

# Web Console

## Navigating the Web Console

### Signing In

1. Access your facility sign-on page.
  - a. Web **browser** URL page (https://<subdomain>.app.telmediq.com)
2. Log in with either your username or e-mail address.
  - a. If this is your first time logging in or you have forgotten your password, please use the "**Forgot Your Password?**" functionality located below the login fields.
  - b. If your facility has chosen to use ADI credentials, please contact your PerfectServe Clinical Collaboration Administrator if you need login assistance.

perfectserve.  
Clinical Collaboration

Ashney Hospital

Username

Username

Password

Password Show

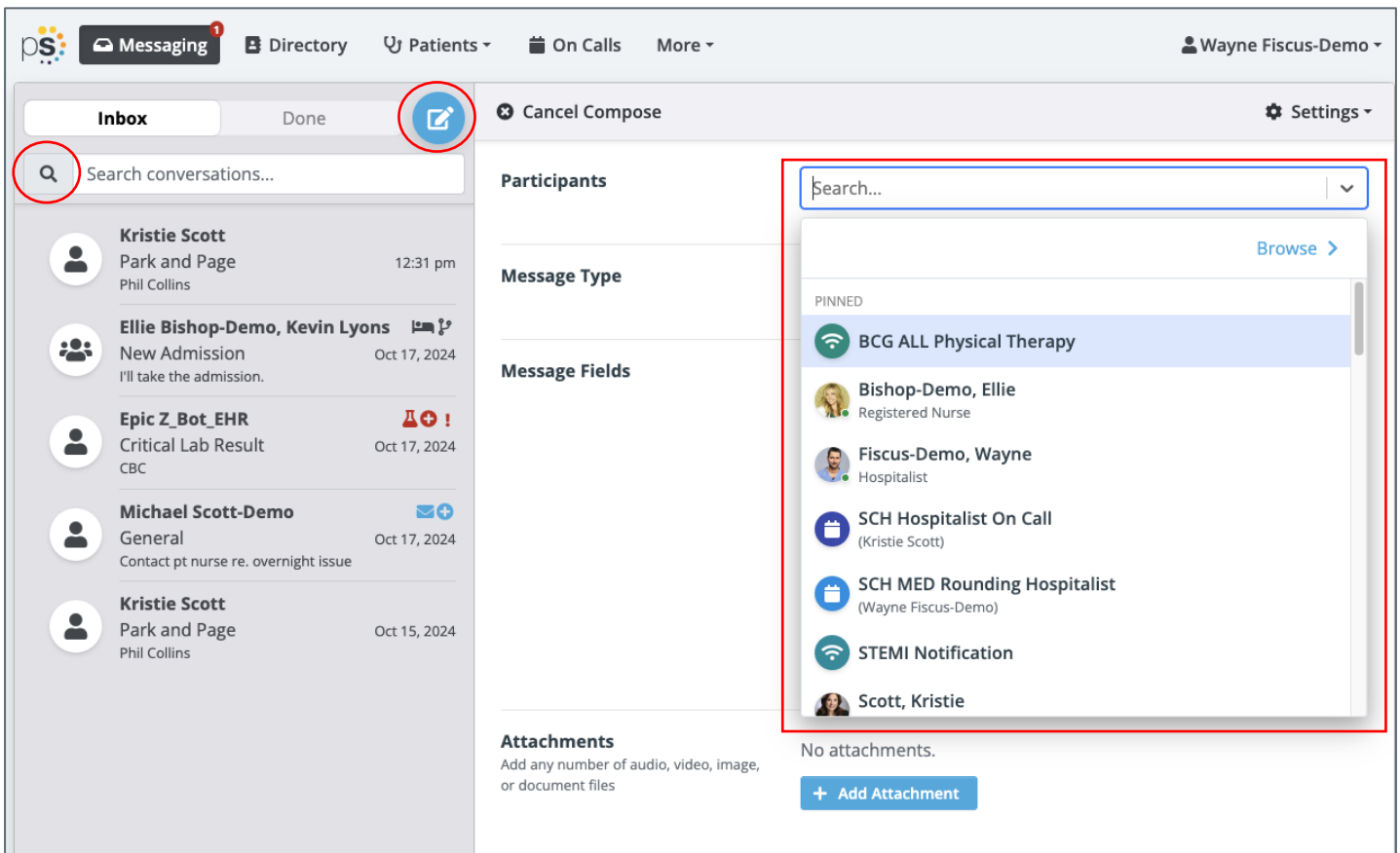
Sign in

Looking for Token Login?  
Forgot your password?

