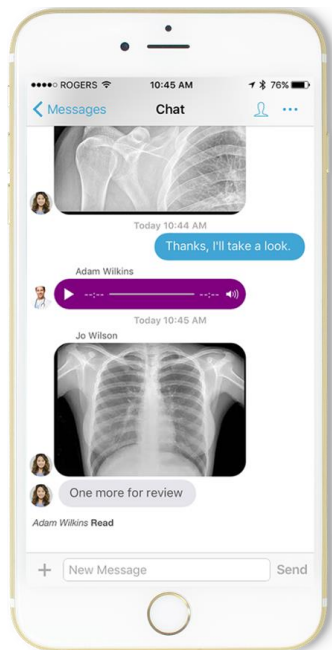


### PROVIDERS (BRING YOUR OWN DEVICE):

Providers: Please install the Telmediq app on your personal iPhone or Android device:



- On your phone, open a web browser and type: [tmiq.it/get](http://tmiq.it/get)
  - This will open the Telmediq page in the Apple App Store or Google Play Store
- Press the *Install* button.
- Tap the "IQ" icon to start the app.
- Log in with your **@bhcpns.org** e-mail address and your network password. **If you do not have a @bhcpns.org e-mail address**, please contact the IT helpdesk for assistance (see below).
- When the app asks you to validate your phone number, please follow the instructions. This is important to ensure that you receive appropriate notifications when you receive a message.
- When the app asks you to enable push notifications and Critical Alerts, please press *Accept*. Again, this is important to ensure you receive notifications.

### ACCESSING TELMEDIQ ON A PC:

You can also access Telmediq on desktop PCs as follows:

- Double-click the Telmediq "IQ" icon on your PC's desktop to launch the application.
- Log in with your network credentials (the same username and password you use to log in to other systems).



### Where can I learn more?

- Access videos and learning resources at the Baptist Health Care Telmediq onboarding website: <http://tmiq.it/bhc>
- See the reverse side of this page for Frequently Asked Questions

### What if I have questions or problems?

Please contact the Baptist Health Care IT Helpdesk at:  
**(850) 434-4578**

## What is Telmediq?

Telmediq is the secure healthcare communications system selected by Baptist Health Care.

The HIPAA-compliant Telmediq app, at the Phase 1 go-live, will let you:

- exchange messages and images with physicians and team members throughout the entire Baptist Health Care system,
- page new admissions and urgent consults directly to the on-call provider,
- view on-call schedules, and easily message the right on-call person, without having to look up this information,
- control your contact preferences from your mobile phone, and
- (on mobile devices) call patient families and outside providers with your personal phone number hidden (the hospital caller ID will be shown instead).

Coming soon:

- access patient lists and patient demographics from Allscripts in the Telmediq app, and
- easily exchange messages about a patient with all of the members of the patient's care team.

## How secure is Telmediq?

Telmediq is fully HIPAA compliant. Communications are encrypted between the Telmediq app and server, and data on your phone is locked in a secure, encrypted "container". If your phone is lost or stolen, an administrator can remotely delete the secure data in the Telmediq container – but admins can never access any of your personal data or photos outside of the Telmediq app.

## Can I securely send photos using Telmediq?

Yes, you can take photos from within the Telmediq app and they will be transmitted securely to the recipient. Photos taken using the Telmediq app will be stored in the secure "container" on your phone that is completely separate from your personal photos in your camera roll.

If you have already taken photos on your phone but not inside the app, it is also possible to attach those photos to Telmediq messages within the app. They will be sent securely to the recipient.

## Will BHC or Telmediq be able to access personal data or photos on my phone?

No. The Telmediq app is a secure container on your phone. Administrators can audit messages and wipe the Telmediq container if your phone is lost or stolen, but they cannot see or access any of your photos, contacts, e-mails, or other personal data on your phone outside of the Telmediq app.

## Can I make voice calls with Telmediq?

Yes! The easiest way to make a call is to go to the *Directory* tab in the app, look up the name of the person (or the location, such as the Pharmacy) that you wish to reach, and press the *Call* icon. By looking up a contact in the directory, you don't need to enter any phone numbers.

However, you can also use the *Dialer* tab in the Telmediq app to call both hospital extensions and outside numbers:

- To reach a hospital extension, you must dial a 7 digit number, e.g., 434-4044.
- To reach an outside number, simply dial the full 10-digit area code and number. You do not need to dial a 9 or 1 first, even for outside or long-distance numbers.

If you place a call outside of the hospital, your personal phone number will not be shown as the caller ID. The recipient of the caller will see the hospital switchboard number as the caller ID.

When you place a call through the dialer in the app, don't be alarmed if the app appears to be calling a different number than what you had dialed! The app is routing your call through a gateway exchange so that we can hide your caller ID.