HYPERCARE

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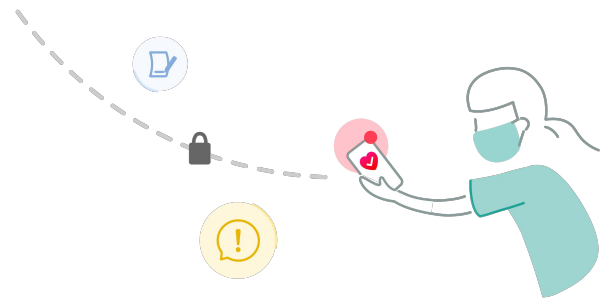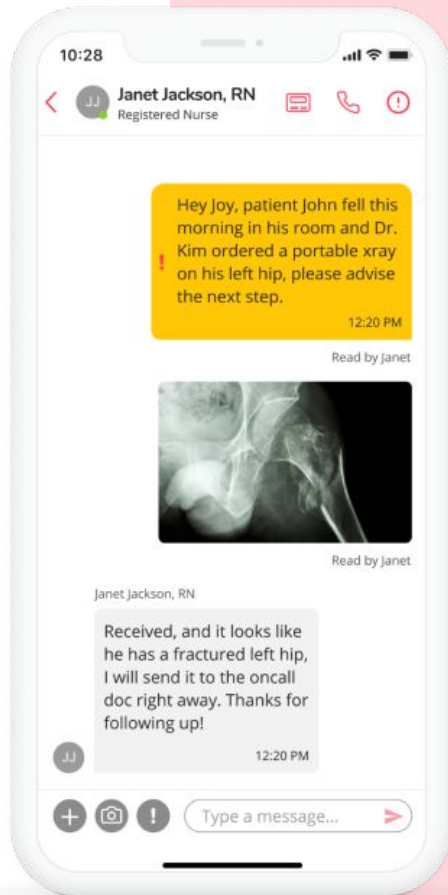
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Methods of Communication

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.
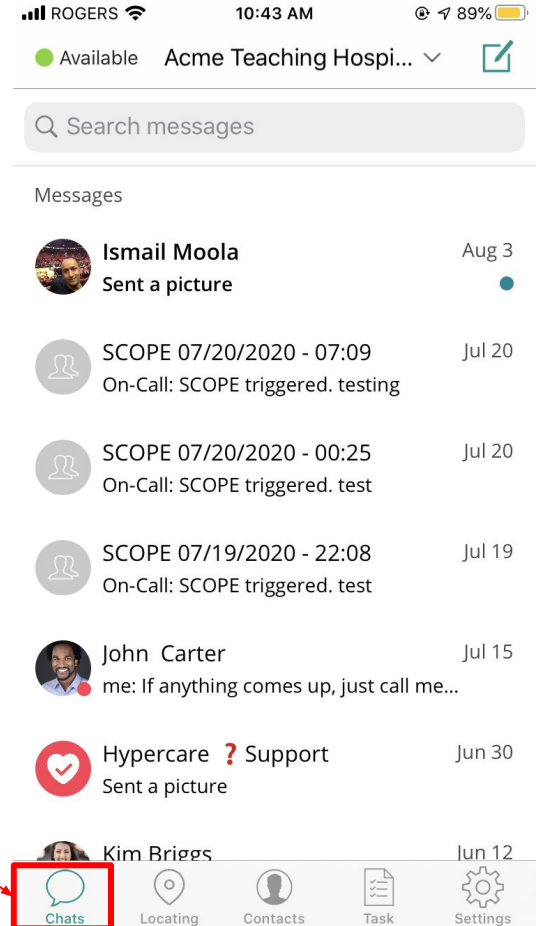
Creating a Group Chat

