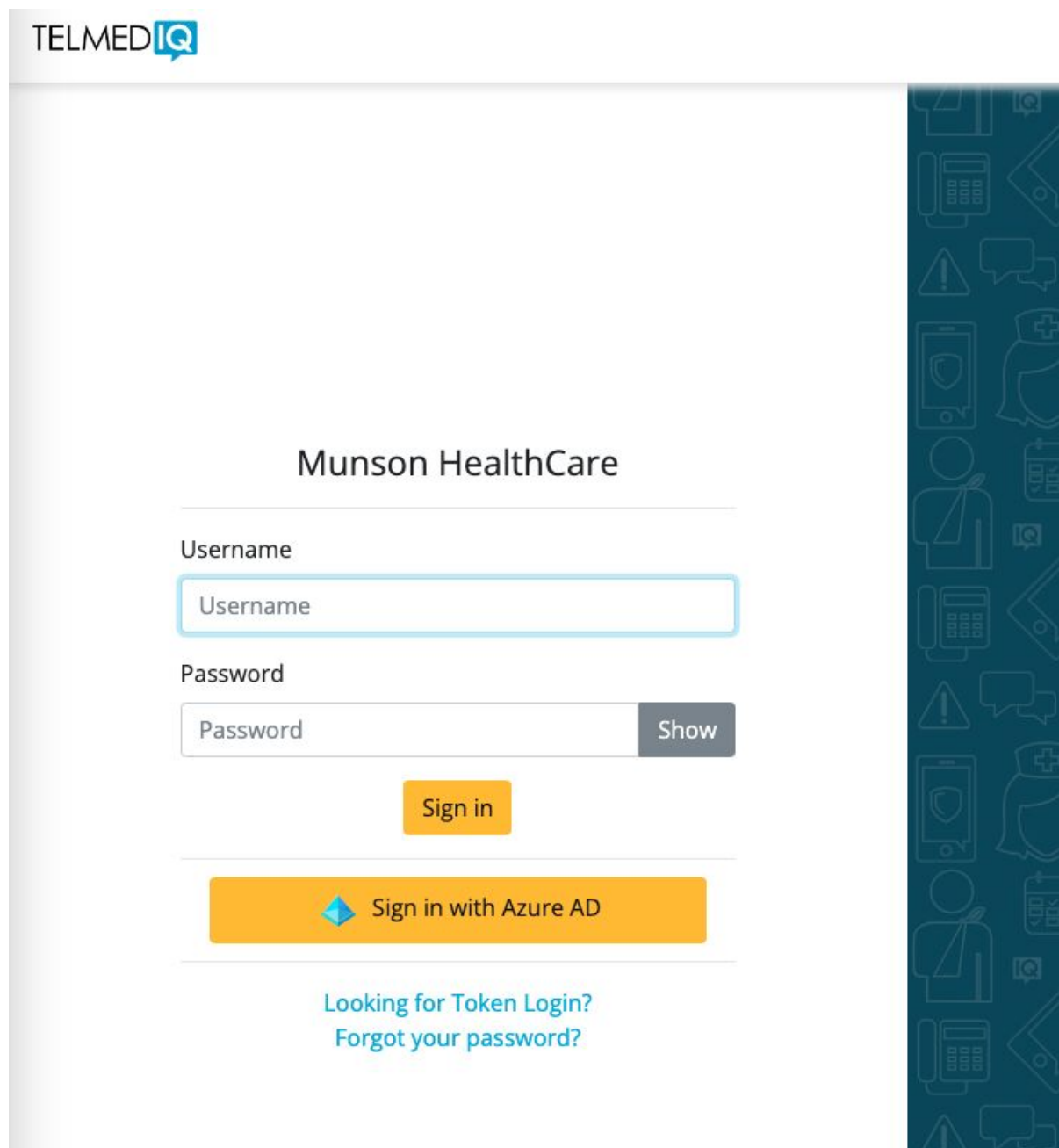


Signing In

1. Access your facility sign-on page.
 - **Intranet page for PerfectServe**
 - **Desktop link**
 - **Cerner Powerchart link**
2. Log in by clicking on “Sign in with Azure AD” to use the credentials you use for other clinical systems at Munson Health today.



