From the Office of Clinical Informatics

Northern Light Health

CareAware Connect

Daily Flash Flyer – Day 10

Thursday, April 4, 2024

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CareAware Connect Messenger/Voice

Frequently Asked Questions

Why am I not able to get into CareAware Connect after changing my password?

➢ When completing a network password change, it can take up to 20 minutes before the new password can be used in CareAware Connect.

Why will my keyboard not work?

➢ If your keyboard is not functioning as expected, back out of the application and try again. If this persists, restart the device.

Known Issues & Updates

Message History

➢ Connect messenger has been updated to purge inactive messages after five days.

CareAware Connect Nursing

Important Reminders

Specimen Collection

➢ It is important to complete the entire process when collecting specimens. If the label is not scanned and the nurse does not Sign to complete at the end, then the lab cannot see the time of collection or who completed the collection.

➢ When completing specimen collection, print the label from the patient room at the bedside.

STEP 1: Scan the patient bracelet.
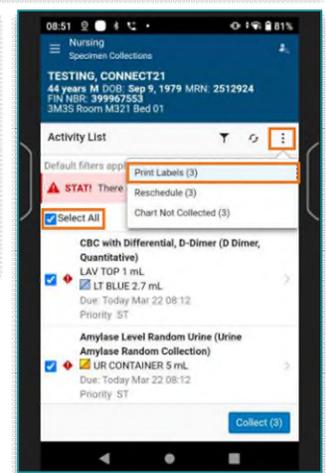
- Establish Relationship if not already established.

STEP 2: Tap the **Table of Contents**.

- Tap Specimen Collections.

STEP 3: **Select All** is the default. If not collecting all, deselect the **Select All** and select appropriate lab.

STEP 4: Tap the **ellipsis** in the upper corner to Print Labels.

- Scan Barcode on Label Printer.

> ▪ Tap **Print** at the bottom of the screen.

NOTE: Once the labels have been printed, the device will return to the Activity list screen. Scan the labels from this screen, DO NOT tap collect unless the scanner is broken. Once Labels are scanned it will move to the complete and Sign Screen.

STEP 5: Scan all Specimen Labels once they have been placed on the tubes.
STEP 6: Tap **Sign** once scanning is complete.
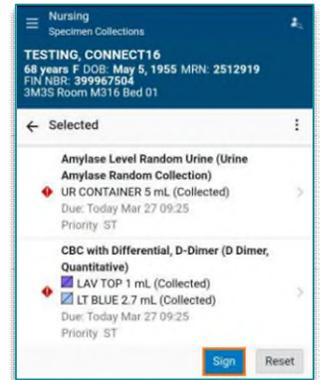
Providers

Important Reminders

Lab Orders

➢ **Lab orders placed without being a timed study will be treated as a routine study and go to the next collection list.**

- For example, an order placed at 0715 will not go to the CareAware Connect phones until 0800 and would be drawn as a routine study.

Active Issues

Label Printers Not Always Printing

➢ **The label printers were set up to work on Wi-Fi. For those printers that are in patient rooms in the Emergency Department and ICU patient rooms, the printer should be removed from the docking station before printing the labels.**

➢ **Work is underway to connect the printers to Wi-Fi when in the docking station, allowing the nurse to print labels while docked. This change only applies to locations where printers are permanently placed in patient rooms.**

STAT LABs

➢ **When a STAT lab is ordered prior to midnight and timing does not allow it to be drawn within that calendar day, the STAT lab will not display on the Connect device. If the lab is seen before midnight and there are concerns it will not be drawn prior to the top of the hour, print the specimen label for identification on the specimen container. Scanning will not be available.**

For questions regarding process and/or policies, please contact your unit's Clinical Educator or Clinical Informaticist. For any other questions please contact the Customer Support Center at:
207-973-7728 or 1-888-827-7728.