# Composing a Message

To start a new conversation:

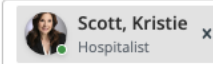
1. Select **compose** to start a new message.
2. To find the person you wish to reach, you can use **Search, Pinned Contacts, My Favorites, Local Groups, or Recently Contacted** to quickly find your desired recipient.
3. To **Search**, type the name of the person or broadcast group you wish to reach in the Search bar. Search results update automatically as you type.
4. Use the **magnifying glass** to search previous messages in your Messaging tab.



## Composing a Message *continued*

1. Select the message type you need to display the message template.
  - a. Message fields will change based on the template selected.
  - b. **Attachments** can be added to certain messages based on the message type selected.
2. **Update** the message options, *as needed*.
3. Once finished, click **Send Message**.

**Cancel Compose** **Settings** ▾

**Participants** 

**Message Type** General

**Message Fields**

**Patient Encounter**  
Select... ▾

**Message**

**Callback Number (optional)**

**Attachments**  
Add any number of audio, video, image, or document files

No attachments.

[+ Add Attachment](#)

[Send Message](#)

**Settings Panel (highlighted):**

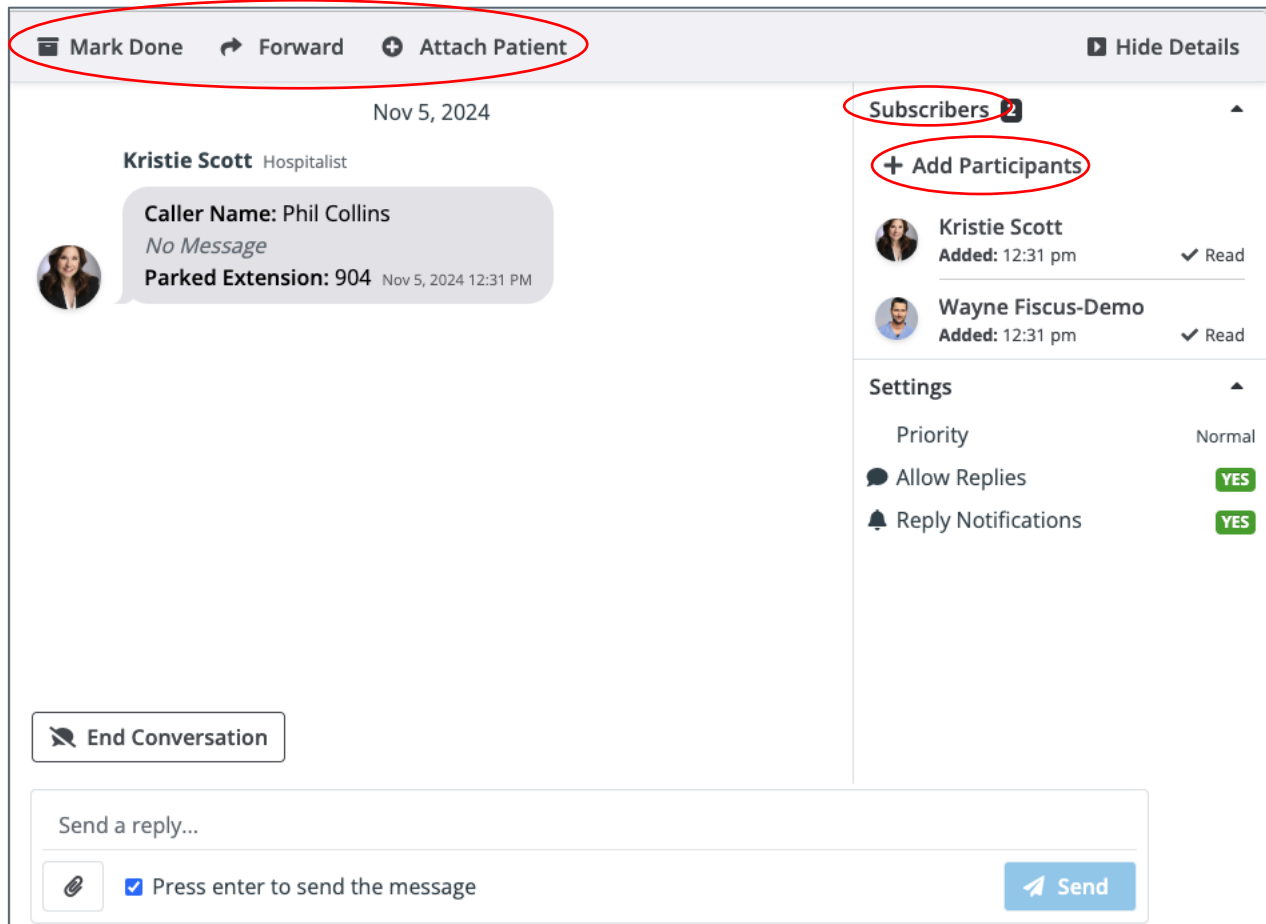
- Priority: Normal
- Allow Replies:
- Requires Confirmation:
- Reply Notifications:
- Ignore User Status:
- Apply Escalations:

### Message Options

- Priority – the type of alert tones the recipient(s) will hear
- Allow Replies – when disabled, prevents recipients from replying
- Requires Confirmation – will have recipients select ‘Accept’ or ‘Reject’ when the message is received.
- Reply Notifications – allows replies to the message without alerts being sent.
- Ignore User Status - will override the recipient’s Do Not Disturb and send alert tones.
- Apply Escalations – will escalate the message to a backup user or team if the recipient doesn’t read or reply to the message. *Based on escalation policies.*

## Composing a Message *continued*

4. Select **Subscribers** to view a list of participants in the message.
  - a. Select a Subscriber to view the time stamp of the message.
  - b. Select 'Add Participants' to add additional participants to the message thread. Participants added this way will see the entire thread.
5. **Hover** on a message to display the options to see the **Message History, Alerting History, or Forward Message.**



- **Mark Done** – This option moves the message thread into the 'Done' section of messages. Messages marked as done will be archived, according to the Accounts archive settings
- **Forward** – Select this option to forward the thread to selected individuals. This will start a new thread with whoever you forward to.
- **Attach Patient** – This option allows the thread to be associated to a Patient
- **End Conversation\*** – This will close the thread. New replies will not be permitted

*\*This feature may not be enabled at your facility, please reach out to your organization's admin for further information.*

# Today's Oncalls

To view the providers on-call, **select** Today's Oncalls.

You will find the following:




