



Allscripts Patient Flow 21.2

## Mobile User Guide

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## Chapter 1

# Patient Flow Mobile overview

Allscripts Patient Flow™ Mobile enables hospitals to centralize and integrate transport and bed turnover activities with a mobile device, and is intended for use by transporters and housekeepers. The functionality is designed around the daily key assignments that transporters and housekeepers perform frequently.

The application runs on iOS® and Android® devices.

## Getting started with Patient Flow Mobility

Before you use Allscripts Patient Flow™ Mobility, specific requirements must be met.


Verify the following:





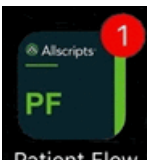
- > Your organization is using Allscripts Patient Flow™ Mobile version 18.1.0 or above.
- > You are using a device compatible with your organization's settings. iOS® or Android® devices can be configured, but not both.
- > Your mobile device is connected to your organization's wireless network.
- > You have an ID for your mobile device, if you will check yourself in or out of a Allscripts Patient Flow™ session.
- > Allscripts Patient Flow™ Mobility is installed on your mobile device.
- > You have a *Transporter* or *Housekeeper* role configured in Allscripts Patient Flow™.
- > Your username and password for Allscripts Patient Flow™ are the same as the username and password you have configured for Mobility.

## Mobile icons and indicators






Tap an Allscripts Patient Flow™ Mobile icon to use its associated functionality, or use the indicators to view information such as job statuses or patient precautions.


Use the following icons, which might be displayed on your mobile device.

Icon	Action
 (refresh icon)	Searches for changes and new content updates.

Icon	Action
 (side menu options icon)	Indicates that side menu options are available. Available options might vary depending on your role.
 (unread messages in Inbox icon)	Indicates that you have unread email messages in your <b>Inbox</b> .
 (Inbox icon)	Displays the number of unread messages in your <b>Inbox</b> .
 (batching material jobs icon)	This batching material job icon indicates that one or more similar transport type jobs can be completed by a single transporter.
 (Patient Flow badge with unread messages icon)	The number on the Allscripts Patient Flow™ app badge indicates that you have at least one unread new message.

Use the following indicators, which might be displayed on your mobile device.

Indicator	Description
 (checked in icon)	Indicates that you are checked into the Bed Turnover module or Transport module.
 (isolation precaution indicator)	Indicates that the housekeeper or transporter must follow hospital isolation precautions policies before working with the patient.
 (Stat indicator)	Indicates that the job is considered Stat and the housekeeper or transporter must follow hospital procedures to complete the job.
 (High Priority indicator)	Indicates that the job is considered High Priority and the housekeeper or transporter must follow hospital procedures to complete the job.
 (Stat with isolation indicator)	Indicates that the housekeeper or transporter is assigned a High Priority job and also follow the hospital's isolation precautions policy before working with the patient.

Indicator	Description
 (Delete mail indicator)	Used to delete all messages at once. When clicked you are prompted "Are you sure?" before messages are deleted.

## Chapter 2

# Common Mobile tasks

In Allscripts Patient Flow™ Mobile, use common tasks for the Bed Turnover or Transport modules.

Day-to-day tasks for bed turnover or transport jobs might include:

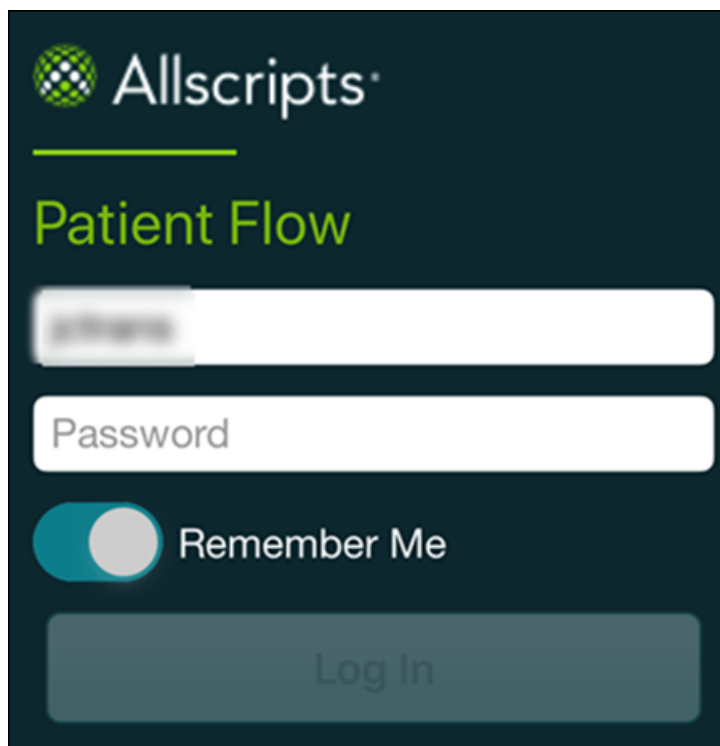
- > Log in and log out.
- > Check in and out.
- > View job list or job details.
- > Go on break and go off break.
- > View, reply, or delete messages.

## Log in to Mobile

From the login page, log in to Allscripts Patient Flow™ Mobile.

1. On your mobile device, tap the Mobile icon.
2. From the login window, enter your username and password.

**Note:** You must enter your username and password each time you log in or whenever you exceed the inactivity time limit and are automatically returned to the login window. If necessary, consult your system administrator for password requirements.



