



# Overview - Roles

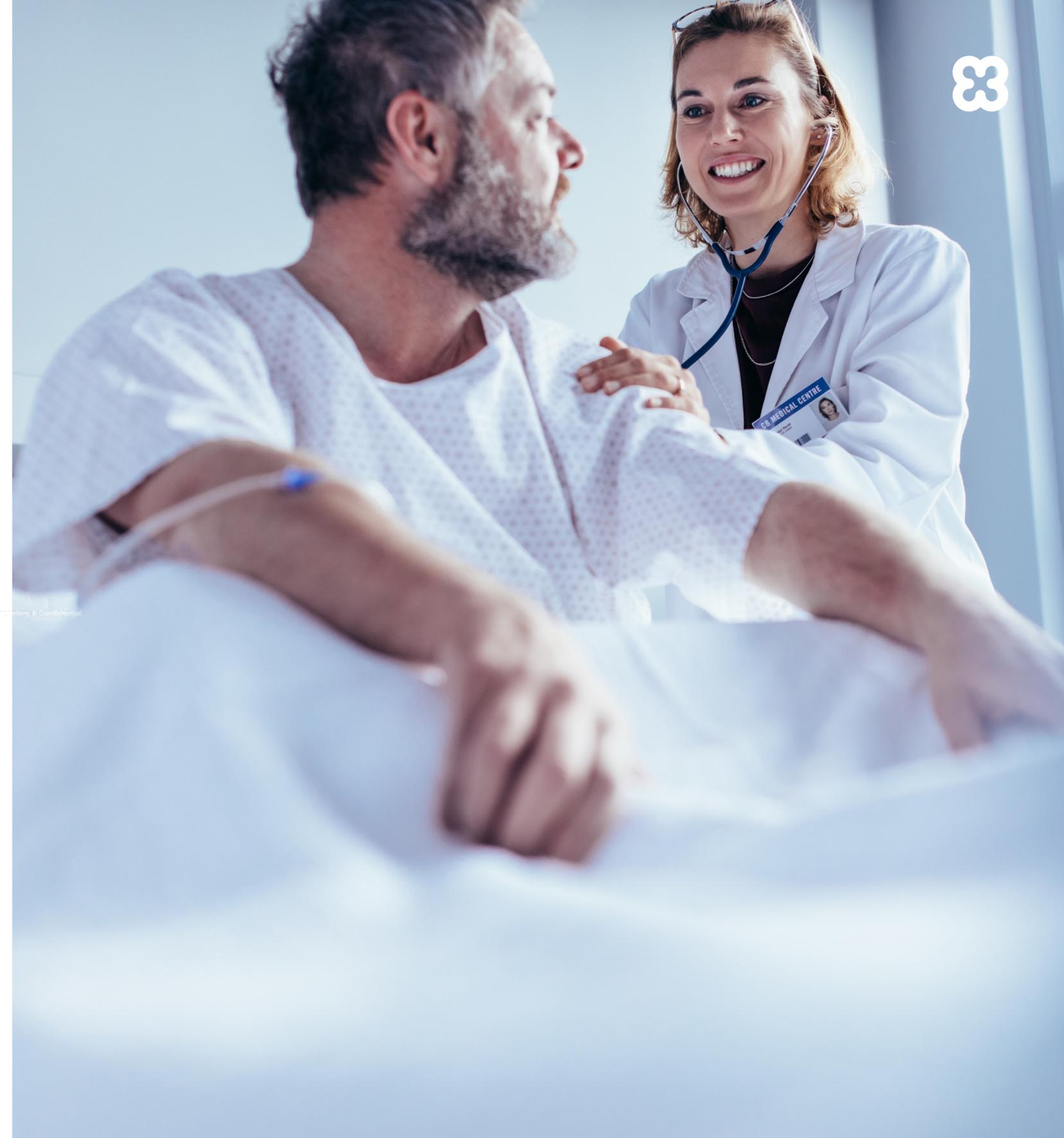
TigerConnect Clinical Collaboration Platform - Pro

