



## Connect Care Mobility for Prescribers

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### What is Connect Care Mobility?

The Connect Care clinical information system (CIS) can be accessed via computers and mobile devices. The mobile CIS experience leverages the ease and efficiency of smartphones and tablets to make CIS tasks convenient for clinicians. Prescribers can check schedules, communicate securely, capture clinical images, dictate notes, enter common orders, manage patient lists and review test results. Indeed, many physicians will preferentially do specific tasks on mobile devices.

Epic’s mobile applications for Apple devices include “Haiku” for iPhones, “Canto” for iPads and “Limerick” for Apple Watches. Epic also provides Haiku for compatible smartphones running the Android operating system. All are enabled with the Connect Care CIS. “Connect Care Mobility” refers to these mobile applications, plus any other mobile applications that relate to the CIS (e.g. dictation, video conferencing).

### What is “BYOD”?

Connect Care will succeed if all depend on the CIS have convenient access whenever and wherever needed. This includes non-AHS clinical settings, plus wherever clinicians happen to be when on call.

AHS does not provide computing devices in all possible locations where Prescribers may need to work. Accordingly, Connect Care supports clinicians to be able to work using personally acquired and maintained devices that they bring to their Connect Care activities; or “Bring Your Own Device” (BYOD).

Prominent among BYOD are mobile devices, such as smartphones, tables and watches. These can bridge Connect Care work across the continuum of care. AHS supports BYOD for Connect Care.

### What is Connect Care Mobility Management?

Alberta Health Services (AHS) facilitates use of clinical mobile applications (“apps”) by provisioning and protecting. This is done through a process called “Enterprise Mobility Management”, or “EMM”, which helps prescribers with:



- **Configuration**  
Installation of Haiku, Canto, Limerick, Dragon Medical One, RSA Soft Token and other AHS clinical apps is automated, sparing clinicians from one-by-one installs and configurations.
- **Integration**  
All AHS mobile apps (CIS, PowerMic Mobile, RSA Soft Token, etc.) are managed the same way.
- **Access**  
Clinicians connecting from AHS locations (AHSRESTRICT network) or from external clinic, office or home locations (on call) enjoy the same experience.
- **Compliance**  
Personal device(s) are checked for compatibility with clinical security needs, including any required updates, and any required settings.
- **Maintenance**  
App update alerts are provided when needed.
- **Protection**  
All AHS applications are in a protected “bubble” on the user’s device, isolated from other software and potential malware, with secure connections to AHS servers.
- **Recovery**  
In the event of loss or theft of a device, sensitive clinical data (managed by AHS) can be disabled and erased, protecting the clinician from a privacy breach.

EMM does not manage personal or work apps installed by the user. AHS restricts mobile management to clinical and corporate apps delivered via the AHS instance of EMM. In short, AHS manages AHS-provisioned applications and does not touch personal applications. Alternately, it does not touch applications or settings outside the EMM “bubble.”

Mobile device performance is not affected by installation or use of Connect Care mobility management tools.

### What is Workspace ONE?

AHS provides clinicians with a mobile app called “Workspace ONE” as way to make mobility management as painless as possible. Workspace ONE installs on personal mobile devices (iPhones, Android Phones and iPads) and takes care of app installations as well as creation of a secure space within which apps can operate.

The Workspace ONE system is provided by VMWare (software vendor), has been used by other Epic clients, and is proven with large and complex communities. Workspace ONE appears on mobile devices as an “Intelligent Hub” application and a “Catalog” application.

### Will Connect Care Mobility Management be used to Monitor Clinicians?

No. The purpose is not surveillance. Rather, AHS must assure the security of interfaces to the clinical apps for which it is accountable. These contain highly sensitive personal health data.

AHS’s accountabilities include confirming that a mobile device has minimum acceptable hardware protections (such as password protection and an updated operating system) and capacity for encryption of communications. In addition, AHS is obliged to check for signs that a personal device has been hacked. An example of such hacking would be indicators that a device has been “Jailbroken” to remove it from the device manufacturer’s standard security protections.

AHS does not use mobility management to monitor any personal information or data on personal devices.

### Why must Workspace ONE be installed to get mobile Connect Care access?

Workspace ONE is required for accessing the Nuance PowerMic Mobile and the Epic Haiku and Canto apps for use with Connect Care, both at AHS sites and remotely. This is how AHS complies with Alberta’s Health Information Act. Of course, the user is also responsible for accessing, collecting, using and disclosing health information in accordance with the Act.



Use of the Workspace ONE protections is mandatory for those wishing to use personal devices for Connect Care activities. A [Connect Care Mobility Compact](#) highlights reciprocal AHS and clinician responsibilities.

Installing Workspace ONE also makes things easier for clinicians; greatly simplifying downloading, updating and configuring clinical apps.

### What information does Connect Care Mobility Management monitor?

AHS's implementation of the VMWare Workspace ONE enterprise mobility management solution is limited. Only some capabilities are used. These are carefully chosen to assure compliance with privacy and safety requirements. Key checks include:

- Device Properties
  - The device Type (e.g. iPhone, iPad, Android, Watch) is checked for Epic mobile app compatibility.
  - The device operating system version is checked for compatibility and avoidance of versions known to have security risks.
  - The device serial number is recorded to comply with Epic licensing requirements and reporting of the number of unique devices using Epic software.
  - The device storage capacity is checked to ensure room is available to install the requested clinical applications.
- Minimum Security Configuration
  - Devices are checked to ensure that a passcode of appropriate length is enabled and that data encryption capabilities are activated.
- Camera
  - Camera access is required for some configuration settings and for within-app secure capture of clinical images.
- Malware
  - The device is scanned for the presence of known malware footprints or major security holes (as might happen with a hacked or jailbroken device).

