

Morning Set Up

1. Ensure Check-In Here posters with QR code are displayed in appropriate locations.
2. Remove iPad(s) from the charging station.
 - a. To power on, press and hold the top button until the Apple logo appears.
3. iPads do not require a login.
4. Tap on the Tonic icon and enter the clinic login information.
 - a. **Tonic app** login on the iPad is a **general clinic login**.
 - b. **Tonic website dashboard** requires the Munson Single Sign-On credentials **per user**.



Patient Self Check In – Recommended Workflow



Once logged into the Tonic app:

1. **Select the clinic** by tapping on the clinic name. (See manual for selecting multiple clinics.)
2. **Click menu** in the upper right-hand corner of the screen and **select Switch to Self Check-In Mode**.
3. The iPad will default to the Check-In Here screen. The patient should tap the Get Started button.
4. The patient will review their appointment and demographic information, provide answers to the questions presented to them, and sign any needed consent forms.
5. Once the patient taps Done and sees the Thank You screen, they should return the iPad to the front desk.
6. Change the patient's status in Revenue Cycle to **Check In**.
7. Verify the iPad has defaulted back to Check-In Here screen. Wipe down the iPad in between patient uses.

Staff Assisted Patient Check In

Once logged into the Tonic app:

1. **Select the clinic** by tapping on the clinic name. (See manual for selecting multiple clinics.)
2. **Find the patient's appointment** on the Schedule List.
3. **Verify the patient's identity** and click the Next button to open the list of auto-assigned surveys.
 - a. From the All Surveys tab, additional surveys can be selected, and pre-selected surveys can be unselected before launching.
4. **Tap on the Launch # Survey button** to launch the pre-selected survey(s) on the Assigned tab.
5. **Hand the iPad to the patient** to complete the forms.
6. Once complete, the patient will return the iPad to the desk.
7. Change the patient's status in Revenue Cycle to **Check In**.
8. Re-enter the clinic password to open the Schedule list and begin registration for the next patient.
9. Wipe down the iPad in between patient uses.

End of Day

1. Log out and close the Tonic app.
2. Wipe down the iPad.
3. Plug the iPad in at the front office charging station.

Miscellaneous Information

1. iPads are only to be used for Tonic e-Registration.
2. iPad chargers should always remain at the front desk in a designated charging area.
3. Allow access to the camera function on the iPad during the first use.
4. To power the iPad off, navigate to Settings > General > Shut Down or hold the top button down for three seconds, then drag the slider.
5. For issues with iPad hardware, Tonic software, or if additional iPads are needed, please call the IT helpdesk, or enter a helpdesk ticket.

iPad Updates

1. Open the **Citrix Hub** (may need to swipe right to find the icon).
2. Enter the Secure PIN: **3232** (1717 for some wave 0 releases).
3. Select **Store** from the top menu.



4. Select **Tonic Health**.
5. Select **Add or Update**.



- a. Note: **Reinstall** indicates that you have the most current version, and no further action is required.