

Secure Delivery

User Guide

Medical TeleCommunications
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support@medteleco.com

The purpose of Secure Delivery is to provide a way for messages to be delivered to clients on their mobile devices in a manner conforming to the latest security standards and guidelines, especially as they concern health information privacy.

The Secure Delivery Server is a combined Web server and data provider for the Secure Delivery App, the latter of which resides on the client's mobile device. Using the Secure Delivery App, a client can login to the Secure Delivery Server and view their messages. The data link between the App and the Server is highly encrypted and thereby protected against eavesdropping. The messages themselves are never stored directly on the mobile device and can only be viewed through the Server after entering a password.

The Secure Delivery App is based on Web technologies, including HTML5, and therefore requires a device capable of supporting it. Most recent model smart phones, tablets, and desktop web browsers support this technology.

Cell Phones receiving messages on the Secure Delivery App must have data access, either through the 3G/4G cellular network or through Wi-Fi.

Downloading the App to the Mobile Device

There are two ways to use the App on a mobile device.

1. Download a 'native' version of the app for Android phones and iOS devices.
2. Use a 'browser' version of the app. This is available for Apple, Android, Windows 8, Blackberry and other Smartphone and tablet browsers. This version also runs in desktop browsers including Internet Explorer 9 and above, Chrome, Firefox 23.01 and above, and Safari.

Downloading the 'Native' version of the App for Android

1. Open the Google Play Store
2. Search for Amtelco
3. Install the Spectrum Secure Delivery app
4. Once the app is installed open it
5. The first time the native app is run, it will prompt you to enter the URL of our server. Please type it exactly: <https://sds.medteleco.com>.
6. After entering the Server URL, tap on the 'Connect' button. The app will then proceed to the Login screen. It will not be necessary to enter the Server URL again unless it changes.
7. Use the login name and password that was given to you by MTC staff

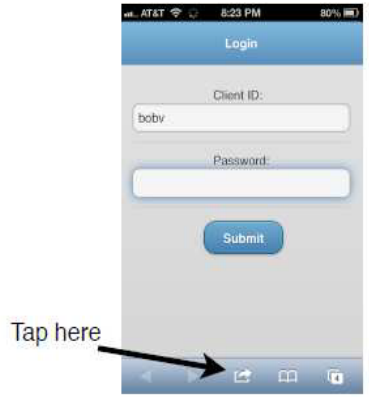
Downloading the 'Native' version of the App for iOS devices (iPhone, iPod, iPad)

1. Open the App Store
2. Search for Amtelco
3. Install the Spectrum Secure Delivery (Spectrum SD) app
4. Once the app is installed open it
5. The first time the native app is run, it will prompt you to enter the URL of our server. Please type it exactly: <https://sds.medteleco.com>.
6. After entering the Server URL, tap on the 'Connect' button. The app will then proceed to the Login screen. It will not be necessary to enter the Server URL again unless it changes.
7. Use the login name and password that was given to you by MTC staff

Using the 'Browser' version of the App (all other cell phone and desktop browsers)

1. Navigate to <https://sds.medteleco.com/sds/>. Note that you must add the /sds/ portion to the end of the address.
2. On cell phones the link can be added to the home screen of the phone to aid in opening the app faster than entering the browser every time.
 - a. With the app loaded in the browser the user should create a link to the app's URL on the home screen. Below are screenshots of these steps on the iPhone. Other browsers should have similar steps to create a link on the home screen.

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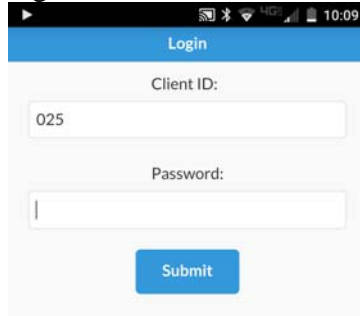
Tap here



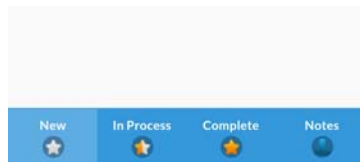
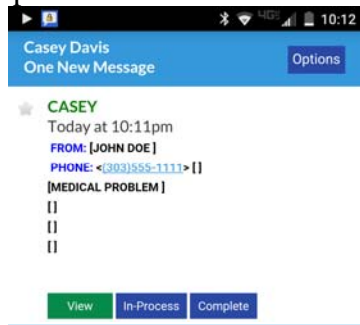
The App can then be accessed from the home screen

Receiving new messages

1. When a new or updated message is made available for Secure Delivery, the client is notified by the app. If the client does not have a data connection and does not pickup the message within 10 minutes a standard text message will be sent to let the client know there is a message. If the client can not get a data connection they can call the answering service at 303-761-6916 to pickup the message instead.
2. The client would then login into the Secure Delivery App to view the message.

