



Connect Care Mobility for Apple Devices

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") for Apple devices include "Haiku" for iPhones, "Canto" for iPads and "Limerick" for Apple Watches. "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 with:

- **Configuration**
Installation of Haiku, Canto, Limerick, 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 does not touch apps 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 PowerMic, Haiku, Canto or Limerick on Apple iPhones, iPads or Watches.

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

A [different tip](#) helps prescribers wishing to use Haiku on smartphones running the Android operating system. A [FAQ](#) provides more details about Connect Care Mobility.



Before You Begin

Having confirmed that this tip applies to your device (iPhone, iPad or Apple Watch) 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 iPhone or iPad. Be sure to know your AppleID 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 iPhone, iPad and/or Apple Watch has the **latest updates** from Apple, or at least the most recent update before the current iOS version and that you have a **current backup**. Do not use beta (pre-release) versions of iOS. These are not supported by Connect Care mobility.
- **Security**
Your mobile device must have a **6 digit passcode** set to unlock the device.
- **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, Super Users, Workshop and Drop-in Centre staff 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, cmio@ahs.ca) and mobility services (ConnectCare.Mobility@ahs.ca) area happy to assist prescribers with use of CIS mobile apps. Peer help is also available via support.connect-care.ca.

What to Expect

Successful Connect Care Mobility setup is stepwise:

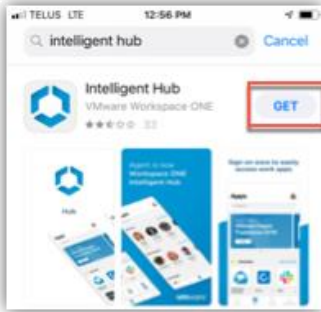
1. Workspace ONE is installed.
2. Adjust the mobile device to allow Workspace ONE functions.
3. Install desired Connect Care mobile app.
4. Confirm expected mobile app operation.



Install and Configure Workspace ONE

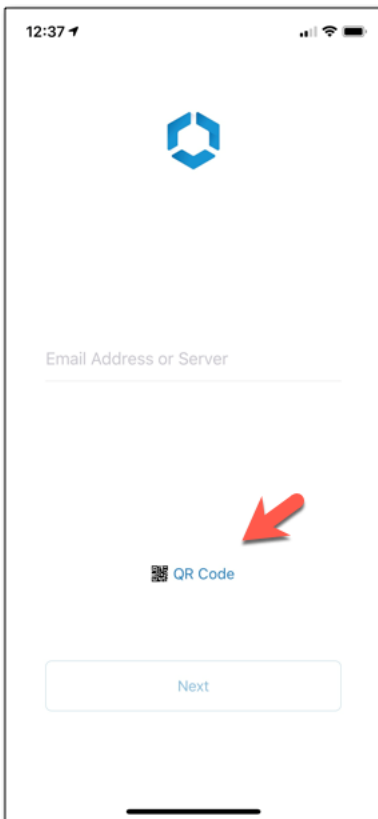
1. **Get the Intelligent Hub for Workspace ONE**

Open the “App Store” application on your device and use the Search tool to find the “Intelligent Hub” app; then tap GET. When the Intelligent Hub app has finished downloading, tap Open.



2. **Configure Intelligent Hub**

When the “Intelligent Hub” application is opened for the first time, it needs to be configured to work with AHS mobility management. This can be done by **scanning a barcode** with your device (easiest) or by manually entering a few settings.





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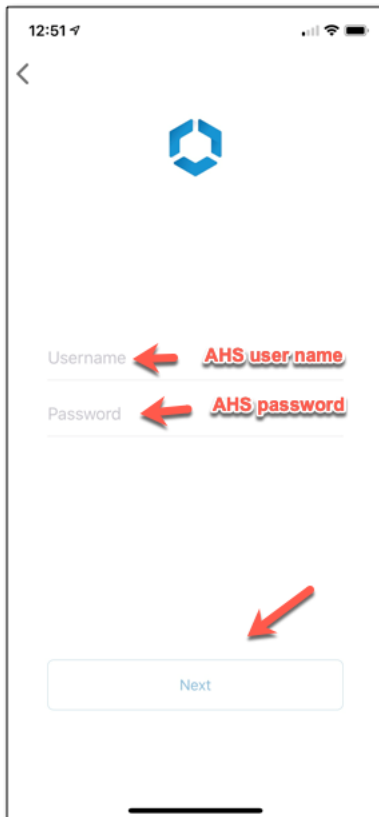
Tap the QR Code link, then give permission for “Hub” to access your device Camera when asked, then point your camera at the following code:



Alternately, you can manually enter “wsods.albertahealthservices.ca” as the server name and **BYODMOB1** as the Group ID and then select the **Next** button.

