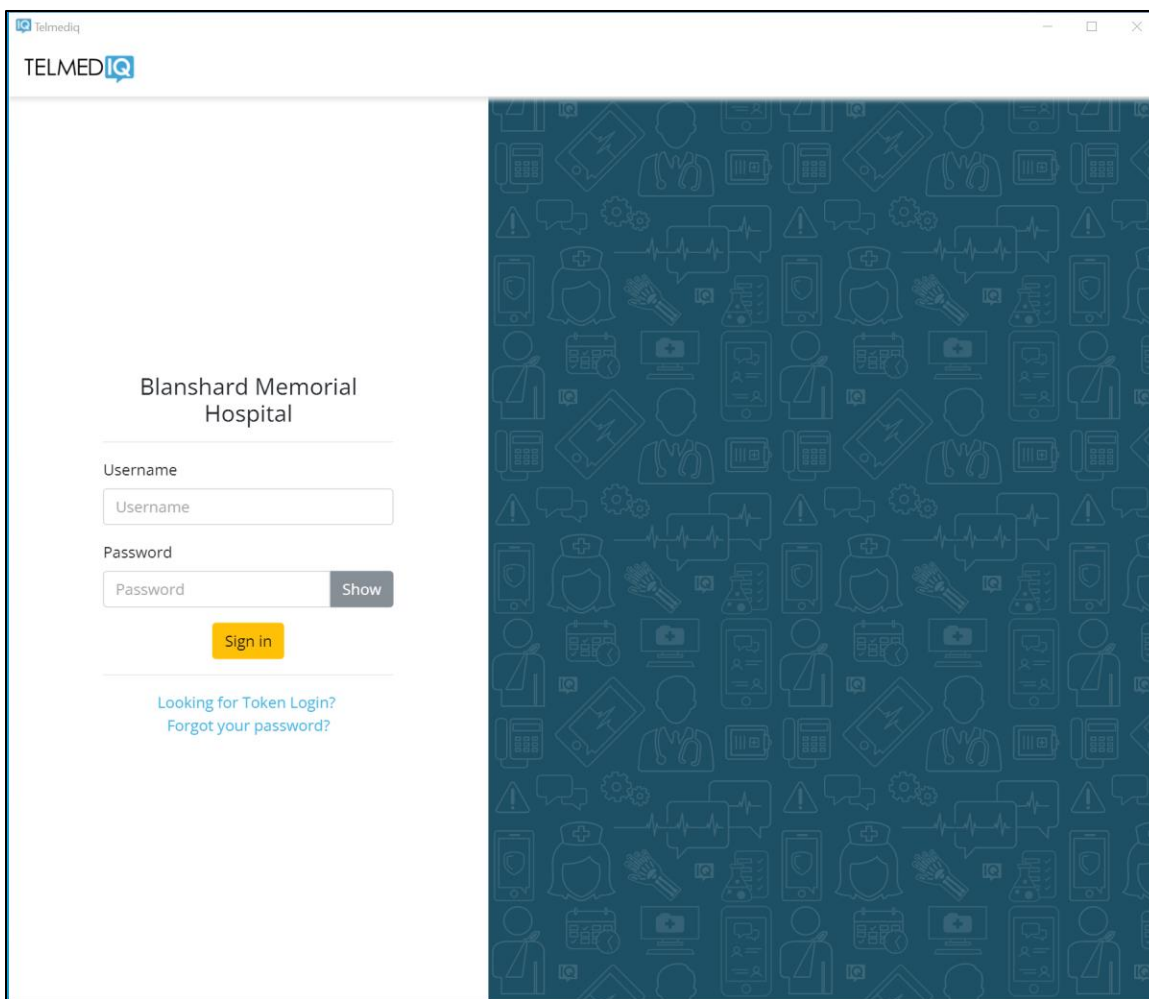


Signing In

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

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 Telmediq Web Console interface. At the top, there is a navigation bar with tabs for Messages, Directory, Patients, Paging Groups, Users, Today's Oncalls, and More. The user's name, Chris Smith, is visible in the top right corner. On the left side, there is an 'Inbox' section with a 'Compose' button highlighted in a red circle. The main area is titled 'Compose Message' and features a 'To:' field with a search icon and the text '(Group Lookup)'. Below this is a 'Select subscribers' list with several options: 'Permissions team', 'AA Ai, Anders', 'All', 'AC Allnutt, Courtney', and 'AC Anderson, Cade'. At the bottom of this list, there are two toggle switches: 'Escalations: ON' and 'Requires Confirmation: OFF (enable)'. To the right of the 'To:' field is a 'Saved contacts' section with a list of contacts: 'Cardiology (Chelsea London)', 'Graves, EmmaRose Nurse', 'Hospitalist Team A (Alexander Young)', and 'Young, Mai'. Below this is a 'Local groups' section with 