HYPERCARE

User Guide Exploring Features on Hypercare's iOS App
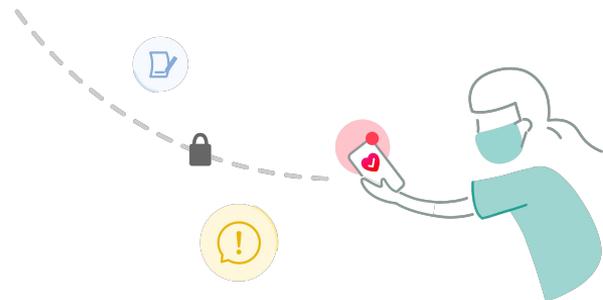
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Methods of Communication

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.
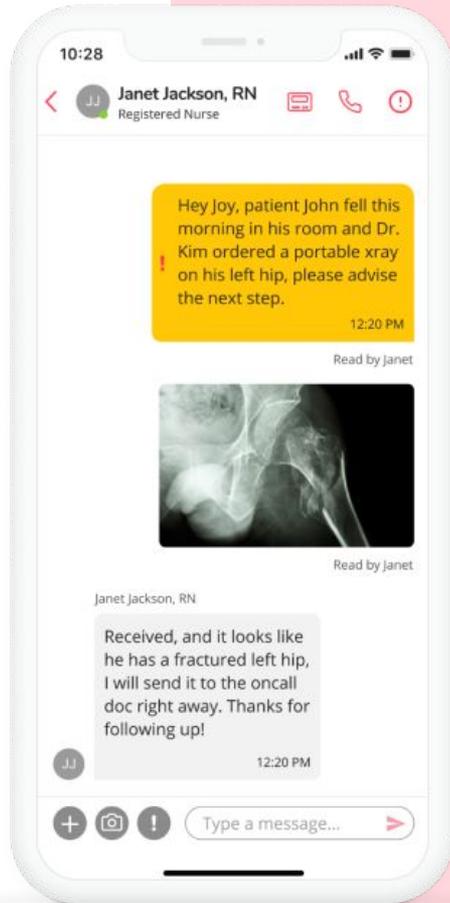
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Creating a Group Chat

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

Open the Hypercare app and tap on the **"Chats"** icon on your mobile device.

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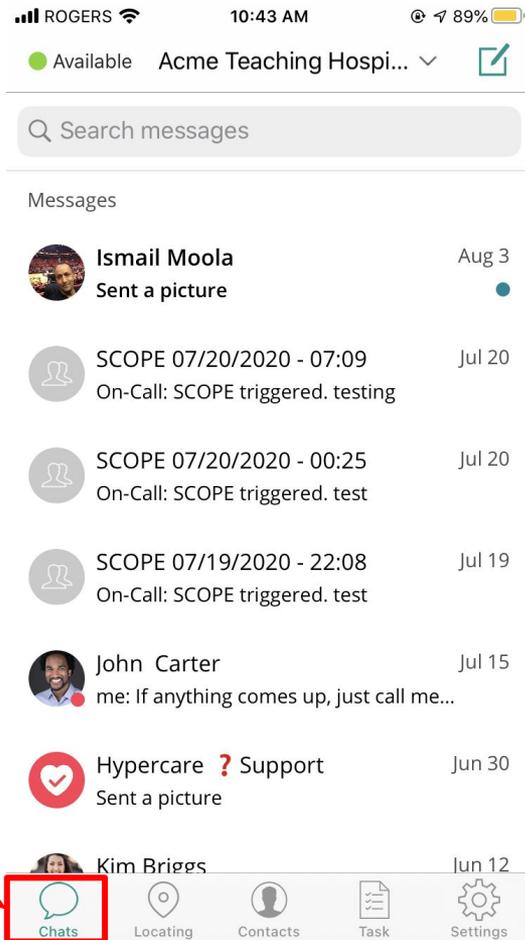
Creating a Group Chat

Step 2

Tap on the paper and pencil icon 📝 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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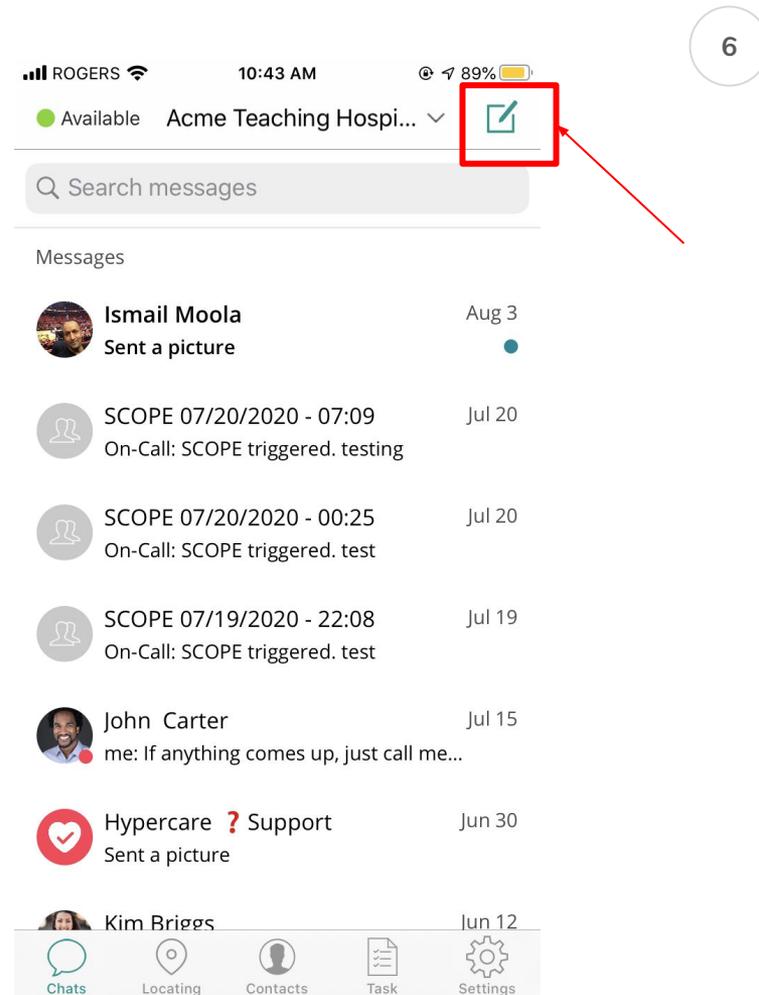
Creating a Group Chat

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.

