# tigerconnect

### **Overview - Roles** TigerConnect Clinical Collaboration Platform - Pro



#### ROLES

**Roles** are a premium feature of TigerConnect that allows an organization's Admin to create and administer specific Roles for their organization for more focused communication (*i.e. – Nurse Lead, On Call Hospitalist*).

Once these Roles get created, all users in their respective TigerConnect organization can compose a message to a Role where the messages route to the person assigned to that Role at the given time.

You can easily to search for and message on-call specialists without having to track down a unit clerk or manually look up the person's contact information on a computer, whiteboard, or printed schedule.



#### ROLES

Access Roles – coming on duty for your shift Assume a Role – swipe right to opt into a shift assignment or automatically be opted in when integrated with a scheduling system (Roles can be be broken up per department)

Automated Response – display being on duty but not available

**Off Duty** – swipe left to opt out of a shift assignment or get opted out when another user opts into the occupied Role

**Message a Role** – correspond with an individual currently occupying a Role

Active Handoff – see all message history of the Role you are occupying

**Calendar View** – see your calendar of shifts or who will be occupying a Role over the next 90 days with automation possible with your scheduling system



#### **ACCESSING A ROLE**

When you come on duty for your shift:

- 1. **Open the TigerConnect app**
- 2. Click on the Roles Tab at the bottom menu bar





#### **ASSUMING A ROLE**

When manually opting into a shift or overriding a resource on duty via scheduling integration:

## 1. Find your Role(s) and tap on it



## 2. Swipe right to opt3. Save your Roles to My Roles to quickly find forinto the Rolefuture use

Neurologist - 2 Neurology No one is on duty
DESCRIPTION
Save to My Roles
->> Swipe to opt in

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#### **AUTOMATED RESPONSE**

When you are on duty but not available (DND is disabled when you are in a Role):

- 1. In the Roles tab click on My Roles at the top
- 2. Turn on Automated Response
- 3. Type your message and click Apply at the upper right corner

If desired, leave an automated response message. Toggle off when you become available.





#### **GOING OFF DUTY**

- Swipe left to opt out of a Role
- 2. Type the name of the next user on duty or choose skip on the upper right corner to leave the Role empty.

(This section cannot be skipped if your organization does not permit Roles to be empty)

3. Turn on DND in your personal settings and set an away message

#### NOTE:

If a Role is empty and sent a message, an Unassigned Role Automated Message can be set by the Roles Admin.



		(
×	Assign this role to	Skip
То:	Enter Name	
ALL	Alert Notifier	
9	Alexandria Brooks, MD MD, ED	
	Amanda Le, Pharm Pharmacist, Pharmacy	
	<b>Amy North, MD</b> Emergency Physician, ED	
<b>@</b> .	Andrew Cordell	
AC	Andrew Customer	
<b>§</b> .	Andy Kirts MD	
AL	Ann Lee, Care Coordinator Care Coordinator	
<b>?</b>	Answering Service	
	Brian Friedman, House Supervisor House Supervisor, Nursing	
	Brian Seymour, EMT	







#### **MESSAGING ROLES**

- 1. Compose a new message
- 2. Begin typing the name of the Role you wish to message and select it

NOTE:

You can send a private group message to multiple Roles and also include individual users.

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×	New Message							
To: Charge								
* Create	Group							
Broadcast a	Message							
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Joł	nnson								
Name:	Care <sup>-</sup>	Team -	Jane	Doe					
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#### **ACTIVE HANDOFF**

Shift-to-shift activity handoff:

- When a user opts into a Role they will inherit all of the messages that have been sent to the Role to ensure continuity of care
- A user has the option of sending a message from their individual profile or from one of the Roles they are opted into

NOTE:

While opted into a Role(s), when you compose a message, a menu will pop up to select which profile to send the message from.





#### YOUR ROLES CALENDAR VIEW

See your shift-based calendar up to four weeks out:

- 1. Click on the Roles tab at the bottom menu
- 2. Click on My Calendar at the top
- 3. Swipe from right to left to see the dates and times of your upcoming shifts

NOTE:

TigerConnect Roles integrates with current scheduling systems, including TigerConnect Physician Scheduling.

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S	М	Т	W	Т	F	S
6	7	8	9	10	11	12
Today,	9 Wedn	esday				
Inbox	O A Te	eams	Roles	Explo	bre	Settings



#### **ANY ROLE CALENDAR VIEW**

See who is in a Role up to four weeks out:

- 1. Click on the Roles tab at the bottom menu
- 2. Click on 'Info' button next Role you are interested in
- 3. Click on red calendar icon to view the shift-based calendar for the chosen Role



		Charge Nurse Emergency Department								
		Today		September 2020						
		S	Μ	Т	W	Т	F			
JH		30	31	1	2	3	4			
					• • • •					
Charge Nurse		5 Saturday								
Emergency Department On Duty: Jack Hsu, RN 7:00 AM - 7:00 PM		(Sep 4) 7:00 PM 7:00 AM				ota, RN				
		<b>7:00 A</b> 7:00 Pl	M M	H Jack	Hsu, RN					
Gupta, RN 0 PM - Sep 5, 7:00 AM		<b>7:00 Pl</b> 7:00 Al (Sep 6)	M M	Deep	oak Gupta	a, RN				
My Roles										
Swipe to opt in										