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

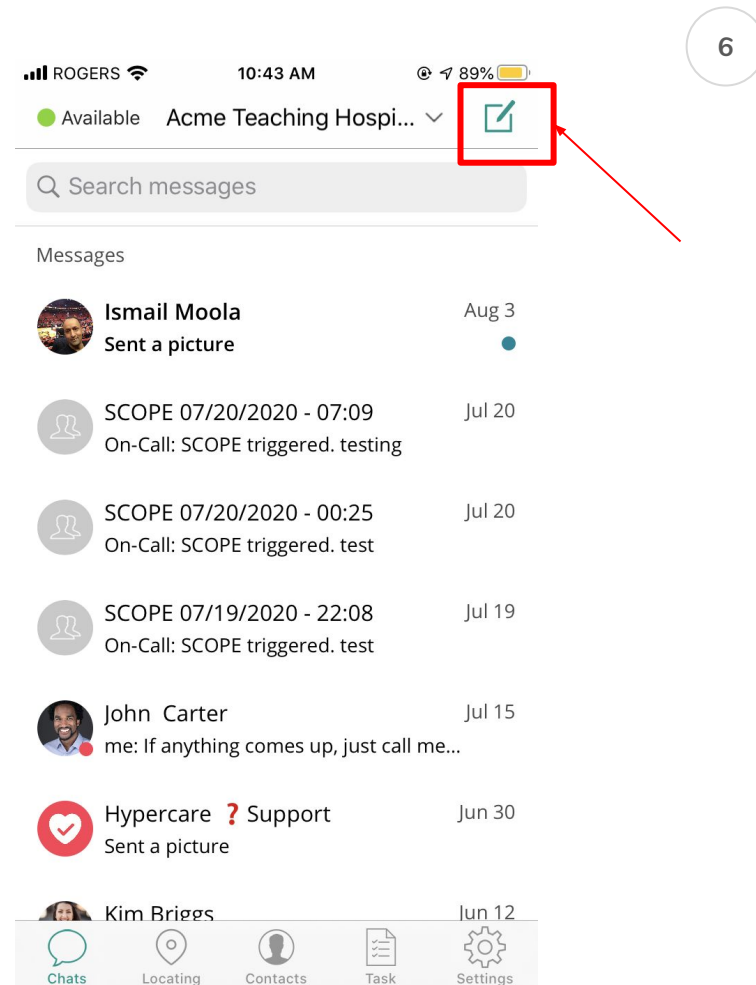Open the Hypercare app and tap on the *"Chats"* icon on your mobile device.

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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.
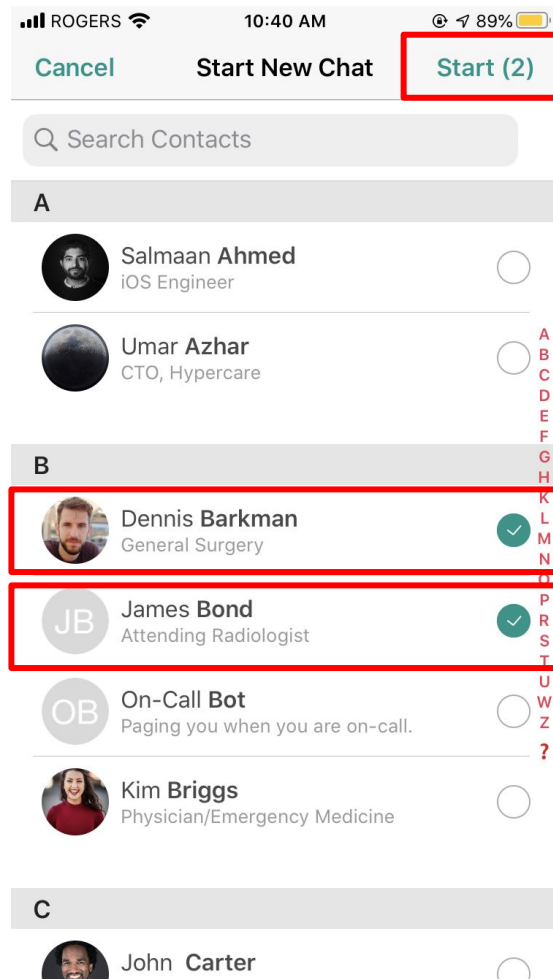
Creating a Group Chat

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.
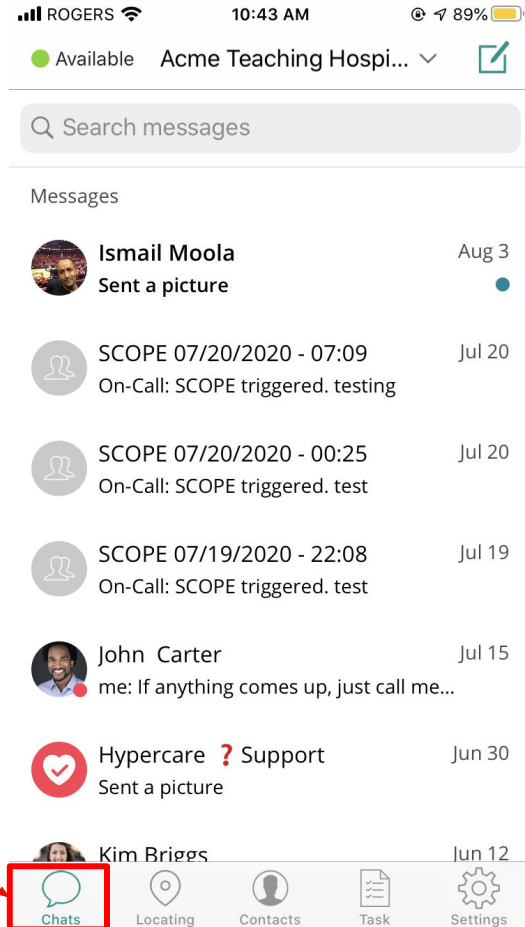
Priority Messaging

