



## Connect Care Mobility for Android Smartphones

### Connect Care Mobility

The Connect Care clinical information system (CIS) can be accessed via computers and mobile devices. The mobile experience leverages smartphones and tablets to make many 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.

Epic's mobile applications ("apps") include "**Haiku**" for compatible Android smartphones. "Connect Care Mobility" refers to Haiku and related apps, such as PowerMic Mobile, that can be used with the Connect Care CIS.

### Streamlining Mobility

Alberta Health Services (AHS) facilitates installation and use of clinical mobile applications ("apps") with an app called "Workspace ONE". This helps prescribers:

- **Configuration**  
Installation of Haiku, Dragon Medical One, RSA Soft Token and other AHS clinical apps is automated, sparing clinicians one-by-one configurations.
- **Integration**  
All AHS mobile applications (CIS, email, mobile office apps, 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 app needs, including any required updates and any required security settings.
- **Maintenance**  
Application update alerts are provided to clinicians with AHS-specific guidance.
- **Protection**  
All AHS applications are in a protected "bubble" on the user's device, isolated from other software and potential malware, with secure connections between the user device and AHS servers.
- **Recovery**  
In the event of loss or theft of a device, sensitive clinical applications (managed by AHS) can be disabled and erased and so protect the clinician from a privacy breach.

Workspace ONE does not manage personal apps. AHS restricts mobile management to clinical and corporate applications provided via the Workspace ONE AHS catalogue. AHS not touch applications outside the Workspace ONE bubble.

Mobile device performance should not be affected by use of Connect Care Mobility.

### Purpose

This tip is for prescribers who use Haiku and PowerMic on compatible Android smartphones.

The tip explains how to install the Connect Care Mobility management software and then install and access CIS-related mobile application(s).

Separate guides help prescribers wishing to use **Haiku** and/or **Canto** on Apple devices. An **FAQ** provides more details about Connect Care Mobility.



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### Before You Begin

Having confirmed that this tip applies to your device (compatible Android smartphone) and that you intend to use a mobile application for some CIS tasks, please make sure that you have:

- **Authorization**  
You must have permission to install applications on your Android phone. Be sure to know your access username and password.  
You must also have a working AHS username and password and be activated for mobile device management. This is done automatically for all prescribers registered for Connect Care.
- **Time**  
The best time to start mobile app access is after Basic Training is complete. Ensure that you have at least 20 minutes available to follow these installation tips.
- **Device**  
Ensure that your smartphone is updated as described in your device support guide, running Android 8 or later, known to be Haiku compatible and appropriately backed up.
- **Security**  
You must have a 6-digit security pin set to unlock the device and have encryption turned on.
- **Network**  
Installation is fastest when connected to a high-speed wireless network, such as AHSRESTRICT. Note that the installation process will consume 200-300MB of data if performed on a personal data plan when off a wireless network.
- **Understanding**  
A separate [Connect Care Mobility Frequently Asked Questions](#) document provides more detail about the intent and effects of the steps described below.
- **Support**  
Trainers and Super Users at personalization workshops can help you navigate the steps described below. The AHS IT Service Desk (1-877-311-4300) can help at any other time and the CMIO team ([mip@ahs.ca](mailto:mip@ahs.ca), [cmio@ahs.ca](mailto:cmio@ahs.ca)) and mobility services ([ConnectCare.Mobility@ahs.ca](mailto:ConnectCare.Mobility@ahs.ca)) can assist prescribers with use of CIS mobile apps. Peer help is also available via [support.connect-care.ca](https://support.connect-care.ca).

### What to Expect

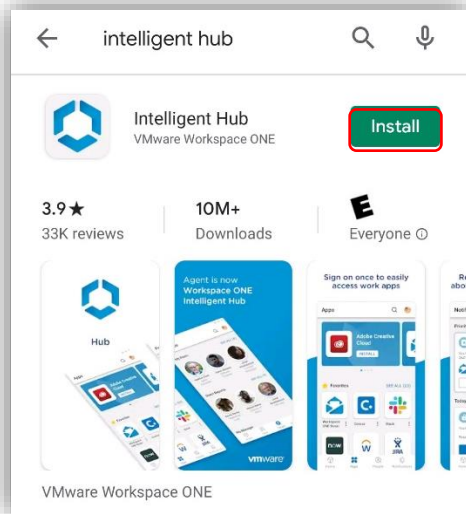
Successful Connect Care Mobility setup is stepwise:

1. Workspace ONE is installed.
2. Adjust the mobile device to allow Workspace ONE functions.
3. Install desired Connect Care mobile app.
4. Confirm expected mobile app operation.