TELME^{IQ}

Munson HealthCare

Username

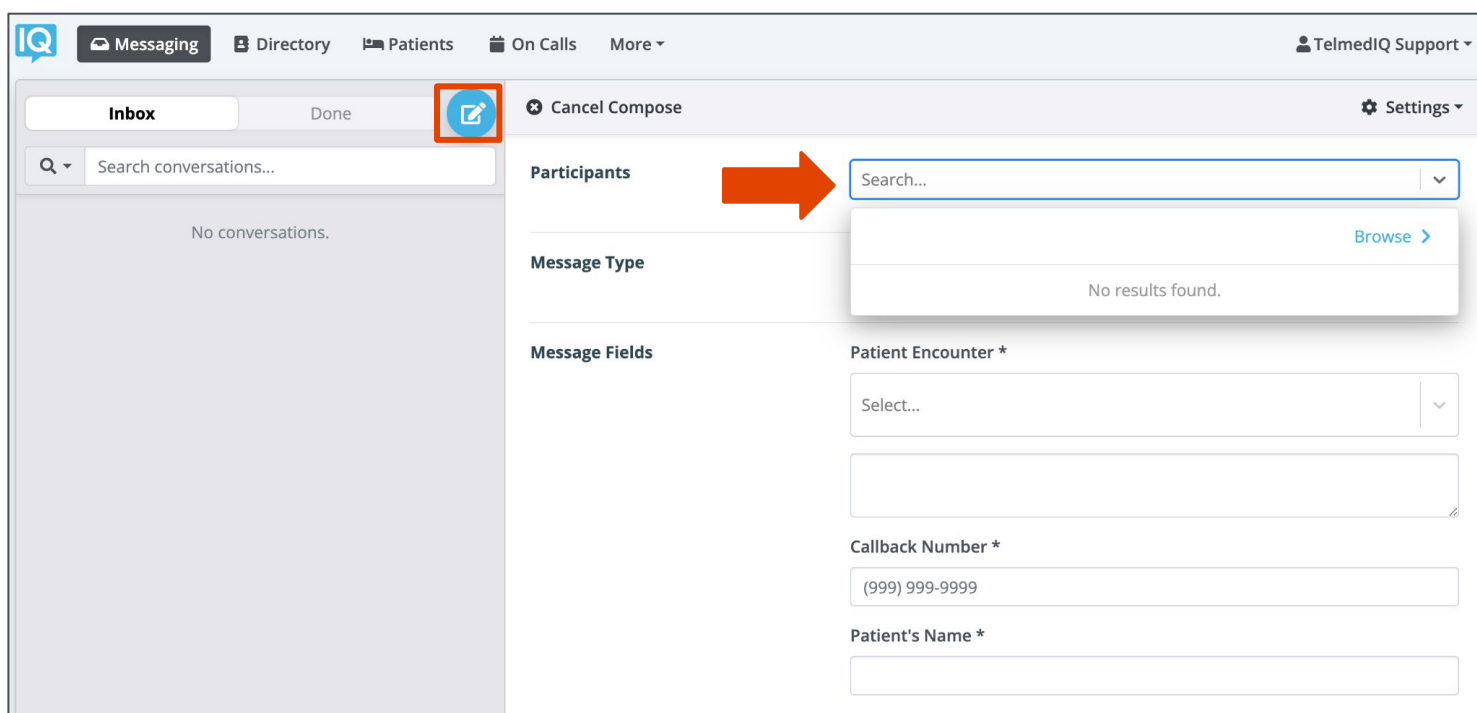
Password

 Show

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.



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 settings, *as needed* noting that some are not editable based on additional settings
3. Once finished, click **Send Message**.

The screenshot displays the 'Compose Message' interface. At the top left is a 'Cancel Compose' button. Below it is the 'Participants' section with a card for 'Mays, Josh' (Lead Telmediq Consultant). The 'Message Type' dropdown is set to 'New Admission / Consult'. The 'Message Fields' section contains several input fields: 'Patient's Name *', 'Date of Birth *' (with a date picker), 'Unit/Bed *', 'Callback Number (optional)' (with a placeholder '(999) 999-9999'), and 'Reason *'. On the right, the 'Settings' menu is open, showing options: 'Priority' (Normal), 'Allow Replies' (checked), 'Requires Confirmation' (unchecked), 'Reply Notifications' (checked), 'Ignore User Status' (unchecked), and 'Apply Escalations' (checked). A 'Send Message' button is located at the bottom right.