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.
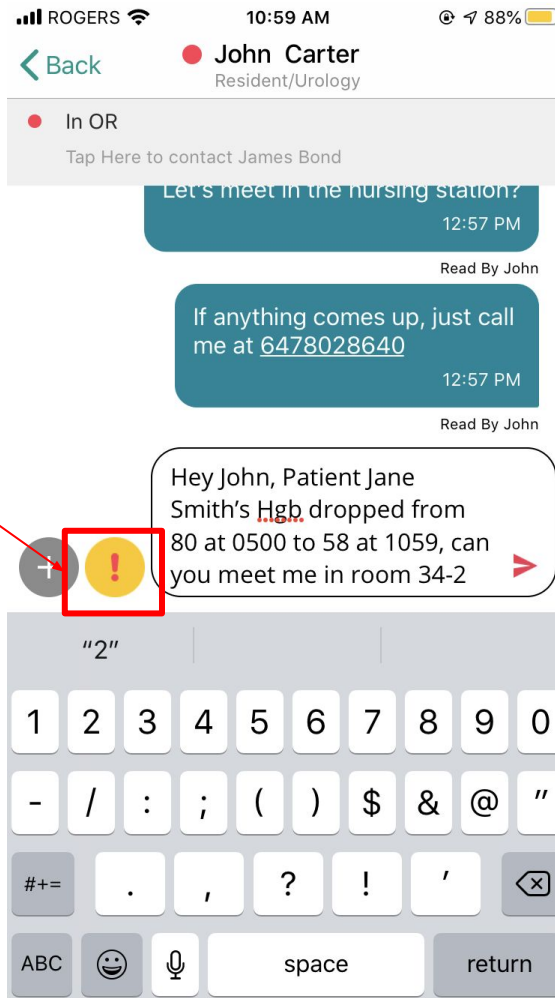
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Priority Messaging

Step 2

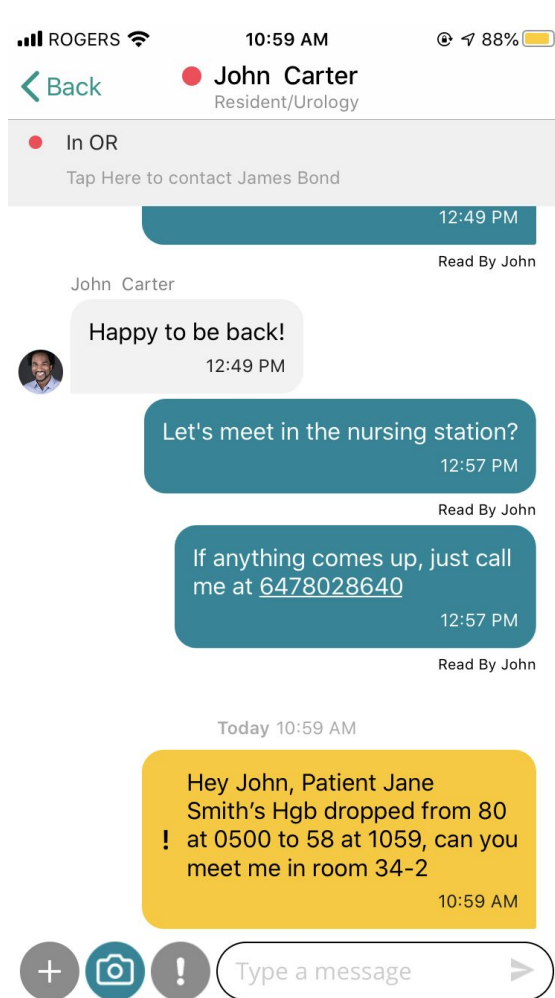Select the appropriate chat or create a new chat.

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.

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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"**.

