Interior Health

MicroBloggingMD
Quick Reference Guide
Version 1.6.17.127 – April 12, 2017

MicroBloggingMD (MBMD) is Interior Heath's (IH) Secure Messaging Application incorporating the use of Smartphones and Wireless Technology to provide a means of improving clinical communication in the health care environment.

For more detailed information and orientation videos, visit the IH MBMD Webpage.

Mobile Access
(For assigned MBMD account holders)

Using a Browser enabled Smartphone connected to WiFi or using the phones Data, G3 or LTE services, you can start a session by going to https://MBMD.interiorhealth.ca or by installing the MBMD App on your device. Use your IH Mnemonic and Password to get connected.

Installing the App on iPhone and Android Smartphones

Your phone requires either a data plan or wireless connection to complete the setup and login to the MicroBlogging MD application. In order to download the app, iPhones require an OS Version 7 or higher; Android phones require an OS Version 4 or higher.

From the App Store (iPhones) or Play Store (Android) search for MBMD. Install the App on your Smartphone and click to open. Within the **Facility ID** field, type **IHA**. The application will confirm the app is now connected to Interior Health's MBMD server.

Sign in using your Interior Health **mnemonic** and **current password. Enable PUSH** when prompted and select OK to Allow PUSH Notifications to your device. MBMD will prompt you to add your mobile phone number.

Desktop Access

Start your MBMD session by using an IH PC, click the Start Button. Select All Programs and locate the MBMD Desktop folder. Left click MBMD Desktop. This will provide a drop down displaying the MBMD application icon. Right click the MBMD Icon and select Pin to Taskbar. If you have an older PC, the application can be found on the Application Portal Link (found on InsideNet). Once in the Application Portal, click the Physicians Tab and then MicroBlogging MD.

When the application opens, click the Sign In button at the bottom left of the display. When prompted, enter your Interior Health **Mnemonic** and current **Password**.
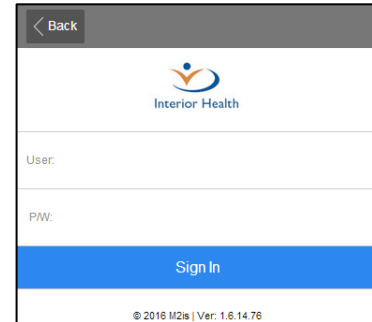

For MBMD Issues or IH Password resets, please contact the Service Desk at 1-855-242-1300

Receiving Secure Messages with MicroBlogging MD

1. Swipe the Notification first, and then unlock your screen as required. If using SMS Notifications, tap the link in the Text Notification (SMS Notifications are not recommended due to delays in transmission).
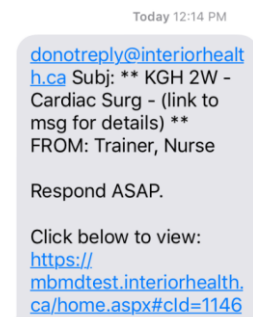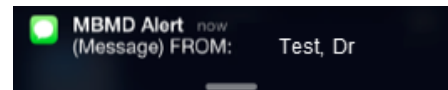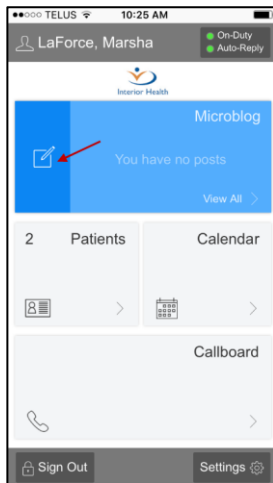

2. The conversation will immediately display in the MBMD App or Phone Browser.
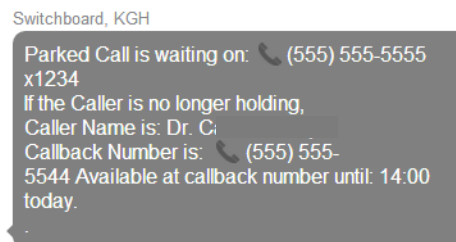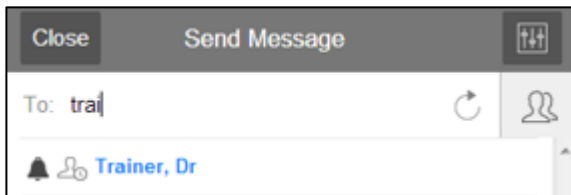
Initiating a Secure Message

1. From the home screen, select the **Message Button**.

2. Type a name into the **To:** field and select a recipient from the results displayed. Only select users displaying a Bell 🔔 beside their name. Watch for users displaying an Auto-Reply in your search and respect what they have to say to reach them.