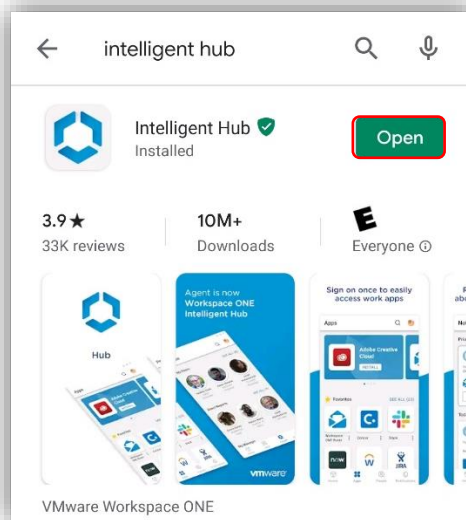
### Install and Configure Workspace ONE

1. To install the Workspace One Intelligent Hub app on your phone from the Play Store by searching for Intelligent Hub and then tapping on the **download icon** or **Install**.



Alternatively, you can enter [www.getwsone.com](http://www.getwsone.com) in your devices web browser to get a link to download the Intelligent Hub app.

2. When Intelligent Hub app has finished downloading, tap **Open**.





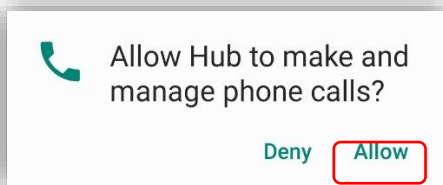
3. There are 2 options for starting the enrollment process, you can either scan a QR code or manually entering the information. Note: For ease, we recommend using the QR code option below.

### **Option 1: Using the QR Code**

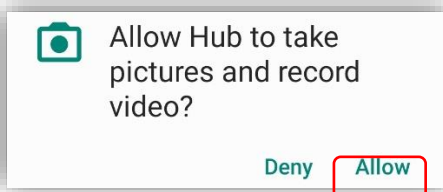
- Tap **QR Code**.



- Intelligent Hub will ask your permission to make and manage phone calls, this is required to allow you to use the self-service portal to locate your device should you use it. You will need to click **Allow** to proceed using the QR code.



- Intelligent Hub also requires permission to take pictures and videos so that it can scan the QR code. You will need to click **Allow** to proceed using the QR code.



- Scan the QR code below. Tap, **Next**.





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### Option 2: Manual Entry

- Alternatively, you can manually enter the data required, type in the following information:  
Email address or server: **wsods.albertahealthservices.ca**  
Group ID field: **BYODMOB1**.  
Tap **Next** to continue.

wsods.albertahealthservices.ca

BYODMOB1

QR Code

Next

- You will be prompted to log in with your AHS **Username** and **Password**. Enter your info and tap **Next**.

X

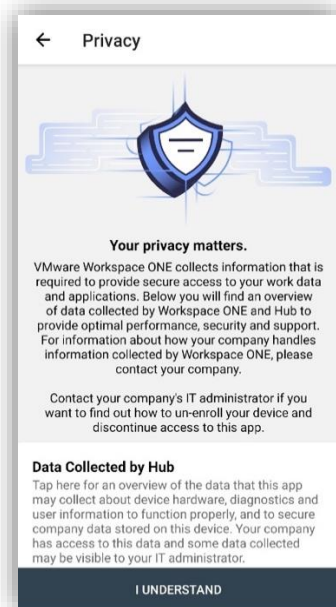
Username

Password

Please be aware there is typically a delay of 1 – 5 minutes at this stage before the next page displays.

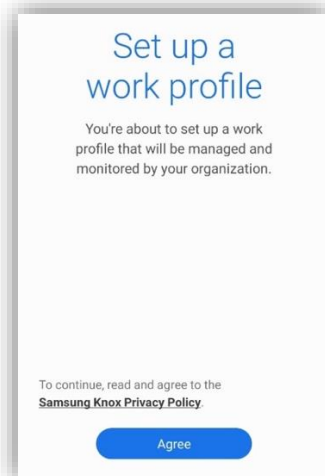


5. The next screen may be entitled “terms and conditions” and will reference both general [Connect Care Privacy Attestation](#) (InfoCare) and a [Connect Care Mobility Compact](#) for clinicians. These considerations apply to use of clinical mobile apps and other AHS clinical or corporate mobile applications deployed through Workspace ONE. The conditions have been reviewed by Connect Care stakeholders, including the CMIO portfolio. You will need to tap “**Accept**” in order to proceed. If a Privacy page displays, next please be aware that this is not AHS specific information. This generic information that VMware provides all their customers. The AHS information can be found in the [FAQ](#). To continue, tap **I understand**.



