

Topic: **Accessing Diagnotes**

Apple: <https://apps.apple.com/us/app/diagnotes/id827626241>

Android: https://play.google.com/store/apps/details?id=net.diagnotes&hl=en_US

Overview Diagnotes is the standard, HIPAA-compliant platform for secure messaging across IU Health, and allows clinicians to use smartphones, computers, laptops and tablets to securely text, voice chat, send attachments and receive consults. Both HIPAA and Joint Commission compliant, Diagnotes ensures patient data is encrypted and safe. If you already have a login, or have forgotten your login, please call the CPE office for assistance at (317) 962-2222.

Clinicians can use Diagnotes via [a web interface](#) or mobile app. Just follow these directions:

1. Log in with your IU Health credentials (**Example Username:** CernerUsername@iuhealth.org)
2. Complete your profile
3. Allow/Accept push notifications if asked

Have questions? Read through the FAQs below:

How can I access Diagnotes?

You can access Diagnotes via [a web interface](#), or you can download and access the platform from a mobile device. Just search on Diagnotes in your app store and once installed, log in with your IU Health credentials. Follow [these steps](#) to ensure a smooth transition to Diagnotes.

If I use Diagnotes (or PC Touch) from my personal device such as my phone or iPad, does that give IU Health the ability to “wipe” my device?

No. Diagnotes (and Cerner PowerChart Touch (PCT)) have compartmentalized capabilities that can be remotely wiped independent of your entire phone instance. So IU Health will not wipe any data from your device related to your use of Diagnotes or PC touch.

However, if you access your IU Health email on your personal device, IU Health has the right and responsibility to wipe your device if lost or stolen. This is not a new policy—but it is related to email access only, and has no connection with Diagnotes or PCT.

Will this application use my data in my service-provider data plan?

It might. Team members should stay on WiFi as much as possible if using Diagnotes, which will limit your personal data usage. Here are some things to keep in mind:

- Sending, receiving and reviewing text messages and discussions are similar in data usage to email or social media messages on the phone.
- All pictures taken by the Diagnotes app are reduced to 25% of their original size before they are sent. For reference, a picture taken and sent from an iPhone 6 requires about 600KB of data, and the same picture on the iPhone X requires just under 1MB of data.

- A live video chat will require about 2MB per minute of data. An audio-only chat (i.e. with everyone's cameras turned off) will require about 200KB per minute of data.
- A phone call through the application accesses the actual user's phone and service provider, so this counts as minutes on the phone contract.

Can I put orders in Diagnostics?

No. Orders can only be placed in Cerner so that they are part of the formal medical record.

Is the preview feature HIPAA-compliant?

The preview feature displays a small amount of a given message on your device as a notification, and then the clinician can select the message to read the complete text. The preview feature is HIPAA- and Joint Commission-compliant as is not considered a risk to patient data.

Will using Diagnostics drain my battery?

The Diagnostics mobile app doesn't use battery if you're not actively using it, and it does not perform any background synchronization. It requires data only while actively using the application.

Will IU Health be providing devices to all clinicians in order to use Diagnostics?

No. IU Health will not be providing hardware/devices to clinicians. However, clinicians can download the Diagnostics app to their personal device if they choose to.

Won't my patients be upset that I am looking at a personal device while I am caring for them?

It's possible that patients will not know or understand that team members may use their devices for secure communications. We will work on this messaging as an organization, but as in all aspects of providing care, team members are encouraged to explain what they are doing to patients so their actions aren't misinterpreted.

I've heard it's not easy to use. Is that true?

Thousands of team members are already using Diagnostics across the system, and IU Health is working with the Diagnostics team to improve the user experience and the usability of the application. This is part of our contract and updates are continually occurring.

How can I provide feedback on Diagnostics?

There are several ways to provide feedback directly to Diagnostics:

- Complete the [short user survey](#)
- Email questions or comments to Feedback@diagnostics.com