Smartphone Questions and Answers

The following is an updated list answers to questions raised by community staff regarding smartphone use since smartphone deployment commenced in 2017. For more information about the smartphone project email: smartphonedeployment@vch.ca.

Questions have been categorized under three headings:

1. **Functional questions**
2. **Practice questions**
3. **General questions**

**Functionalities – what can I do with my phone?**

*NEW: Q: Can I download applications to my VCH issued iphone?

In addition to those applications that come standard on your device when you receive it, a set of **VCH approved** apps can now be downloaded to a VCH issued smartphone. The following are approved apps for use on a VCH issued smartphone. Note that an Apple ID may be required to download apps.

- **Up-to-date** (Clinical Decision Making): [https://www.uptodate.com/home/how-access-uptodate](https://www.uptodate.com/home/how-access-uptodate)
- **Pay-by-Phone** (Parking): Find on iTunes
- **Google Maps** (route maps and navigation): Find on iTunes
- **Chrome Browser** (web browsing): Find on iTunes
- **Facebook** (Social media): Find on iTunes
- **Twitter** (Social media): Find on iTunes
- **Skype for Business** (Messaging): Find on iTunes (See [Skype For Business user sign in process](#))
- **SafeNet Token** (Remote access): referred by IMITS when user requests remote access to VCH network. 
- **RACE** (Clinical advice) Rapid Access to Clinical Expertise for Physicians and Nurse Practitioners - [http://www.raceconnect.ca/race-app/](http://www.raceconnect.ca/race-app/) and iTunes store
- **Facetime** (Wireless phone to phone call): comes with iPhone

All apps must be approved for use prior to being downloaded to a VCH smartphone. Other apps are under review by VCH and IMITS and will be added to the list when approved.

*NEW: Q: What about an Apple ID?

Before downloading any apps, users of VCH-issued smartphones may create an Apple ID account using their personal email address or a VCH issued email address. No payment method (e.g. credit card) should be associated with an Apple ID that uses a VCH issued email address. Instructions on setting up your Apple ID can be found [here](#).

*NEW: Q: Do I need to record my Apple ID somewhere?
Yes, each phone user must communicate their Apple ID and password to their Admin support person, who should keep a secured record of at least the: User name, Phone #, Passcode, Apple ID and Apple ID password for each phone under their control. This ensures the phones can be managed if/when they are re-assigned, if they are lost, or if they are shared.

Q: Will I have data enabled on my iPhone?
Yes, all VCH community smartphones have their data enabled.

Q: Will I have access to an internet browser on my phone?
Yes, Safari is the standard Apple internet browser will be available for use. Google Chrome is now a VCH Approved app and may be downloaded to the phone. An Apple ID is required to download apps.

Q: Will I have access to BBM?
BBM is a Blackberry product. It will not be installed on the new iPhones. Group texting using your phone’s SMS texting application is an option instead. In 2018 IMTIS will provide an application that will function like BBM, but will work across multiple operating systems to allow for secure group texting.

Q: Will PARIS and Pixelere be available as stand-alone apps on my smartphone?
Not yet, but we are exploring possibilities to make these available in the future.

Q: Can we have access to Maps?
Yes, Apple Maps comes standard on all devices. Google Maps is now a VCH approved app.

Please be aware with location services turned on, the application can push advertisements to your phone based on your geographical surroundings. Should you choose to leave location services enabled, it is at your discretion. You can control your location services, and disable them by following these steps.

Q: Can I access my VCH email and calendar?
Yes. You can set up your phone to access your VCH Outlook Mail and Calendar, which will sync with the Outlook mail and calendar on your computer.

*Important note for shared phone users:* you’ll need to access your email and calendar through webmail until further notice.

Q: How will the process of validating apps work?
There is a VCH/IMITIS working group in place for reviewing all requests for new applications for use on VCH Community smartphones. The approval process takes into account several considerations including, but not limited to: appropriateness and potential to enhance client care delivery in the community setting, privacy, security and cost. Email smartphonedeployment@vch.ca to enquire about apps for download.
Q: I currently contact clients via social media (Facebook Messenger). Will I have this option in the future?

At this time social media applications are not available on VCH community smartphones. We recognize that some clients are easier to reach through these channels of communication, but we need to catch-up our processes and policies with technology before making these available. If you currently use social media to communicate with clients, please inform them that for privacy and safety reasons you need to switch communications to text messaging or phone calls.

Q: Will I be able to dictate and record conversations?

Yes, you can use Voice Recorder included in the standard Apple suite. You can also voice record your case notes directly into an email message, and send the email to yourself, for copy/paste into a clinical system such as PARIS. Please be sure to first review the Standard Operating Procedure: Use of Smartphones to Record in Community Settings before using your voice recorder.

Q: Will I be able to use Facetime or WhatsApp video calls?