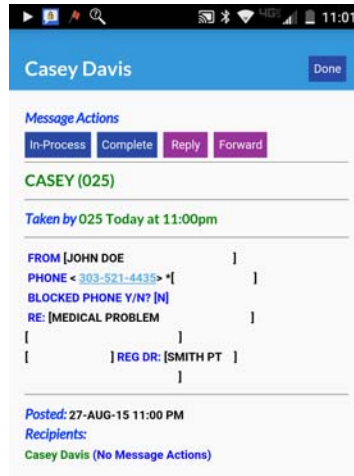


3. The messages are first previewed in a list.



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4. When an individual message is selected by tapping view, it is shown in its entirety, along with options to mark it as 'In Process' or 'Complete' along with the ability to 'Reply' or 'Forward' the message. Marking the message as 'In Process' allows for the client to better organize messages that are still being evaluated.



5. The act of 'Viewing' a message that was sent by the answering service tells our system that the message has been delivered to the client. This allows the operators to know that the client has received the message. If the message has not been viewed within 20 minutes of being sent a message is given to the operators that the message needs to be resent or that other contact methods need to be tried.

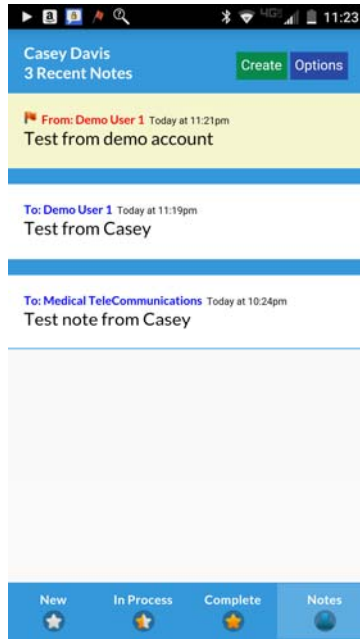
Replying to messages

1. If desired, a client can compose a 'Reply' to a message.
2. A 'Reply' is delivered to an operator and is stored inline with the original message. The client could use this reply to give instructions to the operator such as to give the call to another provider, call the patient back with further information, etc...

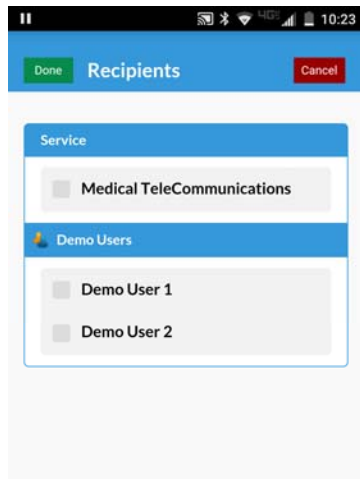
Sending messages to the service and other clients

1. In addition to messages, the Secure Delivery App allows a client to compose and send 'Notes' to other members of their call group or to an operator at the answering service. As depicted below, Notes that have been sent by the client have a white background. Notes received from other clients have a tan background.

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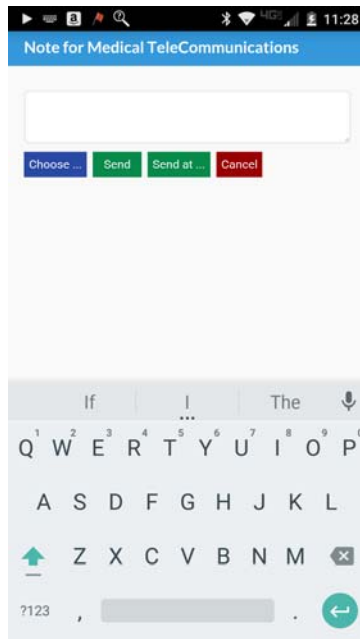


2. To send a Note, the user taps the 'Create' button in the upper right corner of the 'Notes' page. A list of possible recipients, organized by group, is then shown.
3. The client selects one or more recipients by checking the appropriate checkbox and then tapping the 'Done' button.

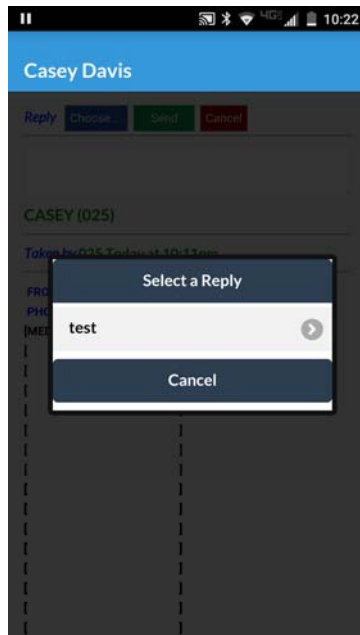


4. An area for entering the Note is then presented. This area will expand automatically to accommodate the length of text being entered.