- Provider teams
- Who is on-call
- Times of their shift

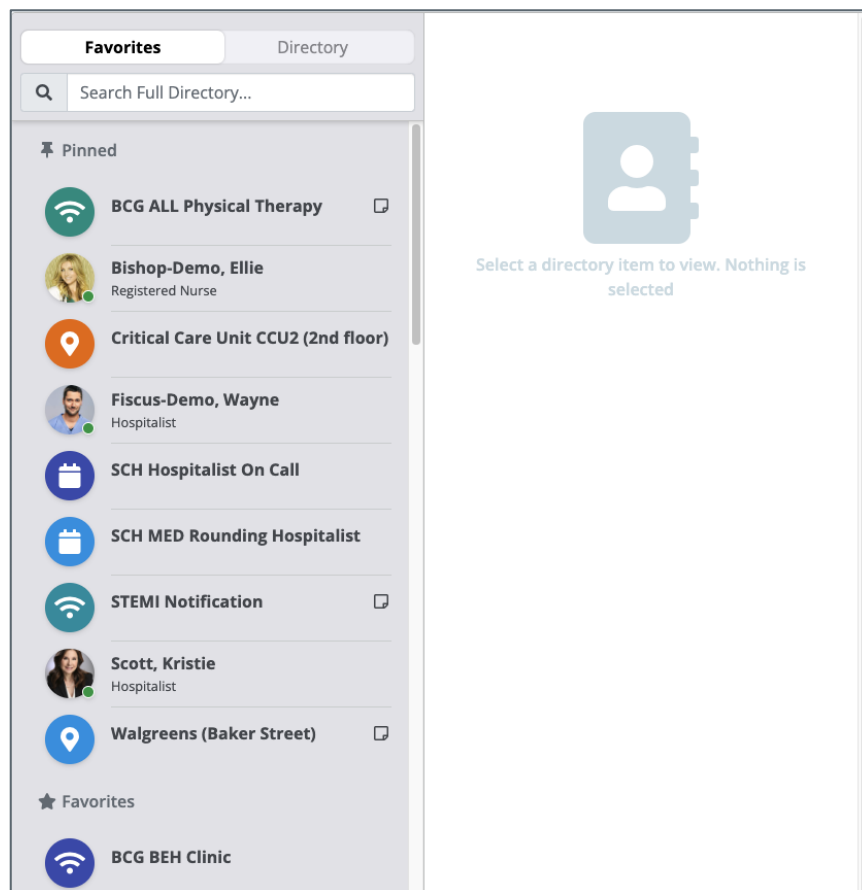
Departments	Time	On-Call
<b>Cardiology</b>		
SCH CARD On Call	00:00 - 05:00	Courtney Allnutt (User)
	05:00 - 17:00	Meredith Gray-Demo (User)
	17:00 - 23:59	Courtney Allnutt (User)
SCH CATH Lab Call	00:00 - 19:00	Meredith Gray-Demo (User)
	19:00 - 23:59	Meredith Gray-Demo (User)
<b>Clinic Family/Internal Medicine</b>		
SCH Clinic Refill Pool	05:00 - 14:00	Wayne Fiscus-Demo (User)
SCH Davita Clinic A	00:00 - 22:00	Kevin Lyons (User)
	22:00 - 23:59	Kevin Lyons (User)
SCH On Call Team	00:00 - 03:00	Joe Faso (User)
	15:00 - 23:59	Joe Faso (User)
<b>General Surgery</b>		
SCH GEN SURG Call	00:00 - 12:00	Danielle Carnegie-Demo (User)
	12:00 - 23:59	Samantha Rogers-Demo (User)
<b>Medicine</b>		
SCH Blue Team Resident	00:00 - 02:00	Alex Murphy-Demo (User)
	02:00 - 16:00	Matt Janachowski (User)
	16:00 - 22:00	Thomas Quirk (User)
SCH Hospitalist On Call	22:00 - 23:59	Alex Murphy-Demo (User)
	00:00 - 10:00	Wayne Fiscus-Demo (User)
SCH MED Rounding Hospitalist	10:00 - 22:00	Kristie Scott (User)
	22:00 - 23:59	Wayne Fiscus-Demo (User)
	00:00 - 11:00	Wayne Fiscus-Demo (User)
	11:00 - 22:00	Stephanie Sneed (User)
22:00 - 23:59	Wayne Fiscus-Demo (User)	
<b>Neurology</b>		
SCH Neurology On Call	00:00 - 19:00	Oliver Sacks-Demo (User)
	19:00 - 23:59	Oliver Sacks-Demo (User)
<b>Orthopedics</b>		
Orthopedics On Call	04:00 - 18:00	Mason Anderson-Demo (User)
SCH Rush Orthopedics On Call		Nobody on call.


# Directory

The Directory tab is where all contacts and groups can be accessed.

- Select **Directory** to see the full list.
- Along the left side of each contact are icons that designate the type of contact.

Icon	Message Status
	Schedule Paging Group
	Broadcast Paging Group
	Group



- **Pinned Contacts** are contact favorites indicated for an individual, a specific department, or assignable role.
- **My Favorites** are contacts marked as favorites from inside the directory tab by the user.
- **Local Group** are personal groups created by the user and are only seen in the directory tab of their mobile application.
- **Recently Contacted** are contact you recently contacted either through message or call.
- **Notes** are indicated on the far right of each contact with a  icon, *if there are any*.
- **Click** on a contact to preview the contact's details.