3. Log On to Intelligent Hub for Workspace ONE

After barcode or manual configuration of the Intelligent Hub app, you will be prompted to log in with your AHS username and password (same identifiers as you use to log on to the Connect Care CIS), then tap **Next**. Anticipate a wait of many seconds to a minute or two.



You may be asked if you would like your device to save your AHS password. It is okay to do so.



4. **Accept any AHS Terms and Conditions for use of CIS Mobility**

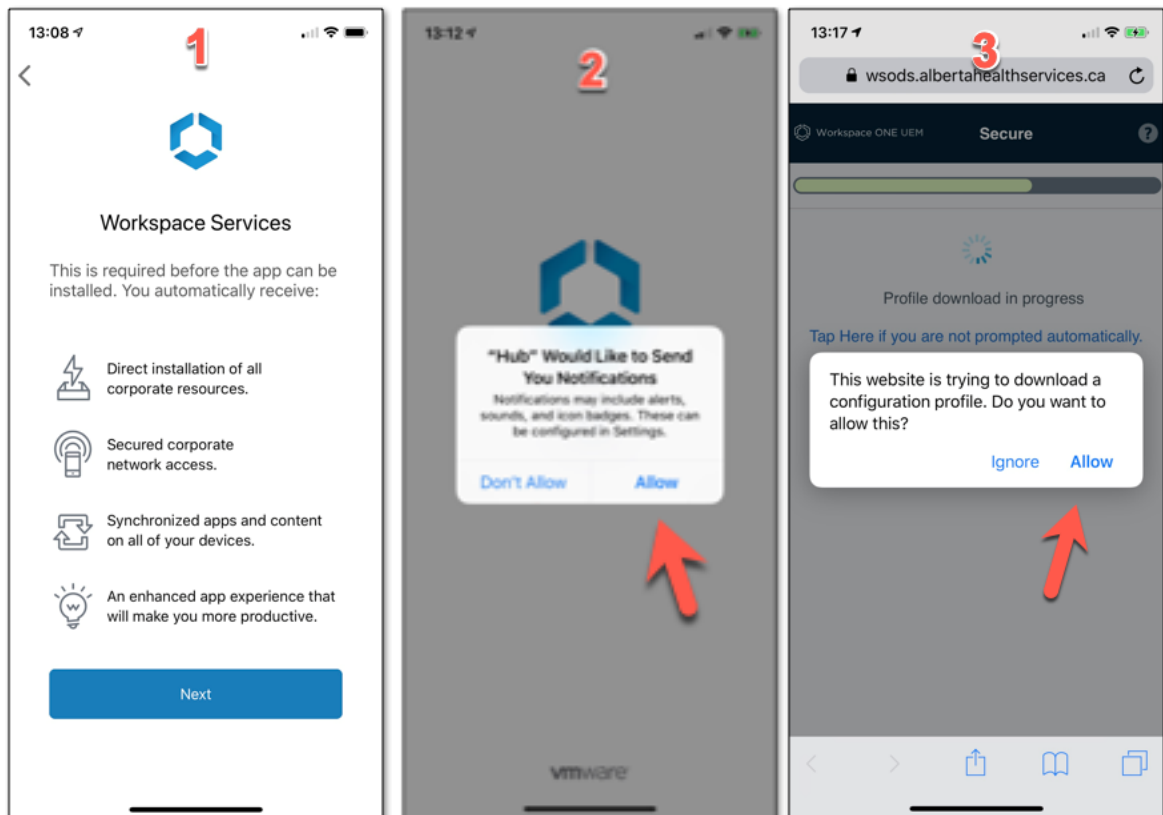
The next screen may be entitled “terms and conditions” and will reference both general [Connect Care Privacy Attestation](#) (InfoCare) and a [Connect Care Mobility Compact](#) for clinicians. These considerations apply to use of clinical mobile apps and other AHS clinical or corporate mobile applications 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.

A Workspace ONE privacy page may display next. This is generic information and does not describe AHS limited use of Workspace ONE features. Refer to the [FAQ](#) instead.

Adjust the Device to allow Workspace ONE functions

1. **Workspace Services**

The Intelligent Hub app will post a screen listing the categories of services that Workspace ONE can support. This is a generic FYI from the vendor, VMWare. Tap **Next**.



2. **Notifications**

The Intelligent Hub app requests your permission to send “Notifications”. These will be important later when you are installing clinical mobile applications. **Be sure to tap Allow**, as above.

