

## 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.

TELMEIDIQ

Blanshard Memorial 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.

The screenshot displays the 'Compose Message' window within the Telmediq Web Console. The interface includes a top navigation bar with 'Messages', 'Directory', 'Patients', 'Paging Groups', 'Users', 'Today's Oncalls', and 'More'. The user's name, 'Chris Smith', is visible in the top right. On the left, an 'Inbox' panel 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' area features a 'To:' field with a search icon and the text 'Show Advanced Search (Group Lookup)'. Below this is a 'Select subscribers' list with options: 'Permissions team', 'AA Ai, Anders', 'All', 'AC Allnutt, Courtney', and 'AC Anderson, Cade'. At the bottom of this list are 'Escalations: ON' and 'Requires Confirm: OFF (enable)'. The 'Message fields' section contains 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.' To the right, 'Saved contacts' lists 'Cardiology (Chelsea London)', 'Graves, EmmaRose Nurse', 'Hospitalist Team A (Alexander Young)', and 'Young, Mai'. Below that, 'Local groups' includes 'ER Trauma' and 'Trauma Team'. A 'Routing Information' box contains a warning: '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**.

TELMEIDIQ Messages Directory Patients Paging Groups Users Today's Oncalls More Chris Smith

### Compose Message

To: (Show Advanced Search) (Group Lookup)

JJ Jones, John Dr.

Message Type  
Critical Result

Priority: Normal  
DND Override: OFF  
Escalations: ON

Reply Notifications: ON (disable)  
Allow Replies: ON  
Requires Confirm: ON

Message fields

Patient  
Addison, Harper (78d3fc8938)

Callback Number  
(888) 364-9305

Lab  
Glucose

500

Additional attachments  
Choose Files No file chosen

Saved contacts

- Cardiology (Chelsea London)
- Graves, EmmaRose Nurse
- Hospitalist Team A (Alexander Young)
- Young, Mai

Local groups


- ER Trauma
- Trauma Team





Routing Information

Send message Cancel

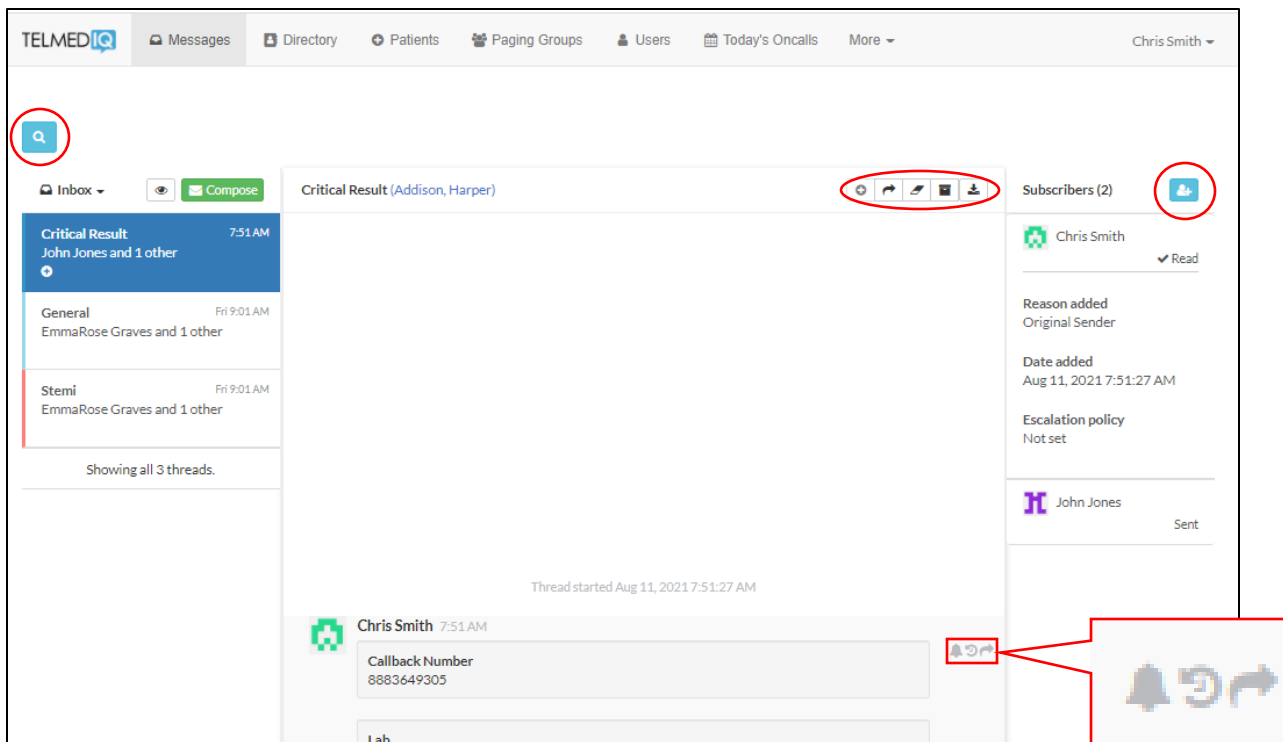
- Priority – the type of alert tones the recipient(s) will hear
- DND Override – will override the recipient’s Do Not Disturb and send alert tones.
- Escalations – will escalate the message to a backup user or team if the recipient doesn’t read or reply to the message. *Based on escalation policies.*
- 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
	<b>Recall</b> to recall the message if it has not been delivered.
	<b>Archive</b> 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>
	<b>Forward</b> to forward the entire message thread.
	<b>Export</b> 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

The screenshot shows the 'Today's Oncalls' page in the Telmediq Web Console. The top navigation bar includes 'Messages', 'Directory', 'Patients', 'Paging Groups', 'Users', and 'Today's Oncalls' (which is circled in red). The user 'Chris Smith' is logged in. The main content area is titled 'On-Calls' and features a 'Filter by department' dropdown, a date selector for '08/09/2021', and 'Prev' and 'Next' navigation buttons. The table below lists on-call providers for several departments.

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