

MUHC Paging System

The MUHC paging system has been updated to include both paging and *MiSecure* Messaging. Users can access the paging system via the Citrix Receiver.

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The MUHC Paging System can be found in the Citrix Receiver as **MUHC Call Schedules Directory**

Use **Directory Search** to lookup an individual in the MUHC system

Click **OnCall** to view a department call schedule

Directory Search

Users can use the *Directory Search* to send a page, *MiSecure Message*, or review a phone number.

1. Type the **individual's name** (First Name, Last Name or Both)

2. Click **Search**

3. **Checkmark** the individual

Some users may have contact notes with additional information

4. Click **Select**

Sending a Message (Paging) via Directory Search

Once a recipient has been identified using the *Directory Search*, a page or message can be sent.

The image shows three sequential screenshots of a web application interface for sending messages via directory search. Each screenshot includes a callout box with instructions.

Step 1: Directory Search

The first screenshot shows the "Directory Search" page. A search box contains the name "Giff". Below the search box are "Search" and "Clear Search" buttons. A "New Message" button is highlighted with a red callout box containing the text "1. Click New Message". Below the search box, the "Search Results" section shows "Kristina Gifft () [] - Resident Internal Medicine, General". Under "Contact Details", the following information is listed: Extension: 884-1606, Pager: 3970510, and MiSecure: gifftk.

Step 2: Compose Message

The second screenshot shows the "Message" composition screen. A text area contains the message "Please call Kim at 1-7742", with a red callout box above it saying "2. Type the message". Below the text area are "Send" and "Return to Search" buttons. A red callout box to the right of the "Send" button contains the text "NOTE: PHI should *not* be used in the message." At the bottom of the screen, a grey box contains the text: "Pages should NOT contain PHI (examples: name, DOB, MRN, VN, FIN) The paging system is audited for HIPAA Compliance."

Step 3: Confirmation

The third screenshot shows a confirmation dialog box with the text "Message sent." and an "OK" button. A blue callout box to the left of the dialog says "A window will appear stating the message was sent". A red callout box above the "OK" button says "4. Click OK".

OnCall Schedules

Users can use the *OnCall Schedules* to review a department's contact schedule assignments

The screenshot shows the 'OnCall Schedules' page for 'Medicine'. A search bar contains 'Medicine'. Callouts include: '1. Type the Department name' pointing to the search bar; '2. Click Search icon' pointing to the magnifying glass icon; and '3a. Click > to Expand or Hide the current shift contact(s)' and '3b. Click blue hyperlink to view a shift contact list for the full day' pointing to the expand/collapse arrows and department names.

- **Detail Search** – Search for scheduled persons between a timeframe for one or more departments.
- **Contact Search** – Search for an individual by name to view their associated department group and current scheduled assignment roles.
- **Roster** – Dashboard view that displays department groups with *current shift* or *full day* schedule assignments.

Sending a Message (Paging) via OnCall Schedules

Users can quickly send a message to an assigned contact within the *OnCall Schedules*.

The screenshot shows the 'OnCall Schedules' page for 'Medicine' with the 'Cardiovascular Medicine' department expanded. A table lists contacts with their roles and status. A callout box states: 'Users can elect to send a page or MiSecure message'.

Shift	Role	Contact	Status
Weekday Attending Cath	Cardiology CATH-STEMI Attending & STEMI Referrals	Arun Kumar [Details] [Pager] [MiSecure]	Available
Weekday Fellow Cath	Cardiology CATH-STEMI Fellow	Zachary Luebbing [Details] [Pager] [MiSecure]	Available
Weekday Fellow Consults	Cardiology Fellow Consults UH	Sisir Siddamsetti [Details] [Pager] [MiSecure]	Available

- **Contact Details** – View the individual's Extension, Pager Number, and/or *MiSecure Message* username
- **Pager** – Send a page to the user (**No PHI Allowed**)
- **MiSecure** – Send a *MiSecure* message to the user (**PHI Allowed**)

A close-up of the contact list from the previous screenshot. A callout box states: '1. Click on the Pager or MiSecure icon'.

TAP Page Message ×

To:
Arun Kumar ;

Priority:
Normal ▼

Subject:
Do Not Reply

Message

3. Type the **Message**, *excluding* any PHI when sending to pagers

Pager messages should NOT contain PHI (examples: name, DOB, MRN, VN, FIN.) The paging system is audited for HIPAA Compliance.

4. Click **Send**

Send