3. Tap **Log In**.

## Log out of Mobile

Use **Log Out** to log out of Allscripts Patient Flow™ Mobile. For security reasons, you must log out of the app when you end your workday.

1. On your mobile device, tap **Log Out**.
2. Select **Yes**.

The Mobile login window opens.

## Check in to Mobile

Depending upon your organization settings for mobile users, check yourself into an Allscripts Patient Flow™ Mobile session. Otherwise, the system administrator will check you in.

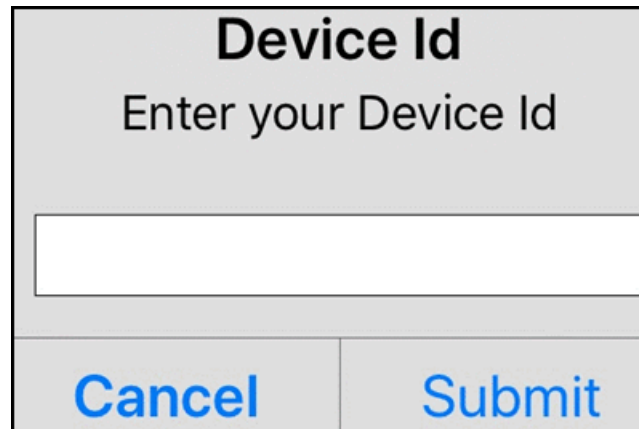
### Before you begin

Verify that you have a Device ID to check in to the Mobile application.



**Note:** The check-in window only displays if your organization is configured for self check-in. If a supervisor or another user has checked you in, you do not see this window.

1. If you are prompted to check in when you log in to Mobile, select **Yes**.
2. On **Device ID**, enter your Mobile device ID.




3. Click **Submit**.

### Results of this task

The **Transport** or **Bed Turnover** job lists open and display active jobs.

## Check out of Mobile

Check out of a Allscripts Patient Flow™ Mobile session. Depending upon your organization settings, mobile users can either check themselves out or the system administrator will check users out.

1. On your mobile device, tap .
2. Tap **Check Out**.
3. On the **Check Out** confirmation window, tap **Yes**.

### Results of this task

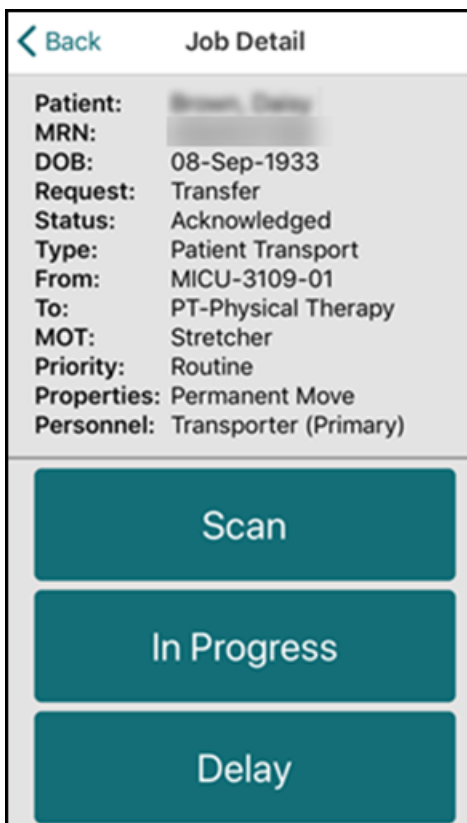
You are checked out of your shift and logged out of the Mobile application.

## Change jobs to In Progress

From Allscripts Patient Flow™ Mobile, change a patient's **Transport** job or **Housekeeping** job to In Progress.

1. From a job worklist in Mobile, acknowledge the job.

**Job Detail** opens.



< Back		Job Detail
<b>Patient:</b>	[Redacted]	
<b>MRN:</b>	[Redacted]	
<b>DOB:</b>	08-Sep-1933	
<b>Request:</b>	Transfer	
<b>Status:</b>	Acknowledged	
<b>Type:</b>	Patient Transport	
<b>From:</b>	MICU-3109-01	
<b>To:</b>	PT-Physical Therapy	
<b>MOT:</b>	Stretcher	
<b>Priority:</b>	Routine	
<b>Properties:</b>	Permanent Move	
<b>Personnel:</b>	Transporter (Primary)	
Scan		
In Progress		
Delay		

2. To read the patient's information from their wristband, tap **Scan**.

**Note:** The first time you use **Scan**, you must select the option that allows your mobile device to access the camera.

3. Click **In Progress**.

The job status changes to In Progress.

## Go on or off breaks

In Allscripts Patient Flow™ Mobile, use the **Go On Break** or **Go Off Break** options to manage your break time.

If you are within your break time session and not on an active job, you can go on break.

1. To go on a break, complete the following steps:

- a. On your mobile device, tap .
- b. Tap **Go On Break**.

2. On **Start Break**, tap **Yes**.

If you select **No**, you remain available for jobs.


You are on a break and unable to accept jobs.