### Adjust the Device to allow Workspace ONE functions

1. The next screen will prompt you to set up a work profile. The work profile will keep all AHS apps and data in separate location to your personal apps and data. Tap **Agree**.

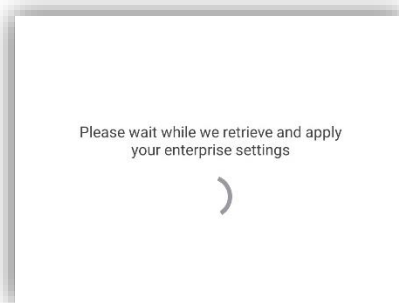
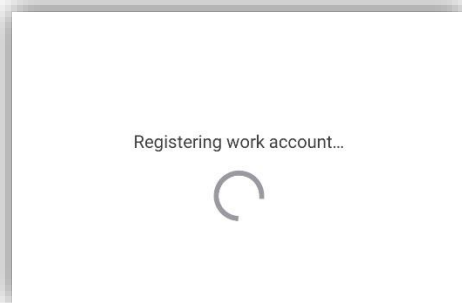
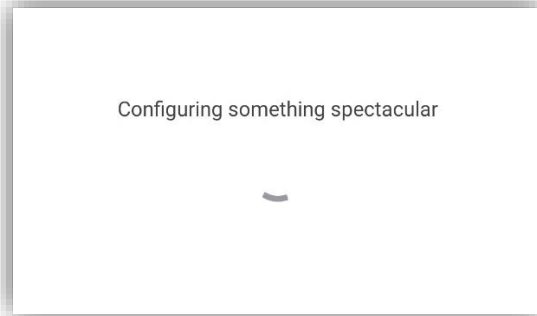
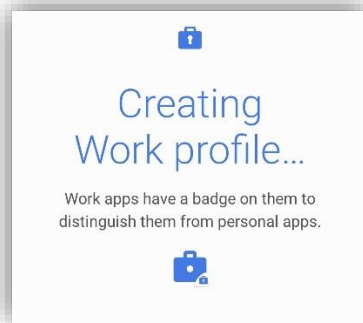


Your device will now step through a number of screens as it creates your Work Profile.

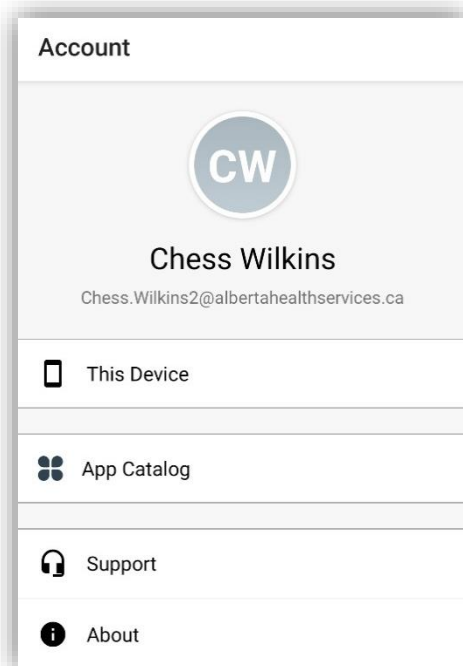


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## Mobility Tip for Android Devices



2. Once the work profile is created an Account Page will appear with your name and AHS email address shown in the top section.

