

Using MH-CURE Silver – Mobile Heartbeat – Providers

MH-CURE by Mobile Heartbeat (MHB), is a clinical smartphone enterprise application that allows users to communicate Protected Health Information (PHI) via text message and voice calls in a secure and encrypted fashion. MHB is integrated with Responder 5 and Synergy to populate a patient’s care team, including nursing staff, care partners, and medical providers in real time using either Shared Phones (Department purchased devices) for nursing/staff or BYOD (Bring your own device) for providers. This tip sheet is for those who will be using their own smartphones or BYOD.

Steps to Download and Configure MH- Cure Silver

To get started you will need to download the **MH-Cure Silver App** and configure it. Steps to get set up and enroll are found in [Additional Resources](#) at the end.

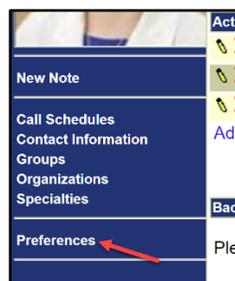
FAQ’s - click [here](#) to find quick answers to frequent questions. Below you will find more detailed information on processes within Mobile Heartbeat.

Steps to Forward Pages from Synergy/eStar to MHB

1. Go to [Synergy \(vumc.org\)](http://vumc.org)
2. Go to **My Profile:**



3. Go to **Preferences:**



4. Make sure **I am a Mobile Heartbeat User** is clicked.

Date: 9/7/2023

Author: Debi Camp

Primary eStar Application: MH-CURE SILVER

Department Approver: Yaa Kumah-Crystal

Mobile Heartbeat

I am a Mobile Heartbeat user and would like my American Messaging Service (AMS) pager messages, such as eStar and Synergy pager messages, forwarded to my Mobile Heartbeat application.

I do not want my American Messaging Service (AMS) pager messages, such as eStar and Synergy pager messages, forwarded to my Mobile Heartbeat application.

Important Considerations

- Selecting either choice does not automatically enroll you in Mobile Heartbeat. To sign up please call the HELP Desk at 615-343-HELP
- Selecting "I am a Mobile Heartbeat User..." does not stop pager messages from being sent to your physical pager or forwarded to your phone as an SMS text message. Instead this has another, more secure, delivery method. To stop forwarding of pager messages to your cell phone via SMS contact Shelley Moore with American Messaging at 615-322-6477 or shelley.moore@americanmessaging.net
- Having your American Messaging Service (AMS) pager messages delivered to your Mobile Heartbeat application has several advantages:
 - You can acknowledge critical lab alerts directly from the message: [Acknowledging Critical Lab Alerts](#)
 - You can launch Haku into the patient chart if the message contains an MRN: [Launching Haku from Mobile Heartbeat](#)
 - You can click to call any phone number in the message

- Decide if you want to receive any updates about messages from your Message Basket within **Basket Preferences**
- Decide if you want **Mobile Heartbeat Logout Notifications** (aka an SMS Text).

Mobile Heartbeat Logout Notifications

If you would like to opt in to receive notifications of messages when logged out of Mobile Heartbeat, check the "opt-in" checkbox below.

Opt-In to receive notifications: No Mobile Heartbeat Logout Notification Number on file. [Click here to view/edit number.](#)

Frequency of notifications:

In-basket Notification Preferences

To help ensure Epic in-basket messages are delivered in a timely fashion additional actions can be specified below, based on message priority.

Action	In addition to the in-basket message, also do this:
Pager	Send a notification to my pager that I have an in-basket message to read. <small>Notification will be sent to the preferred pager listed in Synergy (no preferred pager listed currently).</small>
Mobile Heartbeat	Send a copy of the entire in-basket message to my Mobile Heartbeat application.
None	Take no additional action. In-basket message only.

