

### User Guide Exploring Features on Hypercare's iOS App





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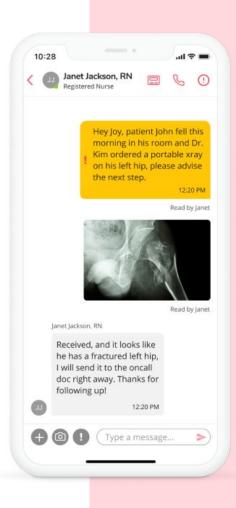
### Methods of Communication

Hypercare has integrated various features to enable users to communicate with their preferred method (*messaging, voice call, email, pager*). Please note that these methods will only available if the recipient has shared their full contact information on the app.



### Hypercare Messaging

Hypercare allows users to send direct messages to any member of their organization in an easy and efficient manner. Users can send priority messages, clinical images, clinical documents, and medical consults. This feature provides users with the flexibility to communicate on-the-go.





### **Creating a Group Chat**

Hypercare allows users to create and manage group chats with any members of their organization thereby, allowing users to better communicate and collaborate within interdisciplinary teams.

#### Step 1

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### **Creating a Group Chat**

#### Step 2

Tap on the paper and pencil icon  $\square$  located at the top right corner of the Chats screen to start a new chat.

In following these steps, users can either start an individual chat or a group chat.

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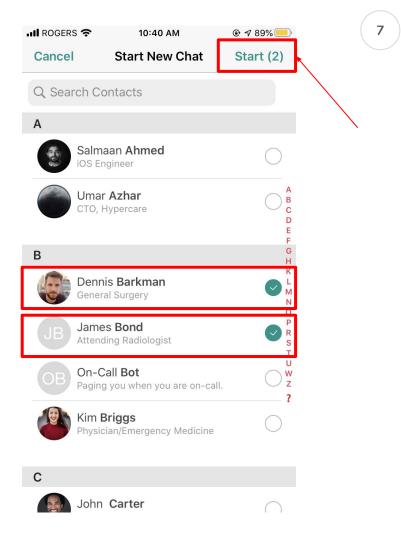
### **Creating a Group Chat**

#### Step 3

Type in the search bar **OR** scroll through your list of contacts and tap on the users that you would like to start a chat with.

Once you have selected the user(s) that you would like to start a chat with, tap on **"Start"** in the top right corner.

**Please note:** Users can tap on one user to start an individual chat **OR** tap on multiple users to start a group chat.





# Troubleshooting Tips

**Q:** I am apart of a group chat however, I am unable to remove a member from the chat.

**A:** When a user creates a group chat, they automatically assume an Admin role and have the power to promote member(s) to admins, demote member(s) from admin, and remove member(s) from the chat. If a user is not an admin of the chat, they can only add member(s) to the chat.



## **Priority Messaging**

Users can send urgent messages to anyone in the organization,, allowing members to prioritize tasks and work more efficiently. Priority messages appear as a **yellow** message under chats and are accompanied by an **audible alert**. *If the recipient has the chat open when the message is sent, they will not hear the audible alert*.

#### Step 1

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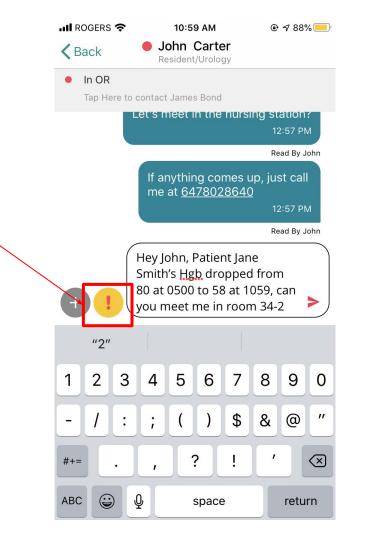


### **Priority Messaging**

#### Step 2

Select the appropriate chat or create a new chat.

Tap on the "!" icon. The icon will transition to yellow and the text box will state "Send a stat message". Type the intended message in the textbox.