3. **Download Configuration Profile**

Safari will open and a message will display saying that the website is trying to download a configuration profile. Tap **Allow**, as above.

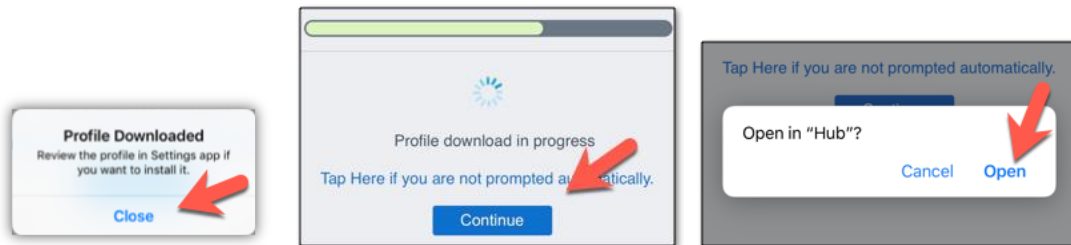
When notified that the “Profile is Downloaded”, tap “**Close**”.

The remaining screen may not proceed to 100% progress. You can tap “Continue” even if profile downloading appears to be incomplete.



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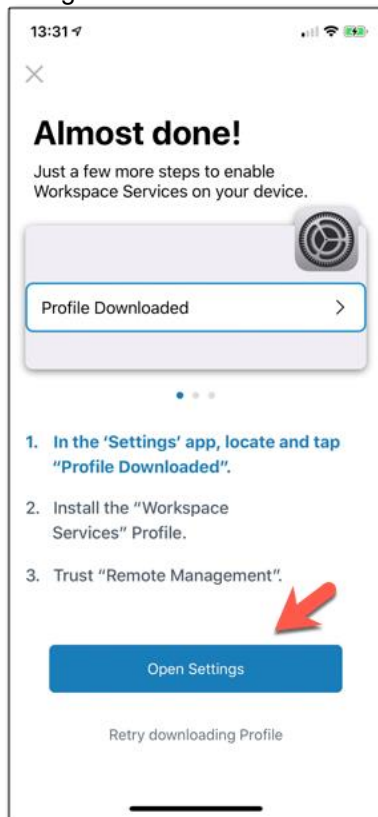
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When prompted to open in Hub, tap **Open**.

4. Open Device Settings

The next screen gives instructions about opening your iPhone or iPad device to continue its configuration to work with Workspace ONE. Tap to **Open Settings**.



5. Adjust Device Settings for Workspace Services

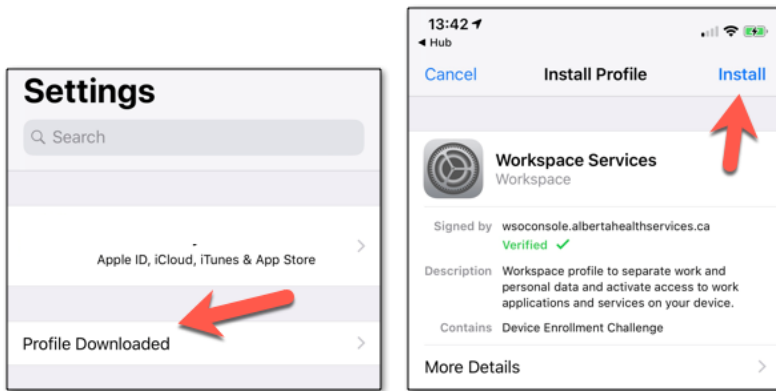
Once opened into your iPhone or iPad settings app (go there manually if it does not open automatically), make sure you are on the **Home Settings** screen. This is the default start screen for device setting. You may need to navigate back to the settings home screen.

Look for a **Profile Downloaded** item immediately below your personal identity settings, tap on this, then tap on the **Install** item at the top right of the next screen.



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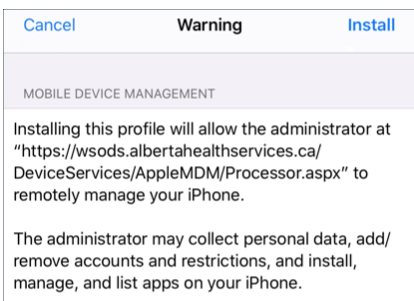
Mobility Tip for Apple Devices



Enter your **device passcode** when prompted, then **“Install”** when your passcode is accepted.