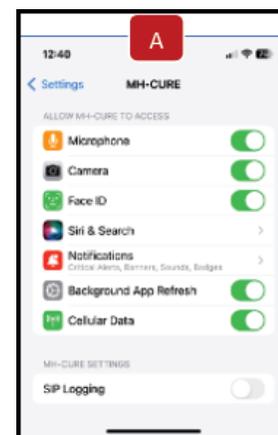
Message Priority	Notification Method
High:	<input type="text" value="None"/>
Routine:	<input type="text" value="None"/>
Low:	<input type="text" value="None"/>

*No preferred pager is currently setup for you in Synergy, and therefore is not available as a notification method.

Updating Phone Settings for MHB use

Smartphone Users (iOS and Android)

- Go to iPhone Settings, scroll down, and tap the MH-CURE app.
- On the MH-CURE settings screen, select the following (Screenshot A):
 - Microphone: Enabled
 - Camera: Enabled
 - Face ID: Enabled
 - Background App Refresh: Enabled
 - Cellular Data: Enabled
 - SIP Logging: Disabled



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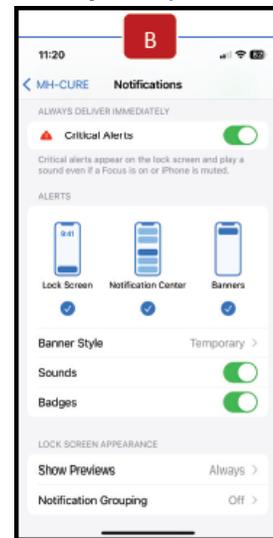
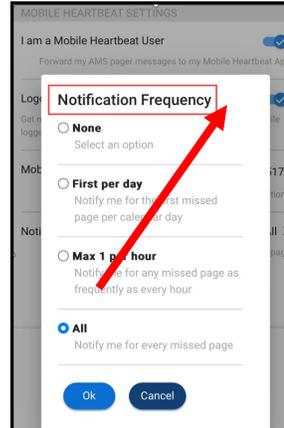
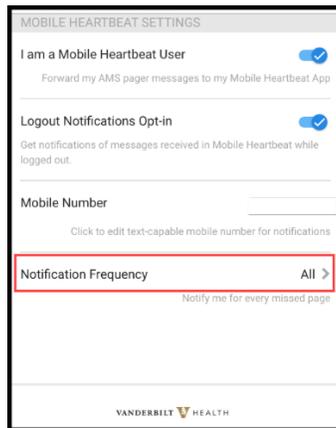
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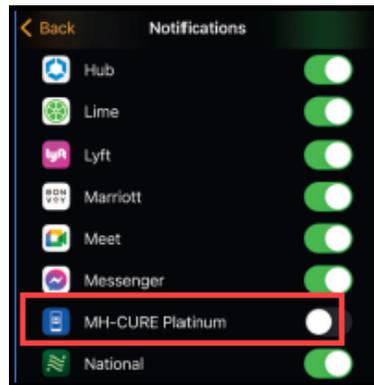
3. On the MH-CURE settings screen, tap Notifications. On the Notifications screen, select the following (Screenshot B):
 - A. Allow Notifications: Enabled
 - B. Critical Alerts: Enabled
 - C. Alerts for Lock Screen, Notification Center, and Banners: Enabled
 - D. Banner Style: Temporary
 - E. Sounds: Enabled
 - F. Badges: Enabled
 - G. Show Previews: Always
 - H. Notification Grouping: Off
4. You can also launch **Logout notifications** and select **Notification Frequency** from the Mobile Heartbeat app Dashboard on your phone to adjust these notifications:



5. **Every missed page** will send you an SMS text if you are logged out of Mobile Heartbeat (MH-Cure) at the time of the message.
6. **First missed page every hour** will send you an SMS text if you are logged out of Mobile Heartbeat (MH-Cure) once per hour.
7. **First missed page per calendar day** will send you one SMS text if you are logged out of Mobile Heartbeat (MH-Cure) once daily
8. **Turn off Virtual Pager SMS Texts to avoid double notifications!**
9. **Turn notifications off for your Apple watch for MH-Cure Silver**
 - A. Having notifications on to your Apple watch can cause you to miss notifications
 - B. **To disable Apple Watch notifications for MH-CURE:** Launch the **Apple Watch app** on your iPhone
 - C. Select **“Notifications”** from the Home screen.