'ER Trauma' and 'Trauma Team'. A 'Routing Information' section contains a yellow warning box with the text: 'Recipient and message type need to be filled out to check routing policies. Contents of message fields may impact routing policies.' The 'Message fields' section includes a large text area, a 'Callback Number' field, an 'MRN' field, and a note: 'Government & MLH policies prohibits texting of orders. Use PCM Basic Text to add Patient info.' At the bottom, there is an 'Additional attachments' section with a 'Choose Files' button and the text 'No file chosen'. The 'Send message' and 'Cancel' buttons are located at the bottom right of the 'Compose Message' window.





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**.

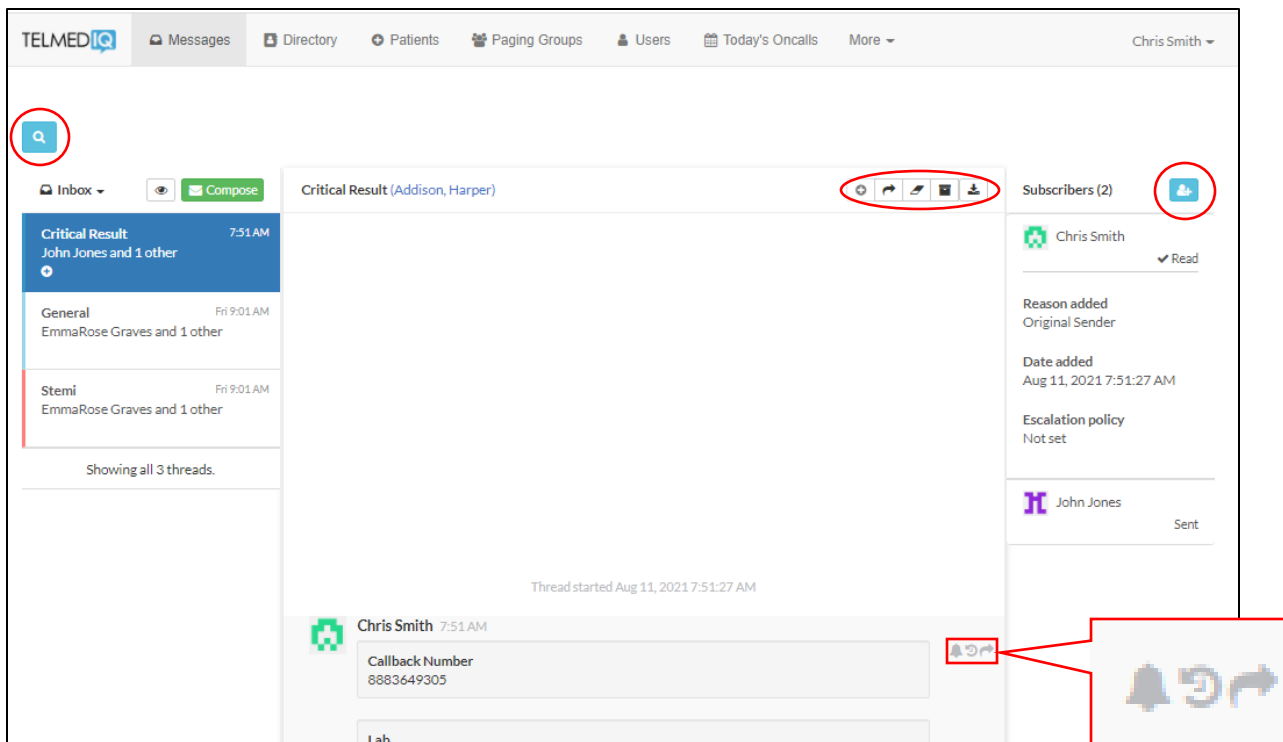
- Priority – the type of alert tones the recipient(s) will hear
- DND Override – will override the recipient’s Do Not Disturb and send alert tones.
- Escalations – will escalate the message to a backup user or team if the recipient doesn’t read or reply to the message. *Based on escalation policies.*
- 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

