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# ICU RECOVERY PATHWAY USER MANUAL



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## aTouchAway: Things you should know

### User Types

There are three User Types in the Aetonix System, two of which are the most common: Mobile/Bring Your Own Device (BYOD) and aTouchAway/Simplified.

Currently most patient accounts in the system are in the Mobile/BYOD which is the correct setting to use the ICU Recovery Pathway. However, you may encounter accounts that could still be TouchAway/Simplified and they need to be switched to Mobile/BYOD.

### Tablet Accounts

Aetonix will provide tablet account email addresses and passwords, these are used to log into the tablets provided to lock the tablet to their aTouchAway account.

### Managed Users

Found on the Home page of aTouchAway, go to the “Managed Users” section and select ICU RECOVERY PATHWAY. These contacts are the patients you are responsible for and you will receive notifications for these patients.

### Notifications

Notifications are shown at the top of the app’s home page. A sound alert will indicate the arrival of notifications. If you are using a mobile device (smartphone or tablet), a push notification will also appear on your device. If you are browsing the app when receiving a notification, return to the app’s home page to click the notification banner and complete the required action.



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## Resources

After selecting the resources for the patient during the pathway set up, the PDF files will be saved inside the patient's profile on the Health tab in the Resources section. The patient can see and read the resources provided by navigating to the Resources section in their own time.

## Pathway (Workflow) Details

You can follow the ongoing steps of the workflow by clicking the View button next to the workflow's name. This could be useful to check if a notification has been sent to the patient or to find out whether the patient has performed an action.

## Patient Status

Throughout the Pathway, aTouchAway will alert you when there's a necessary action for you to take. Actions depend on what a patient has responded or failed to do i.e when rating their goals.

You will be presented with a notification banner at the top of the Home page of the app, and the patient's name on "Your Managed Users" list will change colours accordingly.

Below is a definition of each status:

▲ The green status (🟢) indicates that a patient has rated and met a goal, or answered a questionnaire that did not trigger a negative status.

▲ The yellow status (🟡) indicates that a patient has not rated their goal within the programmed timeframe. This status also indicates an action is required on your part.

▲ The red status (🔴) indicates that one or more items require your attention. This status is triggered when a patient could not meet a goal.



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## “Done” and “Cancel” buttons

The pathway will provide actions for you to do at the top of the application using banner notifications. Generally, the button for Done is considered a “Completed action” or indicates you are ready to “proceed”. The Cancel button is considered a “return to banner” which is used when you are not ready to proceed to the next action yet. Due to the nature of the pathway, the application does not allow for returning to the previous action once the Done button has been clicked.

## Viewing completed forms

By default, the forms will be enabled for you in the patient’s account under the Forms section. An exclamation mark icon (  ) in the upper right corner of a form’s box indicates a new submission you have not yet viewed. Throughout the pathway, you will see the icon appear in the forms that have been filled out. To view the forms’ submissions, click on the box then click on View next to the submission you want to see.

Please note that the submissions are locked when saved during the pathway and cannot be modified after they’ve been saved. Patients are able to see the forms in their profile.

## Contacting a patient

Options for Video and Audio call are part of the main functionalities of aTouchAway. You can initiate a call by clicking the icons (  or  ) next to the patient’s name under Your Managed Users or from inside their profile above their name.

NOTE: If there is a red banner below the patient’s name:  the options for video and audio call will be disabled. It means the patient is not logged in to aTouchAway; it could also mean their device is not connected to the internet or it’s not turned on.