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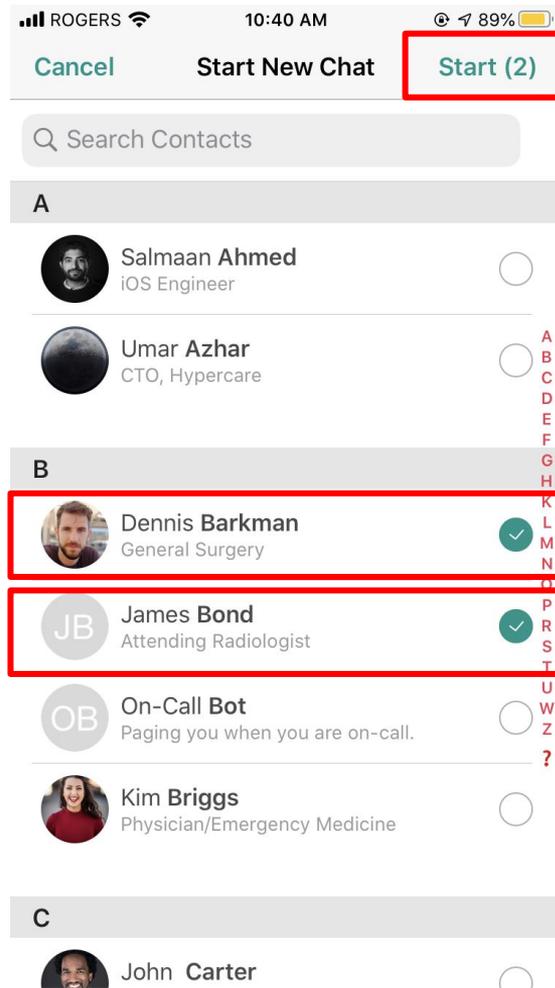
Troubleshooting Tips

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

Open the Hypercare app and tap on the ***"Chats"*** icon on your mobile device.

HYPERCARE
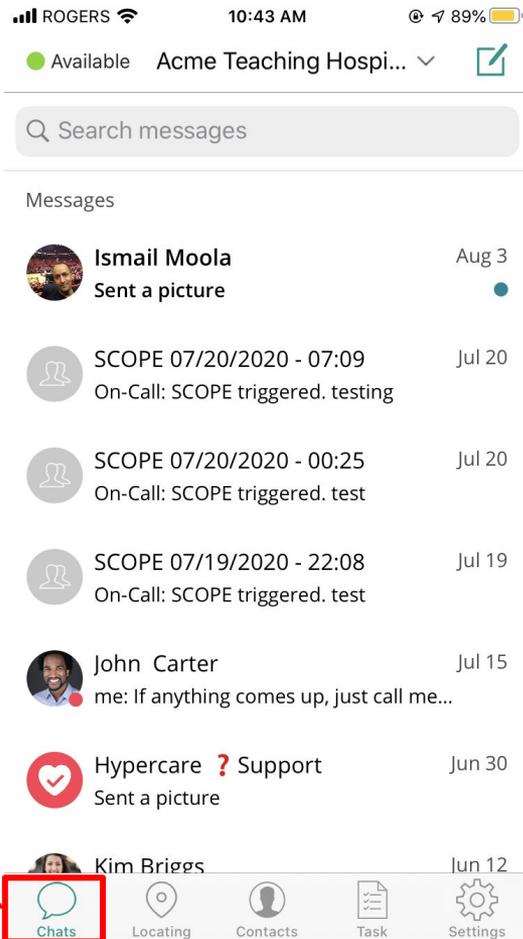
Priority Messaging

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.

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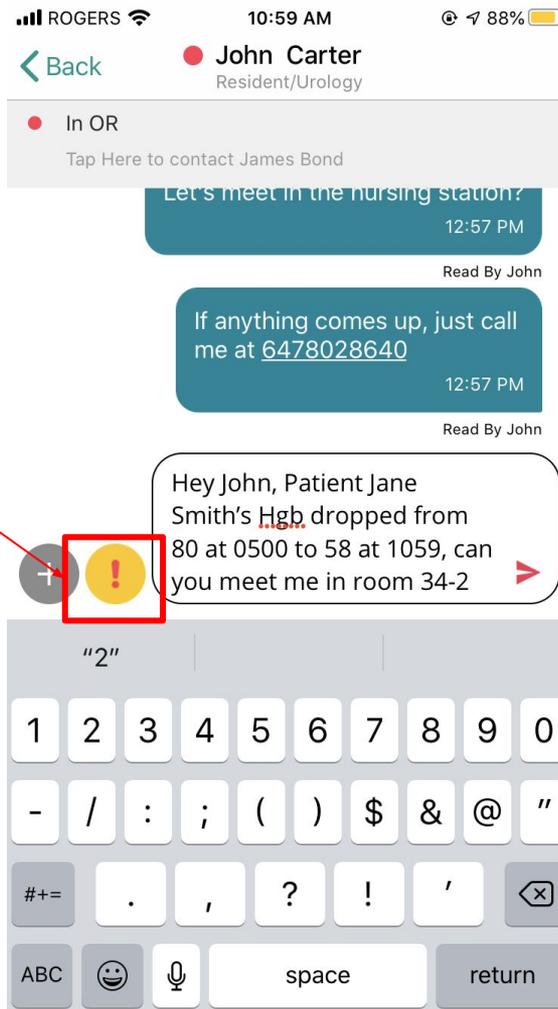
Priority Messaging

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.
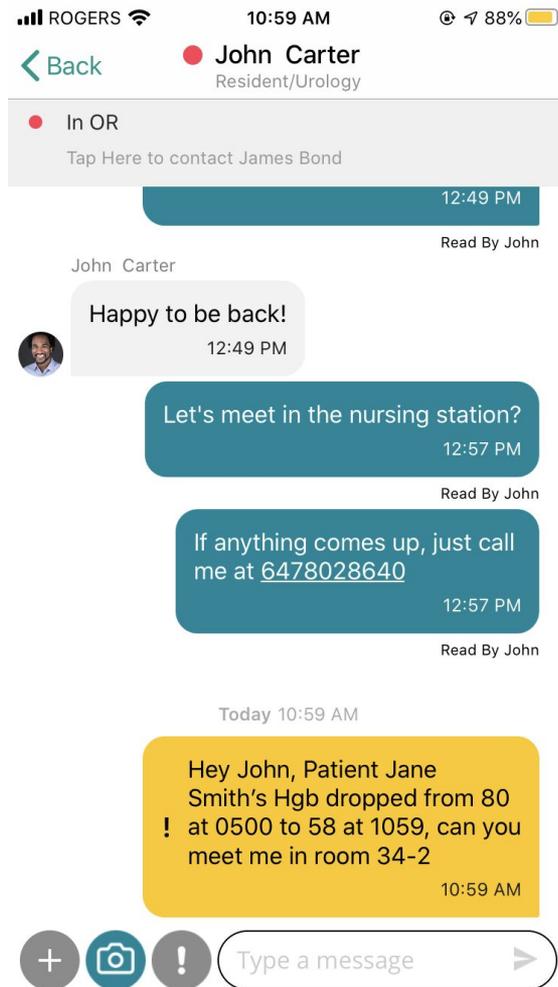
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Troubleshooting Tips

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

Open the Hypercare app and tap on the *"Chats"* icon on your mobile device.