## Contact details

Inside the contact's detail you can review the following:

- Title
- Organization affiliation
- Department(s) the user belongs to, if any
- Contact methods and notes

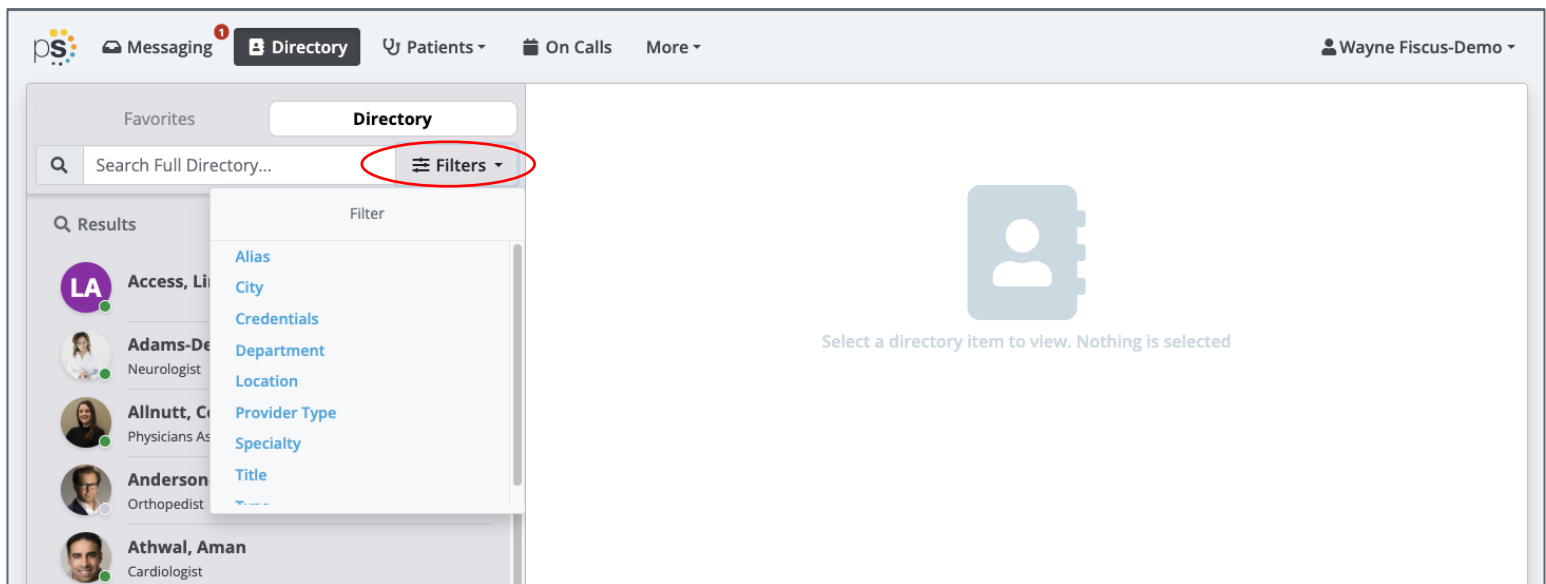
Select **message** to begin composing a message to the contact.

The screenshot displays a web application interface for a healthcare directory. The top navigation bar includes 'Messaging', 'Directory', 'Patients', 'On Calls', and 'More'. The user is logged in as 'Wayne Fiscus-Demo'. The left sidebar shows a 'Favorites' section with a search bar and a list of contacts: STEMI Notification, Scott, Kristie (Hospitalist), Walgreens (Baker Street), BCG BEH Clinic, BCG ALL Charge Nurse, PS GEN Cardiac CATH Lab, Carnegie-Demo, Danielle (General Surgeon), Meyer, Brian (Hospitalist), Martinez, Rodrigo (Otolaryngologist), and Hajdusek-Demo, Jules (Patient Services). The main content area shows the profile for Danielle Carnegie-Demo, a General Surgeon. It includes a profile picture, a 'Message' button, and sections for 'Contact Methods' (Work: dcarnegie.demo@perfectserve.net), 'Group Memberships' (BCG OR and SCH GEN SURG Call, both with 'Message' buttons), and 'Notes' (No notes).

# Searching and Filtering Options

Find a contact you need quickly and easily with search and filters. You can use any of these features independently, or you can combine them.

1. Select Directory so that the Filter option will appear; select **Filter**.
2. **Select** filter(s) to narrow results by Alias, Credentials, Department, Location, Market, Specialty, Title, or Type.
3. Continue to add as many additional filters as needed.
4. Click **Save** once all filters have been selected.
5. **Name** the new filter so that it can be used easily in the future.
6. When finished, click **Save**.
7. The filter will appear under the search bar when in use.
8. When the filter is not needed, click the filter; toggle the saved filter off.





