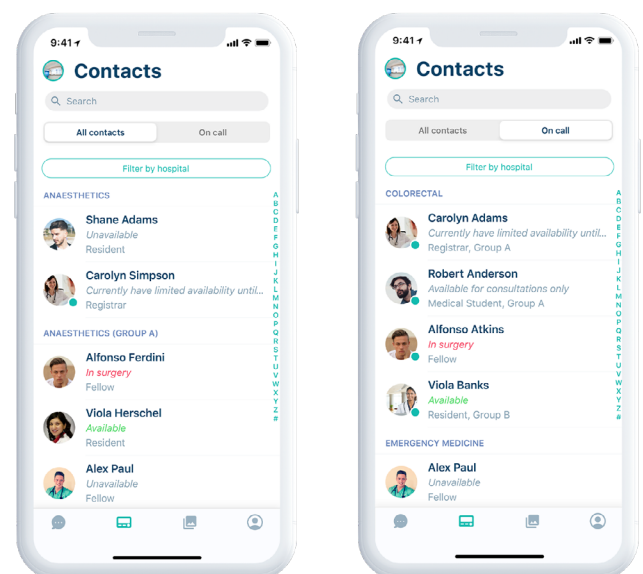
Searching Contacts

You can search contacts by clicking the 'search' icon (top right of screen).

The text you type into the search-bar will search text in all the profile fields of all contacts.

Filtering Contacts by On Call Status

To filter contacts by On Call status, tap 'On-Call' in the menu bar at the top of the Contacts page.



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Messaging

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

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

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.

myBeepr will be recommended to staff during clinical handovers so that continuity of care can be maintained throughout the day. Group chats are recommended for care teams and multi-disciplinary care

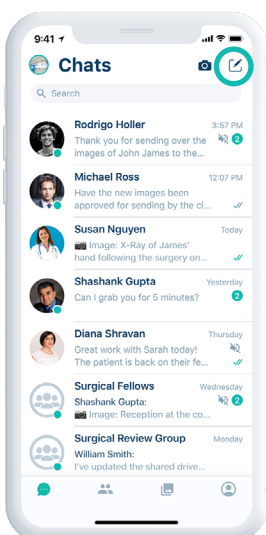
Sending a Message

To send a direct message to an individual:

- **Contacts** - Swipe left on the individual's name and tap on the chat bubble icon to create a chat room and send your message.
- **Chat List** - Tap on the pencil icon at the top right-hand corner and select the contact you would like to message

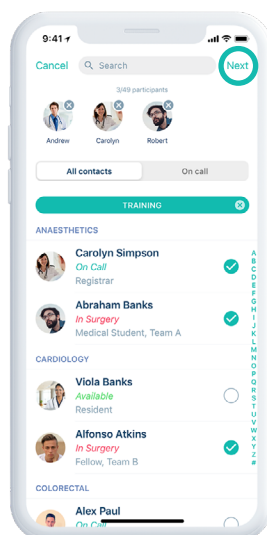
How to create a Group Chat

To create a group chat:



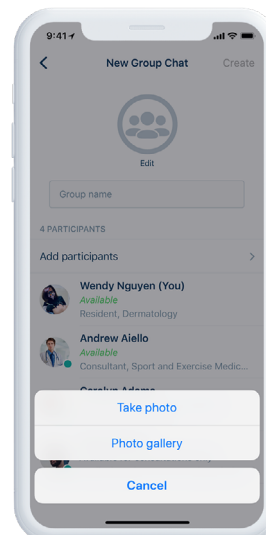
Step 1:

In the chats screen, tap on the pencil icon in the top right-hand corner.



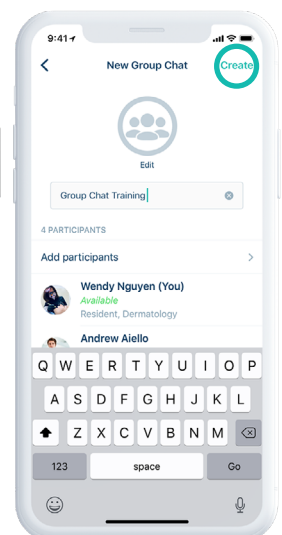
Step 2:

Select the contacts that you would like to include into the group chat and tap 'Next'.