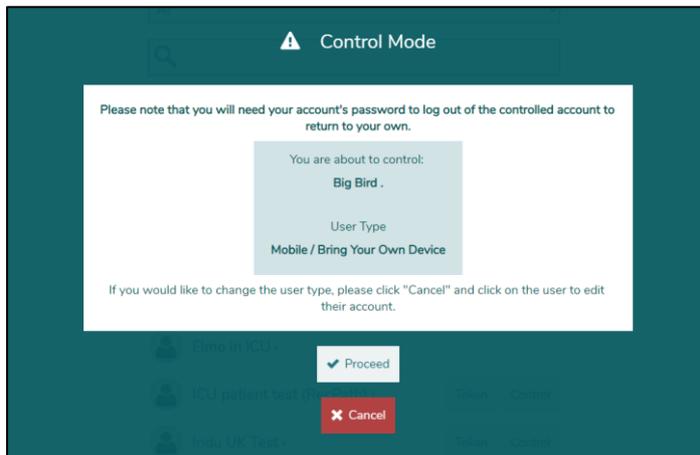
## Getting started

### Create new patient profile – 'Create new user'

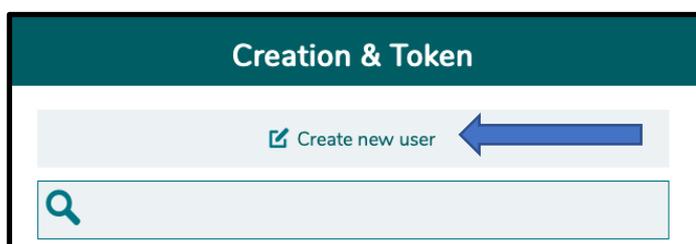
1. Set up the patient's tablet by logging into aTouchAway app with the tablet account email address and password.
2. Search for the patient in the Creation/Token tab found on the page at the bottom right.



3. Click on the Control button next to the patient's name to lock the tablet to their aTouchAway account to enable the patient access to their resources and goals. A box will appear as per the screenshot below to confirm, click on Proceed.



4. If there is no patient profile, you need to Click on 'Create new user'





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5. Fill out the form with the patient details.

For the hospital pathway only make sure that the 'First Name' section has the name of the unit along with the patient's first name. i.e. First name: EW2 Steve, Surname: Smith.

You do not need to do this for the home pathway.

User Type is Mobile / Bring Your Own Device

Patient Unit is ICU RECOVERY PATHWAY

**User Creation**

Invite by email  
Off  On

First Name  
EW2 Steve

Last Name  
Smith

User's Preferred Language  
English

User Type  
Mobile / Bring Your Own Device

Patient Unit  
ICU RECOVERY PATHWAY

6. Click on the +Add symbol under Default Managers, choose the ICU Recovery Coordinator as the Default Manager so you can manage the patients' account. Then click on Save button to finalise the action.

Default Managers

✓ Choose an item below

- Admin01 GSTTicu
- Admin02 GSTTicu
- Admin03 GSTTicu
- Admin04 GSTTicu
- Admin05 GSTTicu
- Admin06 GSTTicu
- Admin07 GSTTicu
- Admin08 GSTTicu
- Admin09 GSTTicu
- Admin10 GSTTicu

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## Enabling text communication

To communicate via text message with the patient, the following steps need to be taken.

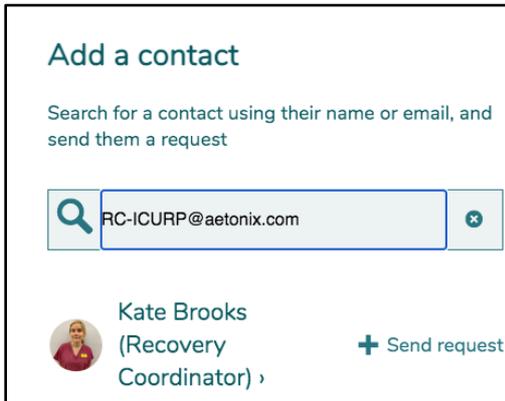
1. Go to the patient's profile under the Your Managed Users section

