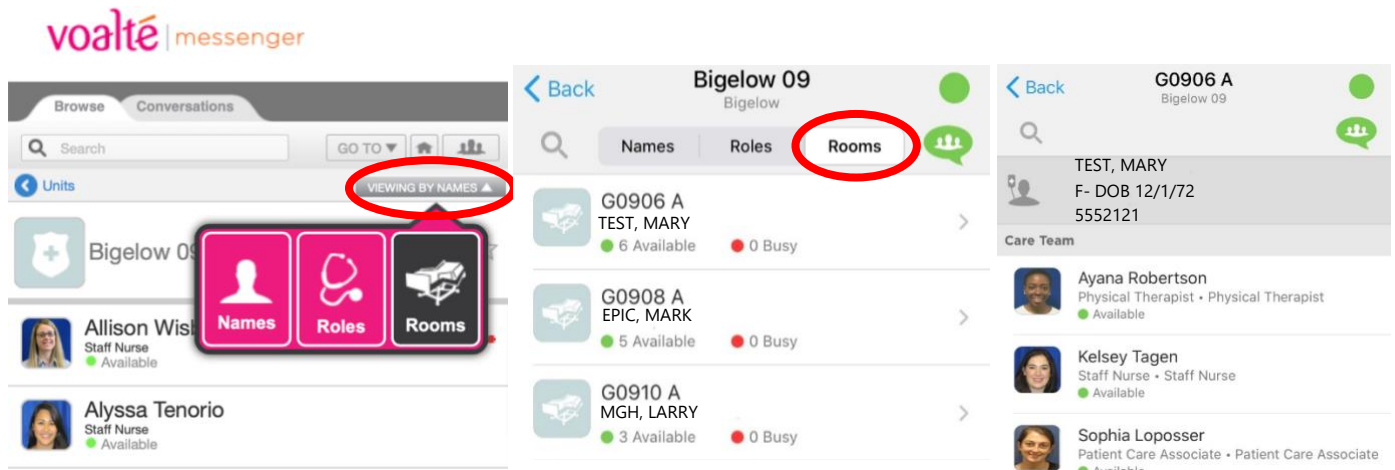


# Viewing Patients in Voalte

Great News: we've integrated the Epic Treatment Team information into Voalte!

Under the "Rooms View" for each Inpatient & ED unit, Voalte users who have permission to see Patients will see:

- Patient name, DOB & MRN
- A list of caregivers assigned to that patient via the Treatment Team in Epic (if they have a Voalte account **AND are currently logged into Voalte**). Under each caregiver's name you will see caregiver's Epic Role first, followed by their Voalte Role.



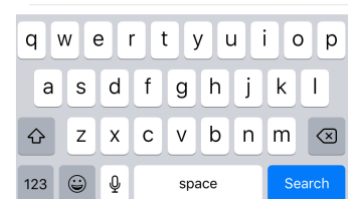
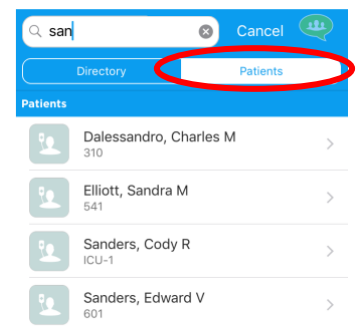
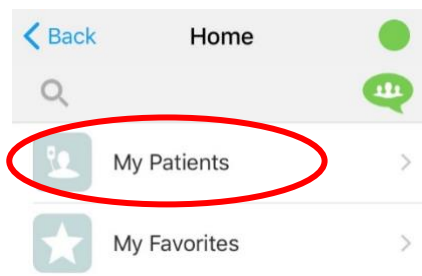
Note: Users who do not have Patient permissions will still see the Treatment Team members listed by Room but no Patient Info will be shown.

