

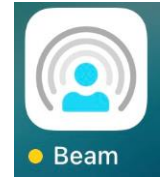
# Care.AI Telenursing Workflows



*Audience: Bedside Nursing Staff – Telenursing Units*

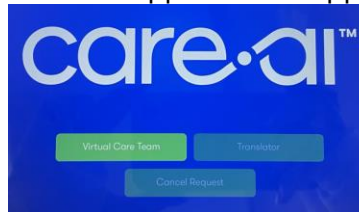
## What's Changing

We're transitioning from **Caregility** to the **Care.AI** app for telenursing. This app will allow telenurses to work from one platform for all calls. **The Caregility app will no longer be available for use.**



**Starting Nov. 13**, open the **Beam Care.AI** app when you need to request services. The app is located on the bottom toolbar of all iPads.

To request a telenurse, select the **Virtual Care Team** button. This will place you in the queue for the telenurse to pick up. Leave the iPad open on the app before stepping away.



**Note:** A call request will only be sent if a patient is assigned to the room.

When the first call on the iPad begins, the patient will be directed to allow camera, mic and notifications. **Please direct the patient to allow these prompts if seen.**

## Quick Tips/Troubleshooting

**Issue:** When opening the iPad, it states “Registration Error”.

**Resolution:** Completely close the app and reopen. If the issue continues, open a ticket for IT Virtual Health and include the iPad serial number and room assignment.

**Issue:** Bedside staff sees Network Connection Error message on screen.

**Resolution:** Wait five seconds for the app to refresh. The app should then login correctly. If that doesn't occur, confirm the iPad is connected to Wi-Fi, close the app and relaunch it.

**Issue:** The “Virtual Care Team” button is greyed out.

**Resolution:** Select **Cancel Request**, then select **Virtual Care Team**.

**Issue:** Telenurse's sound to the patient on the iPad is low.

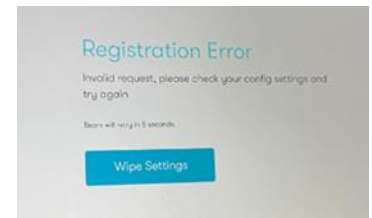
**Resolution:** Use the volume controls on the side of the iPad to raise the volume.



## Troubleshooting Tips and Tricks – Bedside

**Issue:** When opening the iPad, it states “Registration Error”.

**Resolution:** Close app by double clicking the **Home** button and swiping the app up. Reopen the app. If the issue remains, open a ticket for IT Virtual Health and include the iPad serial number and room assignment. Use a roaming iPad if available to complete the call.



**Issue:** Bedside staff sees **Network Connection Error** message on screen.

**Resolution:** Wait five seconds for the app to refresh. The app should then login correctly. If that doesn't happen, confirm the iPad is connected to Wi-Fi, close the app and relaunch it.



**Issue:** The “Virtual Care Team” button is greyed out.

**Resolution:** Select **Cancel Request**, then select **Virtual Care Team**.



**Note:** Please don't tap the button multiple times to request a call. This will push the call down the list.

**Issue:** Telenurse's sound to the patient on the iPad is low.

**Resolution:** Use the volume controls on the side of the iPad to raise the volume.