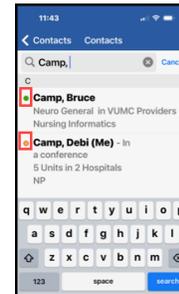
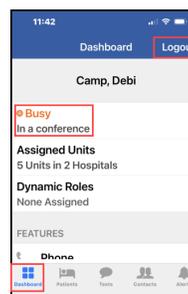
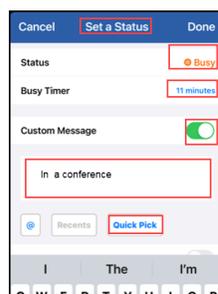


- D. Scroll down the list of Applications and find MH-CURE.
- E. Toggle notifications OFF (green to black) for MH-CURE



Steps to Follow to Set Your Status

1. When you sign in, you open to the **Dashboard**. Here your current **Status** displays.
2. To change: click on the displayed **Status** and select Available or Busy, click on **Done**.
 - A. **Active** - indicates you are signed in and available to receive notifications - appears **Green**. You will appear **Active** unless you set a **Busy** timer or log out (see below)
 - B. **Busy** - can set a timer to be busy, or on a phone call, notifications are delivered to you - appears **orange**
 - You can add a custom auto-reply message or use a default by toggling **Custom** message and typing it in
 - Your **Status** will appear when you first sign in and when clicking in the **Dashboard**



- C. **Offline** - indicates you are logged out
 - Log yourself out by clicking the **Log Out** icon or
 - You will be logged out if you are not active in MH-CURE for 90 days
 - Notifications and phone calls are **not** delivered to you - you will receive them when you sign back on
 - You appear **gray (status circle is gray)** to yourself and to others

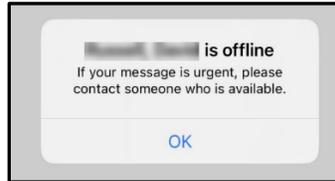
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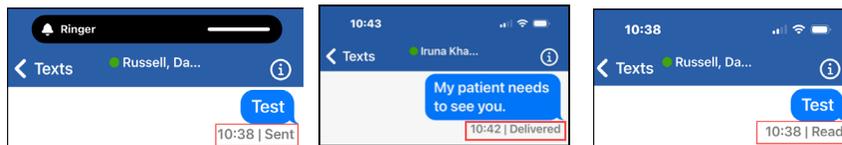
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- You will need to **Log in** when you are **Available** again to resume receiving messages in MHB
- DO NOT TEXT an offline contact since they will not get the message unless/until they sign back in. **If a user is off-line, please contact another member of the Care Team.**



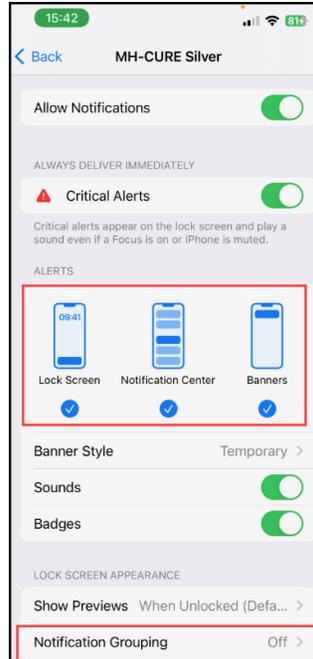
- Once you authenticate, use your pin or biometrics to sign back in. You will be required to re-authenticate every 7 days, but you will remain “Active” unless you log out or get logged out.
- If you haven’t received a response for a message for someone who looks active, check the message.
 - The message will say **Read** if they have read the message
 - If the message does not say **Read**, you can follow up using your normal process