Settings Menu:

- 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 – bypasses if the user is unavailable to notify users of messages
- 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*

Details provides a snapshot of participants, settings and other settings applied to the message sent

1. Click “+ Add Participants” to bring up the directory and add additional users to the thread.
2. See additional details for an individual user in a message by clicking on the participants name.
3. Click on the message sent to view additional details and actions of the message including:
 - Message History - includes what time the message was sent, delivered and read
 - Alerting History - outlines how many times the user was notified of the message sent
 - Forward message - allows for the message to be sent to another participant
4. To stop replies to this thread click “End Conversation” noting the message will stay in your inbox.

Recall Mark Done Forward Hide Details

CAD, FEMALEGIRL
Date of Birth Nov 29, 2023 (age 0)
Sex ♀ Female
Location CAD:CAD:4OB:407:1A
MRN 10003353
Admitted Date Nov 28, 2023

May 3, 2024

Pt family has questions
Callback Number: 8778441015
Patient's Name: Testing May 3, 2024 10:07 AM

System Message: Telmediq Support
Telmediq and will not be able to receive

Subscribers 2

+ Add Participants

JM Josh Mays ✓ Read
Added: 10:07 am

Reason Added Original Recipient
Escalation Policy Not Set

TS Telmediq Support ✓ Read
Added: 10:07 am

Settings

Priority Normal

Allow Replies YES

Reply Notifications YES




End Conversation

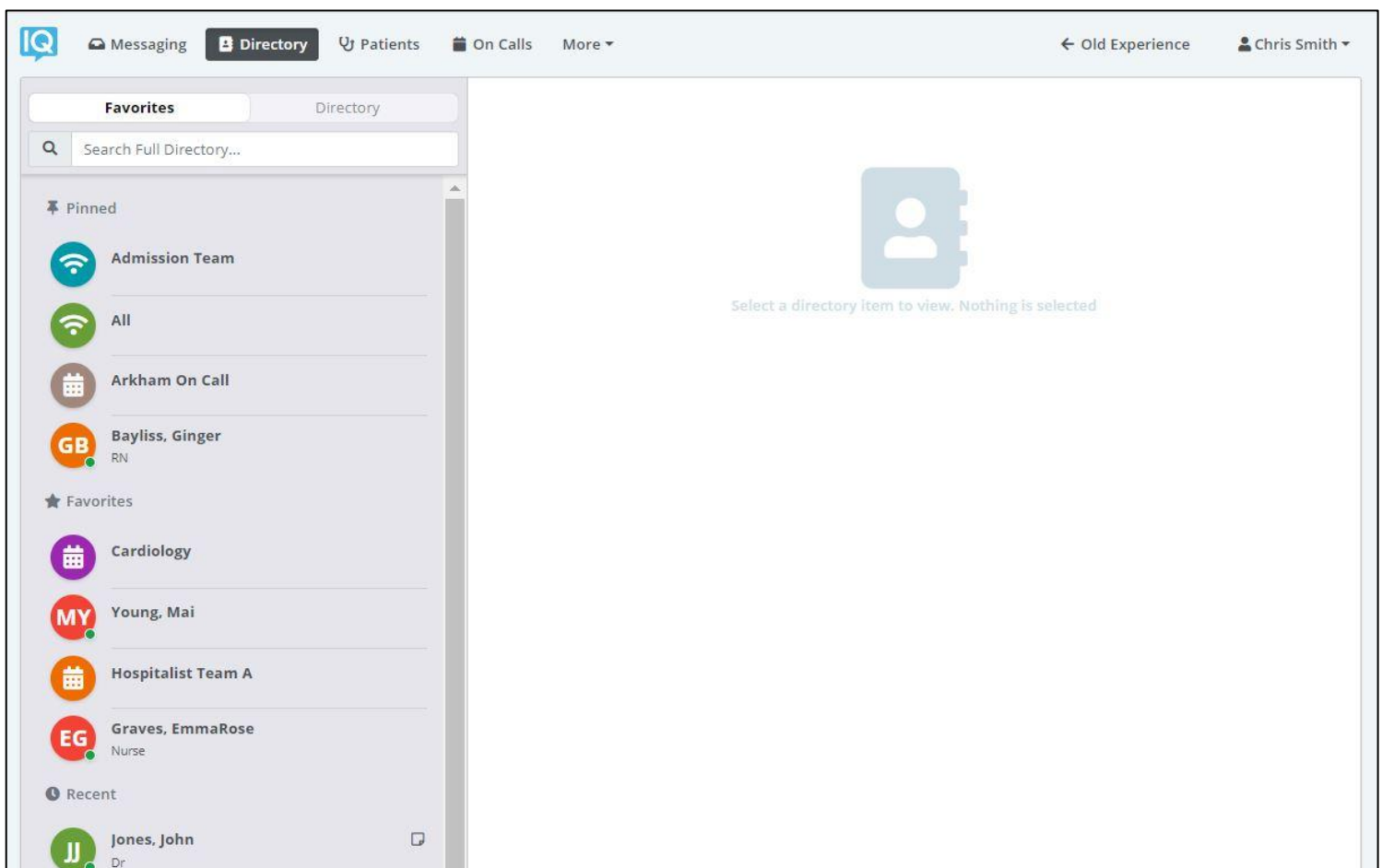
Press enter to send the message

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

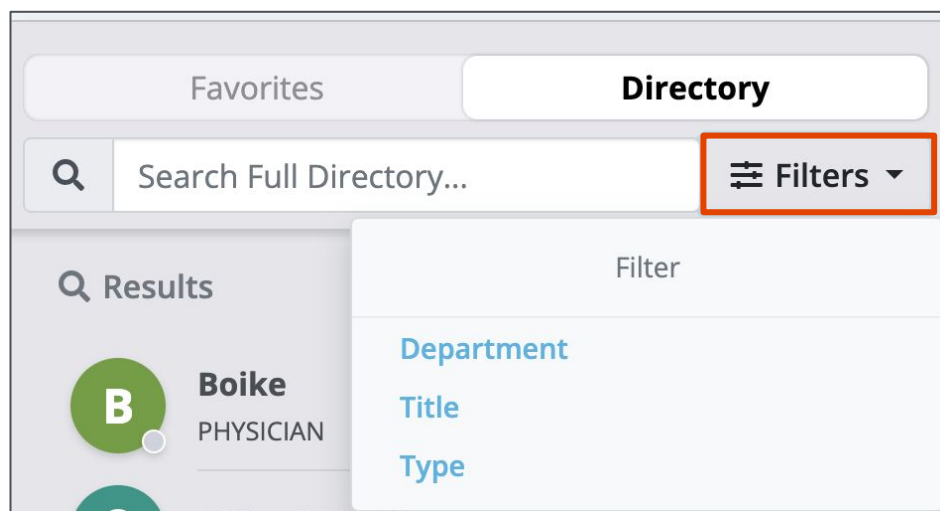
Select **message** to begin composing a message to the contact.

The screenshot displays the Telmediq Web Console interface. At the top, there are navigation tabs for Messaging, Directory (selected), Patients, On Calls, and More. The user is logged in as Chris Smith. The main content area shows the contact details for John Jones, Dr. The contact's profile includes a green circular avatar with the initials 'JJ', the name 'John Jones', the title 'Dr', and a 'Message' button. Below the profile, there are sections for 'Contact Methods' and 'Notes'. The 'Contact Methods' section shows a 'Work' email address: john.jones@telmediq.com. The 'Notes' section contains a note from 'TelmediQ Support' dated Jul 14, 2021, with the text 'Never call after 9pm on weekdays.' On the left side, there is a sidebar with a search bar and a list of contacts. The 'Pinned' section includes Admission Team, All, Arkham On Call, and Bayliss, Ginger RN. The 'Favorites' section includes Cardiology, Young, Mai, Hospitalist Team A, and Graves, EmmaRose Nurse. The 'Recent' section includes Jones, John Dr (highlighted), Young, Mai, and Graves, EmmaRose.

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.