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

On-Calls




Filter by department Prev 08/09/2021 Next

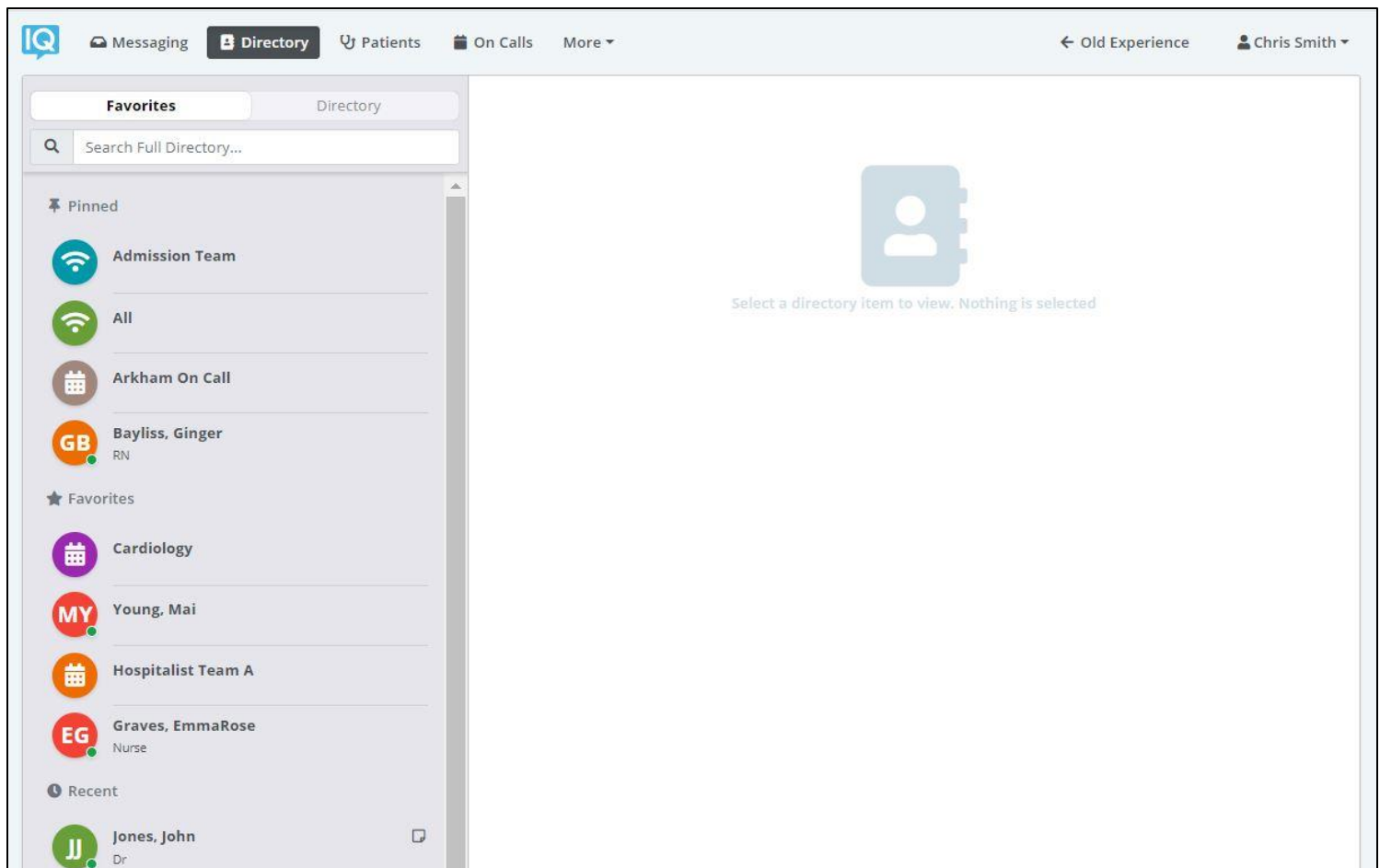
Departments	Time	On-Call
4 West		
Courtney Testing On-Call dept test		Nobody on call. Nobody on call.
BDR Team		
BDR		Nobody on call.
Cardiology		
Ashley's Test On Call	00:00 - 04:00 04:00 - 16:00 16:00 - 23:59	Neil Khare (User) Ashley O'Brien (User) Neil Khare (User)
Benjamin Pierce Cardiology	00:00 - 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.