2. Go to Contacts

3. Click on Invite a new contact



4. Search for your email address and click on Send request when found

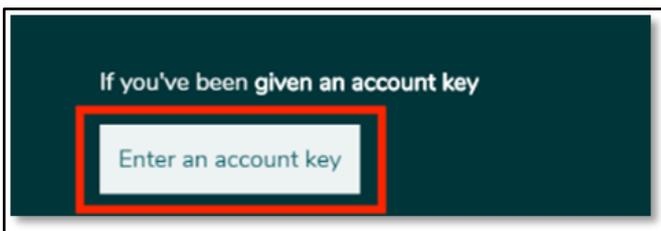
A screenshot of a web interface titled "Add a contact". Below the title is the instruction "Search for a contact using their name or email, and send them a request". There is a search input field containing the email address "RC-ICURP@aetonix.com" with a magnifying glass icon on the left and a close button on the right. Below the search field, a search result is displayed for "Kate Brooks (Recovery Coordinator)", including a small profile picture and a "+ Send request" button.

5. Go back to your Home page and Accept the contact request.

You can now message the patient and they can message you back.

## When the patient is going home

1. Inform them to download the app on their device (smatphone/tablet/laptop).
2. Open aTouchAway on the patients device, and select the United Kingdom region
3. There will be a Welcome to aTouchAway screen, click on Enter an account key



4. On your tablet search for the patient in the Creation/Token tab found on the page at the bottom right.



Creation & Token

5. Click on Token next to the patient's name. Take note of this 16-character key and provide it to the patient to enter on their device. See screenshot below for an example of the patient's screen.





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6. After logging in, the patient will be asked to complete the registration by entering an email and creating a password. This step is essential for them to access aTouchAway.

### Finish Account Setup

- Password must contain at least 1 uppercase alphabetical character
- Password must contain at least 1 lowercase alphabetical character
- Password must contain at least 1 numeric character
- Password must contain at least 1 special character of the following: !@#\$%^&
- Password must be 12 characters or longer
- Password must not contain first or last part of display name
- Password must not contain 3 consecutive identical characters or numbers (ex: aaa, 111)
- Password must not contain more than two sequential characters on a keyboard (ex: qwe, 123)

Your email

Password

Confirm password

7. If the patient was using a hospital tablet:  
Click on the Account Menu, then Log Out  
Log back in with the tablet account to have the device ready for the next patient that will use the device.

## Starting the ICU Recovery Pathway (workflow)

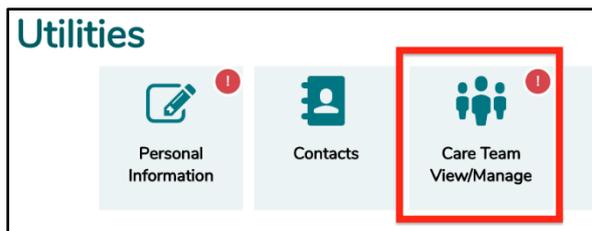
1. This applies to the Hospital and Home pathway
2. Search and identify the patient in your list of Managed Users, ICU RECOVERY PATHWAY.
3. Click on their name and Click on Workflow ()
4. Click  Start a new Workflow
5. From the drop-down menu, select the applicable workflow (In Hospital or Home)
6. Under Recovery Coordinator, select yourself
7. Leave Demo Mode OFF, as this is only used for testing the workflow
8. Click Save to start the Pathway

Go back to your aTouchAway Home page, where you will see the banners at the top of the page that will guide you through the actions you need to take to proceed with all the sections of setting up the pathway.

## Add the patients NOK

This is not a required step in the ICU Recovery Pathway but it becomes necessary for when the NOK is involved in the home pathway or if they are going to/using the Diary form to save entries.

1. From inside of the patient's profile, click on Care Team View/Manage box, on the home page under the Utilities section



2. Click on Invite a new manager
3. Search for the email address of the family NOK
4. When found, click on Select this person
5. Under Permissions Preset, select the preset called Family (This preset contains the default access needed, if more access is needed, it can be edited after)
6. Click on Add to finish

aTouchAway will send a notification to the managers after this step via the app and email. Managers need to accept the request in their aTouchAway app to access the patient.