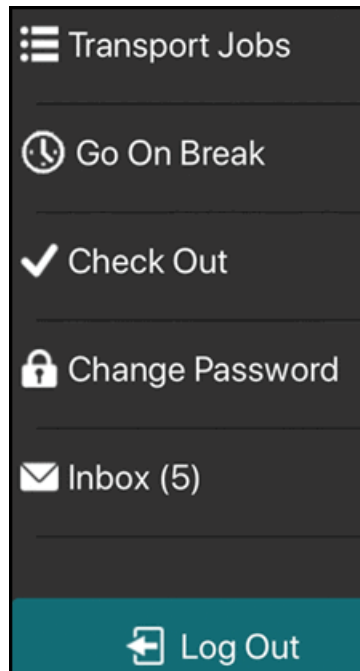
3. To end the break, complete the following steps:

- a. Tap **Go Off Break**.
- b. Tap **Yes**.
  - If you select **No**, you remain on break.
  - A message opens, which confirms you are successfully taken off break.
- c. Tap **OK**.
  - You are off your break and available to accept jobs.

## View or reply to Mobile messages

View messages in Allscripts Patient Flow™ Mobile. If necessary, reply to the message.

1. From your mobile device, tap .
  - The Mobile options are displayed.



**2. Tap **Inbox**.**

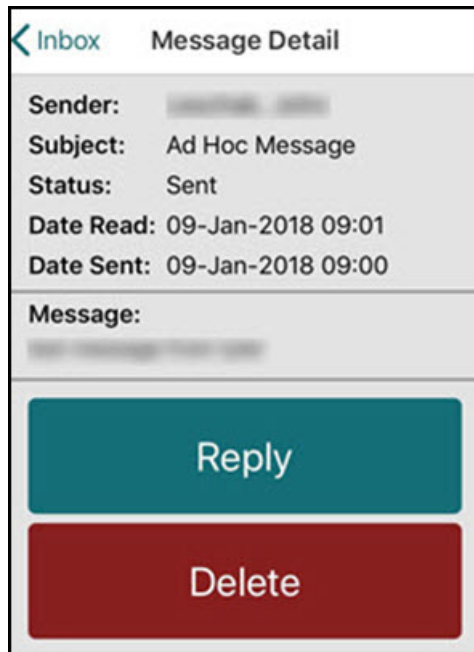
A list of your messages is displayed.

Unread messages in your inbox are displayed in bold on the Mobile header, and displayed in chronological order with the most recent message first. After you read a message, it is no longer displayed in bold.

When you tap mobile push notifications (pop-up messages) for user-initiated messages **Inbox** opens. If you tap any other type of message, a job list opens.

**3. Select a message to read.**

**Message Detail** opens.



4. Do one of the following:

- > To reply to the message, tap **Reply**.  
If you send an email message to a mobile device user from Mobile, the mobile device recipient can reply to you from their inbox.
- > To delete the message, tap **Delete**.

## Delete mobile messages

Delete messages from the **Inbox** in Allscripts Patient Flow™ Mobile.

Use alternate ways to delete messages.

- > Tap the message and choose **Delete** (when displayed).
- > Swipe to the left on the message and tap **Delete**.
- > Open the message in your inbox and delete it from there.

1. To delete a message from your inbox, complete the following steps:

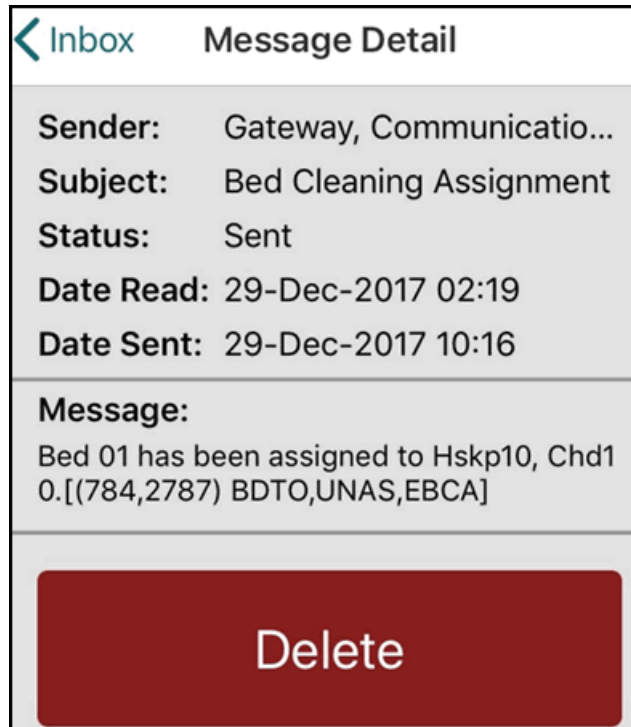
- a. Tap .

The Mobile options are displayed.

- b. Tap **Inbox**.

A list of your messages is displayed.

- c. Select the message to delete.
- d. On **Message Detail**, tap **Delete**.



- e. On the confirmation message, tap **Yes**.

You have deleted the message and it is removed from your inbox.

## Chapter 3

# Transport module

The Transport module in Allscripts Patient Flow™ uses intelligent assignments, alerts, and escalations to notify applicable personnel of transport requests and job statuses. An automated process locates and rates the available transporters according to various criteria. This functionality enables managers to maximize staff productivity.

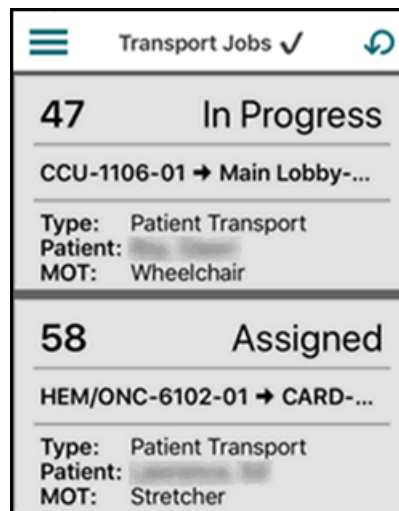
Job-routing technology provides the option to automatically assign the most applicable transporter without user involvement, which drives efficient operations and fewer delays. Also, supervisors retain the ability to manually assign transport jobs.

