

A. DIAGNOTES OVERVIEW.

DIAGNOTES HAS BEEN SELECTED AS IU HEALTH'S STANDARD SECURE MESSAGING SYSTEM.

DIAGNOTES:

- IS A HIPPA COMPLIANT TEXT MESSAGING SERVICE THAT CAN BE USED BY IU HEALTH EMPLOYEES ON THEIR MOBILE DEVICE(S) OF CHOICE.
- PROTECTS PATIENT INFORMATION THROUGH THE ENCRYPTION OF ALL DATA COMMUNICATIONS.
- SERVES AS AN ADDITIONAL ENCRYPTED COMMUNICATION OPTION FOR EXCHANGE OF PROTECTED INFORMATION (PII/PHI) VIA MOBILE DEVICES.
- **THIS SERVICE IS NOT FOR URGENT/EMERGENT COMMUNICATIONS OR TO SEND PATIENT ORDERS**
- **THIS SERVICE DOES NOT REPLACE IN-PERSON CONVERSATION, PHONE CALLS, OR SECURE EMAILS**

B. WHO IS THE SERVICE FOR?

- STAFF PHYSICIANS
- RESIDENTS
- FELLOWS

C. WHO CAN YOU SEND & RECEIVE DIAGNOTES TEXT?

- ALL REGISTERED USERS WITHIN DIAGNOTES CAN SEND & RECEIVE MESSAGES
- YOU **CANNOT** SEND OR RECEIVE A TEXT/MESSAGE TO ANYONE WHO HAS NOT REGISTERED (SET-UP) A **DIAGNOTES** ACCOUNT.
- TO BE A REGISTERED USER YOU MUST FIRST SET-UP YOUR DIAGNOTE ACCOUNT

NOTE: FOR STAFF PHYSICIANS AN ACCOUNT HAS ALREADY BEEN APPROVED/PROVISIONED. FOR ALL OTHER USERS, PLEASE SEE YOUR CLINICAL INFORMATICS REPRESENTATIVE TO REQUEST AN ACCOUNT.

D. POINTS OF INTEREST

- DIAGNOTES REFER TO CONVERSATIONS BETWEEN USERS AS "ENCOUNTERS". THIS IS **NOT** THE SAME AS PATIENT ENCOUNTERS IN CERNER.
- YOU CAN TAKE A PHOTO WITH DIAGNOTES AND SEND IT SECURELY. THE IMAGES ARE NOT STORED ON YOUR DEVICE. YOU **CANNOT** UPLOAD AN IMAGE THAT IS ALREADY ON YOUR DEVICE.
- MESSAGES ARE NOT SAVED TO THE LEGAL MEDICAL RECORD. HOWEVER THEY ARE "DISCOVERABLE", SO ONLY INCLUDE APPROPRIATE CONTENT.
- BE SURE TO DOCUMENT ANY CLINICALLY RELEVANT CONTENT FROM YOUR TEXT INTO YOUR CERNER DOCUMENTATION.
- DIAGNOTES WILL BE EXTENDED TO NURSING & OTHER CLINICAL DISCIPLINES IN CONJUNCTION WITH CERNER SECURE MESSAGING.
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E. WHERE TO GET THE APP?

DOWNLOAD THE APP FOR YOUR DEVICE:

APPLE STORE — SEARCH: *DIAGNOTES*

GOOGLE PLAY — SEARCH: *DIAGNOTES*



F. ACCESSING DIAGNOTES

A DIAGNOTES USER ACCOUNT MUST BE CREATED FOR YOU BY IU HEALTH. YOU CAN ACCESS DIAGNOTES THROUGH THE MOBILE APP AND/OR WEB APPLICATION (WWW.DIAGNOTES.COM) IN BOTH THE MOBILE AND THE WEB APPLICATION YOU MUST LOGIN USING YOUR IU HEALTH CREDENTIALS (FULL IUHEALTH.ORG EMAIL ADDRESS AND ACTIVE DIRECTORY PASSWORD)

F. ACCESSING DIAGNOTES CONT....

NOTE: THE FIRST TIME YOU LOGON YOU WILL BE GUIDED THROUGH A STEP BY STEP PROCESS TO SET-UP YOUR ACCOUNT PROFILE (CLINICAL CREDENTIALS, SPECIALTIES, LOCATION, CONTACT INFO, ETC.)