# 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 broken up per department*)

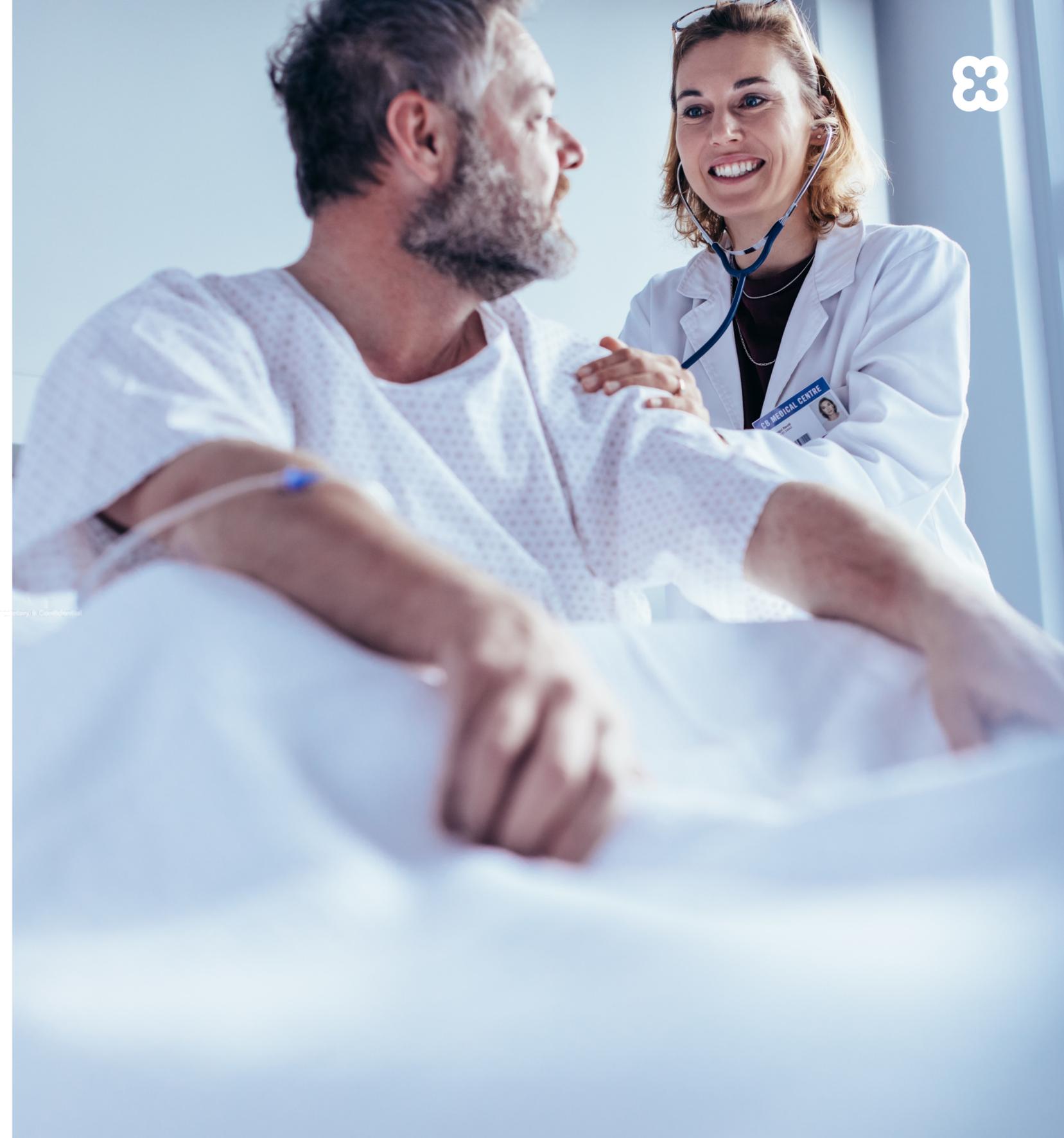
**Automated Response** – display being on duty but not available

**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

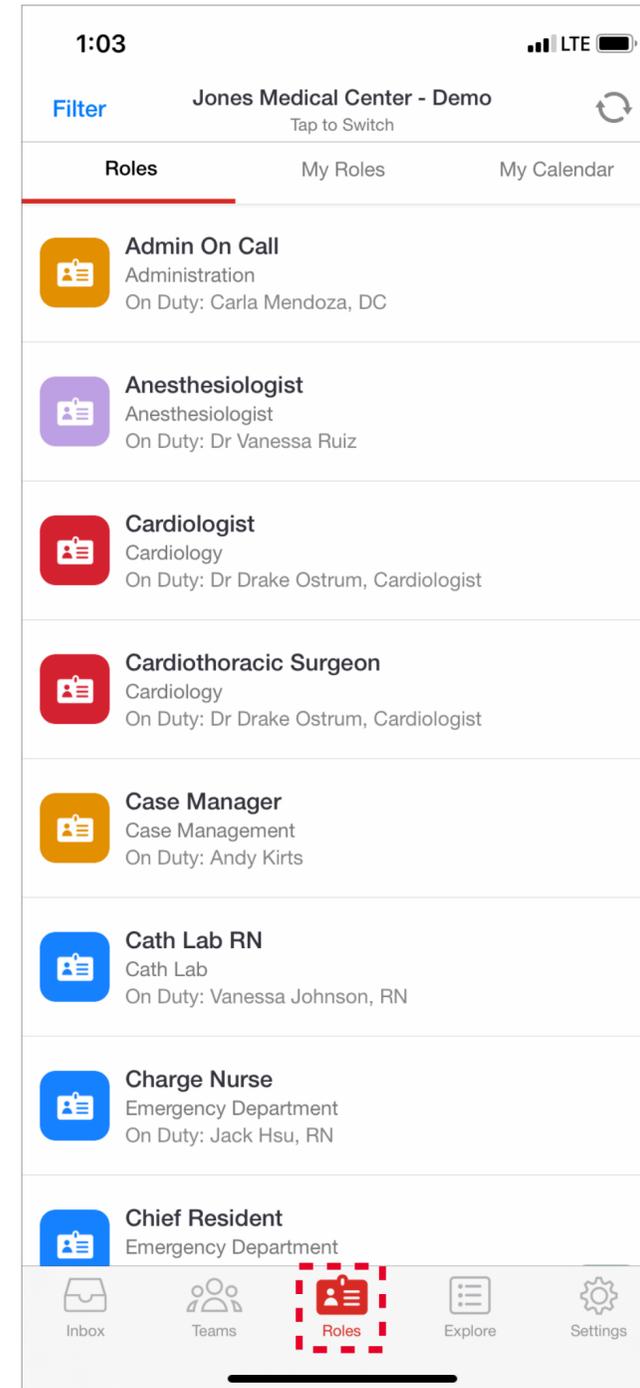


# ACCESSING A ROLE



When you come on duty for your shift:

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

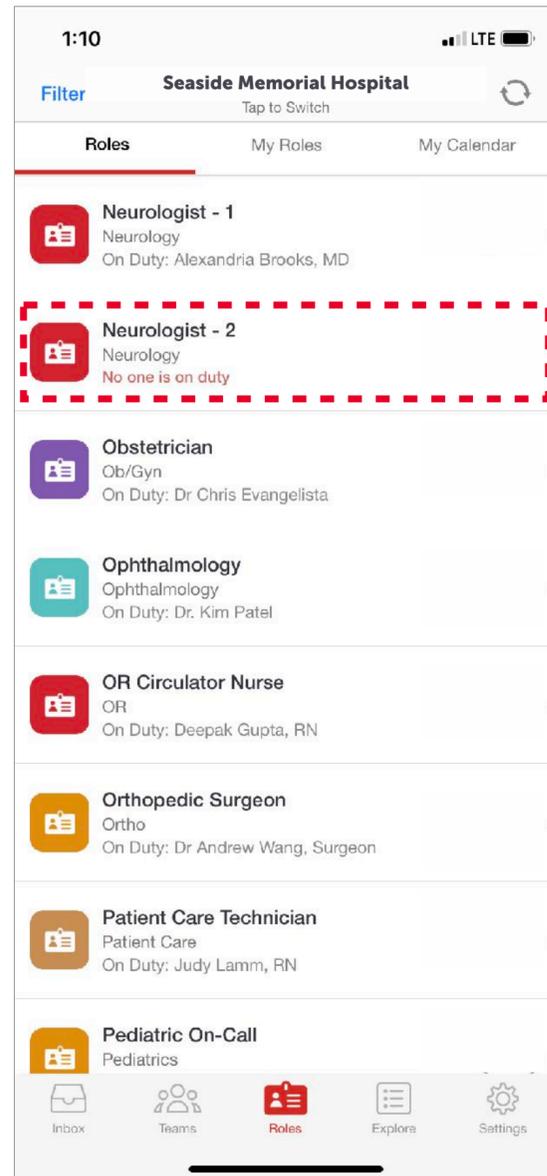


# ASSUMING A ROLE

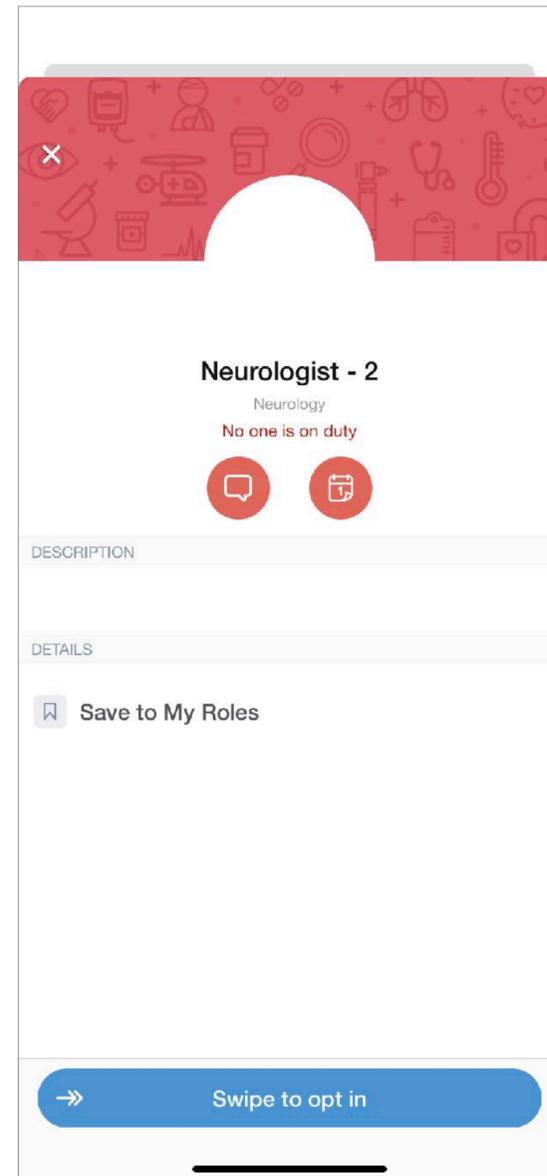


When manually opting into a