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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.
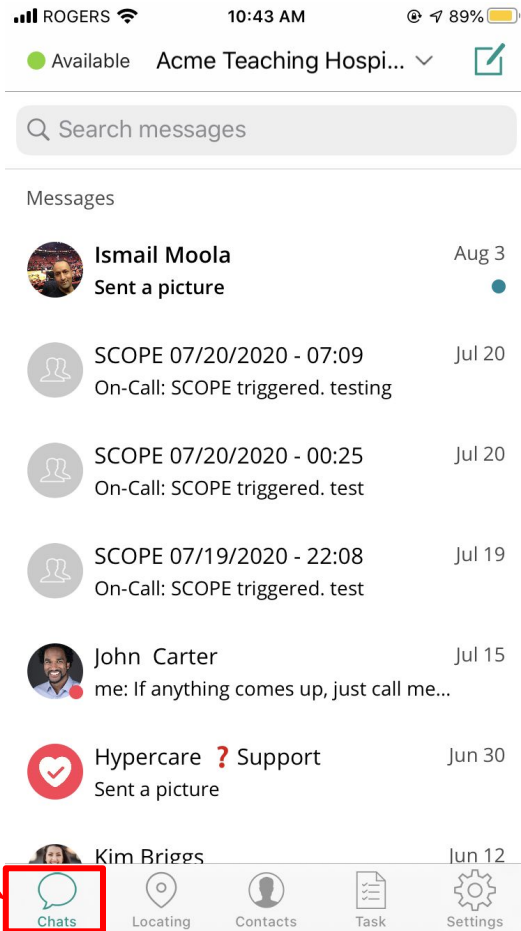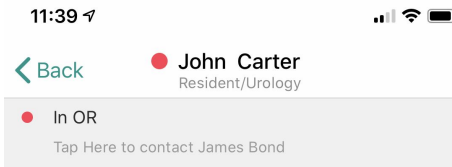
Sending Clinical Photos

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.
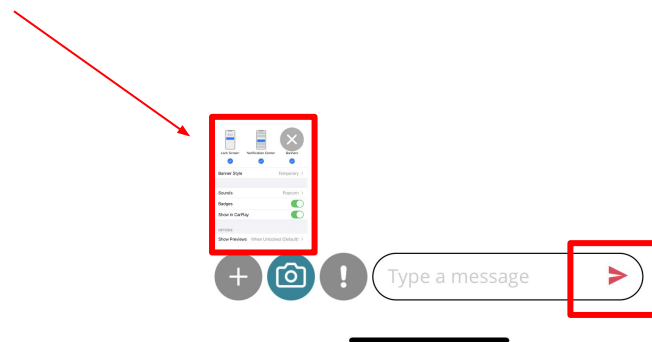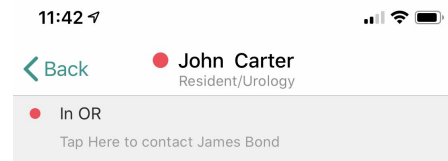
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Sending Clinical Photos

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.
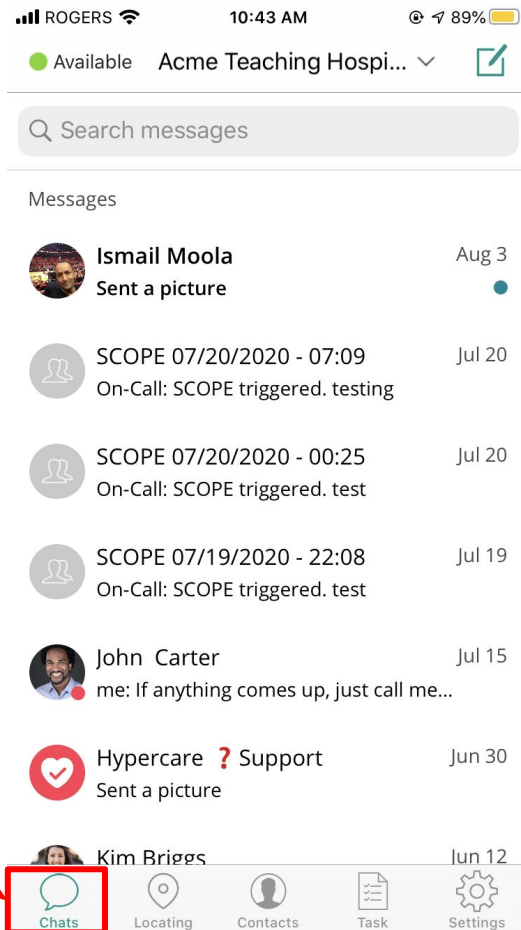
Sending Clinical Documents

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

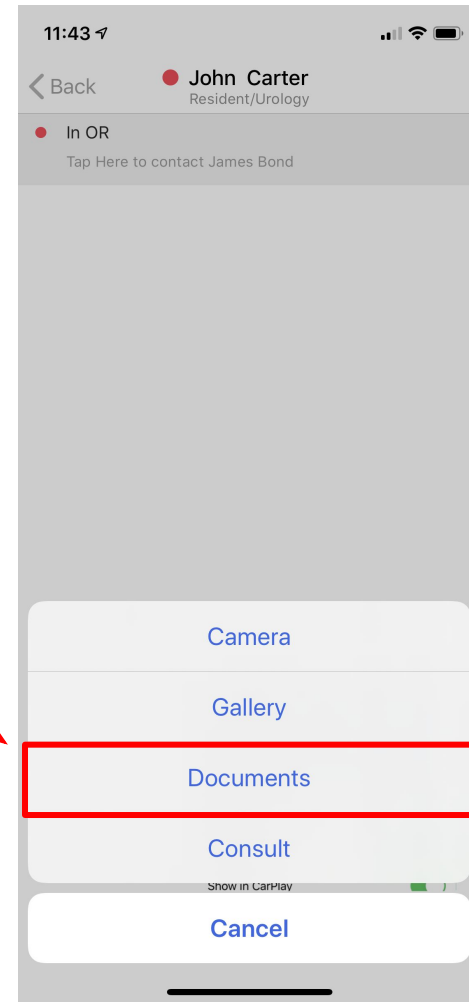Open the Hypercare app and tap on the *"Chats"* icon on your mobile device.