- You can see other users’ status indicated by the circle by their name

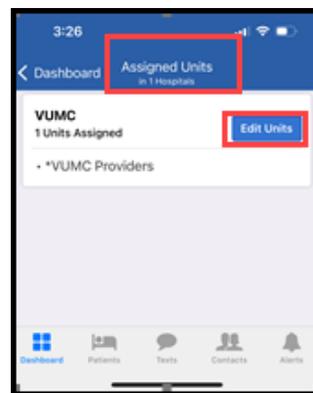
Steps to Change Your Alerts

- Go to **Dashboard**.
- Go to **More**.
- Go to **Sounds**:
 - Change your Normal and Urgent Text Tones
 - Your Notification settings should look like this
 - Make sure **Notification Grouping** is set to off
 - You can choose your own **Banner Style**



Steps to Follow to Assign/Unassign a Unit

1. VUMC Providers (Attending, Resident, Fellow, Nurse Practitioner, Physician Assistant, Psychologist, Pharmacist, CRNA) will be assigned to the “VUMC Providers” unit.
2. You can move or add yourself to other unit(s) from the Dashboard by: (1) tap Assigned Units (2) tap Edit Units (3) Check/uncheck units as desired (4) tap Done.



Steps to Contact a Patient's Team Member

1. If you know the name of the patient:
 - A. Go to **Patients** icon in menu bar. Toggle to browse on the top row
 - B. Search for the patient using their name - **Search All Hospitals**
2. If you know the Service:
 - A. Go to **Contacts**

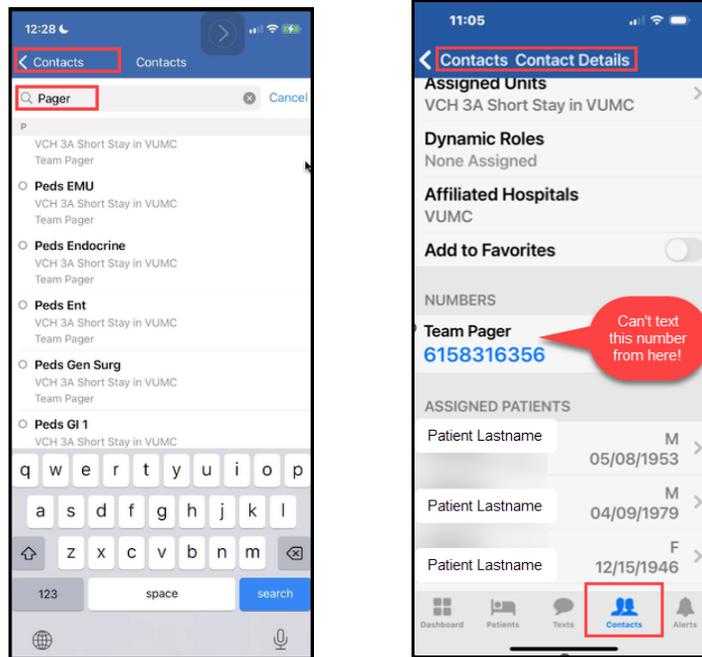
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- B. Search for the Hospital Service (it will bring up the team pager)
- C. Patients assigned to this service's team will display underneath
- D. Users can scroll down to access the patients assigned to the service team and to contact the nursing team
- E. **Note** - when you search for a Team pager, you can see the patients assigned to the Team, but tapping the pager number will **not** lead to sending a message to the Team pager



- F. To Text: Click **Text** in bottom menu bar
 - Tap the pencil in top right corner
 - Enter the name in the Search field (this will bring up everyone in your Unit, if you are in the VUMC providers Unit, it will include the following people: Attending, Resident, Fellow, Nurse Practitioner, Physician Assistant, Psychologist, Pharmacist, CRNA)
 - If you need to find outside of VUMC Providers, click **My Units** under New Text and select **Directory** to search everyone in the Directory or choose one of the filtered lists to select a name from there
 - Select the name, click **Continue**
 - Type your message and click the up arrow in the message field to send

Steps to Finding the Nursing Team Assigned to the Patient

1. If you are assigned to a Unit, search for the patient in the Search field, or on the **Assigned Patient** tab or the **Assigned units**> select the patient.

