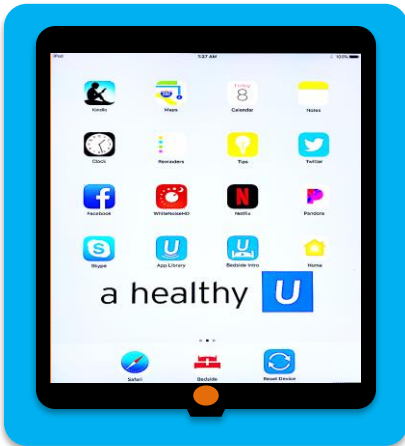


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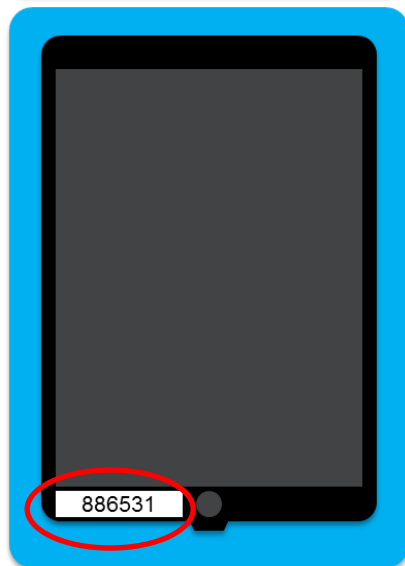
Care Extender Internship Program

Bedside iPad Application Reference Guide



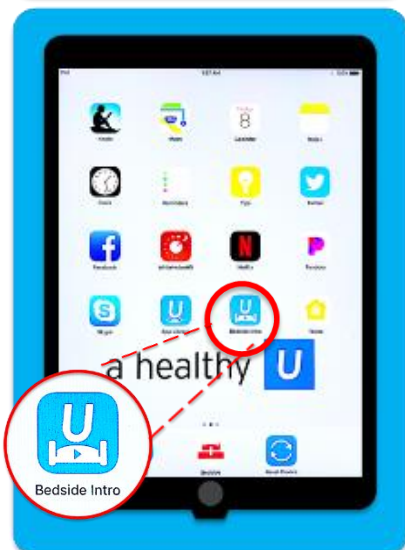
Most inpatient units in Ronald Reagan and Santa Monica Hospitals have an iPad available for patient use. The iPad can be used for entertainment (web browsing, social media, games, entertainment apps), but is specifically tailored to and controlled by UCLA Health, meaning some features typically available on an iPad may be unavailable. Patients will use their own accounts for entertainment apps, such as Netflix. The iPad is also used as a tool for transparency to provide patients with information on their stay, to guide them through their treatment.

Your Role as a volunteer is to: 1) Make sure the iPads are properly set up, 2) Assist patients in signing up for the bedside application, and 3) Ensure the iPads are reset after each patient discharge.



During Your Shift (especially if you are the first CE on the unit that day):

- 1) Check that all iPads are charged and in their assigned rooms
- 2) Unlock the iPad – the first five numbers indicate the patient room that the iPad belongs to (e.g. 8-8653, which is room number 53 on the 8th floor), this is the number used to unlock the iPad
- 3) Confirm that the device is connected to the Wi-Fi (MedGuest)
- 4) If the iPad and/or charger is missing or broken, call 7CARE. Keep a list of ticket numbers at the front desk in the unit.
- 5) If needed, set up the iPad for the next patient by opening the bedside intro video as shown in the next section.



Getting Patient Participation (with a new admission or during your rounds):

- 1) Identify the hospital staff member who has the Bedside Tablets column added to their MyList (i.e. the person who knows which patient is in the Bedside system)
- 2) Ask them to print out the list and identify the patients who are not activated in the system (indicated by the ∅ sign)
- 3) Visit the patient rooms
- 4) Ask if they have been introduced to the iPad and offer to play the Bedside Intro video for them as indicated in the photo
- 5) If the patient agrees to participate, help them activate their account

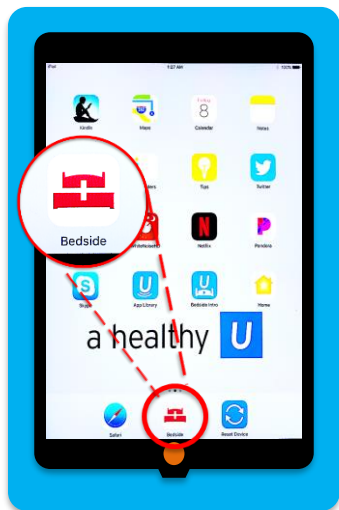
If a patient wants to use the iPad and Bedside app in a different language, you can change the settings by doing the following:

Settings > General > Language & Region > Device Language > Select the Language > Confirm Selection

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To Activate Bedside:

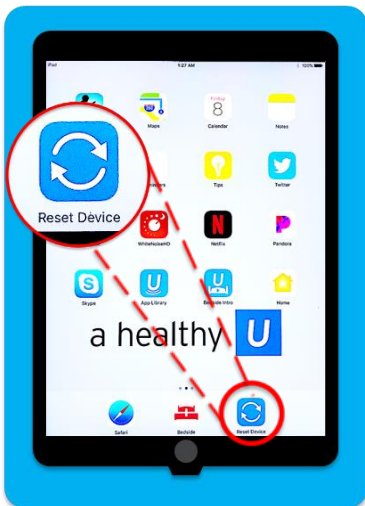
You will need help from the patient's primary RN or Care Partner as you will need access to CareConnect

Patients may use the hospital's iPad or their own Android or iPad (not a smartphone), though the app is difficult to be found online

- 1) Launch the Bedside app. Accepts the Terms and Conditions.
- 2) Select Tap Here to Start.
- 3) Use the iPad to scan the barcode on the nurse's computer – this code is generated by the nurse from the patient chart and links the tablet to the patient's records
- 4) Verify the patient's name on the screen
- 5) Create a PIN for Bedside (to protect their health information)
- 6) Take a photo of the patient (optional)
- 7) Be sure to encourage patients to sign up for a myUCLAhealth account if they haven't already done so

Features of Bedside

Patients can 1) View scheduled appointments and upcoming medical procedures, 2) View and message their Care Team, 3) Make non-urgent requests (e.g. linen change) and learn more about resources at the hospital (e.g. parking), and 3) learn more about their medical condition.



Patient Discharge and Reset

The iPad will automatically be cleared of all patient information and reset when the patient is discharged. The iPad must be connected to the Wi-Fi and stay in their assigned room in order for this functionality to work. Check to see if the iPad is automatically cleared. If it is, open the Bedside intro video and leave it there for the next patient. If it does not automatically reset, manually reset the device and prepare for the next patient.

- 1) Tap the Reset Device icon
- 2) Tap once to begin and once more to confirm

If the above does not work, proceed with Factory Reset by doing the following:

- 1) Settings > General
- 2) Reset > Erase All Contents and Settings
- 3) Enter the iPad passcode
- 4) Tap Erase twice
- 5) From the "Hello" screen > Tap Home Button
- 6) Set up setting: Language (English), Country (United States), Wi-Fi Network (MedGuest)
- 7) Set the passcode using the number on the label (enter the code twice)
- 8) Welcome to iPad screen > Tap Get Started
- 9) Tap the Bedside Intro icon to open the video and leave it ready for the next patient