

## MGH Shared iPhones – Get to Know Your Hospital Phone!

### Epic Apps

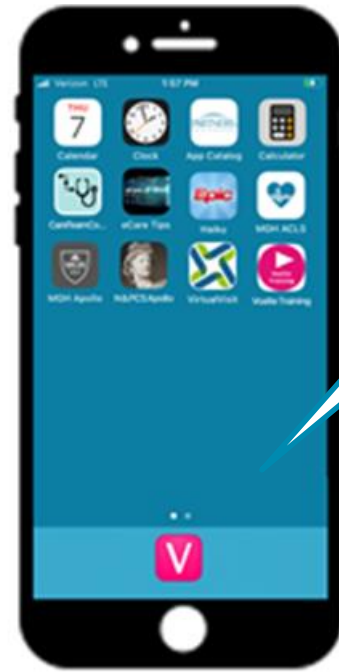
- Epic Haiku
- Epic Rover – ED only

### Communication Apps

- Voalte
- CareTeamConnect

### Link to Training & Reference Materials

- eCare Tips – Tip sheets and resources from the PeC team
- MGH ACLS – AHA certified resources for navigating ACLS specific clinical protocols
- MGH Apollo – your home for all MGH resources
- N&PCS Apollo – links to key resources, especially around Covid, for nursing and PCS staff.
- Voalte Training – tips and tricks on how to use Voalte



New background 2021!

*\* Apps are subject to change*

Issues with one of the MGH apps? Call the Help Desk (x6-5085)	
Please mention the correct support group to get your issue answered efficiently	
<b>CareTeam Connect</b> – issues connecting to iPad at patient bedside	Please call the Help Desk and open a ticket for “CareTeam Connect”
<b>Voalte:</b> <ul style="list-style-type: none"> <li>• Access – can’t log into Voalte</li> <li>• Calling or texting issues</li> </ul>	Please call the Help Desk and open a ticket for “voalte – MGH”
<b>Rover</b> issues (please note, only the ED currently has Rover on their phones)	Please call the Help Desk and open a ticket for “Inpatient Clin Doc – pec
<b>Haiku</b> issues	Please call the Help Desk and open a ticket for “Ambulatory – pec”
<b>Hardware issue?</b>	
Physical issues on the shared phones can include: <ul style="list-style-type: none"> <li>• Cracked screen</li> <li>• Broken battery pack</li> <li>• Broken cord</li> <li>• Charging cabinet is not charging phones</li> <li>• Phone won’t turn on</li> <li>• Phone is expanding</li> </ul>	<p><b>Always call the Help Desk</b> anytime you find broken equipment. The MGH Voalte team you know manages broken hardware for the shared phones and will respond when you open a ticket.</p> <p><b>How to Open a Ticket</b> Please call the Help Desk at 6-5085 and open a ticket for “voalte – MGH”. Please include location, name of phone(s) broken, and a brief description of the issue.</p>