shift or overriding a resource on duty via scheduling integration:

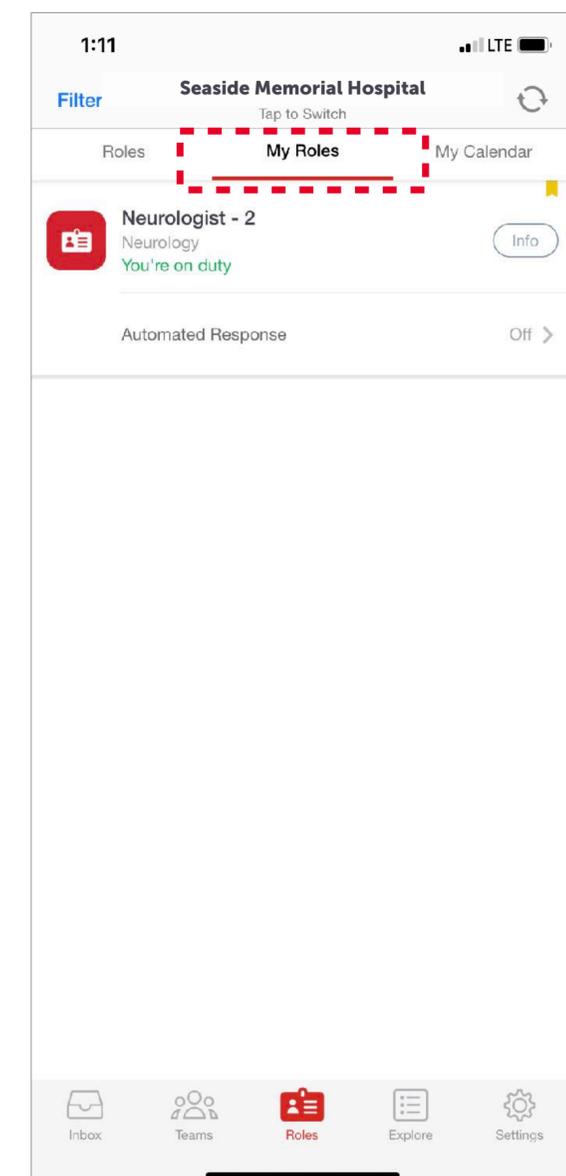
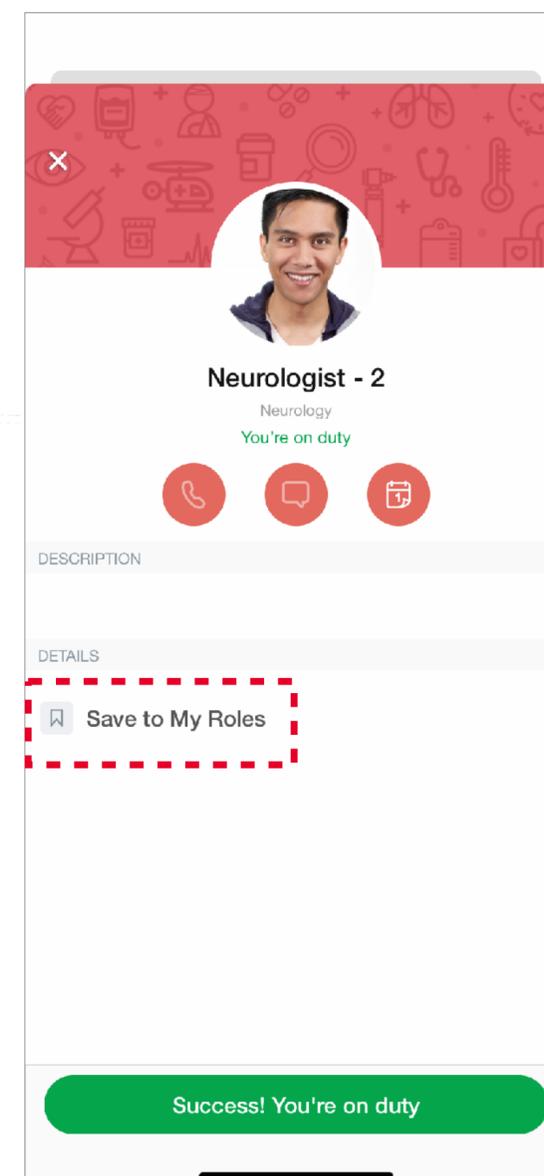
## 1. Find your Role(s) and tap on it



