


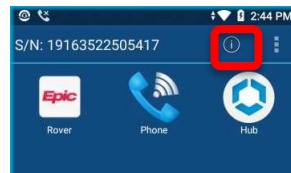
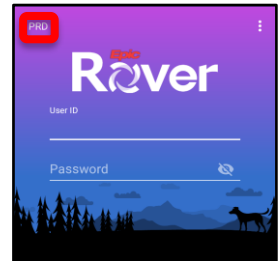
Epic Rover on Zebra Smartphone FAQs



Audience: Nursing and Respiratory Therapy Rover Users

Rover

- I can login to Epic on the computer, but I can't login to Rover.
 1. Make sure PRD is selected in left upper hand corner of login screen.
 2. Make sure your user ID is in the User ID field. You may need to wipe out the previous person's login.
 3. Go to a computer and try logging in there; then login to Rover – type password slowly and make sure every character is pressed (sometimes we mis-type).
 4. Make sure the device is connected to the secure Methodist network
 - a. Tap the  icon at the top of the device home screen



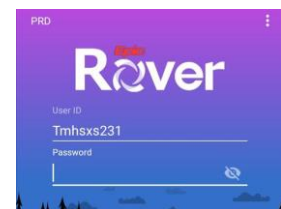
- b. Ensure the following:
 - Wifi state = "Connected"**
 - SSID = "TMH_VWN"**
- c. If it is not connected to the correct network, user can try rebooting the device.
- d. If it's still not connecting, then put in a help desk ticket for IT-MDI



5. If you are connected to the right TMH_VWN network and still unable to login, place an IT-Help Desk ticket and assign to the Epic ClinDoc team.

- **My barcode won't scan**

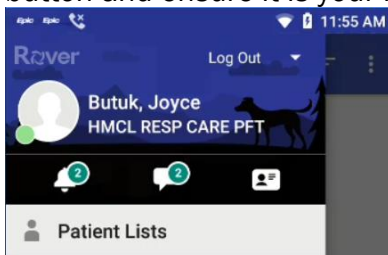
1. To rule out barcode issue, use your Epic password to login.
2. If your password works, log out of Epic.
3. At the login screen, your username should be in the User ID field.
4. Scan your badge here in place of your password.
5. If nothing happens, make sure your badge is readable and not faded. If it's faded, you may need to get a new badge.
6. **Reminder:** Contractors will not be able to scan a barcode and must enter their full password each time.
7. If you still receive an error when scanning your badge, place a ticket with the IT-Help Desk for the Epic Security team. The ticket will be addressed during business hours.



Epic Rover on Zebra Smartphone FAQs



- **How do I reset my PIN?**
 1. Login with user ID/password
 2. Epic button top left
 3. Down arrow next to logout at top right
 4. My profile
 5. Change pin
- **Rover says “No environment configured” instead of the letters “PRD” at top of Rover login screen**
 - Place a ticket with the IT-Help Desk for the IT-MDI team.
- **If a picture is taken in error and showing in media tab, how do I delete it?**
 - You cannot delete it yourself, as it is a part of the permanent medical record.
 - Must send ticket to Epic HIM team. Follow the instructions on this tip sheet: <https://epicsharepoint.houstonmethodist.org/sites/Epic/WebSolutions/Learning%20Materials/Chart%20Correction.pdf>
- **I’m a nurse using my Rover device and it shows a PCA template.**
 - Rover may still be logged in with the previous user’s credentials. If in doubt, click the Epic button and ensure it is your name that is logged in.

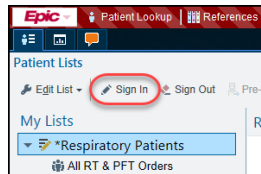


- Make sure to log out of Rover when you aren’t using it.
- Rover will auto logout after 20 minutes of no activity.

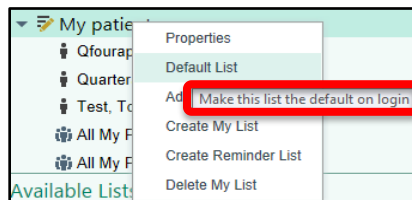
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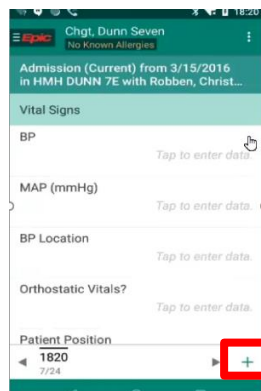
- **Treatment team phone number not working or wrong.**
 - Enter ticket for Epic ClinDoc
- **I'm able to log in to Rover, but I don't see all my flowsheets for my department.**
 - Rover is live on Medsurg, ICU, L&D including nursery levels I & II, Rehab, SNF, ED & ECC, Oncology [HMH WT 14&15 only], Psych, LTACH, Wound care, & Respiratory Therapy. Outside of these departments, Rover is not yet available.
 - Make sure you are logged into your correct department.
- **I cannot see my patients under "MY Patient List" OR I see all the patients in the unit.**
 1. Login to Epic from a computer.
 2. Use the Sign In activity to assign yourself to your patients.