Use Mobile in the Transport Module to complete the following actions:

- > View and acknowledge jobs.
- > Update job statuses.
- > Place jobs to *In Progress*.
- > Delay jobs.
- > Cancel jobs.

**Note:** To cancel transport jobs, verify that you are assigned to the correct role and permissions by a system administrator.

The following image is an example of a **Transport Jobs** list.

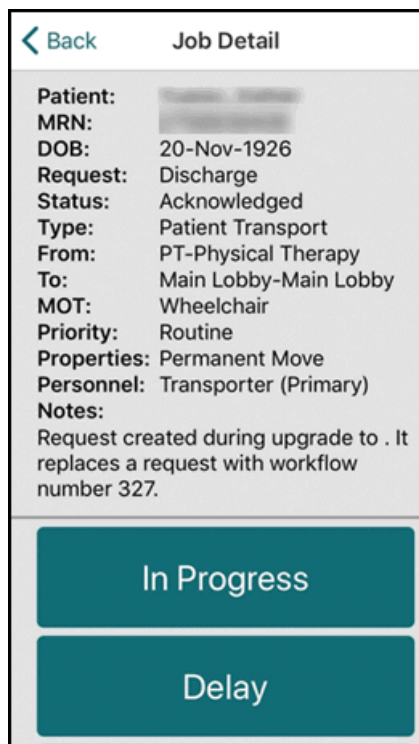


## Transport Jobs details

Depending on how the transport job is configured for your organization, the following information might be displayed for each job assigned to a transporter.

- > Patient
- > MRN
- > DOB
- > Request
- > Status
- > Type
- > From
- > To
- > MOT
- > Priority
- > Personnel
- > Notes

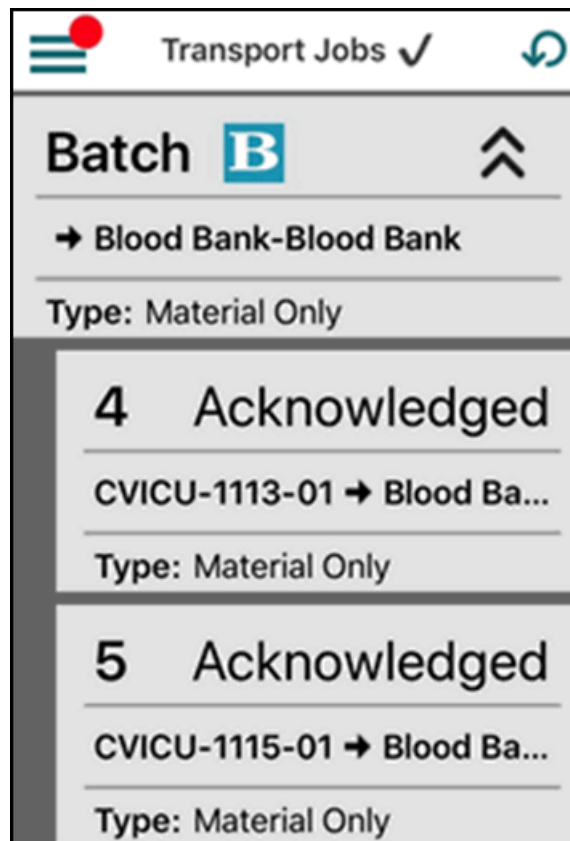
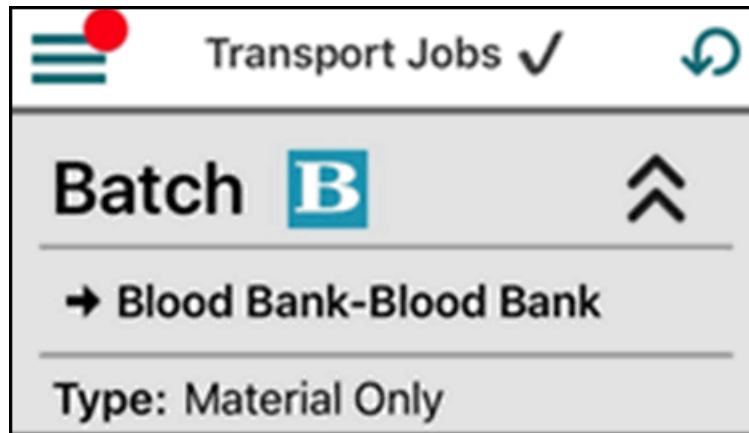
The following image of the **Job Detail** window is an example of the details a transporter might see in the Allscripts Patient Flow™ Mobile application.





In some cases, you might be assigned to material-only transport jobs. If your application is configured to support batching territories, assign similar transport type jobs to a transporter.

The following images display examples of the **Transport Jobs** window for a material-only request. The first image is a collapsed view and the second image is an expanded view.



## Transport job request statuses

View the Transport module job statuses that might display to you in Allscripts Patient Flow™ Mobile.

Possible transport job statuses are described in the following table.