## 2. Swipe right to opt into the Role



## 3. Save your Roles to My Roles to quickly find for future use



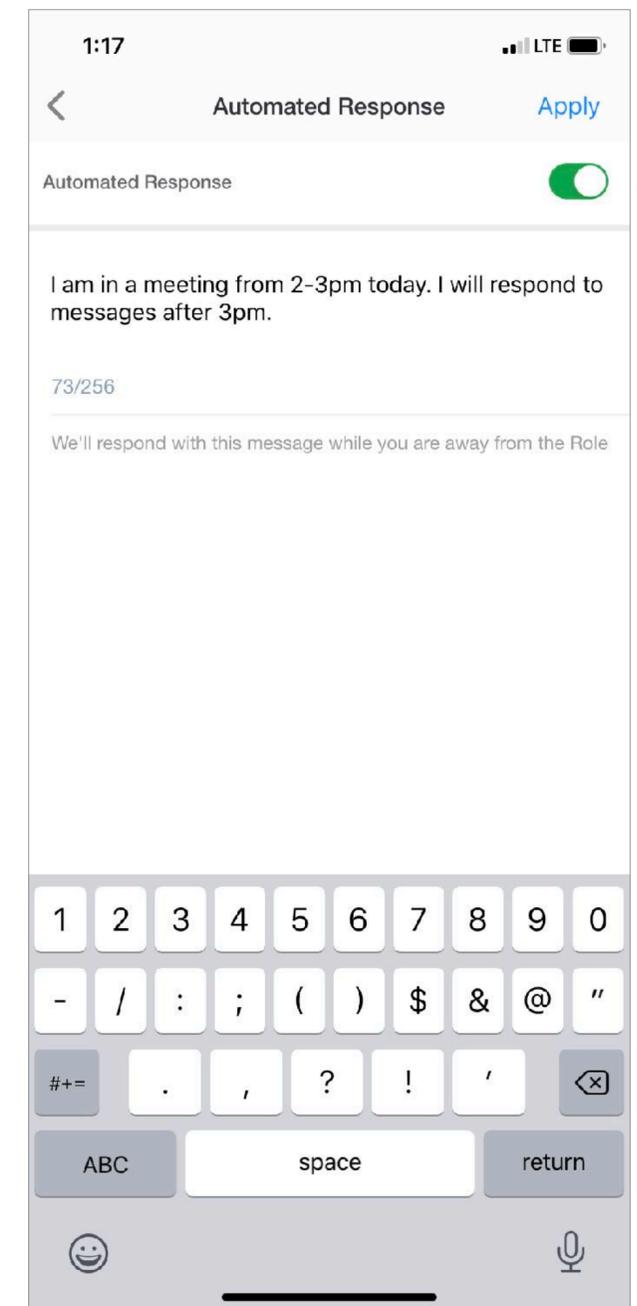
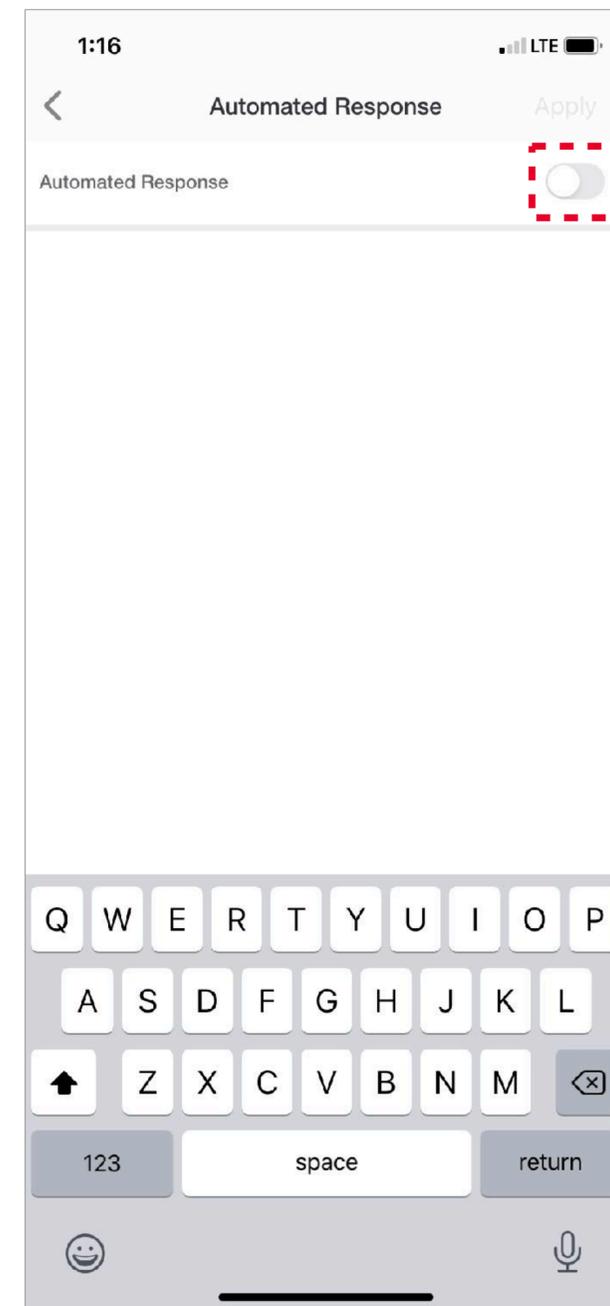
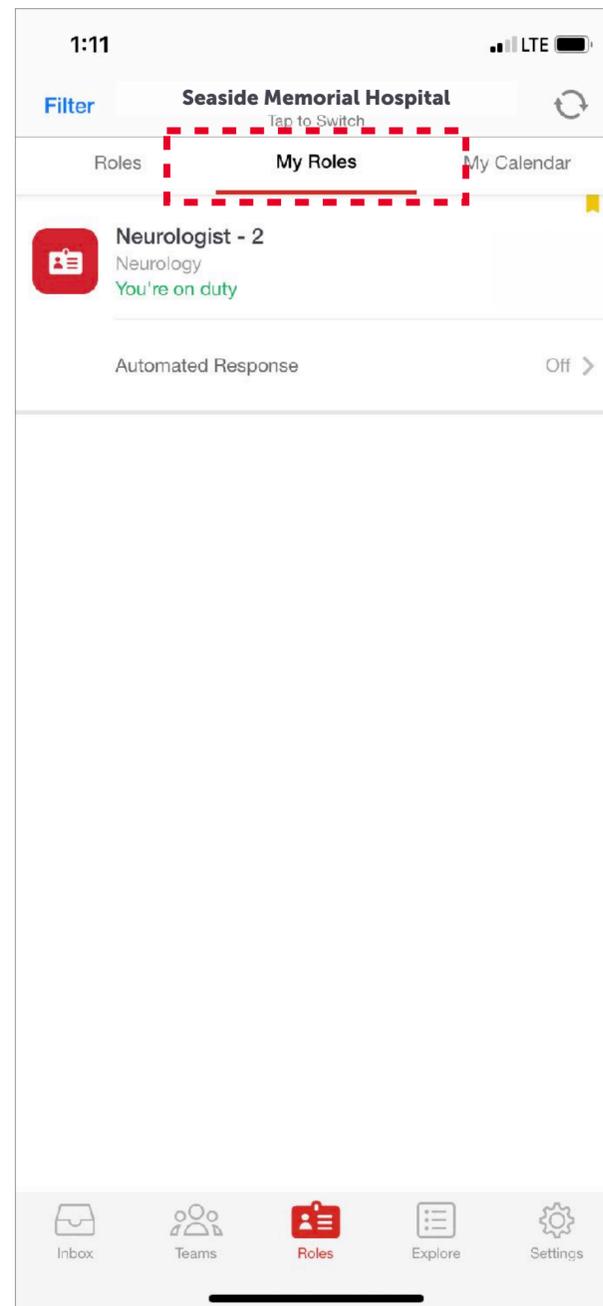
# AUTOMATED RESPONSE



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.

