

Signing In

1. Access your facility sign-on page.
 - **Desktop App** that can be double-clicked to sign-on.
 - **Web browser** URL page (<https://<account name>.app.telmediq.com>)
2. Log in with either your username or e-mail address.
 - 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.
 - If your facility has chosen to use ADI credentials, please contact your Telmediq Administrator if you need login assistance.

The screenshot shows a web browser window with the Telmediq logo in the top left corner. The main content area is split into two vertical sections. The left section is white and contains the following elements: the text "Blanshard Memorial Hospital", a "Username" label above a text input field containing "Username", a "Password" label above a text input field containing "Password", a "Show" button next to the password field, a yellow "Sign in" button, and two links: "Looking for Token Login?" and "Forgot your password?". The right section is dark blue with a repeating pattern of white medical icons such as a stethoscope, a heart rate monitor, a microscope, and a person with a plus sign.

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.


The screenshot displays the Telmediq Web Console interface. At the top, a navigation bar includes 'Messages', 'Directory', 'Patients', 'Paging Groups', 'Users', 'Today's Oncalls', and 'More'. The user's name, 'Chris Smith', is in the top right. On the left, an 'Inbox' sidebar shows three messages: 'Critical Result' (Tue 1:55 PM), 'General' (Fri 9:01 AM), and 'Stemi' (Fri 9:01 AM). The 'Compose' button is highlighted with a red circle. The main 'Compose Message' window is open, featuring a 'To:' field with a search bar and a list of subscribers: 'Hospitalist Team A', 'Ai, Anders', 'All', 'Allnutt, Courtney', and 'Anderson, Cade'. Below the list are 'Escalations: ON' and 'Requires Confirm: OFF (enable)'. The 'Message fields' section includes a large text area, 'Callback Number', 'MRN', and a note: 'Government & MLH policies prohibits texting of orders. Use PCM Basic Text to add Patient info.' On the right, 'Saved contacts' lists 'Cardiology (Chelsea London)', 'Graves, EmmaRose Nurse', 'Hospitalist Team A (Alexander Young)', and 'Young, Mai'. 'Local groups' includes 'ER Trauma' and 'Trauma Team'. 'Routing Information' contains a yellow warning box: 'Recipient and message type need to be filled out to check routing policies. Contents of message fields may impact routing policies.' At the bottom, there is an 'Additional attachments' section with a 'Choose Files' button and 'No file chosen'. The 'Send message' and 'Cancel' buttons are at the bottom right.





Composing a Message *continued*

1. Select the message type you need to display the message template.
 - Message fields will change based on the template selected.
 - **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**.

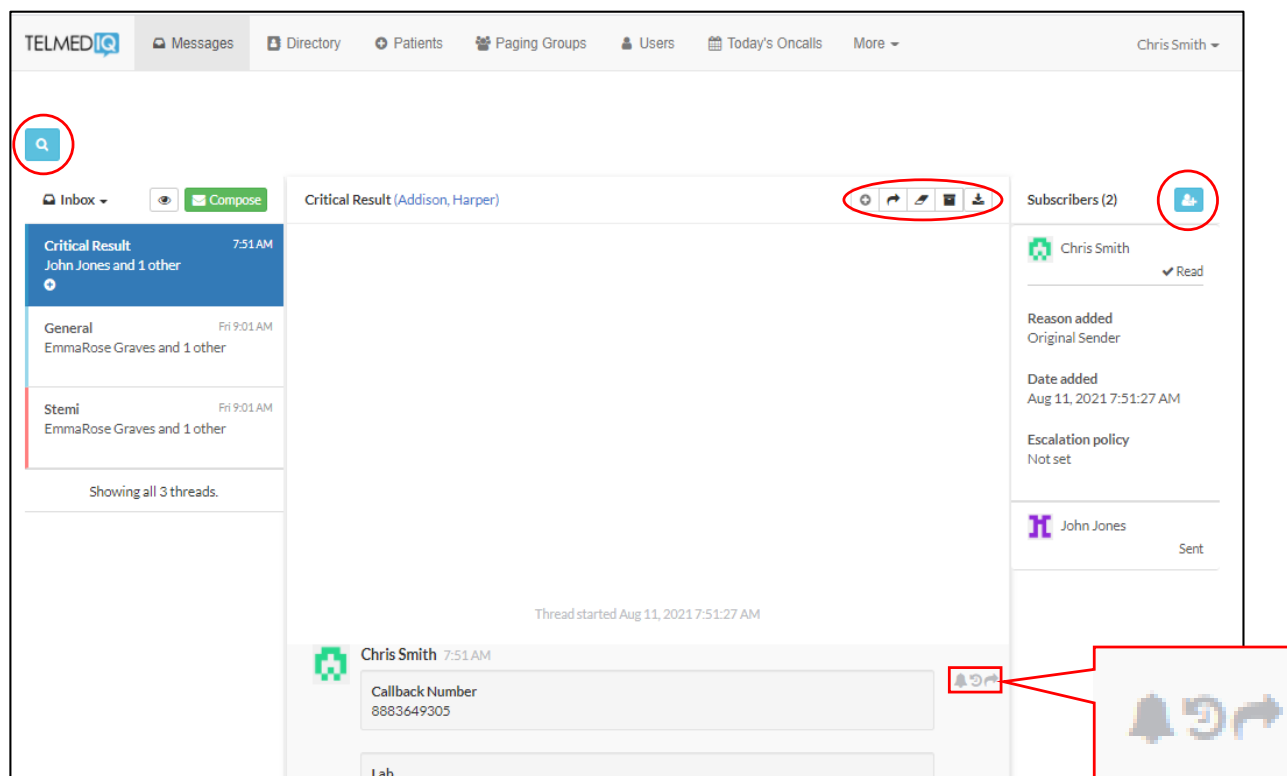
- Priority – the type of alert tones the recipient(s) will hear
- DND Override – will override the recipient’s Do Not Disturb and send alert tones.
- Escalations – will escalate the message to a backup user or team if the recipient doesn’t read or reply to the message. *Based on escalation policies.*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

Composing a Message *continued*

- Select **Subscribers** to view a list of participants in the message.
 - Select a Subscriber to view the time stamp of the message.
 - Select  to add additional participants to the message thread.
- **Hover** on a message to display the options to see the **Message History, Alerting History, or Forward Message.**

Icon	Action
	Recall to recall the message if it has not been delivered.
	Archive to place the message in your Archive folder. <i>All messages remain for audit purposes and are available for 7 years to maintain HIPPA compliance.</i>
	Forward to forward the entire message thread.
	Export the message thread to a PDF file.

- Use the **magnifying glass** to search previous messages in your Messaging tab.



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
4 West Courtney Testing On-Call dept test		Nobody on call. Nobody on call.
BDR Team BDR		Nobody on call.
Cardiology Ashley's Test On Call	00:00 - 04:00 04:00 - 16:00 16:00 - 23:59	Neil Khare (User) Ashley O'Brien (User) Neil Khare (User)
Benjamin Pierce Cardiology	00:00 - 15:00 15:00 - 23:59	Brad Yetman (User) Brad Yetman (User)
Blake Cardiology Consultants	00:00 - 04:00 04:00 - 14:00 14:00 - 23:59	Samantha Rogers (User) David French (User) Samantha Rogers (User)
Cardiology	04:00 - 12:00 12:00 - 21:30	Chelsea London (User) Sherman Potter (User)
Margaret Houlihan Cardiology		Nobody on call.
Non-Assigned Cardiology		Nobody on call.