3. **Select a Category** for your message, if appropriate. Message Categories are a line of selectable text that appears in the Notification on the recipient's phone before they actually view the Microblog Message. Compose your message in the **Message:** field and select **Send**, to send the message. Include a complete, dialable callback phone number and not just a local.
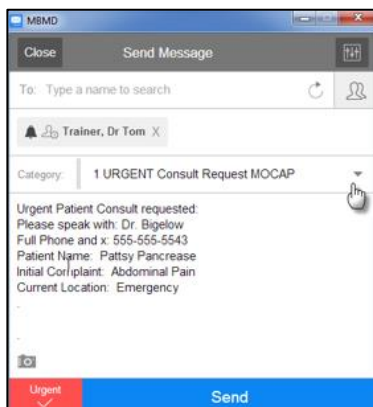

Advanced Messaging Features
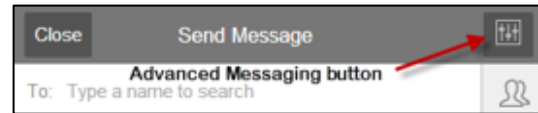
- If you require advanced functionality when creating a new message, select the **Advanced Messaging** button 🎛 in the top right corner of a new message. Additional options for creating your message will appear like sending a message on behalf of another MBMD user.

- Selecting Recipients from Groups is possible by selecting the Group symbol to the right of the name search field in a new message. Select a Group from the list provided and then select individuals from that list or all. Remember, when selecting individuals, to only select those showing a Bell 🔔 beside their name.
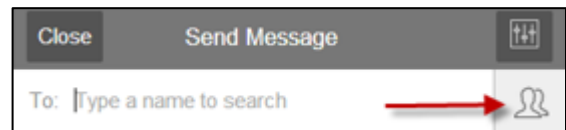
## Composing a message using pre-defined templates (Keywords).

Use **Message Keywords** to pull preset templates into the message. For example, there is a template or keyword created called "cons" for use as a consult request.

Type "qq" followed by the keyword name "cons" *followed by* a *space from the spacebar* "qqcons " to produce the following:
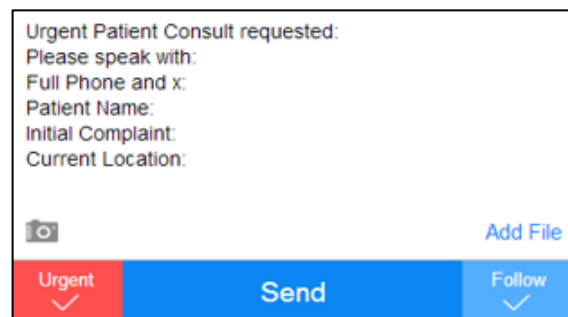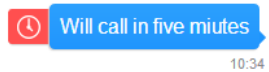
Features within a Conversation

To the left of your most recently sent message is the **Message Status Icon**. A **green check** indicates that all participants have viewed your message. Tap on the checkmark to see who has read that message segment.
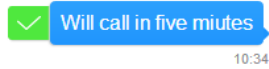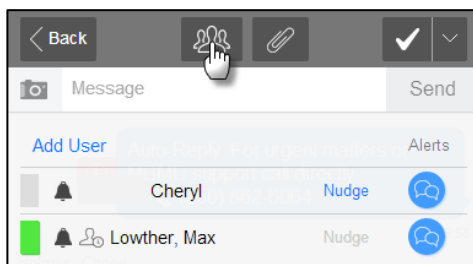

A red clock indicates that at least one of the participants has not viewed your message segment.
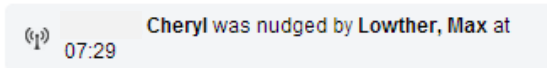

To view the message participants, click the **Participants Button** at the top of the message.


Those currently viewing the conversation will have a green indicator to the left of their name.

Tapping the **Nudge** link will send a notification to the person's device as long as a Bell 🔔 appears to the left of their name when the Nudge is sent.

Tapping on a Phone Number in a message will trigger the Phones dialer. IPhones include the extension if included with the number. Android users need to add the pauses and extension to the number before dialing or when prompted by the facility.
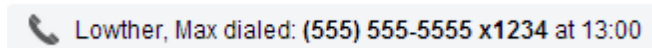
Auto-Reply Message Feature

Users can have an Auto-Reply, viewable during Lookup and on the CallBoard which is sent immediately back to a message sender. This is useful to provide instructions on how you can be reached when you are unable to respond to MicroBlog Messages and Notifications. To access the Auto-Reply, tap the **Status Button** to the right of your name on the Home screen. You can turn on or schedule your Auto-Reply message to respond to people sending you messages.

When the **User Status** dialogue screen appears, tap the **Auto-Reply** switch or **Auto-Reply Schedule** switch to activate your Auto-Reply message. Fill in the text for your Auto-Reply Message in the field at the bottom. You can save up to 5 different messages for use later. Tap **Done** when you are finished to return to the Home Screen. Tap the Pencil to save or retrieve a previously saved Auto-Reply message.