Step 3:

Upload a photo (if you wish), enter a name for the group and tap on 'Create' in the top right-hand corner.



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If you are unable to create a group chat, ensure that Aeroplane Mode is OFF or use WiFi to connect.

All members of the group can also add participants at a later date (e.g., for new rotations). Please note that new members will not be able to see prior chat history, only from the date they joined.

To edit group chat information:

1. In Chats screen, tap on an existing group chat
2. Tap on the name of the group chat at the top of the screen
3. Edit details such as group pic, group chat name, description and/or participants used.

How to Add Participants to an Existing Group Chat

Any member of an existing group chat can invite additional participant/members.

1. Go to the Chats screen and select an existing group chat
2. Tap on the group chat name at the very top of the screen
3. Tap on 'Add participants'
4. Search or scroll down and select applicable colleague(s) to be added into the group
5. Tap on 'Add' (on Android) or 'Done' (on iOS) at the top right-hand corner. New member(s) will automatically see the group chat in their Chats screen (on their device) and existing group participants will be notified in the group chat when a new member has joined the group
6. Repeat steps 1 - 5 if new members need to be added to any other group chat(s)

Please note that new members will not be able to view prior chat history; only from the time they are added to the group.

How to Remove Participants in an Existing Group Chat

Any member of an existing group chat can remove participants if they are no longer required in the group chat (e.g. if members have rotated to another department or no longer with the organisation).

1. Go to the Chats screen and select an existing group chat
2. Tap on the group chat name at the very top of the screen
3. Swipe left on a participant and tap on the trash icon to remove them from the group.

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How to Mute Group Chats

If you would like to mute notifications from a group chat:

1. Go to the Chats screen and select an existing group chat
2. Tap on the group chat name at the very top of the screen
3. Scroll down to the bottom of the screen and toggle mute ON

If you need to adjust your phone notifications, please refer to the next section

How to Adjust Your Phone Notification Settings

It is important to turn on notification in your phone settings to ensure that you don't miss out on any important messages in myBeepr.

Please use the following steps as a guide only as each mobile phone's operating system may have a different workflow to adjust your notification settings.

1. Go to Settings
2. Tap on Notifications
3. Scroll down and select myBeepr
4. Select your notification preferences

On an iOS device, you can select your preference for the following:

- **Allow Notifications** - we suggest keeping this ON at all times
- **Alerts**
 - Lock Screen - banners will appear when your device is locked
 - Notification Centre - banners will be displayed when you pull down from the top of the screen to view Notification banners
 - Banners - when notification banners temporarily appear the top of the screen
- **Banner Style**
 - Temporary - banners at the top will only appear temporarily for a few seconds
 - Persistent - banners at the top will be persistently displayed until it is tapped to open
- **Sounds** - we suggest keeping this ON at all times (individual group chats can be muted, if required. Please refer to the previous section)
- **Badges** - we suggest keeping this ON at all times so that unread messages will be displayed as a red counter on the myBeepr icon outside the app