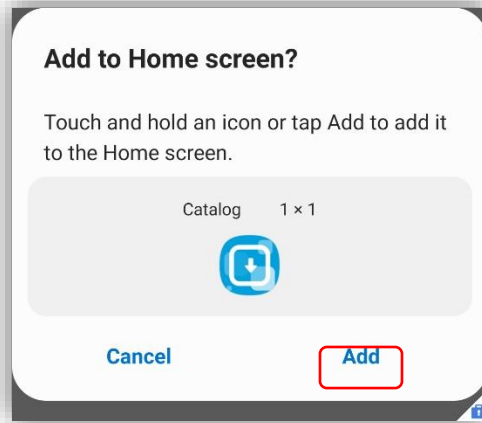




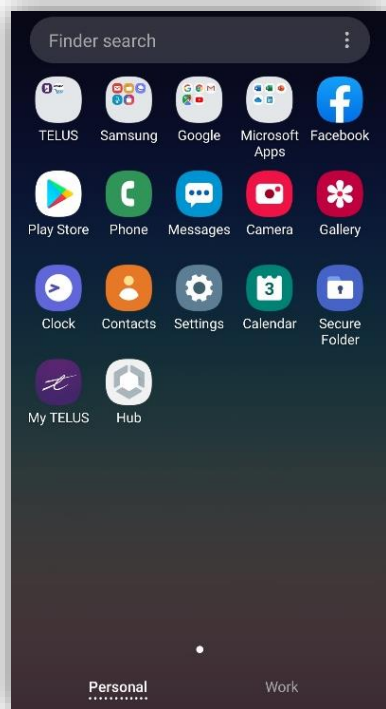
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## Mobility Tip for Android Devices

3. After a short delay you will also get a pop-up suggestion adding a Catalog icon to your home screen. The Catalog is where you will find all the AHS configured apps for connecting to services like Epic and Outlook.



4. Return to you app page and you will now have 2 profiles on your device Personal and Work. The Personal profile contains all your own apps and data. If you wish you may now remove the Hub app you installed for enrolling into Workspace ONE.



5. The Work Profile will contain all your AHS apps. Having a work and personal profile means you can safely have 2 different versions of the same app, like Outlook, on your device.





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## Mobility Tip for Android Devices



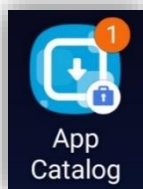
Having a work and personal profile means you can safely have 2 different versions of the same app, like Outlook, on your device. This symbol will appear in the bottom right hand corner of all AHS managed apps.



### Install Connect Care Mobility Haiku App

**Haiku is the Epic App for connecting Android phones to Epic. There is no app for connecting Android tablets to Epic.** It should take about 5 - 10 minutes to download, install, and automatically configure Haiku to connect to the AHS Epic servers.

1. Tap on the App **Catalog** App on your work profile screen.

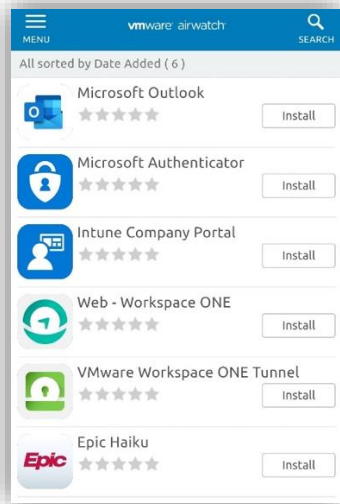


2. From the list, find **VMware Workspace ONE Tunnel** and tap **Install**. This is required to create a secure connection between your device and Epic. **It is essential that the Tunnel installation be completed first, before attempting any other application installs.** Otherwise subsequent mobile app installs may not receive needed configuration files.

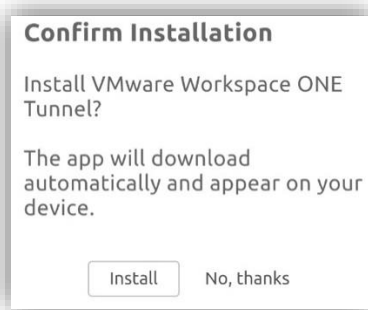


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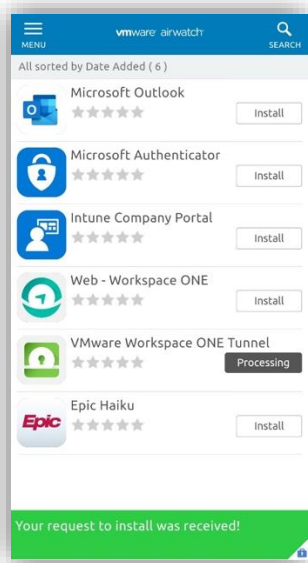
## Mobility Tip for Android Devices



3. A message will appear asking you to confirm installation, tap **Install**.



4. After a short delay you will get a message in green at the bottom of the screen that your request has been received and it will now show as Processing.