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Sending Clinical Documents

Step 2

Tap the appropriate chat or create a new chat.

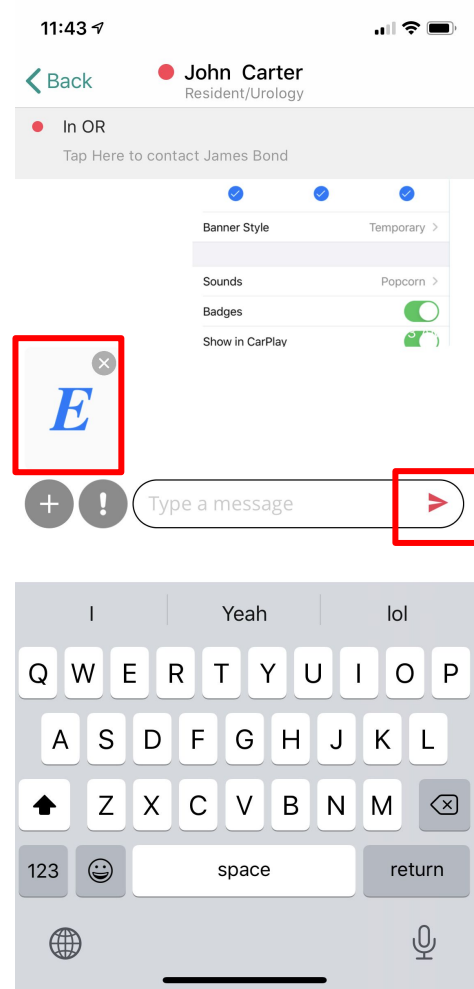Tap on the "**+**" icon and and select "***Documents***" from the pop-up menu.

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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.
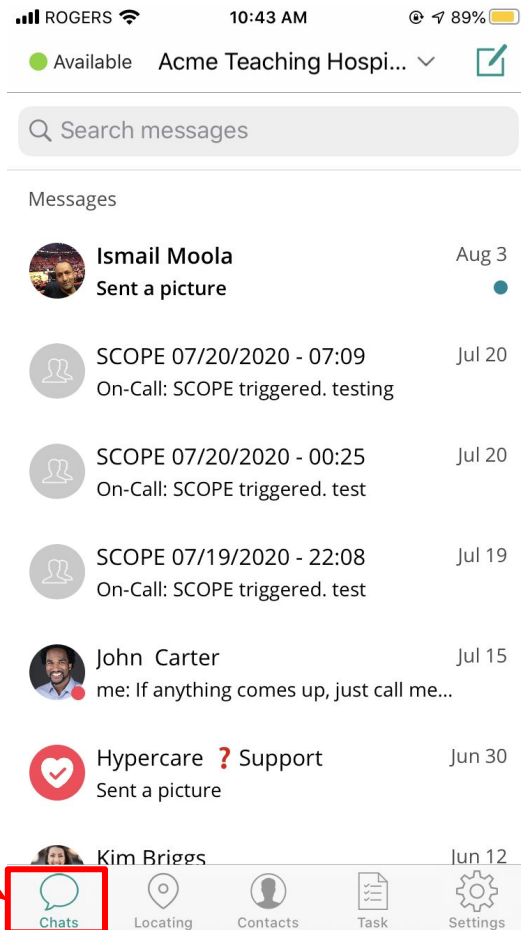
Sending a Medical Consult

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.