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

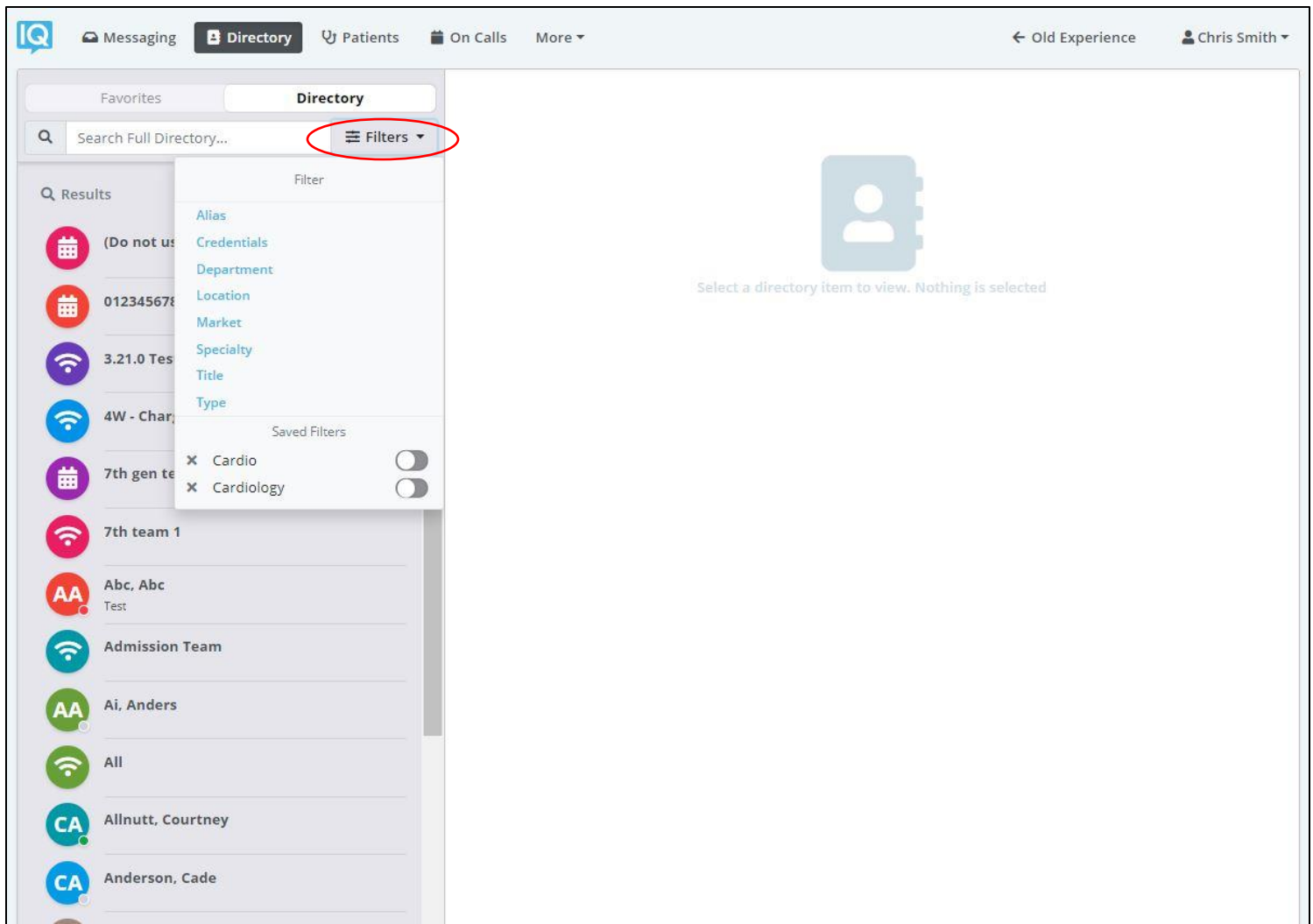
Select **message** to begin composing a message to the contact.

