

**Target Audience:** Mobile Heartbeat Users

**Effective Date:** September, 2021

**Location(s):** ☒ Dearborn ☒ Farmington Hills ☒ Grosse Pointe ☒ Royal Oak  
☒ Taylor ☒ Trenton ☒ Troy ☒ Wayne ☒ Lenox-OPC

**Module:** ☒ EpicCare Inpatient ☒ ASAP

**Overview:** A Mobile Heartbeat user can send a text message using Quick, Groups and Recent Broadcasts.

## How it Works:

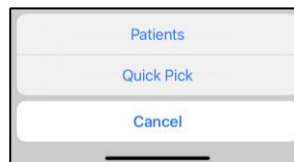
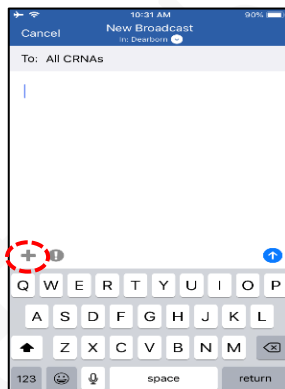
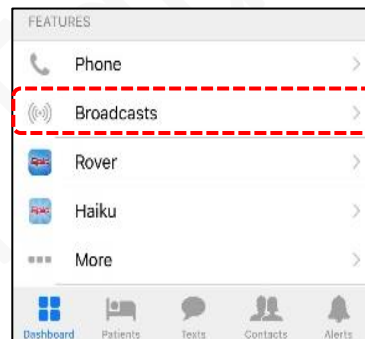
There are three tabs in Broadcasts

1. **Quick:** All standardized medical alerts that are sent to predefined roles
2. **Groups:** All groups that can receive a general broadcast
3. **Recent:** All broadcasts sent and received (up to three days)



Send a Text in Broadcasts

1. From **Features** section, tap **Broadcasts**.
2. In the **Groups** tab, tap the group to send a message to.
3. A text message window will display.
4. Tap the **+** to access:
  - a. Patients: Patients in your unit
  - b. Quick Pick: A list of canned messages.
5. Type message.
6. Tap **Send**.

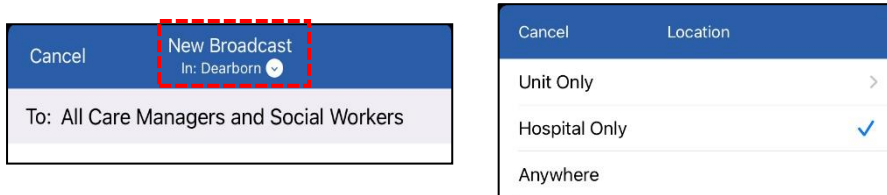


7. Every person in the Broadcast group will receive the message.
8. To send a message as urgent, tap the **!**. The message will display in a red text bubble and will have a different notification sound.

## Intended Audience

Prior to sending a broadcast, ensure the message will be sent to the intended audience.

1. Check the top and confirm the audience is correct (i.e. Dearborn).
2. Tap the downfacing arrow to change the audience
  - a. **Unit Only** – message will be sent to the specified group in the unit selected
  - b. **Hospital Only** – message will be sent to the specified group in the entire hospital
  - c. **Anywhere** – message will be sent to the specified group at every site (ALL sites)



## Important Notes:

- All text messages and broadcasts are purged after three (3) days.
- A user cannot manually delete a broadcast message.
- A user cannot create their own broadcast group.

## Respond to a Broadcast

1. Tap on the person's name.
2. Tap **Text**.
3. Type message.
4. Tap **Send**.