Step 1

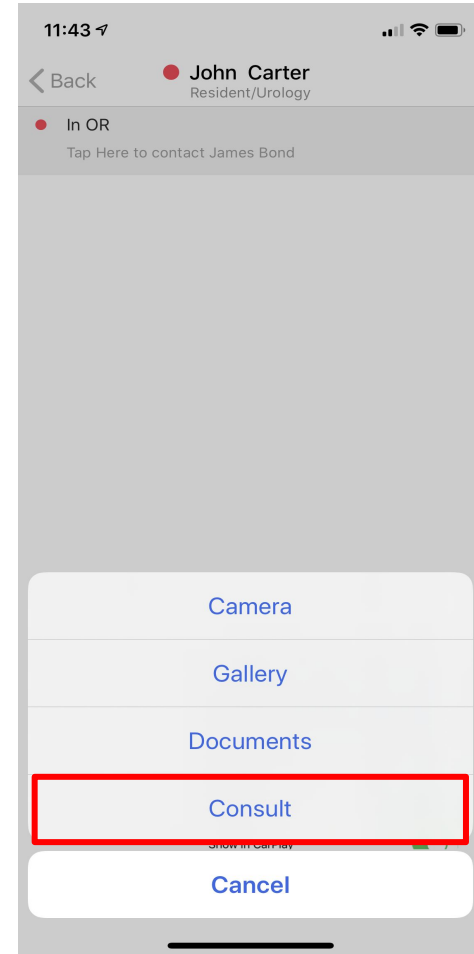Open the Hypercare app and tap on the **_"Chats"_** icon on your mobile device.

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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.
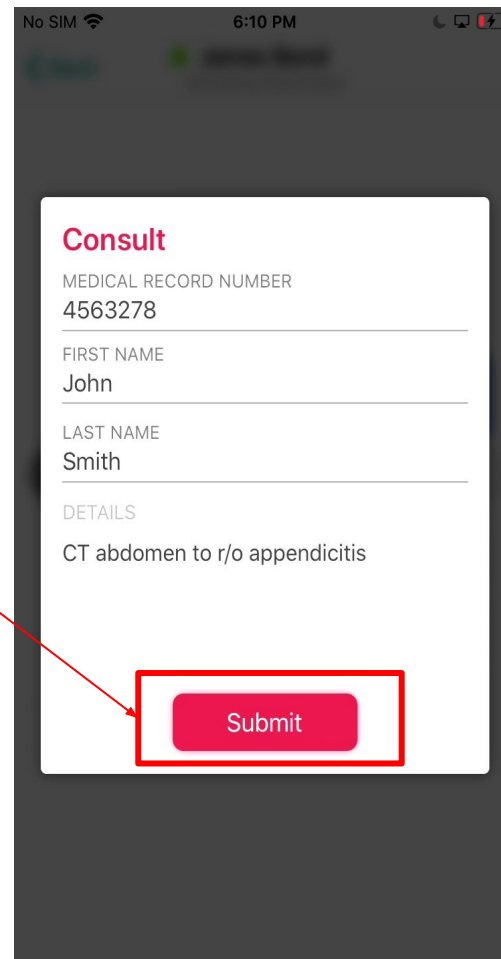
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Sending a Medical Consult

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.

No SIM   6:10 PM

Consult

MEDICAL RECORD NUMBER
4563278

FIRST NAME
John

LAST NAME
Smith

DETAILS
CT abdomen to r/o appendicitis

Submit

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

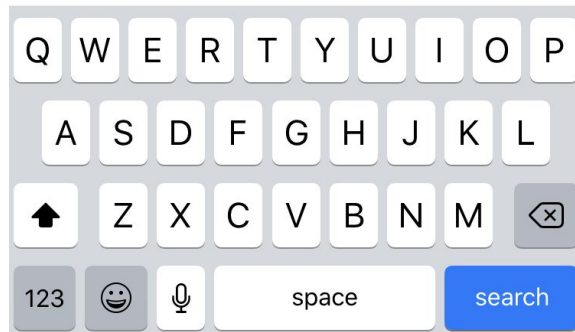Open the Hypercare app and tap on the **"Chats"** icon on your mobile device.
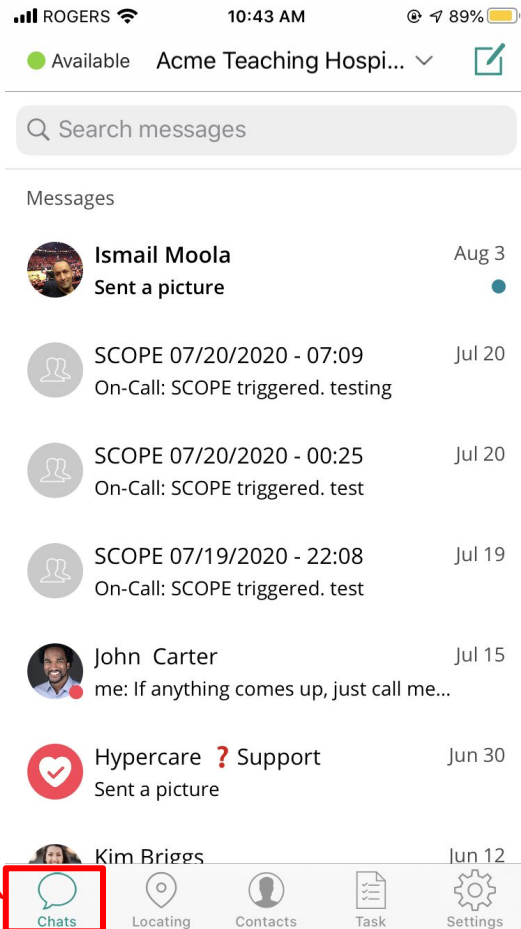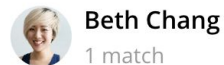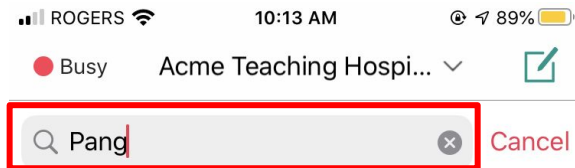
Searching Chats

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.