![HYPERCARE]
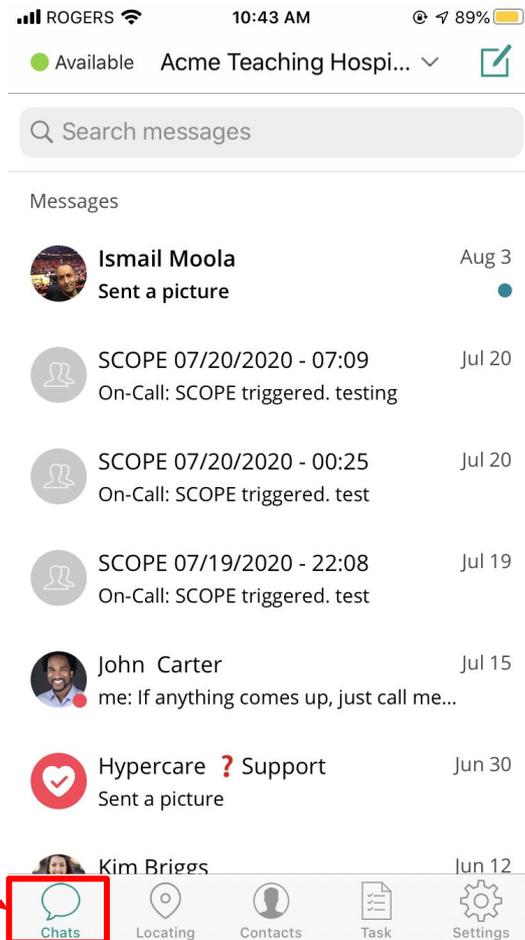
Sending Clinical Photos

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.
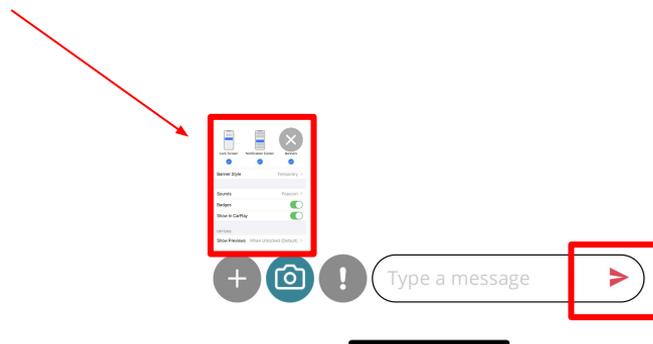
HYPERCARE

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

Open the Hypercare app and tap on the *"Chats"* icon on your mobile device.

HYPERCARE
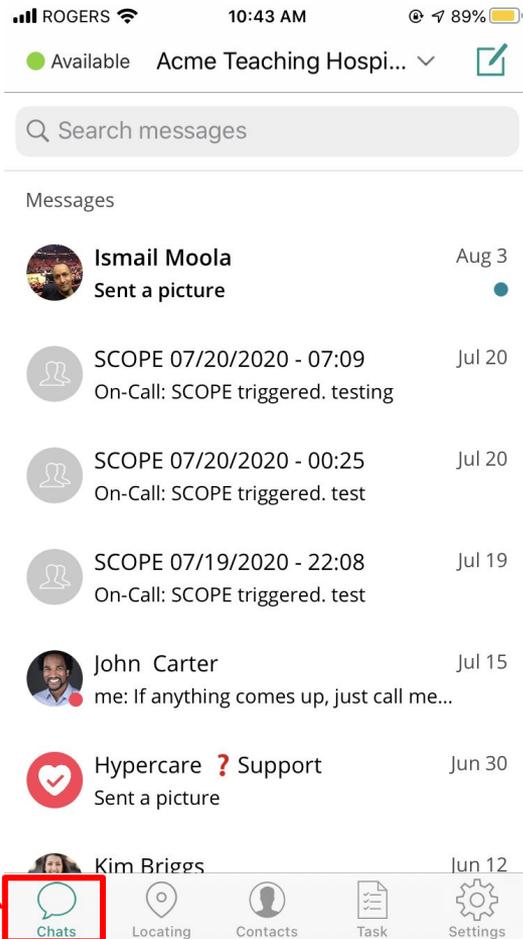
Sending Clinical Documents

Step 2

Tap the appropriate chat or create a new chat.