The screenshot displays the Telmediq Web Console interface. At the top, there is a navigation bar with tabs for Messaging, Directory (selected), Patients, On Calls, and More. The user's name, Chris Smith, is visible in the top right corner. The main content area is split into two panels. The left panel shows a directory search bar and a list of contacts under 'Pinned', 'Favorites', and 'Recent' categories. The 'Recent' category is highlighted, and 'Jones, John, Dr.' is selected. The right panel shows the contact details for John Jones, Dr., including a profile picture, name, title, and a 'Message' button. Below this, there are sections for 'Contact Methods' (Work: john.jones@telmediq.com) and 'Notes' (TelmediQ Support: Never call after 9pm on weekdays, dated Jul 14, 2021).

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 displays the Telmediq Web Console interface. At the top, there is a navigation bar with tabs for 'Messaging', 'Directory', 'Patients', 'On Calls', and 'More'. The 'Directory' tab is active. Below the navigation bar, there is a search bar labeled 'Search Full Directory...'. The main content area is divided into two sections: 'Favorites' and 'Directory'. The 'Favorites' section is currently selected and shows a list of contacts. The 'Directory' section shows the details for a contact named 'John Jones, Dr.' with a green profile picture and a 'Message' button. A red circle highlights the star icon in the top right corner of the contact details view. Below the contact details, there are sections for 'Contact Methods' (Work: john.jones@telmediq.com) and 'Notes' (TelmediQ Support: Never call after 9pm on weekdays, Jul 14, 2021).

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 displays the Telmediq Web Console interface. The top navigation bar includes 'Messaging', 'Directory', 'Patients', 'On Calls', and 'More'. The user is logged in as 'Chris Smith'. The left sidebar shows a 'Favorites' section with a search bar and a list of pinned items: 'Admission Team', 'All', 'Arkham On Call', and 'Bayliss, Ginger RN'. The 'Favorites' section also includes 'Cardiology', 'Young, Mai', 'Hospitalist Team A', and 'Graves, EmmaRose Nurse'. The 'Recent' section lists 'Jones, John Dr', 'Young, Mai', and 'Graves, EmmaRose'. The main content area shows the 'Cardiology' schedule group details. A purple calendar icon is at the top, with the text 'Cardiology' below it. A blue 'Message' button is circled in red. Below this, there is a section for 'On Call / Members' with a list of members, including 'Potter, Sherman Dr.'. There is also a 'View Schedule' link circled in red. A star icon in the top right corner is also circled in red. The 'Contact Methods' and 'Notes' sections are empty, showing 'No contact methods.' and 'No notes.' respectively.

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 shows the Telmediq Web Console interface. At the top, there are navigation tabs: Messaging, Directory (selected), Patients, On Calls, and More. The user's name, Chris Smith, is in the top right corner. The main content area is divided into two sections: Favorites and Directory. The Favorites section on the left lists several groups, with 'Admission Team' highlighted. The Directory section on the right shows the 'Admission Team' broadcast group. It features a large teal Wi-Fi icon, the group name 'Admission Team', and a blue 'Message' button. Below this is a 'Members' list with names and initials: Barber, Charles (PM); Bayliss, Ginger (RN); Blake, Henry (Dr.); Chelsea On Call; Ellis, Shane (PT); Furstenau, Steve (Imprivata); Houlihan, Margaret (RN); and Jones, John (Dr.). At the bottom of the Directory section, there are fields for 'Contact Methods' (showing 'No contact methods.') and 'Notes'. Red circles highlight the star icon in the top right, the 'Message' button, and the 'Join' button in the top right of the Members list.