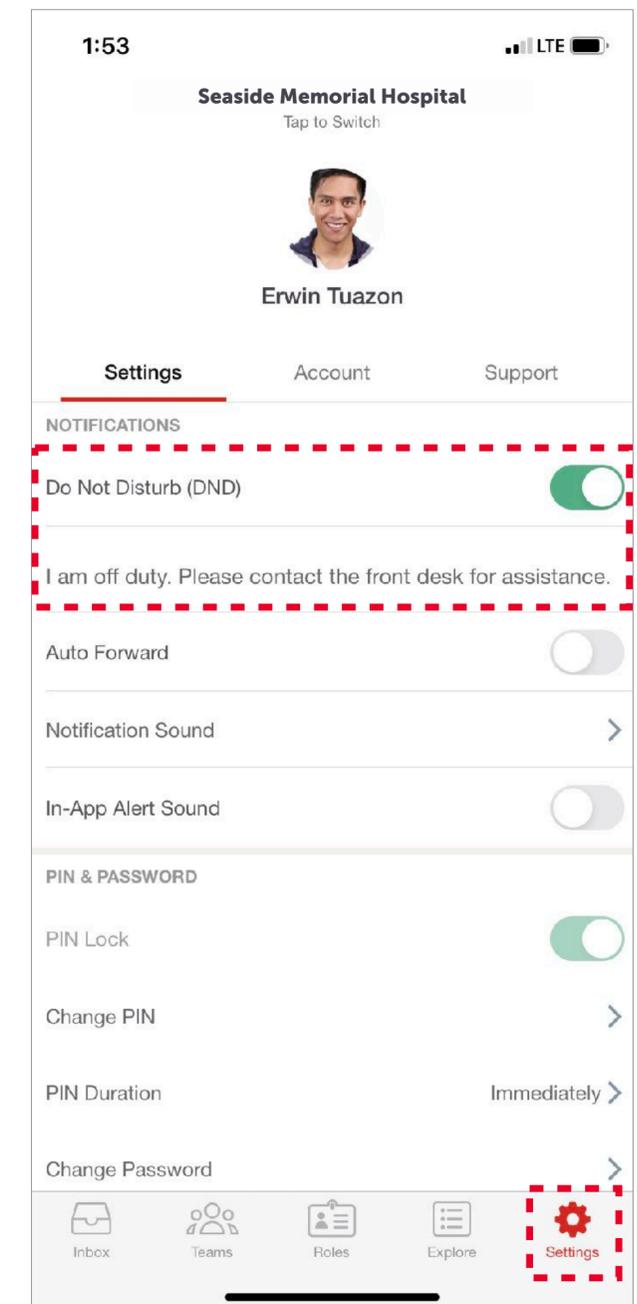
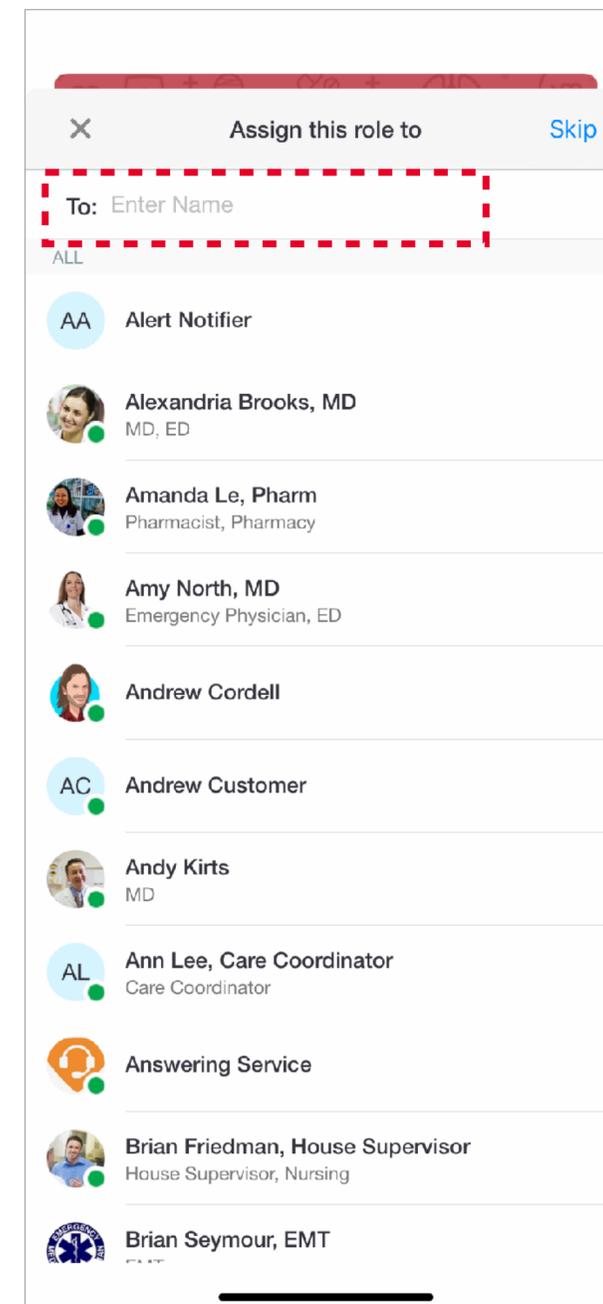
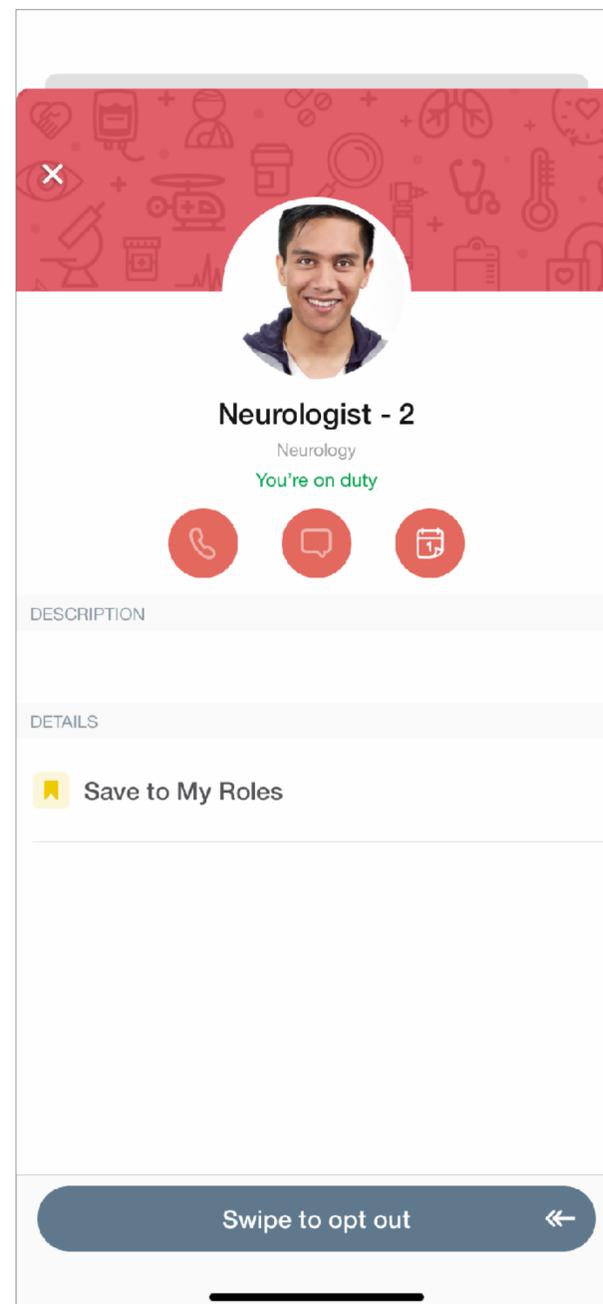