Status	Description
Acknowledged	The transporter has viewed the transport job.
Assigned	The transport job is assigned to a transporter.
Delayed statuses	<ul style="list-style-type: none"> <li>&gt; Delayed Acknowledged: The transporter has acknowledged and delayed the job, but remains assigned to the job.</li> <li>&gt; Delayed In Progress: The transporter has viewed the job and placed it in progress, but delayed. The transporter is still assigned to the transport job.</li> </ul>
In Progress	The transport job is in progress and assigned to the transporter.

## Chapter 4

# Bed Turnover module

The Bed Turnover module in Allscripts Patient Flow™ enables hospitals to centralize and integrate housekeeping activity by automatically creating and communicating bed-cleaning requests.

The module uses intelligent assignment, alerts, and escalations, and applicable personnel are informed of these requests and the bed-cleaning job status. An automated search process locates the available housekeepers and rates them according to various criteria. This functionality enables managers to maximize staff productivity. Job-routing technology provides the option of automatic assignment to the most applicable housekeeper without manager involvement, driving more efficient operations and less delay. Supervisors retain the ability to manually assign bed turnover jobs.

Use Allscripts Patient Flow™ Mobile in the Bed Turnover Module to complete the following actions:

- > View a bed cleaning job assignment and acknowledge it.
- > Update the status of a bed cleaning job.
- > Place a bed cleaning job to in progress.
- > Delay a bed cleaning job.
- > Cancel a bed cleaning job.

|| **Note:** To cancel bed turnover jobs, verify that you are assigned to the correct role and permissions by a system administrator.

## Bed Turnover Jobs details

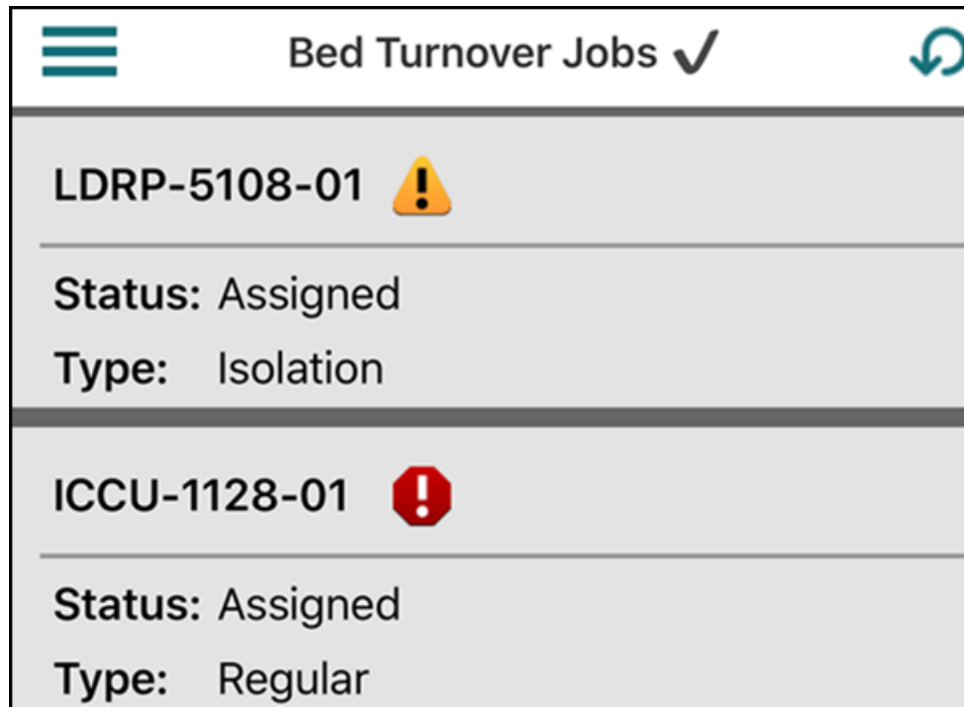
Use Allscripts Patient Flow™ Mobile to display the bed cleaning information for each job assigned to a housekeeper.

The following information might be displayed for bed turnover jobs:

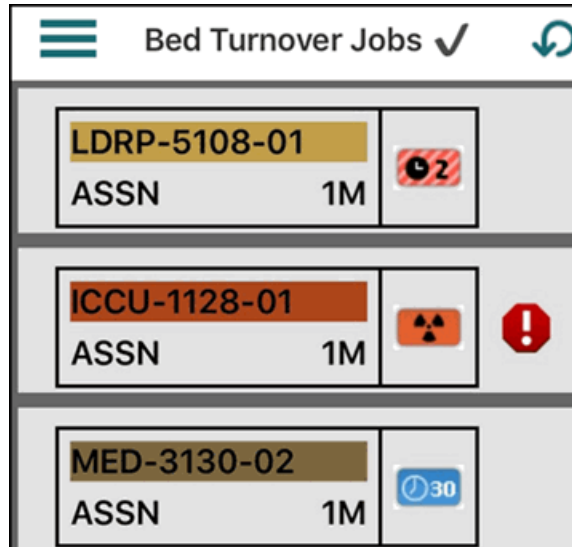
- > **Bed**
- > **Status**
- > **Type**
- > **Priority**

View the **Bed Turnover Jobs** window in either a graphic or list display. The view can vary, depending on your organization's configuration.