# Adding a Favorite

Favorites allows you to create a shorter list of your most frequently contacted. To add a favorite:

1. Within **Directory**, search for the contact.
2. Click on the **contact** to open the contact's details.
3. Click the **star** icon in the top right corner.
4. To view and contact a Favorite, scroll to the **Favorites** in the Directory tab.

The screenshot shows a software interface with a top navigation bar containing 'Messaging', 'Directory', 'Patients', 'On Calls', and 'More'. The user's name 'Wayne Fiscus-Demo' is in the top right. The left sidebar has a 'Favorites' section with a search bar and a list of contacts including 'STEMI Notification', 'Scott, Kristie', 'Walgreens (Baker Street)', 'BCG BEH Clinic', 'BCG ALL Charge Nurse', 'PS GEN Cardiac CATH Lab', 'Carnegie-Demo, Danielle', 'Meyer, Brian', 'Martinez, Rodrigo', and 'Hajdusek-Demo, Jules'. The main content area displays the details for 'Danielle Carnegie-Demo', a General Surgeon, with a 'Message' button. Below this are sections for 'Contact Methods' (showing a work email 'dcarnegie.demo@perfectserve.net'), 'Group Memberships' (listing 'BCG OR' and 'SCH GEN SURG Call' with 'Message' buttons), and 'Notes' (showing 'No notes.'). A red circle highlights a star icon in the top right corner of the main content area.

# Schedule Group

On Call gives you access to view who is covering call. You may have one or many schedules to choose from and all changes are applied immediately

- **Message – Message current member(s) on-call**
- **On-Call** – Indicates who is covering call
- **Members**– A list of all members that cover call.
- **View Schedule** – See a view of the current schedule.
- **Favorite** – Mark the schedule group as a favorite so that it appears in your **Favorites** of your Directory tab.

The screenshot shows a web application interface for a healthcare directory. At the top, there is a navigation bar with icons for Messaging, Directory, Patients, On Calls, and More. The user's name, Wayne Fiscus-Demo, is displayed in the top right corner. The main content area is divided into two sections. On the left is a 'Favorites' sidebar with a search bar and a list of pinned items, including 'BCG ALL Physical Therapy', 'Bishop-Demo, Ellie', 'Critical Care Unit CCU2 (2nd floor)', 'Fiscus-Demo, Wayne', 'SCH Hospitalist On Call', 'SCH MED Rounding Hospitalist', and 'STEMI Notification'. The main area displays the details for the 'SCH Hospitalist On Call' schedule group. It features a large blue calendar icon, the title 'SCH Hospitalist On Call', and a 'Message' button. Below this, there are two links: 'On Call / Members' and 'View Schedule', both circled in red. A member profile for 'Scott, Kristie' is shown below the links. The interface also includes sections for 'Contact Methods' (No contact methods) and 'Notes' (No notes). A star icon in the top right corner of the main content area is also circled in red.

# Broadcast Group

Broadcast Group is a paging group with a list of members to whom the message(s) can be sent at once. It works like a distribution list in any Enterprise email account

- **Message** – Message all members in the broadcast group
- **Join** – Allows you to join the broadcast group
- **Members** – A full list of all contacts currently in the broadcast group.
- **Favorite** – Mark the broadcast group as a favorite so that it appears in your **Favorites** of your Directory tab.

The screenshot displays a software interface for managing broadcast groups. At the top, a navigation bar includes 'Messaging', 'Directory', 'Patients', 'On Calls', and 'More'. The user's name, 'Wayne Fiscus-Demo', is visible in the top right corner. The left sidebar shows a 'Favorites' list with various items, including 'STEMI Notification'. The main content area shows the details for the 'STEMI Notification' broadcast group. It features a large teal Wi-Fi icon, the group name 'STEMI Notification', and a blue 'Message' button. Below this is a 'Members' list with four entries: 'BCG 4 WEST Charge Nurse', 'Fiscus-Demo, Wayne', 'SCH CARD On Call', and 'Scott, Kristie'. Underneath the members list is a 'Contact Methods' section with a 'Pager Number' field containing '8558871953'. A 'Notes' section contains a note from 'Miriam Halimi' dated 'Aug 30, 2023' with the text: 'Do not use overhead paging to call a STEMI. During 12p- 7a, also notify the operator when a STEMI is activated.' Red circles highlight the star icon in the top right corner, the 'Message' button, and the 'Leave' button.