*****BE SURE TO "ACCEPT" PUSH NOTIFICATIONS WHEN DOWNLOADING THE MOBILE APP TO RECEIVE TEXT MESSAGES*****

G. BEFORE YOU GET STARTED

HERE ARE A FEW BASICS THAT ARE HELPFUL TO UNDERSTAND - IN ORDER TO HAVE AN EFFECTIVE AND SATISFYING EXPERIENCE USING DIAGNOTES:

- **ENCOUNTERS:** ALL DIAGNOTES ARE ORGANIZED BY "ENCOUNTERS" - A THREAD OF MESSAGES, ACTIONS, ATTACHMENTS ETC THAT MAKE UP A DISTINCT CLINICAL CONVERSATION OR EXPERIENCE. MESSAGES MAY BE USED TO START A NEW ENCOUNTER, OR A NEW MESSAGE, NOTIFICATION, OR ALERT MAY TAKE PLACE IN THE CONTENT OF AN EXISTING ENCOUNTER. ANY USER MAY START A NEW ENCOUNTER AND CHOOSE TO INCLUDE OTHERS. ACCESS TO CONTENT OF THE ENCOUNTER IS LIMITED TO THE "PARTICIPANT" LIST OF THAT SPECIFIC ENCOUNTER.
- **ENCOUNTER STATUS:** AN ENCOUNTER MAY HAVE DIFFERENT STATUSES: "ACTIVE, DOCUMENTED OR COMPLETED" ACTIVE ENCOUNTERS ARE CURRENT, OPEN OR ONGOING DISCUSSIONS THREADS TO WHICH PARTICIPANTS MAY CONTRIBUTE NEW MESSAGES. ONCE THE DISCUSSION IS FINISHED, ANY PARTICIPANT MAY REMOVE IT FROM THEIR ACTIVE LIST, CLOSE IT AND PUT IT IN THE ARCHIVES FOR STORAGE/REVIEW BY EITHER "DOCUMENTING" OR "COMPLETING" THE ENCOUNTER
- **NOTIFICATIONS:** ONCE YOU'VE DOWNLOADED THE DIAGNOTES APP AND CONFIGURED YOUR PERSONAL NOTIFICATION SETTINGS, YOU'LL RECEIVE PUSH, **SMH**, EMAIL, AND/OR PAGER NOTIFICATIONS ACCORDING TO YOUR PREFERENCES, REGARDLESS OF WHETHER YOU'RE CURRENTLY LOGGED INTO DIAGNOTES—JUST DOWNLOAD THE APP, ACCEPT PUSH NOTIFICATIONS AND LOGIN ONCE.