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

HYPERCARE
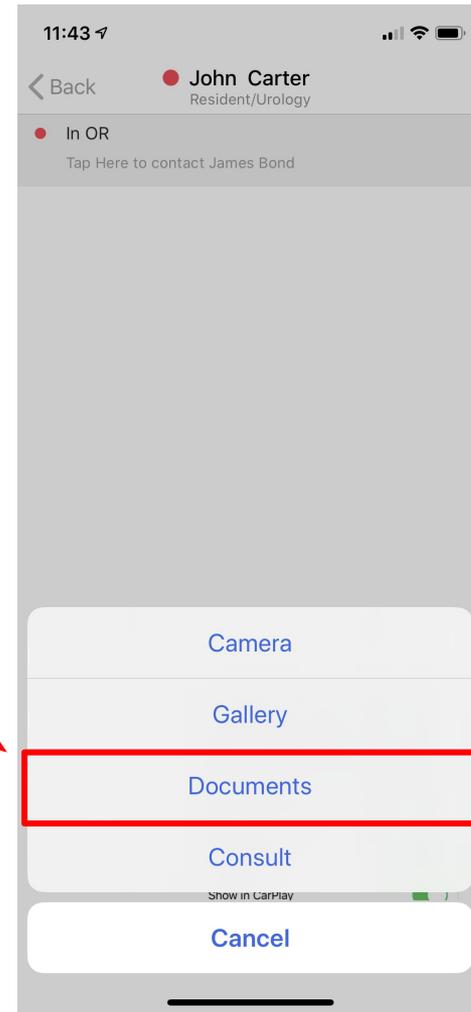
Sending Clinical Documents

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.
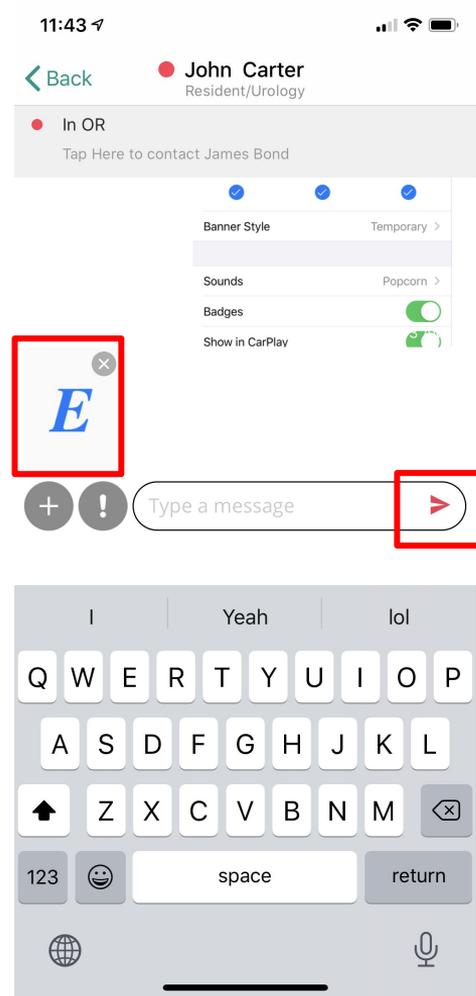
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Sending a Medical Consult

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.

Step 1

Open the Hypercare app and tap on the **"Chats"** icon on your mobile device.

HYPERCARE
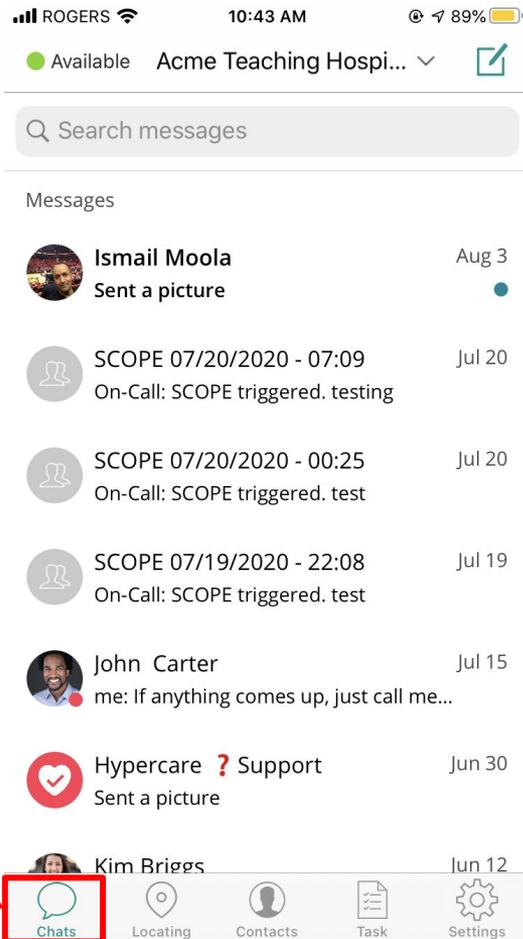
Sending a Medical Consult

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.

HYPERCARE
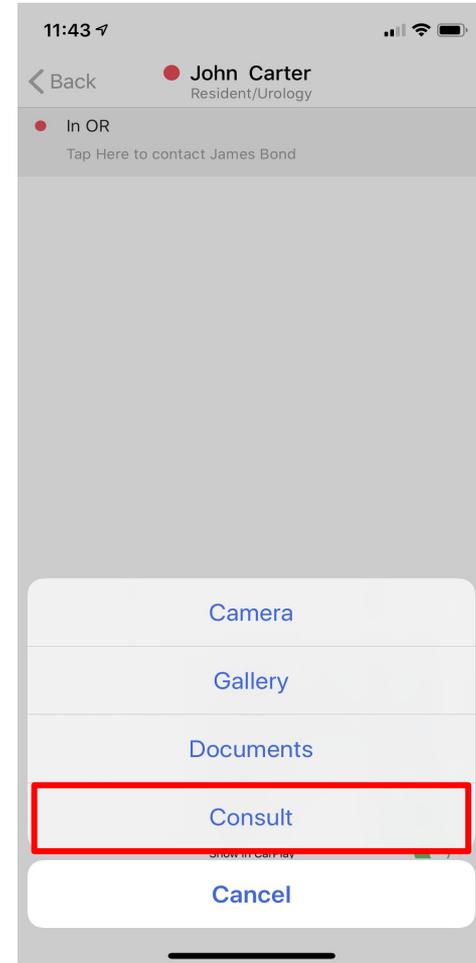
Sending a Medical Consult

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.
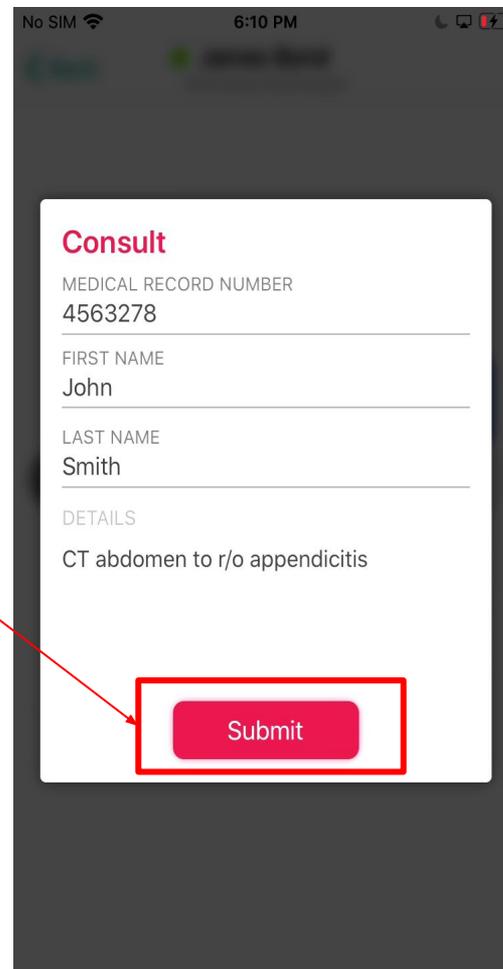
Consult

MEDICAL RECORD NUMBER
4563278

FIRST NAME
John

LAST NAME
Smith

DETAILS
CT abdomen to r/o appendicitis

Submit

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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.

Step 1

Open the Hypercare app and tap on the **"Chats"** icon on your mobile device.

ROGERS   10:43 AM   89%

● Available   Acme Teaching Hospi... ⌄

🔍 Search messages

Messages

Ismail Moola   Aug 3
Sent a picture

SCOPE 07/20/2020 - 07:09   Jul 20
On-Call: SCOPE triggered. testing

SCOPE 07/20/2020 - 00:25   Jul 20
On-Call: SCOPE triggered. test

SCOPE 07/19/2020 - 22:08   Jul 19
On-Call: SCOPE triggered. test

John Carter   Jul 15
me: If anything comes up, just call me...