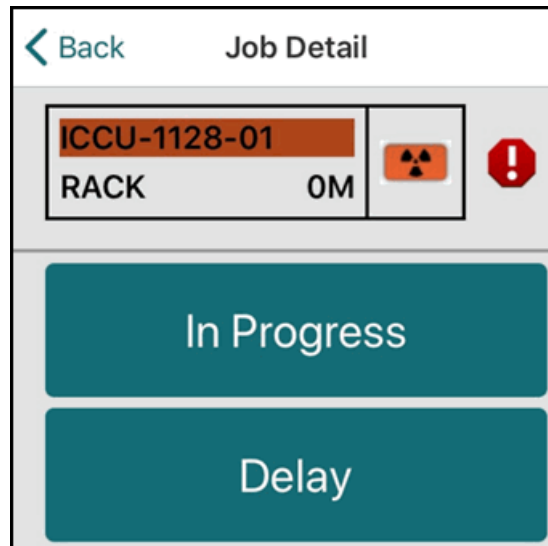
The following image is a bed turnover job configured for a list in Mobile.



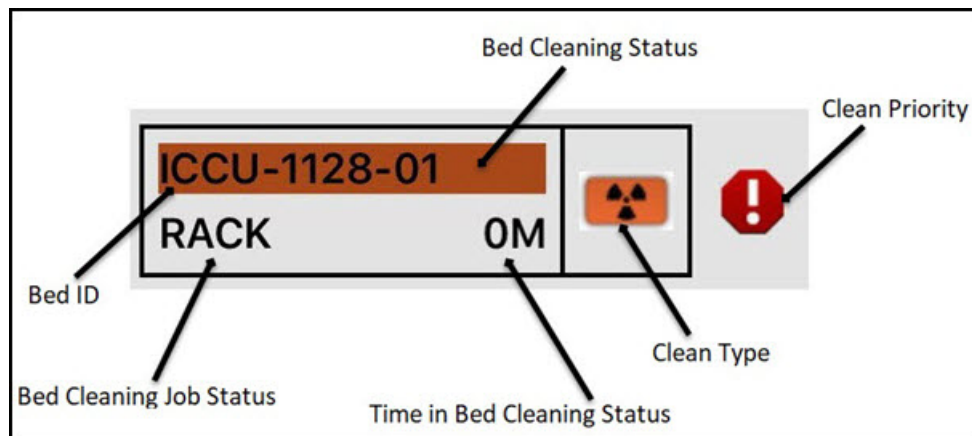
The following image is a bed turnover job configured for a graphical, tile view in Mobile.



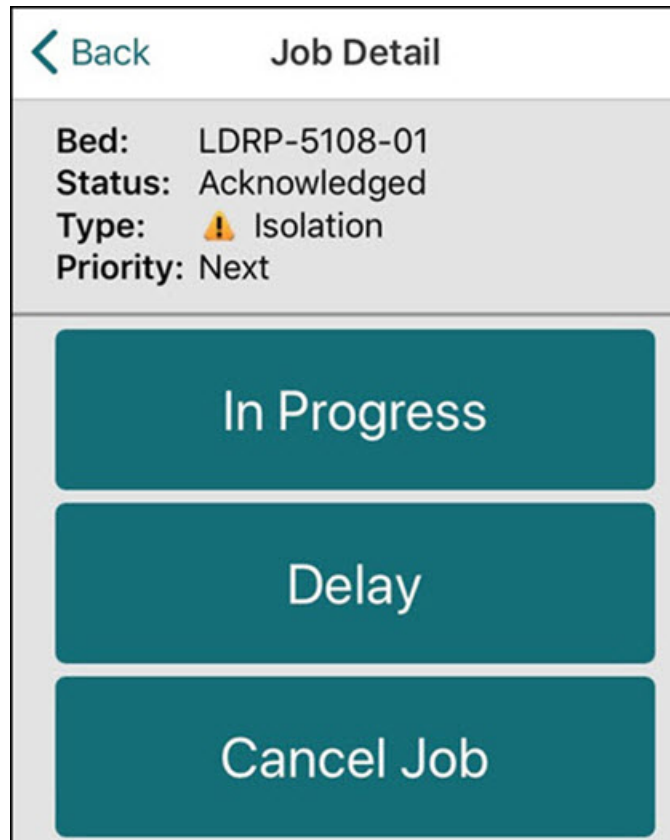
The following image is a bed turnover job assigned to a housekeeper and configured for a graphical, tile view in Mobile.



The bed turnover tile details that a housekeeper might see are described in the following image.



The following image demonstrates the bed turnover job details in a list view.



## Bed Turnover Mobile statuses








View the Bed Turnover module job statuses that might display to you in Allscripts Patient Flow™ Mobile.

Possible bed turnover job statuses are described in the following table.

Status	Description
Acknowledged (RACK)	The housekeeper viewed the bed cleaning job.
Assigned (ASSN)	The bed cleaning job is assigned to a housekeeper.

Status	Description
Delayed (DRCK) statuses	<ul style="list-style-type: none"> <li>&gt; Delayed Acknowledged: The housekeeper has acknowledged and delayed the job. The housekeeper is assigned to the bed turnover job.</li> <li>&gt; Delayed In Progress: The bed turnover job is in progress, but delayed. The housekeeper is still assigned to the bed turnover job.</li> </ul> <p><b>Note:</b> In both delays, the housekeeper remains with the bed turnover job.</p>
In Progress (IPRG)	The bed cleaning job is in progress and assigned to the housekeeper.

Explanations of the bed-cleaning status colors that might display in the bed turnover graphic view are described in the following table.