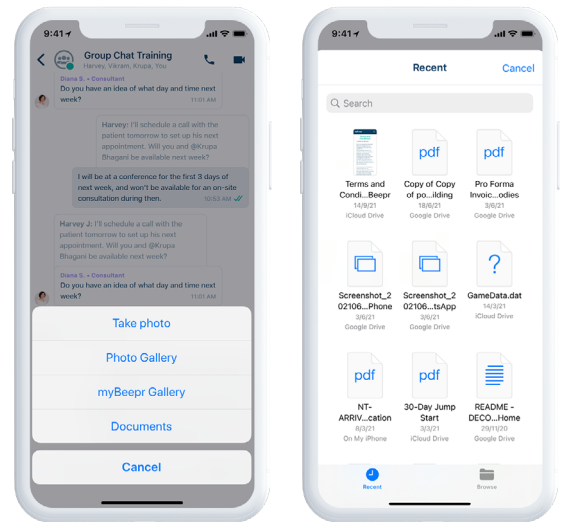
User Guidelines

• Lock Screen Appearance

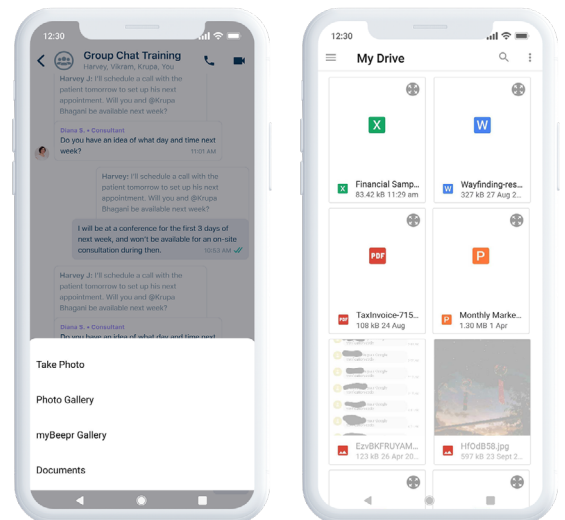
- Always (Default) - select this option if you are comfortable with myBeepr notifications to appear when your phone is locked
- When Unlocked - select this option if you only want to display myBeepr notification banners when your phone is unlocked
- Never - select this option if you do not want to display myBeepr notification banners when your phone is locked

How to Share Attachments

1. Open an individual or group chat
2. Tap on the + icon next to the text field in the bottom left-hand corner
3. Select one of the options:
 - **Take photo** - take a photo using the camera on your device, which will be saved in the myBeepr Gallery
 - **Photo Gallery** - select photo(s) saved on your device
 - **myBeepr Gallery** - select photo(s) from your myBeepr Gallery (third icon from the left on the bottom navigation bar), which has been taken in the app or received by colleagues in chats
 - **Documents** - select an acceptable file format such as PDF, Word Document (doc, docx), Powerpoint Presentation (ppt, pptx) and Excel (xls,xlsx)
 - When 'Documents' is selected, browse your folders which are linked to your device (e.g., default phone filing app such as 'Files', iCloud, Google Drive, Dropbox, etc)
 - Documents that are not in an acceptable format will be greyed out and unable to be selected
 - Select a file (which opens up a full-screen preview)
 - Tap on Send or Cancel to select another document



iOS



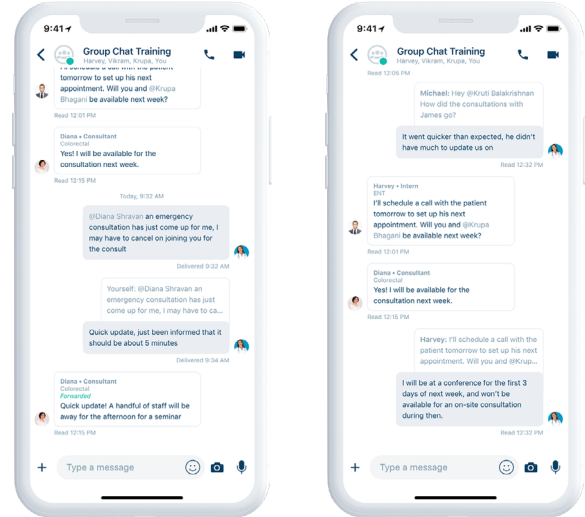
Android

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Message Options

Press and hold on a message to reveal additional message options such as:

- **Forward** - forward a message, image or file to an individual or group chat. When sent, this will display as 'Forwarded'
- **Reply** - a preview of the message will appear above your reply
- **Copy text** - copy and paste text to another individual or group chat
- **Message info** - this will indicate when individuals or group participants have read your message (including date and time)



Message Status

Messages with individuals or groups can be accessed via the Chats page (speech-bubble icon bottom left of home screen).

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.

Message History

In a chat, each message and image will be deleted in-app after 30 days. This is to ensure that clinical information does not stay on an end-user's device any longer than necessary and only for the purposes of patient care.

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Clinical Photography

myBeepr is a secure application for clinical photography and all images are stored in the 'Gallery' section of the app. Photos should not be stored on your phone gallery.

AMA guidelines recommend at least four points of patient identification when taking clinical photography such as UR/MRN, name, DOB, gender, etc. When photographs of patients are taken using myBeepr, consent should be obtained and documented in myBeepr when possible.