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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.
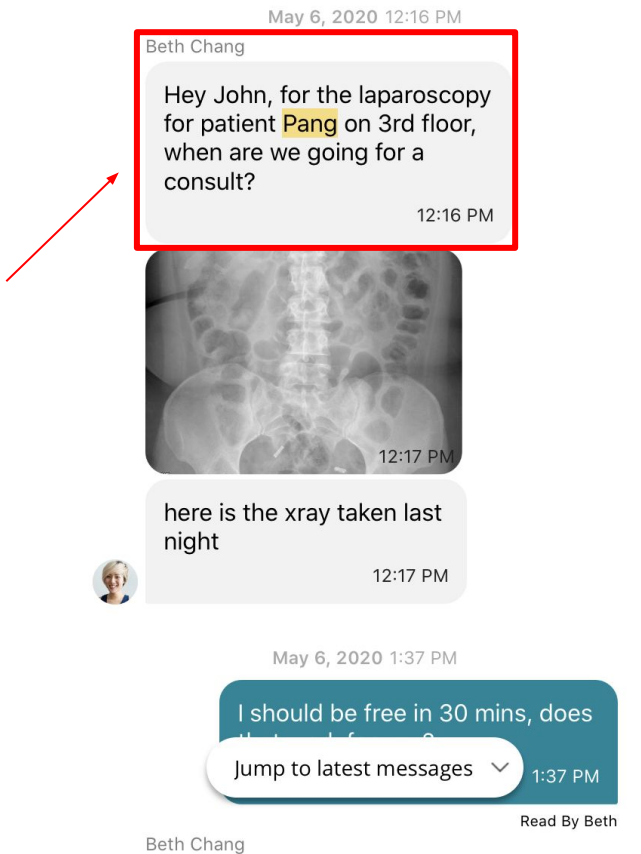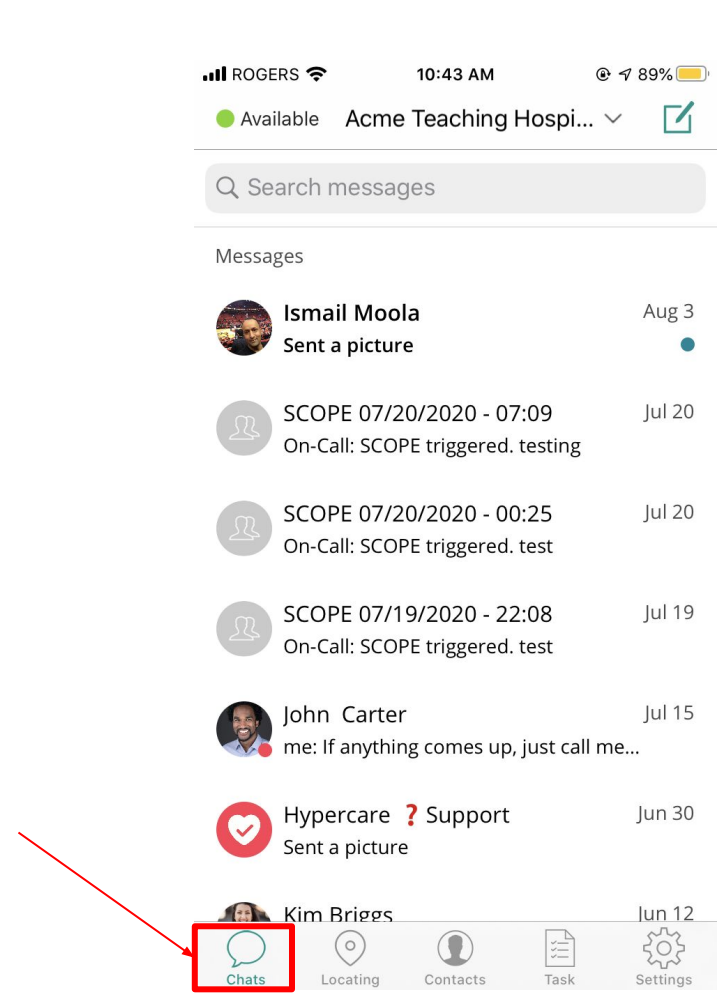
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Searching Messages