Color	Status
 (green)	Available
 (brown)	Dirty
 (light brown)	Dirty, Next
 (red brown)	Dirty, Urgent Priority
 (yellow)	Cleaning in Progress
 (purple)	Delayed
 (black)	Closed

## Chapter 5

# Dual User Role mode

Allscripts Patient Flow™ added functionality for staff members who function as both a housekeeper and a transporter during a shift. This feature provides the ability to link two user profiles, allowing the staff member to log in to both roles simultaneously and receive both Bed Turnover and Transport jobs on the APF Mobile application.

The module uses intelligent assignment, alerts, and escalations, and applicable personnel are informed of these requests and the job status. An automated search process locates the available housekeepers/transporters and rates them according to various criteria. This functionality enables managers to maximize staff productivity. Job-routing technology provides the option of automatic assignment to the most applicable housekeeper without manager involvement, driving more efficient operations and fewer delays. Supervisors retain the ability to manually assign jobs.

Set up Allscripts Patient Flow™ Mobile in the Dual User mode to complete the following actions:

- > All actions assigned to both the Housekeeper and Transporter roles
- > Update the status of a job
- > Place a job to in progress
- > Delay a job
- > Cancel a job

**Note:** To cancel jobs, verify that you are assigned to the correct role and permissions by a system administrator.

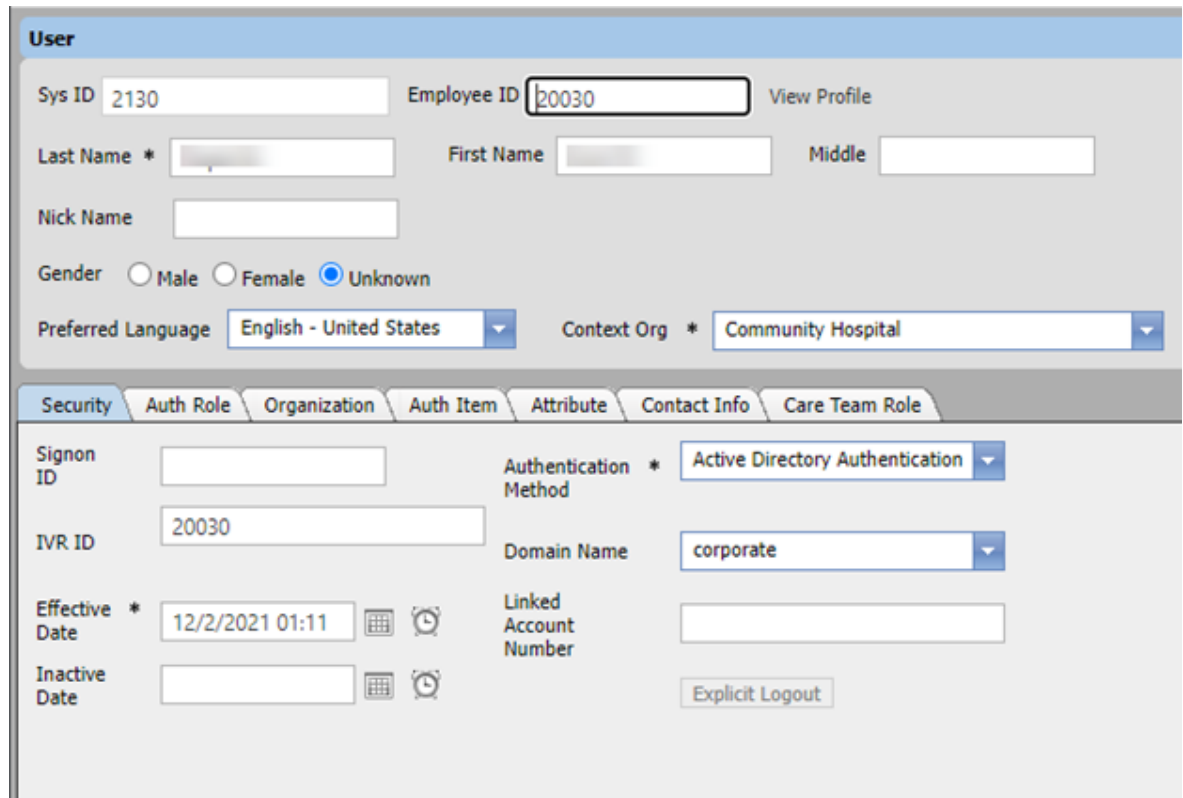
## Dual User Role set up

To configure users for Dual User Role you must change the LKUS system option, and enter the user's SYSIDs for both roles.

### > System Option

- New system option: LKUS = Link Users with Dual Roles in Mobile.
- Default = No
- LKUS = Y (Yes) presents a new option in the User Maint>Security tab labeled Linked Account Number.