Hypercare ❓Support   Jun 30
Sent a picture

Kim Briggs   Jun 12

💬   ◉   👤   📋   ⚙
Chats   Locating   Contacts   Task   Settings
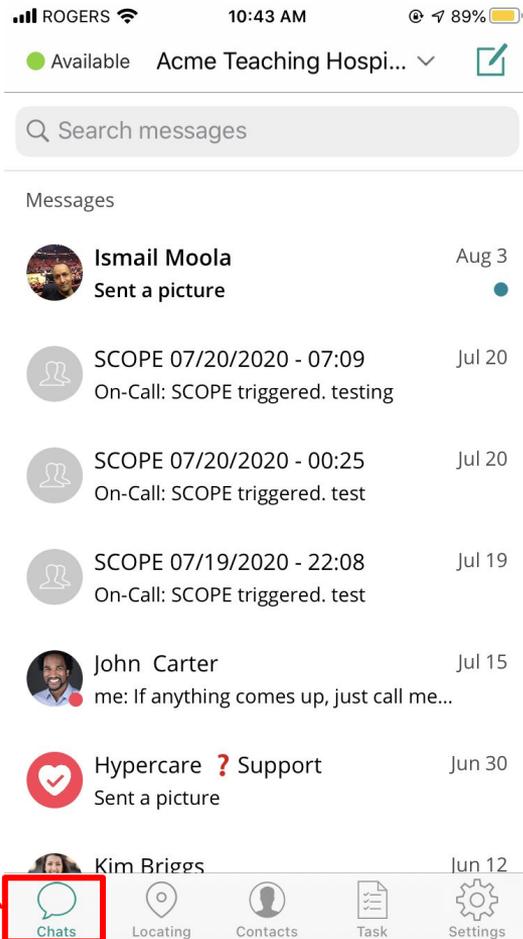
Searching Chats

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.

HYPERCARE
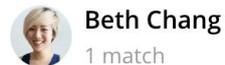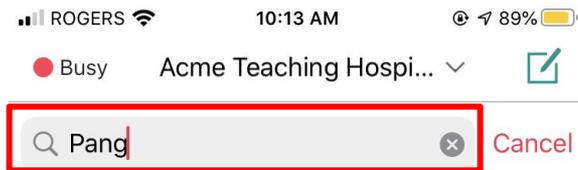
Searching Chats

Step 3

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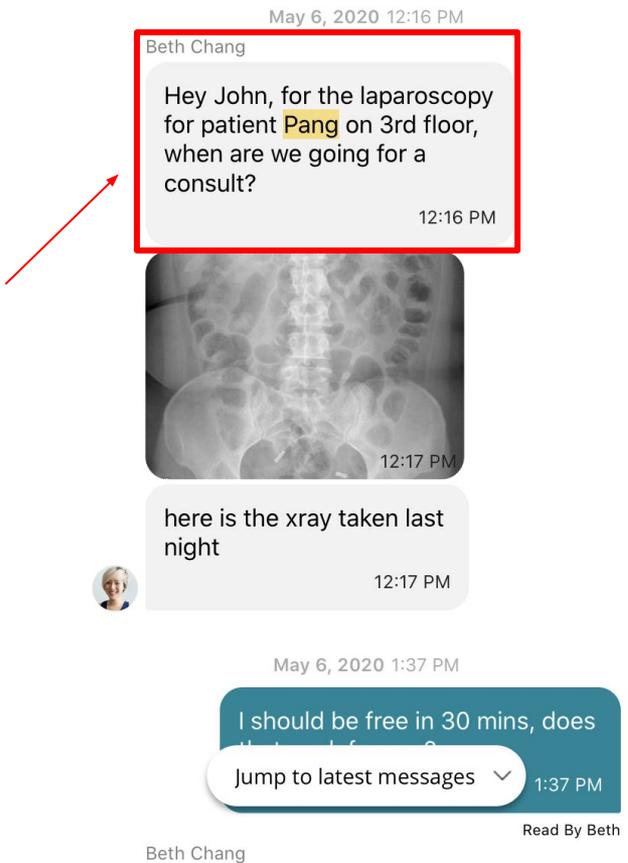
Searching Messages

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.

Step 1

Open the Hypercare app and tap on the **"Chats"** icon on your mobile device.
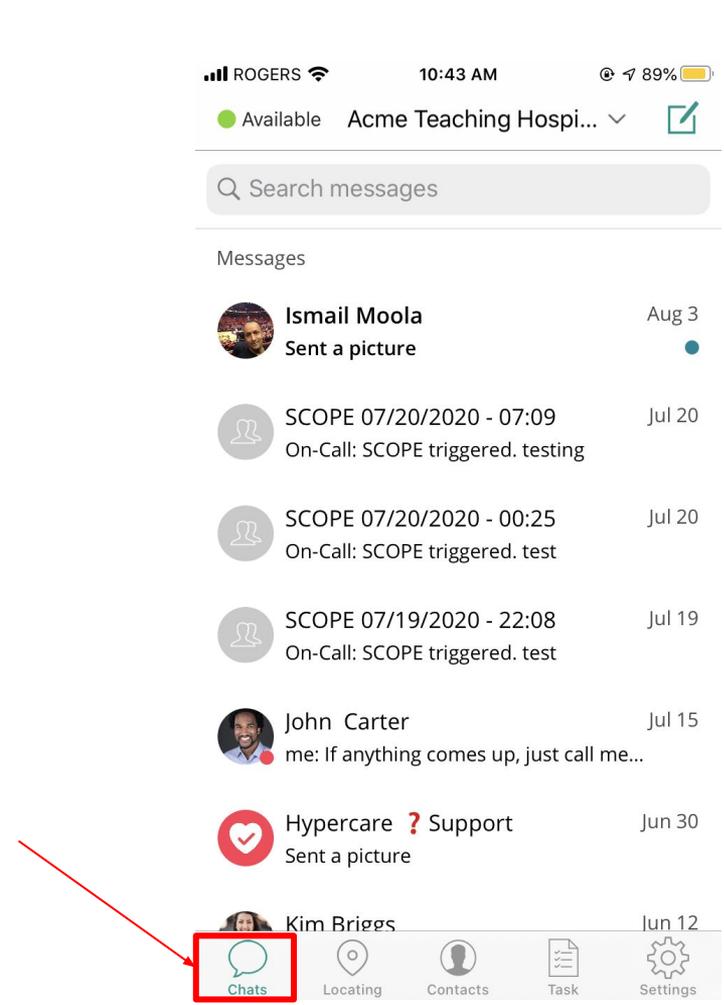
Searching Messages