## **Priority Messaging**

#### Step 3

Select on the send arrow icon to send the message. If the recipient has enabled their notification settings, they will receive an audible high priority alert.

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|               | If anything come me at <u>64780286</u>                                       |                              |
|               |  | 12:57 PM                     |
|               |  | Read By John                 |
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| +             | ! Type a mess  | age 🕨                        |



# Troubleshooting Tips

**Q:** I was sent a priority message but I did not hear the audible alert

A: To ensure that you do not miss priority messages, please edit Hypercare Notifications in your mobile device's Settings to **"allow critical alerts"** and **"allow notifications"**.



### **Sending Clinical Photos**

Hypercare allows users to send and receive clinical photos over the app's messaging feature. Users can either take a photo in real-time or select from their mobile device's/computer's photo gallery.

#### Step 1

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### **Sending Clinical Photos**

#### Step 2

Select the appropriate chat and tap on the the navy camera icon to initiate your mobile device's camera feature.

OR

Select the "+" icon and tap on "*Gallery*" to view and select from the photos on your mobile device.







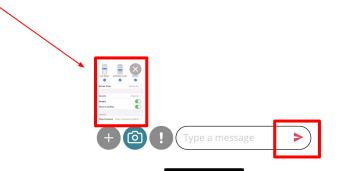
### **Sending Clinical Photos**

Step 3

Once you've selected a photo(s), tap on the **"Done"** icon at the top right corner of your screen.

Your photo will be attached to the text box where you may also type a message. Tap on the arrow icon to send the photo and message.

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| <b>く</b> Ba | ck • John Carter<br>Resident/Urology |                  |
| • 1         | n OR                                 |                  |
| Т           | ap Here to contact James Bond        |                  |





### **Sending Clinical Documents**

Hypercare allows users to send and receive clinical documents over the app's messaging feature. Users can select an existing document from their mobile device and share with colleagues in their organization as appropriate.

#### Step 1

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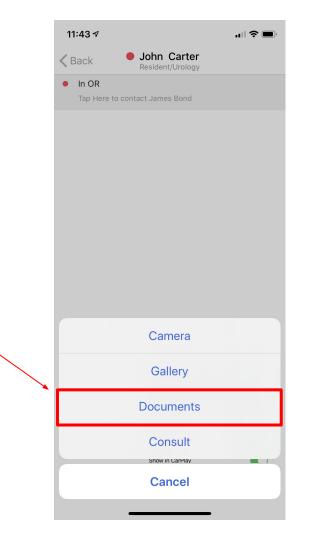


### **Sending Clinical Documents**

#### Step 2

Tap the appropriate chat or create a new chat.

Tap on the "+" icon and and select "**Documents**" from the pop-up menu.



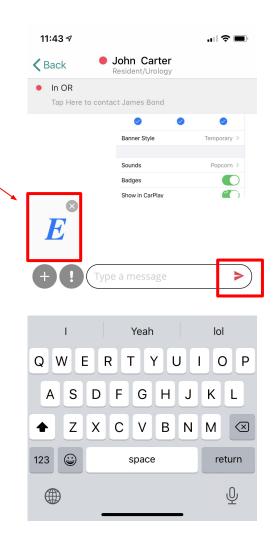


### **Sending Clinical Documents**

#### Step 3

Select the appropriate document and tap on *"Done"* located on the top right corner of your screen.

Your document will be attached to the text box where users may also type a message. Tap on the arrow icon to send the message.





### Sending a Medical Consult

In today's modern healthcare system, it can be difficult to communicate with various members of the healthcare team in order to request for patient consults. Hypercare allows users to directly request consults in an easy and efficient manner.