AHS's Workspace ONE does **NOT** allow access to the following:

- Location data
- Telephone call content, history or other data
- Browser data or history
- Application usage data outside apps contained in the Workspace ONE "bubble" (e.g., Haiku, Canto).
- Internet usage
- Any application or files or data outside the Workspace ONE managed applications; including personal photo, video, note or other data collections.
- Communications, including messaging, outside of Haiku, Canto or Limerick.

### What will Connect Care Mobility Change on a Personal Device?

Very little. Connect Care Mobility touches the apps it installs. It can configure (e.g. server connection settings), update and delete them. EMM can also force a personal device to use an encrypted network connection (on-demand Virtual Private Network) whenever a clinical app installed by EMM is in use. Finally, EMM can require a personal mobile device to be configured to time out after a period of inactivity.

### What if Connect Care Mobility Management is Refused?

Clinicians are free to use personal devices in clinical settings. However, they cannot use Connect Care mobile applications (PowerMic Mobile, Haiku, Canto, Limerick) that connect to Connect Care unless Workspace ONE is installed.

This is non-negotiable. The security of Connect Care health information and systems is of the utmost importance. Our patients expect this. Our Privacy Impact Assessment mandates this.



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### Do I need to use Virtual Private Network (VPN) Software Outside AHS Facilities?

No. The mobility management software, Workspace ONE, takes care of encrypting and protecting connections between the mobile device and Connect Care servers.

Use of Workspace ONE makes the clinician's mobile experience exactly the same both inside and outside of AHS networks.

### Can I use a Virtual Private Network (VPN) App with Workspace ONE?

Many prescribers take the wise precaution of using a VPN application whenever connecting personal devices to the Internet, especially via public networks. Our testing indicates that most VPN applications work with Workspace ONE. However, if you experience difficulty logging on to Haiku or Canto, consider trying again with your personal (or corporate) VPN turned off.

### Can I use other Mobility Management solutions in conjunction with Workspace ONE?

Some prescribers belong to organizations that have their own mobility management systems. It is possible that other MMS apps will conflict with Workspace ONE. Please bring potential challenges to the attention of [AHS mobility](#). In the case of iOS devices, it is sometimes possible to alternate between different organizational connections, but not use both at the same time. See "Settings >> General >> Profiles & Device Management" for details.

### What is the Workspace ONE Tunnel App?

Installation of Workspace ONE's "Tunnel" App is required. This takes the place of a Virtual Private Network (VPN) and automatically ensures that all communications between clinical mobile applications and Connect Care servers are appropriately encrypted.

### How will I learn about Connect Care Mobility?

All prescribers must complete privacy training (InfoCare), basic CIS training and a proficiency assessment in order to gain access to the Connect Care CIS. In addition, they complete personalization training just before their launch date. Optimization training starts post-launch.

Personalization training is a good time to get started with Connect Care mobility. Trainers and Super Users and/or IT support staff will be present to help prescribers get Workspace ONE installed and PowerMic Mobile and Haiku and/or Canto working. Watch for postings about drop-in sessions for mobility.

### How do I Install and Use Connect Care Mobility Management?

It is important for prescribers to bring their personal mobile devices to their personalization training. Indeed, it is best to complete the installation process before personalization or drop-in labs. Install instructions are different for Apple and non-Apple devices:

- [Tip: Connect Care Mobility for Apple Devices](#)
- [Tip: Connect Care Mobility for Android Devices](#)

### How many Devices can I set up through Connect Care Mobility?

Prescribers can install Connect Care mobile applications (Haiku, Canto) on up to two personal devices. Installation of Limerick (Apple Watch app) with Haiku (iPhone) is considered a single install.

Device numbers are controlled through the mobility management software used for installations. Personal devices can be any combination of smartphones or tablets. So, it is okay to install on an iPhone and an iPad, or on two different iPads, for example, but installation on an iPhone and two iPads would not be supported.

If it is necessary to replace a device, uninstall from the old device before attempting installation on the new device.



There may be special arrangements when clinical groups purchase multiple mobile devices and need one person to do Haiku and/or Canto installs and mobility support for all.

### **Where can I get help with Personal Mobile Devices?**

Personal devices can malfunction. Support should be sought from the device provider and manufacturer, in addition to any assistance available from Connect Care peer resources.

### **Where can I get help with Mobile App use?**

Information about clinical app (Haiku, Canto, Limerick, PowerMic Mobile, etc.) use is available via the [Physician Manual](#), [Update Blogs](#), learning home dashboards and eLearning courses posted to [MyLearningLink](#).

We expect prescribers to leverage peer-to-peer sharing and local mentoring. Online eLearnings and demo videos also help. Mobility tips and tricks are shared in [Connect Care Physician Blogs](#), [Peer Support Forums](#) and the [Connect Care Physician Manual](#). These resources help clinicians help clinicians.

### **Where can I get help with Connect Care Mobility Management?**

- The AHS IT Service Desk (1-877-311-4300) can help clinicians with problems that relate to AHS's implementation of mobility management.
- The AHS Mobility Team ([ConnectCare.Mobility@ahs.ca](mailto:ConnectCare.Mobility@ahs.ca)) can help with Workspace ONE and clinical app installs.
- The CMIO team ([mip@ahs.ca](mailto:mip@ahs.ca), [cmio@ahs.ca](mailto:cmio@ahs.ca)) will assist prescribers with questions and concerns specific to prescriber workflows using CIS mobile apps.