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"**.
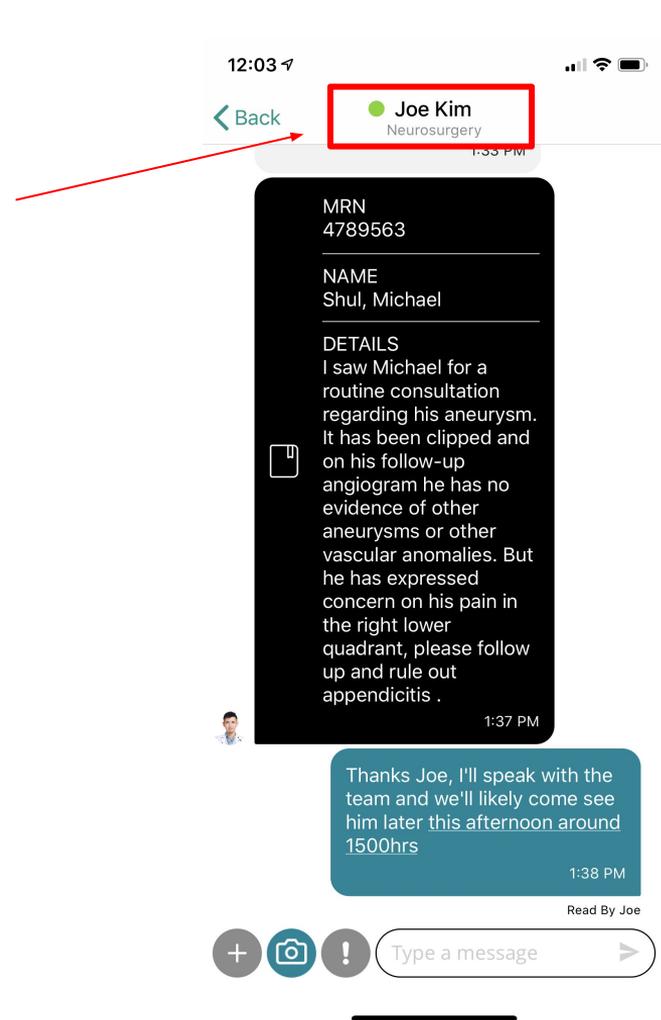
Searching Messages

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.
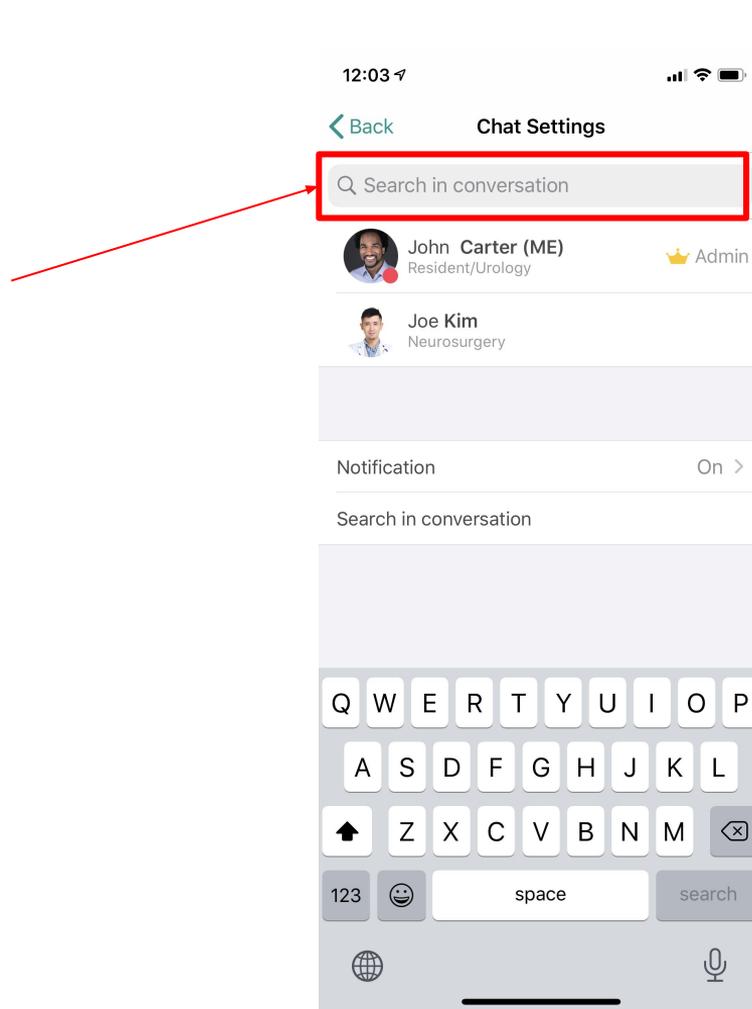
Voice Call

Hypercare allows users to communicate with other members of their organization through direct voice call. Users may choose to communicate through voice call to discuss urgent matters or simply for convenience as it eliminates the need to type/text.

![Hypercare logo] **HYPERCARE**
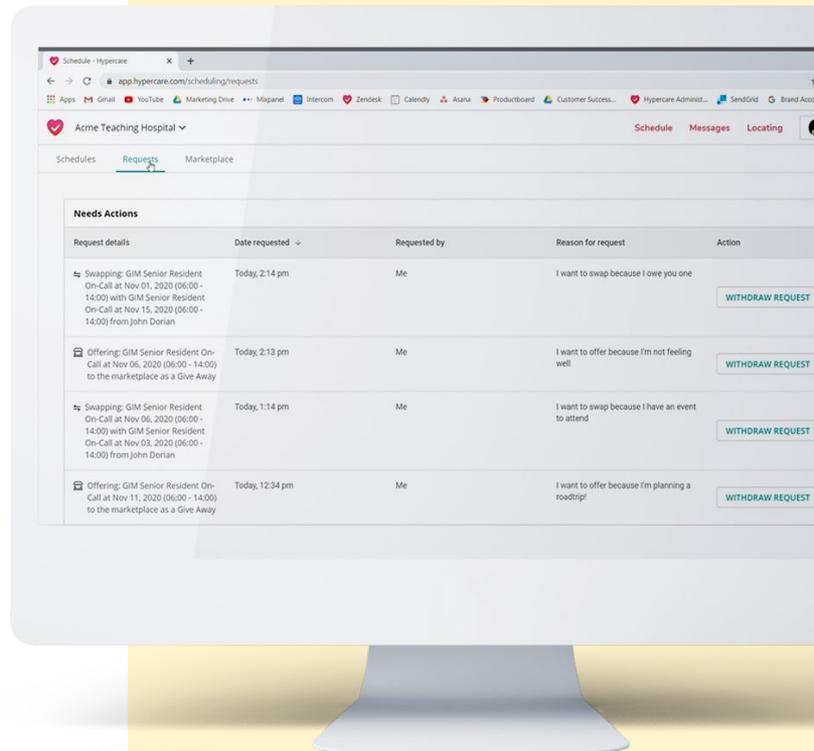
Voice Call

Voice calls can be completed if the recipient has shared their phone number on Hypercare. Please note that voice calls will enable you to make phone calls directly from your mobile device and does not require internet connectivity.