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5. To expedite the entry of often-used replies and standard phrases, the client may predefine them, and make a selection by tapping the 'Choose ...' button when entering a Note or a Reply to a message. A pop-up list will be shown that allows the client to make the desired selection.



6. Tapping the 'Send' button will deliver the Note to the selected recipients. A text message notification will be sent to each, alerting them of the presence of the new Note.
7. Recipients of a Note may comment on it by tapping the Note and entering the text of their comment. The original sender of a Note may add to it by tapping the

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Note and entering additional text. All comments and additions to a Note are time stamped and shown with the original Note.

Forwarding messages to other clients

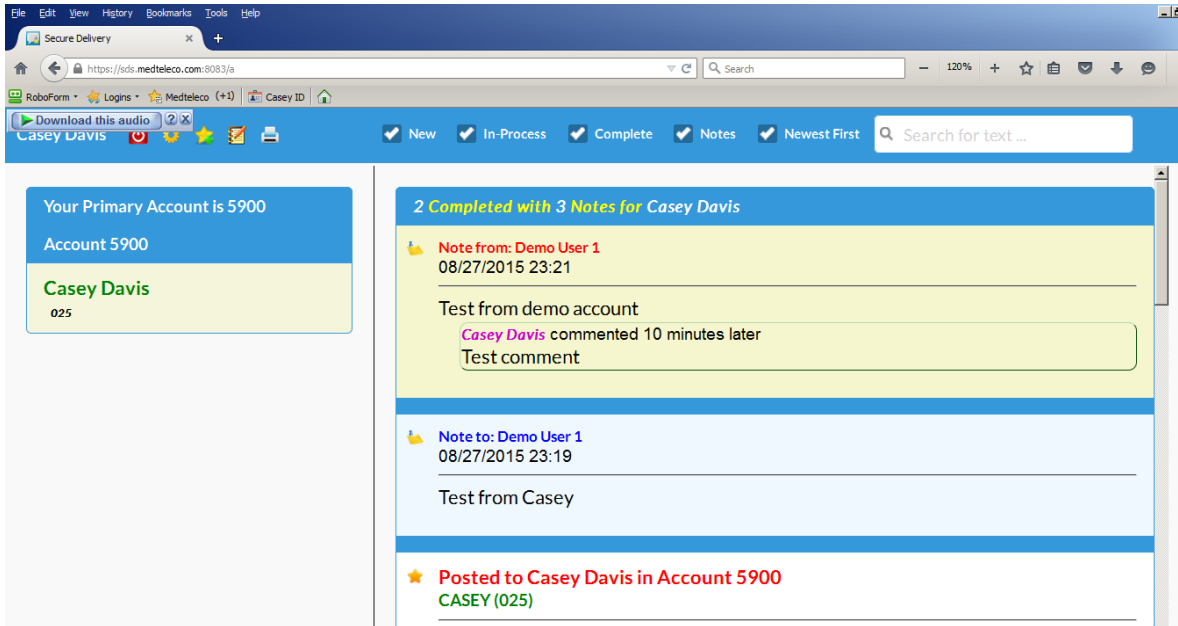
1. In addition to sending free-standing Notes, a client may 'Forward' a message to another client (or clients) by including it in a Note.
2. This is done by tapping the 'Forward' button when viewing a message. This capability is provided to facilitate intra-group communications concerning messages of mutual interest.
3. Forwarding a message in this manner has no effect on its status at the service.

Setting Options

1. From the main screen press the options button in the upper right corner
2. ***Setting Pre-Set Replies***
 - a. Click Manage Pre-Set Replies
 - b. Click Add in the upper right corner
 - c. Type a common reply such as, "I have received this message and will call the patient back." The text is entirely up to the client.
 - d. Click Save
 - e. After you are finished entering replies press Done in the upper right corner.
3. ***Completed Messages Availability***
 - a. Messages can remain available to the client for three or seven days
 - b. Click the appropriate availability time
4. ***Notes Availability***
 - a. Notes can remain available to the client for three, seven, or thirty days
 - b. Click the appropriate availability time
5. After selecting options press the Done button in the upper right corner to return to the main menu.

Administration Functions

1. Using any desktop internet browser browse to <https://sds.medteleco.com/a>.
2. After logging in the client is presented with a list of users on the left side of the screen.
3. Click on the desired user and the list of available messages will show on the right side of the screen.



4. The client can then elect to print the available messages using the printer icon.
5. Messages and notes may also be sent using the icons in the upper left corner of the screen.