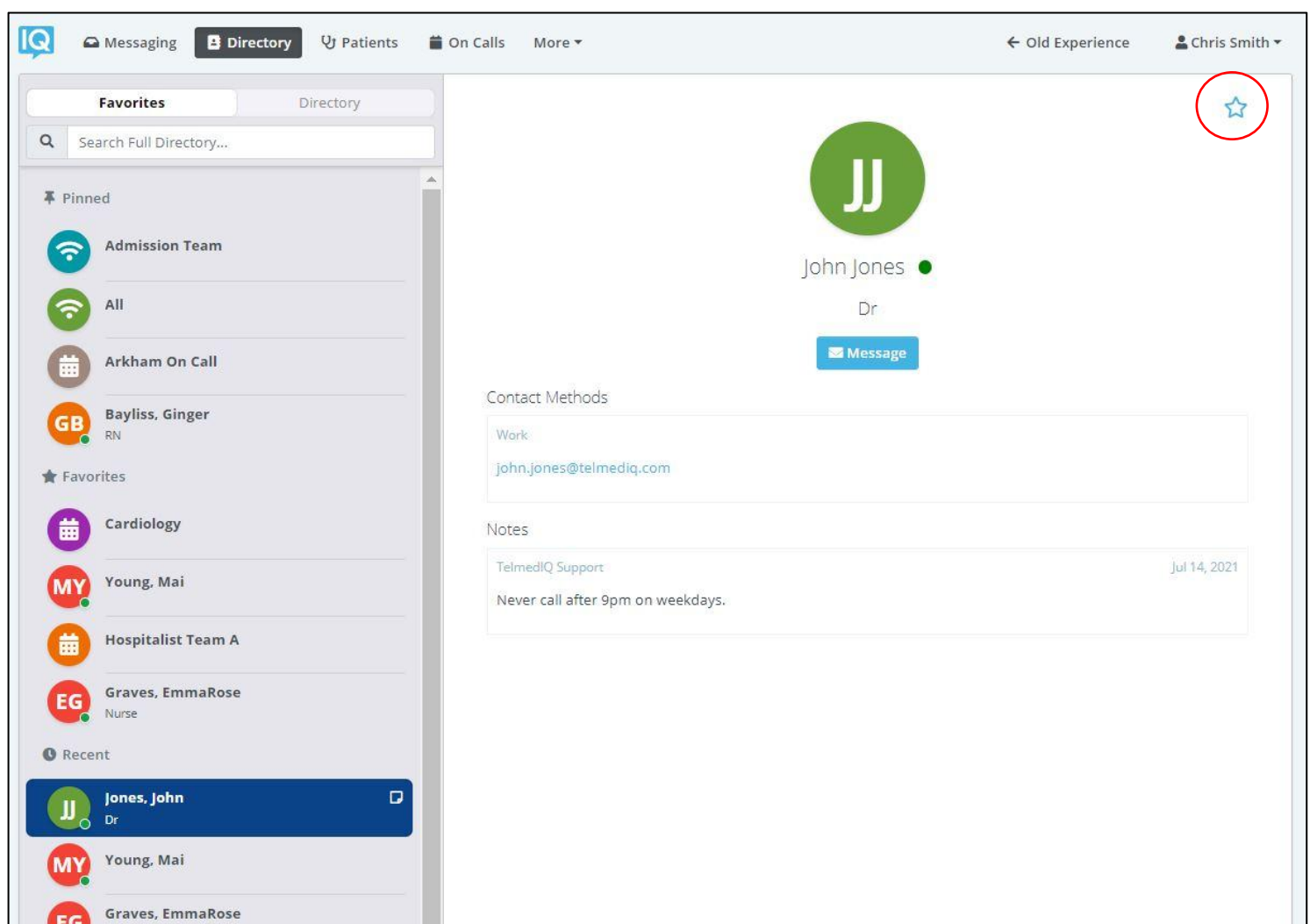
- Select **Directory** so that the Filter option will appear; select **Filter**.
- **Select** filter(s) to narrow results by Department, Title, or Type.
- Continue to add as many additional filters as needed.
- Click **Save** once all filters have been selected.
- **Name** the new filter so that it can be used easily in the future.
- When finished, click **Save**.
- The filter will appear under the search bar when in use.
- 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.



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. At the top, there are navigation tabs for Messaging, Directory, Patients, On Calls, and More. The user is logged in as Chris Smith. The main content area is divided into two sections: Favorites and Directory. The Favorites section is active, showing a search bar and a list of pinned items including Admission Team, All, Arkham On Call, and Bayliss, Ginger RN. The Directory section shows a list of favorites, with Cardiology selected and highlighted in blue. The Cardiology schedule group details are displayed on the right, including a calendar icon, the name 'Cardiology', a 'Message' button, and a 'View Schedule' link. The 'On Call / Members' section shows a list of members, with Potter, Sherman Dr. listed. The 'Contact Methods' and 'Notes' sections are currently empty.

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 visible in the top right. The left sidebar contains a search bar for the full directory and a list of pinned and favorite broadcast groups. The 'Admission Team' is highlighted in the pinned list. The main content area shows the details for the 'Admission Team' broadcast group, including a 'Message' button (circled in red), a 'Join' button (circled in red), and a list of members with their names and roles. The 'Contact Methods' section indicates that there are no contact methods for this group.