3. Right click your "My Patient" list and select "Default List".



4. For more information about My Patient Lists, see tip sheet: [Patient List and Creating a My List](#)
- In Flowsheets, how do I add a new time column or back document?
 1. Select the + sign at the bottom screen and select desired time.
 2. For data entry just overwrite in Rover or Hyperspace.

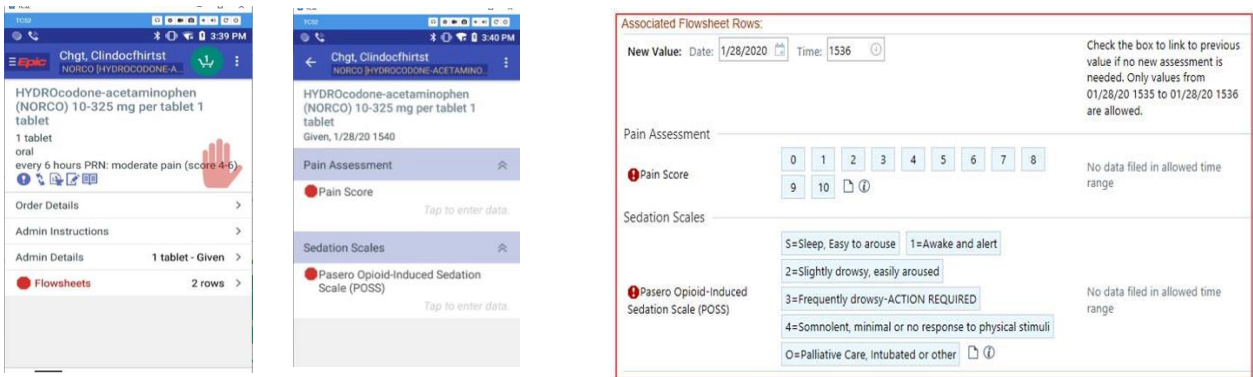


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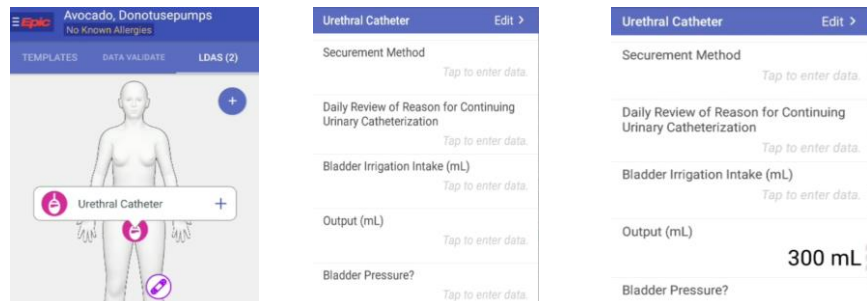
- When administering Blood pressure medication, it is asking to enter new VS readings.
 - Tap the recent time line VS documented at the bottom. File by tapping the back arrow above.



- Rover does not have a hard stop to place pain score when administering PO pain meds.
 - Correct. Rover respects what is configured in MAR hyperspace.



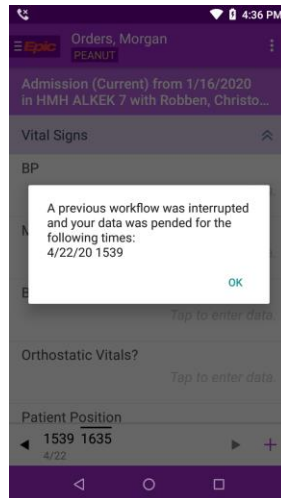
- How do I document Foley or any drain output? I don't see it in I&O under Flowsheets.
 - The output for all drains can be documented in the LDA.
 - Tap the LDA that needs to be documented on.
 - In the assessment row, enter the output in the "Output row [mL]"



Epic Rover on Zebra Smartphone FAQs




- **How much time to logout user?**
 - Rover will auto logout after 20 minutes of no activity. The device will go to sleep after 5 minutes of no activity but can be awakened by pressing the power button.
- **On BPAM, what volume do we document initially?**
 - 0 volume.
- **On the Patient Summary, for new orders: if it is acknowledged by someone else, will I still see it in Rover?**
 - No, it will not appear anymore in Rover if it is acknowledged by anyone.
- **If I'm in the middle of documenting in Rover and I get interrupted and don't save it, what will happen?**
 - After 5 minutes your device screen will go to sleep. You can press the power button and swipe up to return to where you left off.
 - After 20 minutes, Epic will automatically log out, the same as Hyperspace. When you log back in, you are taken to the patient list. If you go back to the activity you were doing, you will get a pop-up message saying previous documentation was interrupted. You can continue from there.