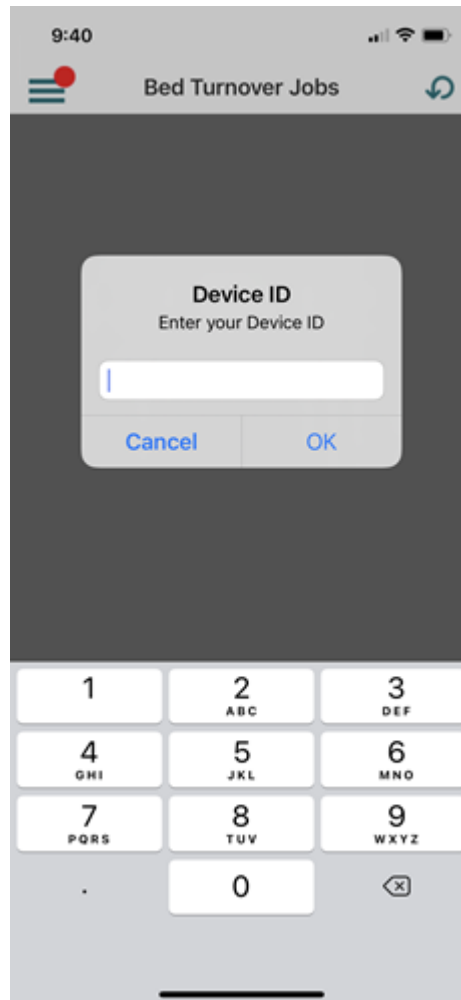




- The Linked Number field will hold the SysID of the user who is setup as either a Transporter or Housekeeper.
- Once linked, when the user logs in to the Mobile application, they will have the ability to login as both users.

**> User Login information**

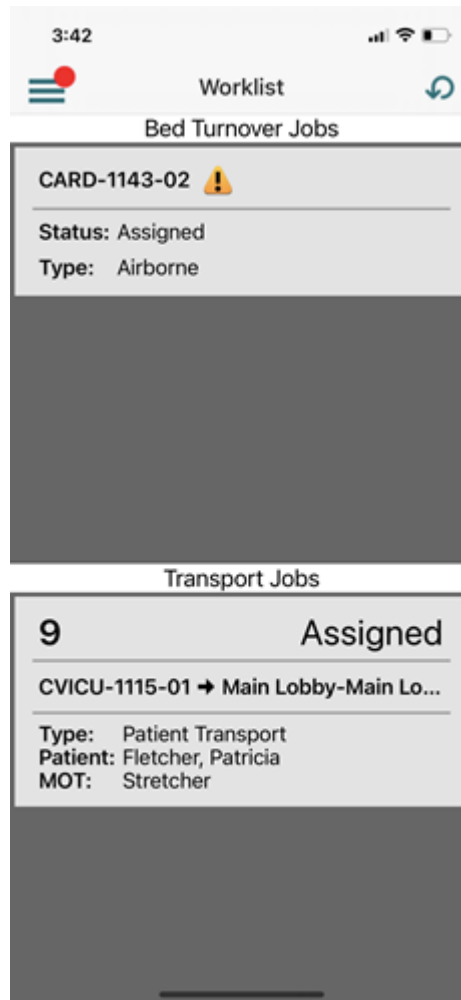
- User logs in to Mobile app using their credentials for one of the user roles.
- If the user is not checked in, they will be prompted the Bed Turnover Device ID log in pop-up.



- They enter the device ID, click OK and then will be prompted for the Transport Device ID Log in pop-up.
- They have the ability to cancel either of them or only work in one role. This will provide them with the applicable jobs (single role or dual role).

**> Job Assignment and Messaging**

- If the user is checked in for a single role, they will receive jobs and messages for that single role.
- If the user is checked in for the dual roles, they will receive jobs and messages for both roles.



- The user can select the job that they will take on by clicking on the job, this has not changed other than they have jobs for 2 roles which are separated on the Jobs screen.

**> Other options**

- If a user initially checks in as a Single user; and they are then checked in by a supervisor, they will need to log out of Mobile and log back in to receive messages and jobs for the role that was checked in later.
- When a user checks out OR logs out of the Mobile application; and they are a dual user at the time they are checking out or logging out of the Mobile application for both user roles, both roles are either logged out of the Mobile application or they are checked out of their shift.
- The above is also accurate for when a user goes on break on the Mobile application or via a dispatcher, both user roles are put on break.

# For more information

For more information and the most up-to-date documentation, go to the Allscripts Central website at <https://central.allscripts.com>. You can access the Product Documentation portal from this website.

1. Sign in to the Allscripts Central website.
  - > If you have an Allscripts Central account, enter your user name and password, and click **Sign in**.
  - > If you do not have an Allscripts Central account, click **Create one** to begin creating a new account.

The Allscripts Central home page is displayed.

2. Go to **My Products > Product Documentation**.

The Product Documentation portal landing page is displayed.

The list of products under the **Product Name** box reflects your preferences in Allscripts Central Central. You can navigate to the documentation for a product using **Product Name** in conjunction with the search function.

Product tiles are also displayed and reflect your Allscripts Central preferences.

3. From **Product Name**, select the product on which to search for documentation.

**Product Name** uses predictive searching, so as you type the product name, the list displays only matching products. Select the correct product when it is displayed.
4. In the search box, enter search criteria.

The search box also uses predictive searching. As you type, topics that match the criteria are displayed below the search box.
5. To complete your search, perform one of the following actions:
  - > Click the magnifying glass.
  - > Select one of the topics displayed beneath the search box.

Search results are displayed in the main pane. You can use the filters in the left pane to further narrow your results. For example, you can select **Feature Guides** from **Document Type** to display only topics that are included in a feature guide.

6. Click a topic title to open the topic in the context of the book indicated by the product, version, and document type tags that are displayed beneath the title.

**Note:** If a topic is included in more than one book, a list of the books in which the topic is included is displayed beneath the topic title. Select the applicable book from the list. The topic opens in the context of that specific publication.

### What to do next

You can navigate the Product Documentation portal using multiple methods. From the bottom of the portal landing page, click **Helpful Tips** under **Getting Started** to learn more about using the portal.

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