# GOING OFF DUTY

1. **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.*



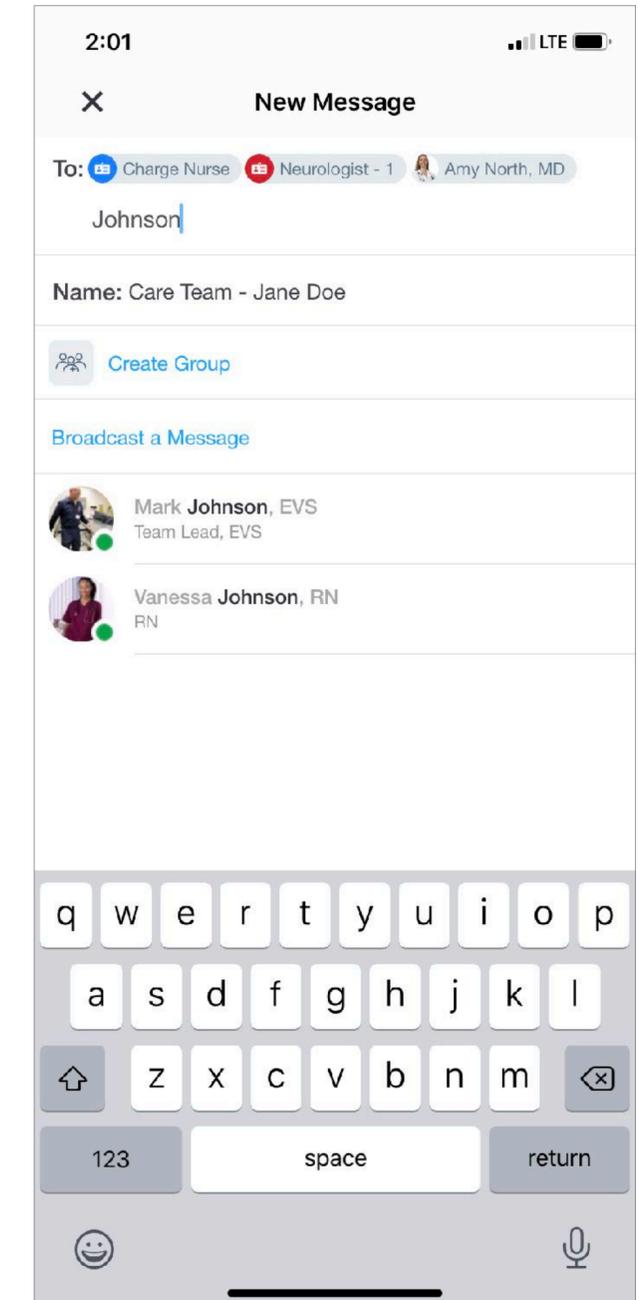
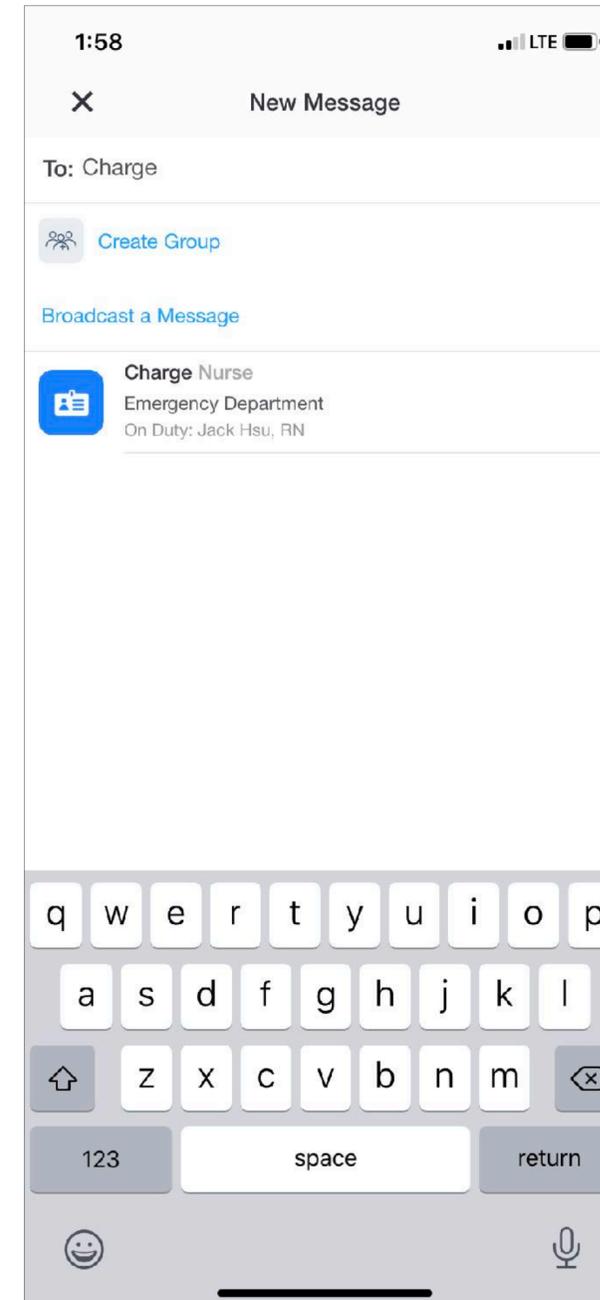
# MESSAGING ROLES