- After scanning a medication and it goes to your shopping cart, it automatically falls out after 10 minutes if you don't accept it.
- **My patient's blood administration is not available in Rover, but available in Hyperspace**
 - Must release blood in Hyperspace first
- **I'm an RT and I need to document in Flowsheets on a neonate in Rover.**
 - At this time, RTs need to document neonate data in Hyperspace on their normal workstation. All flowsheets displayed in Rover are for adult patients only.



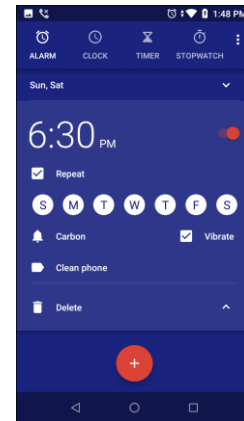
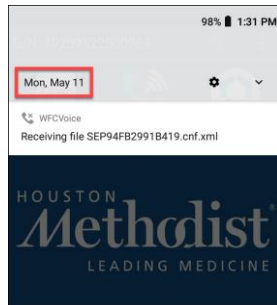
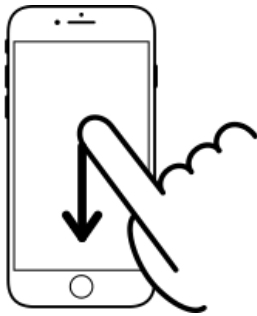
Zebra Smartphone

- **How do I get a number added or corrected in the generic roles or departments directory in the dialer app?**
 - Place a ticket with the IT-Help Desk for the IT-MDI team.
 - Keep in mind, the directories are updated on a quarterly basis and can be seen by everyone.
- **What do I do if my smartphone breaks or the screen cracks?**
 - Place a ticket with the IT-Help Desk for the IT-MDI team.
- **Is there a case or holster for the smartphone?**
 - At this time, there is not a hospital-grade infection control friendly case available.
- **After turning smartphone on, it keeps cycling and never starts. It stays on the TC52 screen.**
 1. Remove the battery and place back in
 2. Hold the power button until the screen comes on
- **Smartphone won't power on at all.**
 1. Try replacing battery with a fully charged battery.
 2. Ensure battery is snapped in all the way and spring clips are fully snapped in.
 3. Mark the phone as broken and place a ticket with the IT-Help Desk for IT-MDI team. Leave with secretary for MDI team to pick up.
- **There's an "x" on the wi-fi icon at the top**
 1. Tap the  icon at the top of the device home screen
 2. Ensure the following:
 - a. **Wifi state = "Connected"**
 - b. **SSID = "TMH_VWN"**
 3. Nothing to be concerned about if showing "connected"
 4. Same wireless network at all campuses - "TMH_VWN"

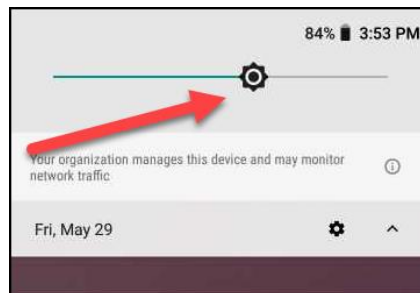
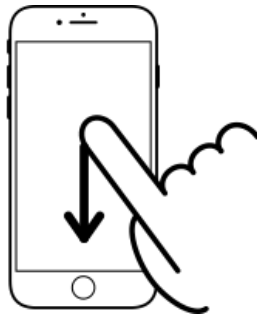
Epic Rover on Zebra Smartphone FAQs



- **Can I set a timer or an alarm to go off at a certain time on the phone?**
 1. Yes, from the smartphone home screen with the blue Methodist background, swipe down on the screen from the top.
 2. Tap the date.
 3. You will be taken into the “Alarm/Clock/Timer/Stopwatch” screen. You can set new alarms and customize sounds, similar to your cell phone.



- **Adjust the Brightness of Your Screen**
 1. Swipe down from the top and adjust the sliding bar brightener at the top to your preference.



Epic Rover on Zebra Smartphone FAQs



- **How to accept/decline incoming calls when on an active call?**
 - If the phone was awake prior to the user being on the active call, when an incoming call comes in, a call waiting beep will be heard and a pop up message for the incoming call will display to accept/decline.
 - If the phone was asleep prior to the user being on the active call, when an incoming call comes in, a call waiting beep will be heard but a pop up message for the incoming call to accept/decline will not be seen.
 - The user will need to press the home screen button to view the option to accept/decline the call from the home screen.

- **What does the call history will display?**
 - Missed calls (symbolized by a red arrow)
 - Declined calls (symbolized by a blue arrow)

- **Can I call back a blocked or private number?**
 - No, a blocked/private number doesn't provide a number to be called back

- **Can a nurse send a message to a doctor via Perfect Serve using Rover?**
 - No because PerfectServe is not on the Rover device because it is being phased out.