Step 1

Open the Hypercare app and select on the "***Contacts***" icon on the bottom toolbar.
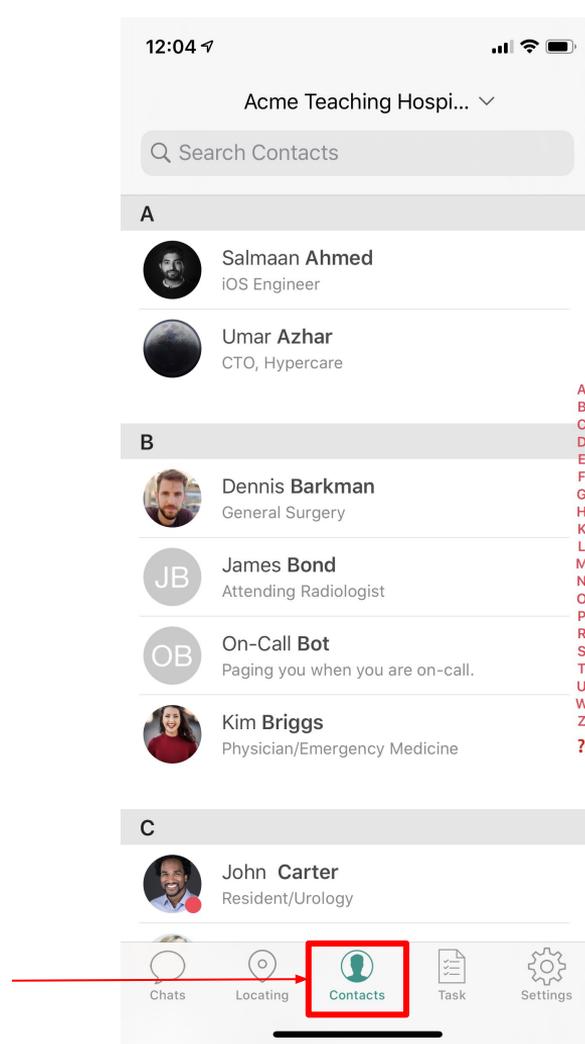
Voice Call

Step 2

Locate and select the member which you would like to contact, their profile page will appear. Select the **phone** icon if present to request a voice call.

OR

Locate and select the chat with the intended member which you would like to contact. Select the phone icon if present to request a voice call.
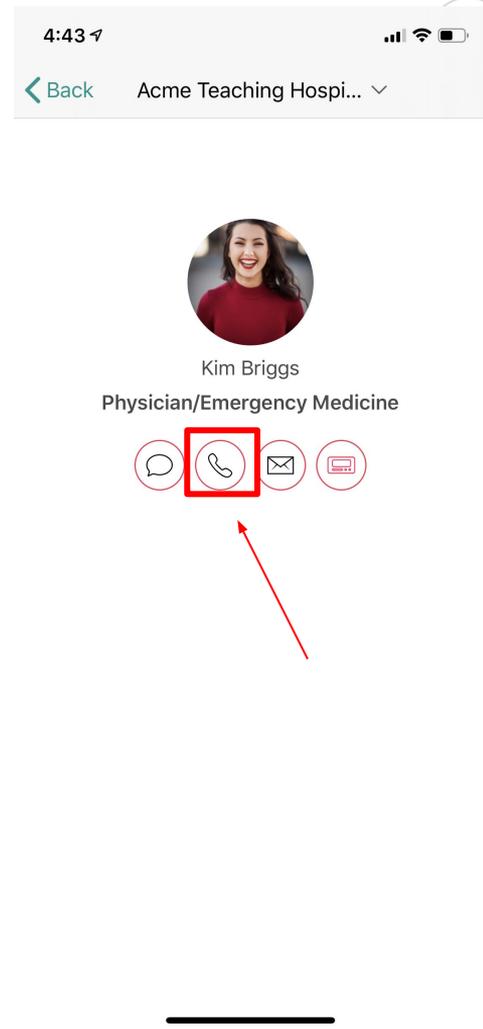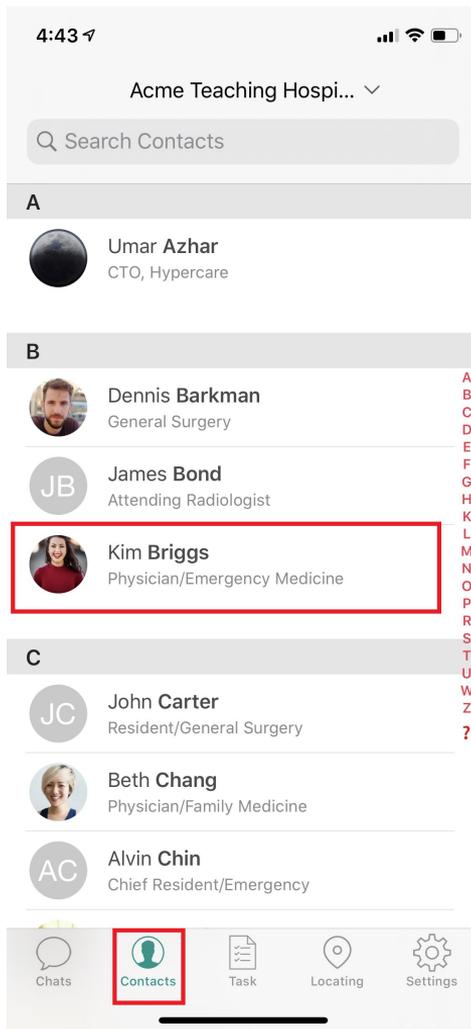
Email