6. Navigate Warnings

A number of standard Apple warnings will appear. These let you know that Workspace ONE could control one or more applications and related device settings. Know that the AHS instance of Workspace ONE is configured to **ONLY** affect the applications that are part of the AHS mobility package. Other capabilities, such as tracking other application logon parameters, are not enabled.



Tap **Install** to a warning message saying that this profile allows an administrator to remotely manage your device displays. **The message may seem alarming (Apple is appropriately protective) but in this case applies only to the applications installed by AHS.**

Tap **Trust** when asked to enroll your device in the workspace profile.

You will know that the profile installation has finished when the following screen appears. Tap **Done**.





7. Complete Intelligent Hub Setup

Return to your device applications screen and tap on the **Hub** app to open.



You will be prompted to allow Workspace ONE to manage the Intelligent Hub app. Tap **Manage**.



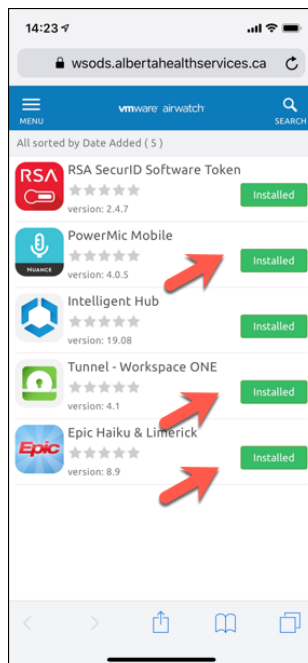
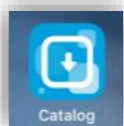
The next screens are generic (VMWare) alerts, providing information about what Workspace ONE could do. AHS uses a subset of these capabilities to ensure safe use of Connect Care mobile apps. The Terms & Conditions you earlier encountered describe how AHS uses VMWare's software. Tap **Done** and **I Understand** when prompted.

Finally, a page allowing access your account information displays. Workspace ONE is now fully installed and configured on your device. Close the application and return to your device applications (Home) screen.

Install Connect Care Mobility App(s)

1. Open the Workspace ONE Catalog

With the Hub installed, a new "Catalog" application should appear. Tap on this.





You will need to install at least three of the listed applications: Tunnel, Haiku (or Canto) and PowerMic Mobile. Do this even if you think that you have these already installed. Indeed, it is okay to remove any prior versions of those apps from your device and re-install. You can also tap the “Installed” button to re-initiate an installation if you think something did not complete. Note that installs from this Catalogue take two actions: the app is downloaded and the app is configured. This can take time! Allow many minutes.

Order is important. Install the Tunnel first.

2. Install the “Tunnel – Workspace ONE”

This application is needed to ensure that Connect Care mobility applications can work safely both inside AHS facilities (the “Intranet” or AHSRESTRICT Network) and outside AHS facilities (the “Extranet”). The “Tunnel” encrypts all communications between Connect Care mobile Apps and the AHS or Epic servers. **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.

From the list, find **Tunnel – Workspace ONE** 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 and it will now show as Processing.

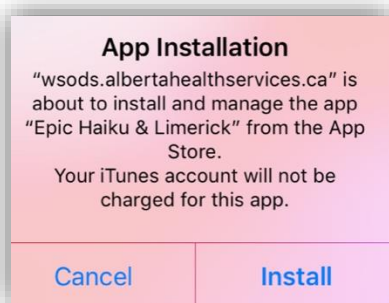
You may get an additional notification that Workspace ONE wishes to “manage” the Tunnel application. Allow this.

3. Install Haiku or Canto

From the same Catalogue list, find “Haiku & Limerick” if your device is an iPhone or “Canto” if your device is an iPad. Repeat the process you followed to install the Workspace ONE Tunnel.

Note that applications may take a while to download and install.

You may get a request to allow installation. Tap “**Install**”. You will know that the process is near completion when presented with a final request to allow Workspace ONE to “manage” the application. Allow this.



4. Install PowerMic Mobile

This mobile app is used to support in-system speech recognition and dictation. By installing from the Catalogue, you can be sure that the app is correctly configured to work with Connect Care.



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The install process is similar to what you experienced with Haiku or Canto.

Open and Confirm the Connect Care Mobile App

At this point, PowerMic Mobile and the Haiku or Canto apps should appear on your iPhone or iPad application screen. The first time you open these apps, there may be additional requests for approval of Terms & Conditions or configuration confirmations.

Note that there is no installation process for Limerick. This Apple Watch product installs automatically if Haiku is installed and the user has a paired Apple Watch.

Other tip sheets, eLearnings and Personalization Workshop teachings cover app usage.