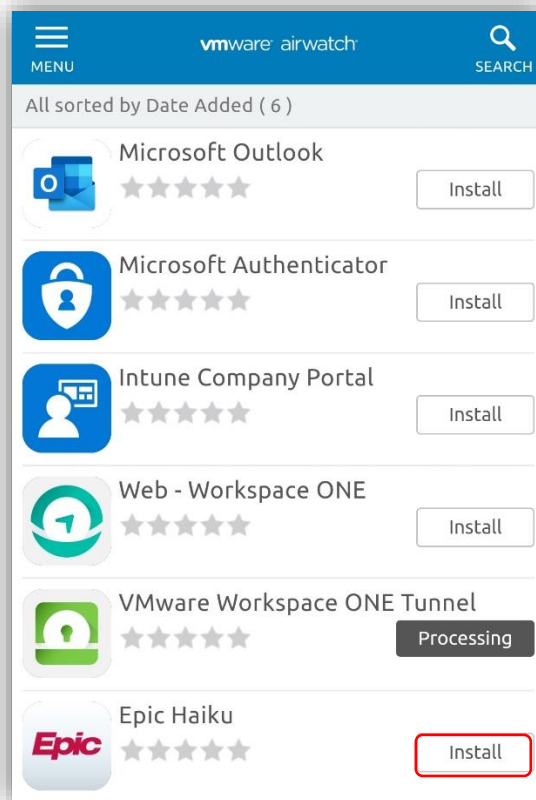




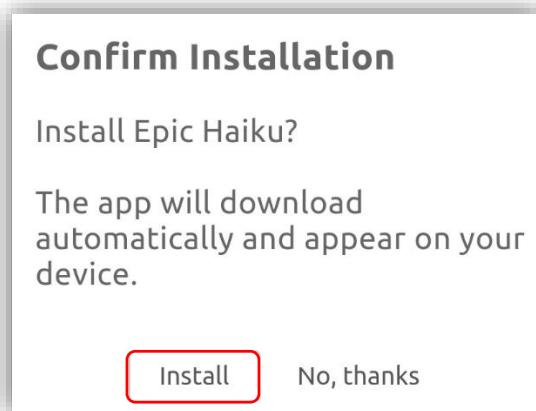
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## Mobility Tip for Android Devices

- Next find **Epic Haiku** on the list of apps and tap **Install**.



- A message will appear asking you to confirm installation, tap **Install**.

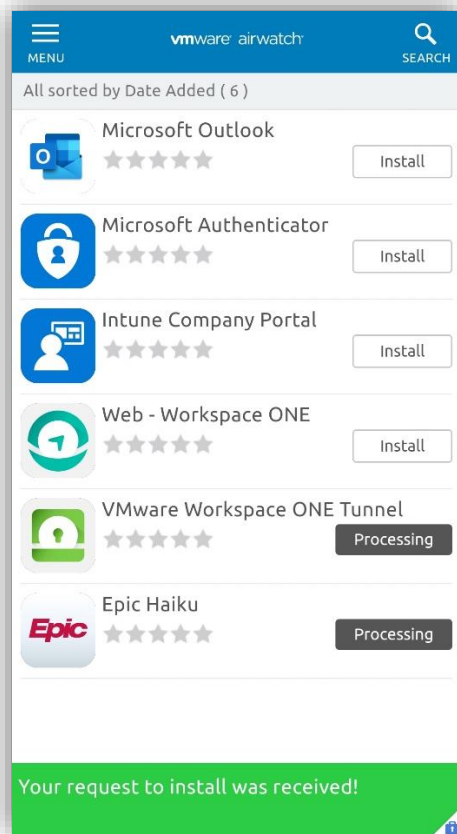


- After a short delay you will get a message in green at the bottom of the screen that your request has been received.
- Repeat the process to ensure that all of Tunnel, **PowerMic Mobile**, and Haiku are installed. The order is important. The Workspace ONE Tunnel must be installed before other clinical apps.



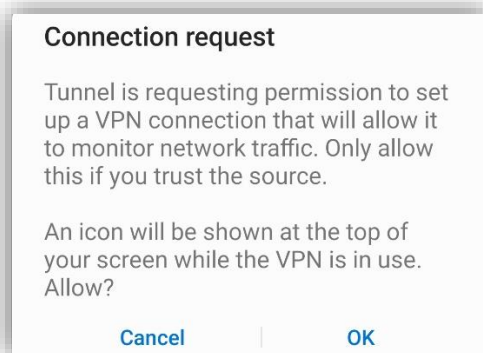
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## Mobility Tip for Android Devices



Once you see this message you can return to your home screen and wait for the VMware Workspace ONE Tunnel, PowerMic Mobile, and Haiku apps to download.

- Note that when the Tunnel completes downloading it will prompt to create a VPN connection, this is requirement to connect to Epic, Tap **OK**.



- Once both apps are downloaded tap on **PowerMic Mobile** or **Haiku** icon to launch the application. There may be some additional notices and configuration alerts to navigate. Other tip sheets, eLearnings and Personalization Workshop teachings cover actual app usage.