Hypercare also allows users to communicate via email to any member of the organization. This may be beneficial for users who spend the vast majority of their day behind a computer.
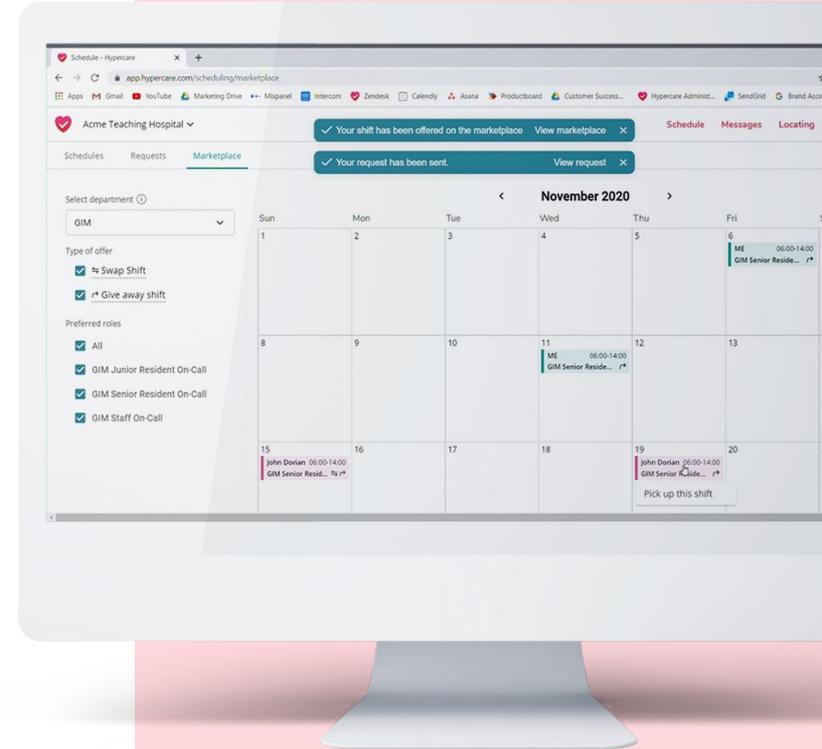
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Email

Step 1

Open the Hypercare app and select on the "**Contacts**" icon on the bottom toolbar.

Step 2:

Locate and select the member which you would like to contact, their profile page will appear.

Select the **email** icon if present to send an email.

12:04

Back   Acme Teaching Hospi... ⌄
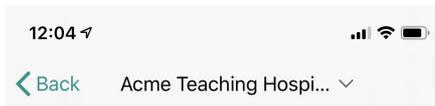
Brandon Ro
Customer Success Manager @ Hypercare
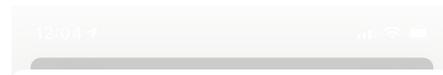
Cancel

Message sent from Hypercare ⬆

To: brandon@hypercare.com   ⊕

Cc/Bcc, From: jackzhang314@gmail.com

Subject: Message sent from Hypercare

Sent from my iPhone

Pager

Hypercare allows users to communicate with members of the organization through a paging system. Those who use pagers, should input their cell phone or pager number on Hypercare. For users who do not have a pager, pages will be received as an **SMS message** on their mobile device. Similar to a pager, the SMS message will show the sender's name and prompt the recipient to call the **"Callback Number"**.
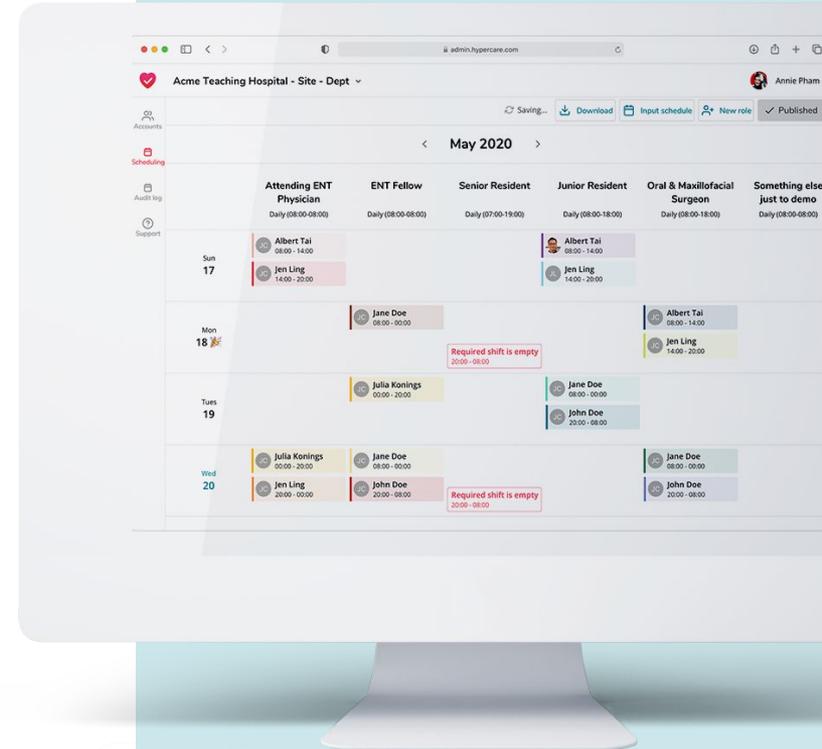
Pager

Step 1

Open the Hypercare app and select on the "**Contacts**" icon on the bottom toolbar.

Step 2:

Locate and select the member which you would like to contact, their profile page will appear.

Select the **radio** icon if present to send a page.

HYPERCARE

Pager

Step 3

A pop-up will appear where the sender is prompted to enter a "**Callback Number**".

Tap on "*Send*" to send the page.
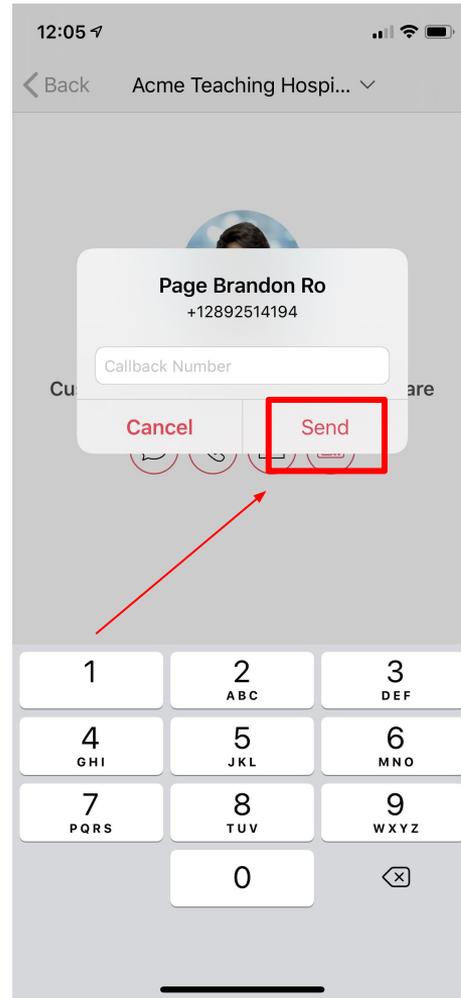
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Thank you, please contact Hypercare support with any further questions

You can reach us at:

Call: +1(877)379-3533

Call/Text: (6747)370-4788

Email: support@hypercare.com

Chatbot: www.hypercare.com