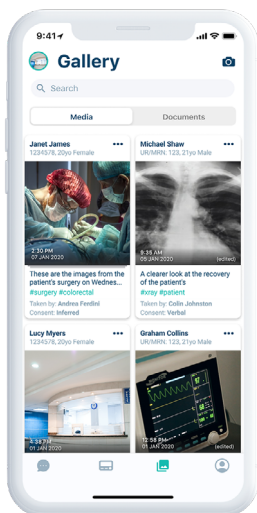
Photos in the myBeepr Gallery or your phone gallery can be sent or forwarded to an individual or group chat through the myBeepr app.

When an image is taken, users can also add more images into a single 'photo card' to easily share with colleagues or care teams.

Any discussions altering the patient's care involving clinical photography should be recorded by the doctor into the patient's medical record.

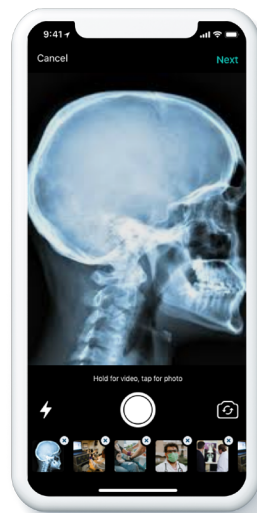
Please note that images will be deleted in a chat after 30 days however images will remain in the myBeepr Gallery.

How to Take Clinical Images



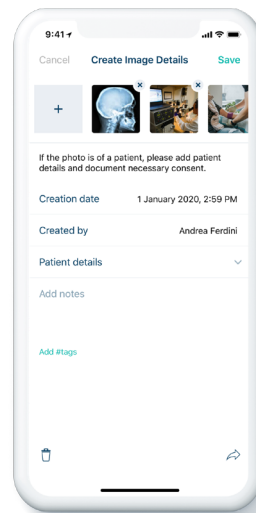
Step 1:

Tap the camera icon on either the Gallery or Chats screen



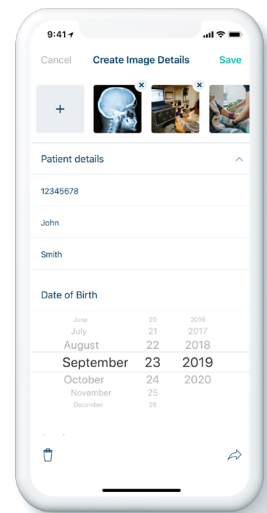
Step 2:

Take up to 10 images to include in a single photo card



Step 3:

Add patient details add clinical notes, tags and patient details such as UR/MRN, name, DOB, gender, location and consent



Step 4:

Once you have added all details, tap on Save at the top right-hand corner. You can also tap on the Share icon at the bottom right-hand corner

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Referrals

Referrals can be made through myBeepr. Standard referral processes should be followed when initiating referrals including utilisation of ISBAR. Some clinical teams require a follow up written referral on Coldfusion and/or paper. Remember to ask the clinician taking the referral if unsure.

Support

In-App Support

In-app support is the most easiest and efficient way of contacting the myBeepr Support Team.

Please follow these steps if you need to contact myBeepr:

1. Shake your device whilst the app is open. This will trigger a pop-up to appear
2. Select an option - Report a bug, suggest an improvement or contact us
3. Enter as much information as possible (and attach images, if you wish)
4. Tap on the arrow on the top right-hand corner to Send

You can also access the 'Help' page in the app:

1. Select the Profile page of the app
2. Click on Settings
3. Click on Help, to open the 'Help' page
4. Click on feedback, and this will trigger a pop-up to appear "Need help?"
5. Follow the prompts (as per above guide)

If you send a query, an auto-generated email will be sent to you with your myBeepr support ticket number.

Lost, Misplaced or Stolen Device

If your smartphone is lost, misplaced or stolen, please contact myBeepr immediately so that they can disable your access and prevent any unauthorised access. In these instances, please inform your colleagues and revert to traditional communication methods.

The myBeepr Support Team is available Monday to Friday between 8:30am to 5:30pm (AEST) for non-urgent matters. In the rare instance an enquiry is urgent, please state this in your message. There is 24/7 support in the event of any urgent matters such as app crashes.

Technical Issues or Name Change Requests

If you encounter any issues signing into the app or if you would like to request a name change (i.e., if you are known by another name by your colleagues), please contact the myBeepr Support Team.