## Two Other Ways to Search for Patients


### 1. Use Search Feature

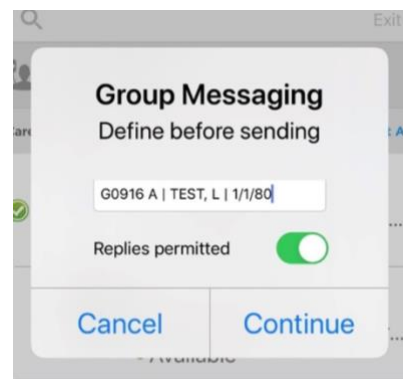
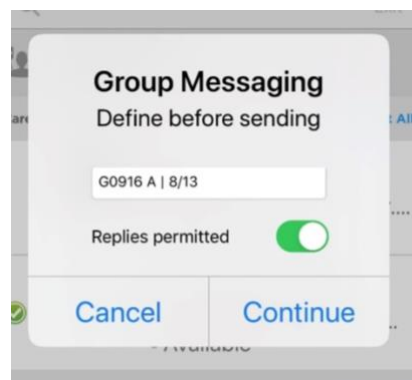
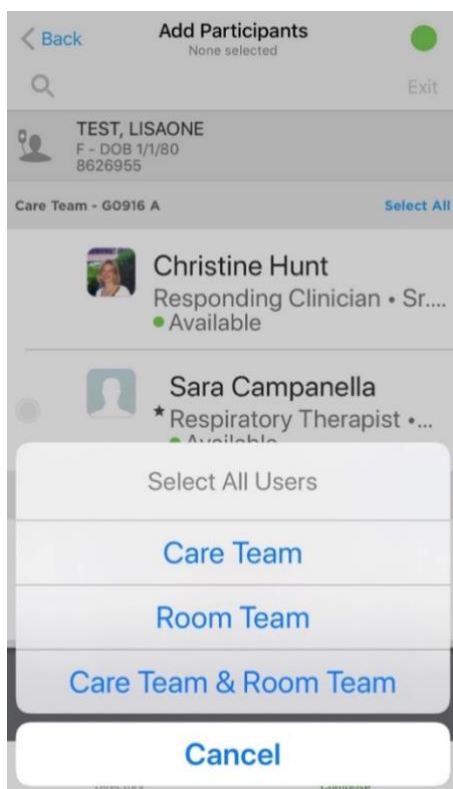
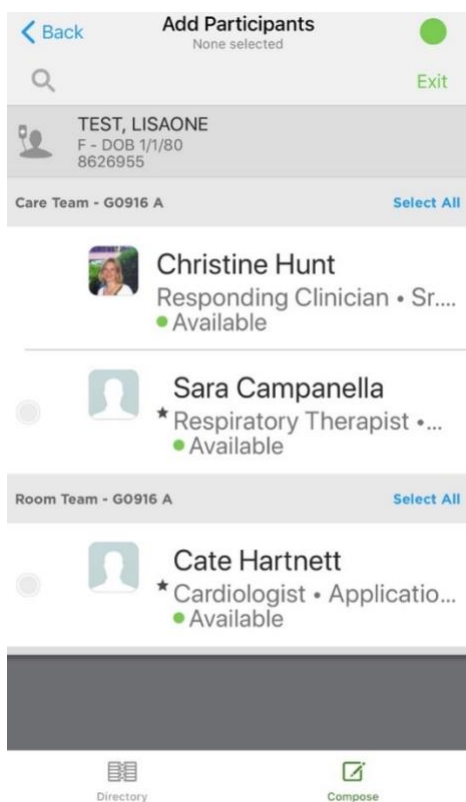
- Tap the Search button. The Directory and Patients buttons appear.
- Tap the Patients button.
- Begin entering the patient's name in the Search field. A list of all matching patient names appears. The more characters you enter, the more specific the list becomes. Note: you cannot search by MRN.

### 2. For Voalte users who are assigned to patients in Epic: Go to Menu/Home, then tap My Patients



## Messaging using the Patient/Room View in Voalte

- Tap and select a single member of the care team to send them a text
- Or- tap the Group Message button and select care team members to group message 
  - All Care Team Members should show up under the “Care Team” in Voalte. When you group message these users, the default subject line will include patient name & DOB.
  - If some of the members of the Group Message have Patient View access while others do not, the Subject Line for the group text will default to the Room Number and Date (not patient info).
  - You can always change the Subject Line before composing a Group Message.



Care Team Members= staff assigned to a Patient’s Epic Treatment Team who have Voalte access to view patient info.

Room Team Members= staff assigned to a Patient’s Epic Treatment Team who do not have patient viewing access in Voalte. We are not expecting to see any staff fall under Room Team. Staff with Epic access will receive patient access in Voalte.

## Access:

- Voalte Users who have access to patient information in Epic and need that information to perform their job function have been given Patient Viewing Access in Voalte.
- If you do not have access to view patient information in Voalte and believe you should, please contact your supervisor or manager. If they recommend that we change the settings for your role in Voalte, they should reach out to the Voalte contact to discuss.

## Issues?

Please **call** the MGH Help Desk with any questions or concerns. The Voalte Team is happy to assist.