H. HOW TO USE DIANOTES FOR SECURE TEXTING

1. LAUNCH THE MOBILE APP
2. LOG IN USING YOU FULL IUHEATH.ORG EMAIL ADDRESS AND ACTIVE DIRECTORY PASSWORD
3. CLICK “NEW ENCOUNTER” (OR TAP THE + IN THE MOBILE APP) TO CREATE A NEW ENCOUNTER OR SELECT THE APPROPRIATE EXISTING ENCOUNTER FROM YOUR LIST OF ACTIVE ENCOUNTERS.
4. CLINC “ADD PARTICIPATANT” TO GIVE OTHER USERS ACCESS TO THE ENCOUNTER OR TO SEND THEM NOTIFICATIONS. YOU MAY ADD ONE OR MULTIPLE USERS TO AN ENCOUNTER, OR YOU CAN KEEP PERSONAL ENCOUNTERS/NOTES FOR YOURSELF.
5. CLICK “NEW MESSAGE” AT THE BOTTOM OF THE THREAD (OR TAP THE TEXT FIELD AT THE BOTTOM OF THE MOBILE APP) TO ENTER YOUR TEXT MESSAGE BY TYPING OR DICTATING AND CLICK (TAP) “SEND” IF YOU WOULD LIKE TO BE AUTOMATICALLY NOTIFIED IN THE EVENT YOUR MESSAGES REMAINS UNREAD, SELECT THE APPROPRIATE CONFIGURABLE TIME WINDOW FOR “UNREAD MESSAGE ALERT”
6. TO SECURELY ATTACH A MOBILE PHOTO (*MOBILE APP ONLY*), NAVIGATE TO THE “ADDITIONAL OPTIONS MENU AND TAP “ATTACHMENTS” TO CAPTURE, SAVE AND SEND A MOBILE PHOTO AS PART OF THIS ENCOUNTER.
7. TO SEND A FILE ATTACHMENT (*WEB APP ONLY*) CLICK “ADD ATTACHMENT” AND SELECT THE DESIRED FILE FROM YOUR DRIVE.
8. AS LONG AS THE ENCOUNTER REMAINS “ACTIVE”, ANY PARTICIPANT MAY ADD PARTICIPANTS, SEND MESSAGES, OR ADD ATTACHMENTS/PHOTOS. WHEN APPROPRIATE THE ENCOUNTER MAY BE REMOVED FROM THE ACTIVE LIST BY CLICKING (TAPPING) “COMPLETE”. IN THE MOBILE APP, SWIPE AN ENCOUNTER IN YOUR LIST TO COMPLETE OR DOCUMENT THE ENCOUNTER.

HOW TO USE DIANOTES FOR SECURE TEXTING CONT...

9. AS AN ALTERNATIVE TO “COMPLETING” AN ENCOUNTER, A PARTICIPANT MAY CHOOSE TO “DOCUMENT” THE ENCOUNTER. THIS ALSO REMOVES THE ENCOUNTER FROM THE ACTIVE LIST, BUT IT AFFORDS THE USER THE OPPORTUNITY TO CAPTURE NOTES, OR ADDITIONAL INFORMATION IN SUMMARY FORMAT AS THE ENCOUNTER IS BEING CLOSED OUT. CLICK “DOCUMENT” TO DICTATE NOTES, MARK CUSTOM CHECKLIST ACTIONS, AS WELL AS ADD ATTACHMENTS AND BILLING (CPT/ICD) CODES. THIS SUMMARY WILL BECOME AVAILABLE AS AN ADDENDUM TO THE ENCOUNTER COMMUNICATION DETAILS AND MESSAGES.

J. MANAGING PERSONAL PREFERENCES & SETTINGS

THE FOLLOWING PERSONAL PREFERENCES & SETTINGS MAY BE MANAGED BY A USER IN THE MOBILE APP BY TAPPING THE DIAGNOTES LOGO AT THE TOP-LEFT OF THE SCREEN AND TAPPING “SETTINGS” AT THE BOTTOM LEFT

1. **READ RECEIPTS** TURN ON/OFF AND CONTROL THE TIME WINDOWS FOR UNREAD MESSAGE ALERTS
2. **ALERT SOUNDS** ALLOWS USER TO CUSTOMIZE NOTIFICATIONS TONES
3. USER CAN MANAGE THESE SETTINGS AS WELL AS THEIR DEMOGRAPHIC, CLINICAL AND CONTACT INFORMATION IN THE “MY ACCOUNT” SECTION OF THE WEB APPLICATION, BY CLICKING YOUR NAME AT THE TOP-RIGHT OF THE SCREEN.

For Assistance: IU Health Service Desk

317.962.2828 /888.760.0035

helpdesk@iuhealth.org



Indiana University Health

Diagnotes



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Diagnotes Inc

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- A. DIAGNOTES OVERVIEW
- B. WHO IS THE SERVICE FOR?
- C. WHO CAN SEND & RECEIVE DIAGNOTE TEXT?
- D. POINTS OF INTEREST
- E. WHERE TO GET THE APP
- F. ACCESSING NOTES
- G. BEFORE YOU GET STARTED
- H. HOW TO USE DIAGNOTES FOR SECURE TEXTING
- I. MANAGING PERSONAL PREFERENCES & SETTINGS