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.*



# ACTIVE HANDOFF

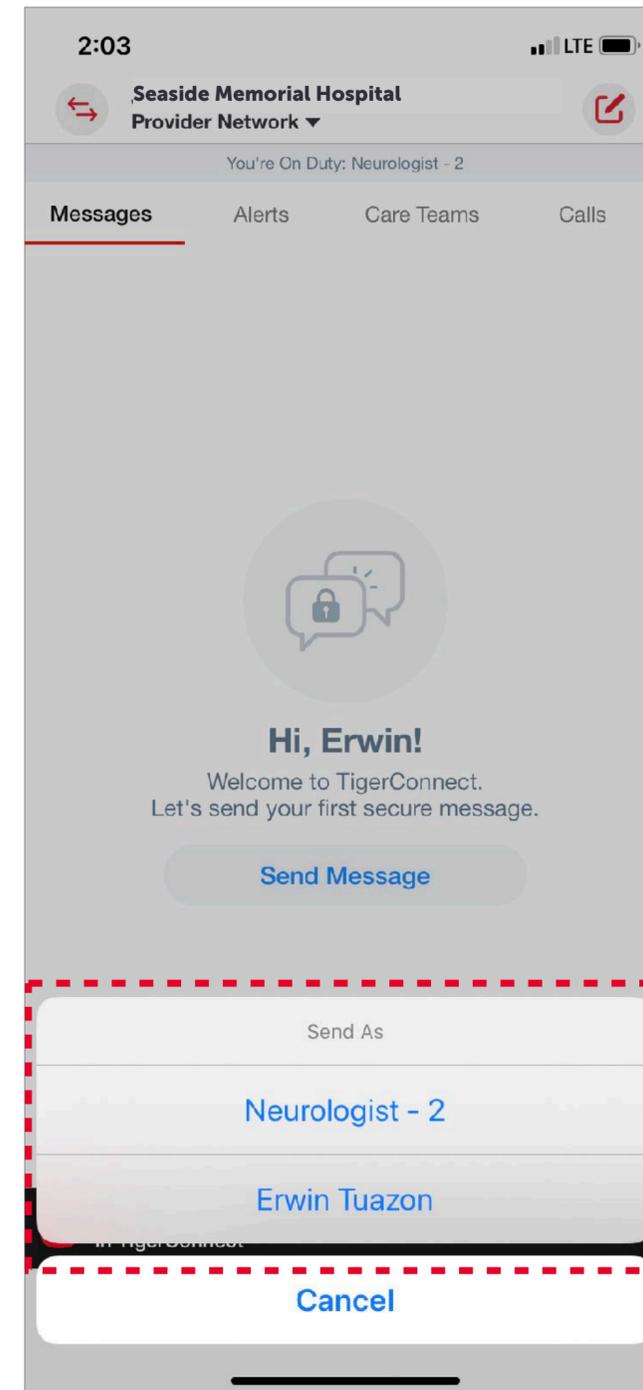


Shift-to-shift activity handoff:

- **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.*





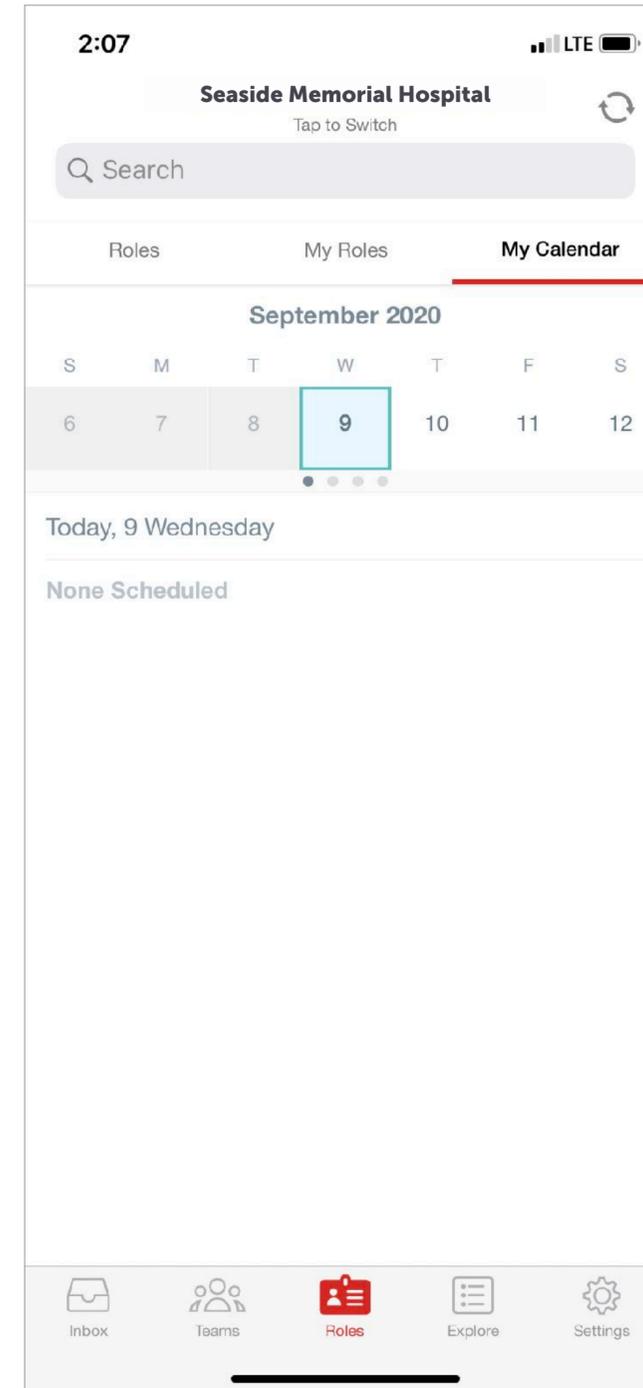
# YOUR ROLES CALENDAR VIEW

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.*



# 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