FaceTime will be available to support video calls with other iPhone users. WhatsApp is not a VCH supported application and will not be available on your smartphone.

Please review the Standard Operating Procedure: Use of FaceTime in the Community Setting and speak to your supervisor if you have any questions about appropriate use.

Q: Can I use my iPhone to create a hotspot, rather than using an aircard?

No, iPhones are not permitted for tethering (creating hotspots) at this time. We recognize there is potential here to minimize the number of devices for staff to carry and are looking into the feasibility of this in the future. For now, please continue to use the VCH provided Aircards which, for many programs, have added functionality of being specifically programmed to allow faster access to VCH resources, such as PARIS.

Q: Will we use Parking Apps?

Pay By Phone is an approved app you can download to your phone. You are accountable for any charges incurred under the Pay By Phone app. Other parking apps are not approved for use at this time.

Q: Can I text or email orders?

No. At this time texting and emailing of orders is not permitted. The current texting and emailing policies apply. We recognize that this is a limitation but, working with our partners in IMITS, we have identified a solution that will enable secure texting of orders in the future. We plan to roll this out mid-2018.

Practice Questions
Q: Will we use smartphones to share photos and personal information of our clients? If so, how will we do this?

At this point our policy and procedures do not allow sharing personal information and photos via text (MMS).

We are rolling out smartphones with the idea to improve the efficiency of the work of our clinicians... and we understand photo sharing is one of the key functionalities to enable this. If you will be using your phone to take photos, please review the Standard Operating Procedure: Use of Smartphones to Record in Community Settings before using your voice recorder.

Q: Am I expected to share our phone numbers with our clients?

At the organizational level there is not an expectation to share your VCH smartphone number with clients, however, some programs may benefit from this. Please check with your local leadership about specific expectations for sharing your phone number.

Q: Do I need to receive calls / check emails at any time?

Providing direct client care/services while in the community remains the #1 priority. If checking emails and answering phone calls helps to support this, you can respond to calls/emails while in the field. All other non-urgent communications can be responded to upon return to the office. Outside of work hours you are not expected to respond to emails or calls, unless pre-arranged with, and approved by your local leadership.

Q: Can I switch off my phone when I’m outside of work hours?

Yes, outside of work hours you can turn off your VCH smartphone, however, your phone MUST have a voicemail message indicating the hours during which your phone is monitored and it should also provide an alternate number to phone in case of emergency. Check with your local leadership about what your voice message should include. Be sure to also update your voicemail with a vacation notice when you go away.

Q: I know an app that would definitely help making the work more efficient. Whom can I speak to about it?

You can send us an email at smartphonedeployment@vch.ca or speak to your manager.

General Questions

Q: Will everyone get a phone?

Smartphones will be provided to all community employees who provide services outside of a clinic or office setting and would benefit from having one, as determined by their local leadership. For the purpose of this project, those who previously had flip phones or no phone at all were the first to receive the new smartphones.
Q: Will I get a chance to upgrade my smartphone?

Phone contracts will be renewed annually, and upgrades may be provided at that time. Upgrades will depend on the applicability of the new solution, contractual agreements with technology provider and the cost to the organization.

Q: How much data and talk-time will I have?

All smartphones are issued with a standard of 3G of data and unlimited texting. Talk time is dependent on program use, and Telus will be monitoring this and advising on which plans suit which programs based on volume of use. Please note that Telus to Telus calls with your VCH colleagues do not count toward monthly minutes.

Q: What if I go over my minutes/data?

VCH is investing in robust data packages. You’ll never be suddenly cut-off or prevented from doing your job because of data restrictions, but just like with a personal device, you will receive a text message if/when you approach your data limit so you’ll know where you stand.

Q: I share a device today. Will I receive my own?

Whether or not you share a phone is determined by your local leadership. If you’re unsure you should check with your manager. If you’re sharing a phone you will need to access your email and calendar using webmail on your phone’s internet browser.

Q: Will the smartphone be a secure way to store and share information?

Yes, the smartphones are secure and will be password protected, just like your VCH computer. In the event of phone is lost or stolen, we will be able to remotely wipe all information stored on the device. Please review the "Device Protection" section of the Smartphone Quick Reference Guide.

Q: How will a smartphone increase my personal safety during night or remote visits?

Safety of our clinicians is one of the most important elements of the program and giving everyone access to calling & texting is just the first step. By equipping staff with smartphones they are able to make contact in the event of an emergency. We are also exploring the potential use of safety apps, which are currently in the proof of concept phase.

Q: Will my manager see my location in real time? Or will they be able to see where I have been?

Managers will not have the ability to track your location in real time, however; just as with other VCH devices such as computers, the organization is able to retrieve historical data detailing device use at any time for a variety of audit purposes in accordance with our policies.