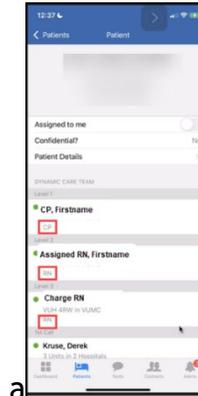
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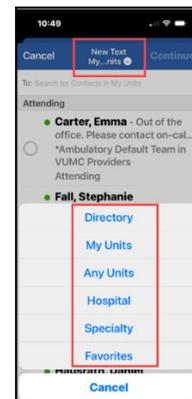
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- You will see three levels of nursing staff for the patient: CP, Nurse, Charge Nurse.



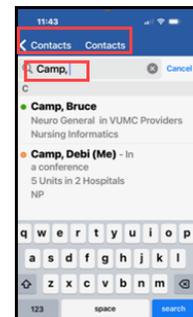
Steps for Group Texts

- Go to **Text** icon in menu bar.
- Click on the pencil icon.
- Click **New Text** drop down.
- Select from the system lists or your favorites:
 - Type the name of the user and click the radio button by their name to add them- you will see a green check
 - Type the message and send



Steps to Save Contacts to your Favorites

- Go to **Contacts**.
- Search for the provider's name.
- Click on their name.
- Click on the toggle and it becomes green to add to your favorites.
- Now when you go to **Text**, go under **New Text**, and find your **Favorites**.



Steps to Call Patients from MHB

Use the **Phone** feature to call patients with what looks like your Office Phone

- In the Dashboard select the **Phone** under Features.
- To set up the number displayed to the person you call, tap the right upper corner phone icon.
 - Choosing your office number instead of your personal cell will assure your patient does not see your personal cell.
 - Call masking is not available for Android users

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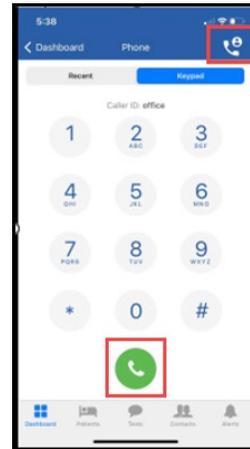
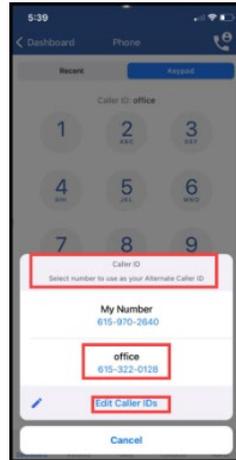
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- Put in the number.
- Tap the Phone in upper right corner, then hit Call.

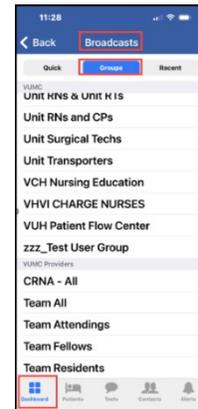


Steps to Group Broadcast

Use to send a message to a predefined group.

For example, to send a message to your resident team when getting ready to round:

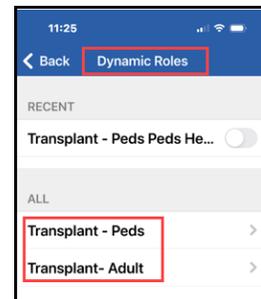
- Go to **Dashboard>Broadcasts**.
- Click **Groups** at the top of the screen.
- Scroll down to select **Team All** or **Team Residents** (under VUMC Providers) or **Unit** (under VUMC) to search for a group.
- Select the specific **Team** or **Unit**.
- You can send a Broadcast to any of the groups lists.



Steps to Use Dynamic Roles

Dynamic roles are roles multiple people can assign themselves to e.g., Transplant - Peds that changes daily or consult team.