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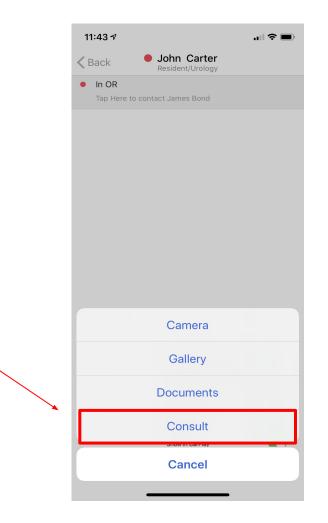


### Sending a Medical Consult

#### Step 2

Tap on the appropriate chat or create a new chat.

Tap on the "+" icon located in the bottom left corner of the screen and select "**Consult**" from the pop-up menu.



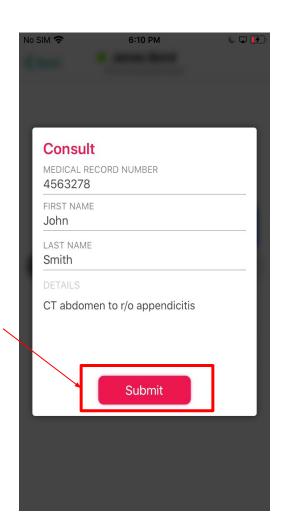


### Sending a Medical Consult

#### Step 3

A consult template will pop-up on your screen.

Fill in the appropriate categories as listed on the template and tap on the "**Submit**" icon to send the consult.





### **Searching Chats**

By searching through messages across all chats, users can search for keywords or content across all the conversations they've had in their organization on Hypercare.

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| SCOPE 07/19/2020 - 22:08<br>On-Call: SCOPE triggered. test    | Jul 19       |
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### **Searching Chats**

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#### Step 2

Tap on the search bar located on the top of the screen and type in the content that you would like to search for

Tap on the search icon located on the bottom right corner of your keyboard. Matches will be sorted based on recency.

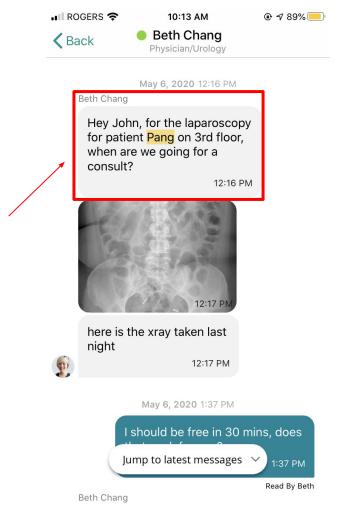




### **Searching Chats**

#### Step 3

Tap on the conversation and message that you would like to view, the app will automatically locate the entirety of the message.





### **Searching Messages**

By searching through messages within a specific conversation, users can search for keywords or content in a conversation with a specific member of their organization on Hypercare.

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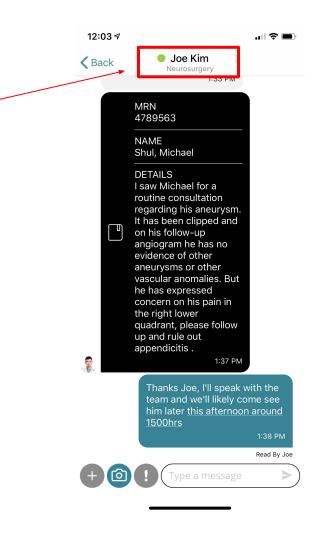


### **Searching Messages**

#### Step 2

Tap on the conversation that you would like to search through.

Tap on the chat name located at the top of your conversation to open the **"Chat Settings"**.





### **Searching Messages**

#### Step 3

Tap on **"search in conversation"** located on the bottom of your "Chat Settings".

Type the content that you would like to search into the search bar and tap on the search icon located on the bottom right corner of your keyboard. Matches will be sorted based on recency.

Tap on the specific message that you would like to view, the app will automatically locate the entirety of the message.

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## Thank you, please contact Hypercare support with any further questions

You can reach us at:

**Call:** +1(877)379-3533

**Call/Text:** (6747)370-4788

**Email:** support@hypercare.com

Chatbot: www.hypercare.com