What is myStation?

myStation is an application on the in-room patient TVs designed to enhance patient experience by providing information, education and entertainment. The information is customizable for your hospital, and some elements are customized for each patient. Certain myStation items also interact with PowerChart.

What do I have to do for myStation?

On Admission:
- Ensure Patient Education brochure and keyboard are available.
- Inform Patient:
  - myStation is available.
  - Education materials may be assigned to them on myStation.
  - If they want to access available personal health information you can assist them with the PIN.
  - If they have customized or personal health information on screen, they are responsible for protecting that information.
  - The menu language can be changed – along with other settings like the background theme.

During the Patient’s Stay
- Support Patient use. Provide basic troubleshooting or assist patient in accessing support.
- Assign Patient Education videos to myStation, review for completion and document appropriately.

At Discharge
- Follow up on any Education needs and review assigned Education tasks for completion.
- Ensure device is turned off and has rebooted.

Equipment Support & Care
- Clean keyboard/call light with the purple wipes when needed.
- Keyboard will not function outside of room. Battery lasts 3-6 months. IT will replace.
- Access the usual support matrix for hardware/software issues.

myStation Overview & Basic Operating Instructions

The first time that myStation is accessed it will display the language selection screen and play an introductory video. This is triggered by a new patient being assigned to the room in PowerChart; either a new admit or a room transfer.

Navigation:
The pillow speaker and keyboard can be used interchangeably to navigate through myStation.

Troubleshooting tips:
- If myStation is not accepting commands from one device, try the other.
- The pillow speaker’s regular function as a call light will not change.
Main Menu Sections

On the main screen, a menu will display on the left-hand side, and the icons for the four main sections: My Education, Entertainment, My Hospital, and Settings will display on the right.

We will highlight some of the main functions that display when a section is selected.

Note: Guest Mode will be the default view until the patient is registered and assigned to the room. Only Entertainment will available. Once a patient is registered, myStation will ask to select a language to view the Welcome Video.

Once you enter a section, a section menu will continue to display on the left, and the right side will display currently selected content:
The four main sections are My Education, Entertainment, My Hospital, and Settings. We will highlight some of the main functions that display when a section is selected.

### My Education

**Education** – videos assigned to the patient in PowerChart will display here. A counter displays the percentage of assigned videos that have been watched. Completed videos will remain in this section.

A link to the Education Library is available if the patient wants to watch videos that have not been assigned to them.

### My Health

**My Health** – display certain items of the patient’s demographic/health data. Patients will need a PIN to access this section.

- **PIN** – The initial PIN will need to be provided to the patient. They should then go to the Settings section > PIN management to create their own PIN.

- The initial PIN is their DOB in MMDDYYYY format. Use a leading “0” for single digit Month or Day. I.e. Jan 2, 1967 would be 01021967. Remember the PIN allows access to PHI. Control who has access to the initial PIN information.

- PIN Management also allows the patient to set a Parental Control PIN.

### Need something

**Need something** – the patient can use this to send a request to staff. Follow your local site workflow.

### Entertainment

This section has links to: TV, Movies (English & Spanish – the movie selection is updated periodically), Games, and Relaxation Movies.
(SmartRoom) myStation Staff Guide

My Hospital

Hospital Information – provides information for your local hospital and patient access to view or create an account through Our Patient Portal (My Adventist Health Patient Portal).

To Create a New Account:

- Select My Hospital button
  - Select Hospital Information
  - Select Our Patient Portal
  - Select Access Portal
  - Patient enters their email address and their myStation PIN

Note: if the Patient has an existing account, select Our Patient Portal. This will route the patient to access My Adventist Health Patient Portal.

Meals – has basic information on the hospital’s cafeteria hours of operations and contact information for nutritional services.

Education Library – contains all available education videos. The patient will need to go to My Education > Education to see if any videos have been specifically assigned to them.

Settings

Language – the selected language will display in the menus, but does not apply to custom content, videos or education material.

- If the language is changed to one the patient doesn’t understand and they can’t read the menus to change it back
- Hit the Menu button on the pillow speaker/keyboard to go to the main screen
  - Select the Settings icon
  - Select the language option in the settings menu

Themes – these options change the menu colors and background pictures. (e.g. Entertainment menu with a different theme displays on the right).

PIN Management – Patients should use this to update their initial PIN or to set a Parental Control PIN.

Administration – this should only be used by staff. You will need a special PIN to enter this section. Contact your local IT or CIS department for this PIN.

- (Access this screen) if the patient has forgotten their PIN and it needs to be reset.
- If the device needs to be rebooted.