- The person working Transplant-Peds for that day will need to sign into that Dynamic Role:
 - Go to Dashboard
 - Dynamic Roles
 - Select the role
 - To sign off, select the toggle and **Confirm**
 - Warning** - if you sign in and someone else is already assigned to that role - you will kick them off



FAQ's

- What if I have questions about downloading MDM to my personal device?
 - For FAQs around MDM, [click here](#).
- What do I do if Mobile Heartbeat (MH-Cure) says I am Available, but I don't have Mobile Heartbeat (MH-Cure) on my device?

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- A. You will need to download MH-Cure on your device - see [Additional Resources](#).
3. **FappDoes Mobile Heartbeat (MH-Cure) ever log me out?**
- A. Yes, If you have not logged onto Mobile Heartbeat/MH-Cure in the past 90 days, you will be Logged out and show as Offline.
 - B. You do need to do an extra re-authentication step every 7 days for security purposes. Even without doing this, you will still get notifications.
4. **Sometimes, when I log in, it will show prior notifications as “New,” why.**
- A. To avoid this, click on every message that comes from Mobile Heartbeat, so it logs as **Read**.
5. **How can I notify Mobile Heartbeat (MH-Cure) that I am not available?**
- A. **Logout** of Mobile Heartbeat (MH-Cure)
 - B. Mobile Heartbeat (MH-Cure) will show you as **Offline**.
 - C. You will need to **Log in** when you are **Available** again to begin receiving messages in MHB again.
 - D. If you want to still get an SMS text about the message sent to Mobile Heartbeat (MH-Cure), see [Steps to Follow to Set Your Status](#)
6. **What if I am worried about missing a page from Mobile Heartbeat (MH-Cure)?**
- A. See [Steps to Follow to Set Your Status](#)
7. **Can I still use eStar Paging?**
- A. Yes, page will go to the **Team Pager** which is forwarded to the 1st call member of the team thru Synergy.
8. **Can I still use Synergy?**
- A. Yes, pages sent thru Synergy can be forwarded to Mobile Heartbeat/MH-Cure See [Steps to Follow to Forward Synergy/eStar Pages to Mobile Heartbeat](#)
9. **Can I still use Teams?**
- A. Yes, you can use Teams as a HIPAA compliant platform for patient care.

Additional Resources

Links to additional resources for installing MHB:

ANDROID

[Android Video](#) | [Android Step Guide](#) | [Android Slide Deck](#)

iOS

[iOS Video](#) | [iOS Step Guide](#) | [iOS Slide Deck](#)

Configuring MHB:

[Configure Mobile Heartbeat MH Cure Message Settings.pdf \(vumc.org\)](#)

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My Profile
Care Teams
Team Schedules
Team Pagers
Service Designations
Service Pagers
Call Schedule
People & Practices
Rotation Schedules
Department Editor's Guide
User Guides
Dynamic Roles

Send a link to
Enter name or Search

User Guides

Click on the name of the guide to view. All guides are in PDF format.

- How do I add my mobile number to my profile
- Add My Pager to Synergy and eStar Paging
- Cardiovascular Medicine VHM Quick Reference
- How to Grant Synergy Permissions to Sync to Outlook 365
- How to Sync Synergy Schedule to Outlook Calendar
- Get added to Synergy if you are not in Synergy today
- Call Schedule Editor's Guide
- Grant Update Permissions to Users
- Care Team Coverage Editor's Guide
- Add or Edit Person (quick version)
- Add People to Synergy (more details/options)
- Update Person's Contact Information (for department designees)
- Update Departmental Contact Information
- Remove People from Department (quick version)
- Remove People from Department (more details/options)
- Share a pager group for other people to send messages
- Remove people or categories from multiple days on Call Schedule
- Configure Mobile Heartbeat / MH-Cure Message Settings
- Set Up In-Basket Notification Preferences
- Add a Photo to a Person's Profile
- Map Qgenda Task to Synergy Category
- Map Qgenda Staff Members to Synergy People

Close

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