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.
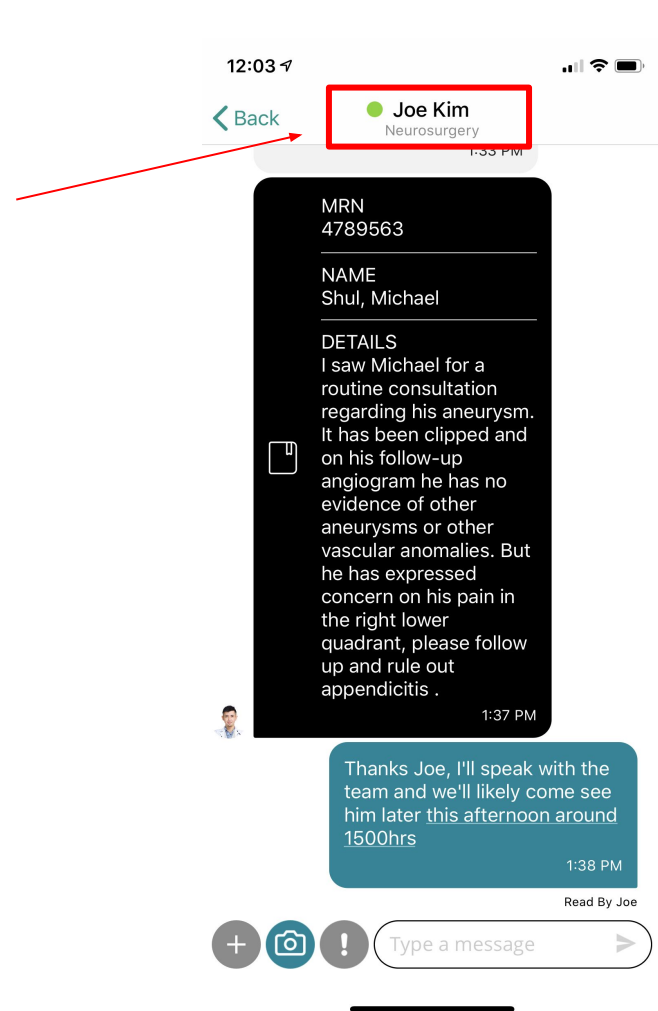
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Searching Messages

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"**.
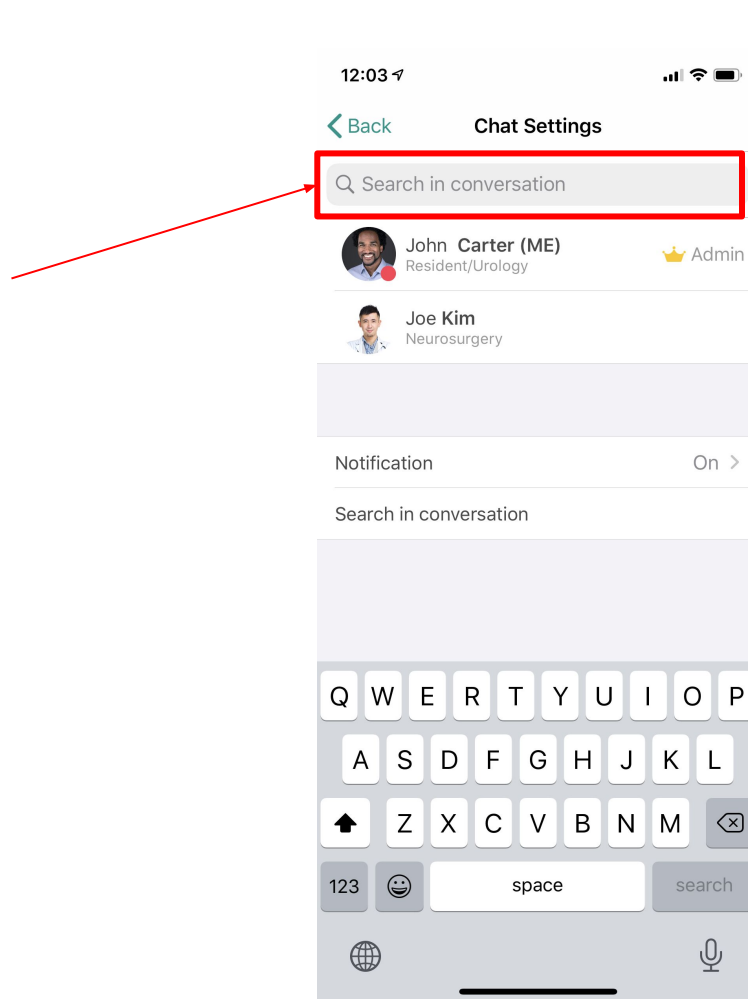
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Searching Messages

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