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Trinity Health

Getting Started

Welcome to Canto, Epic's mobile app for the Apple iPad®.

Download Canto

On your device, tap [icon] to open the App Store and search for "Epic Canto". Next to the Epic Canto app in the search results, tap GET and then tap INSTALL. When prompted, enter the password for your Apple ID.

Log in

The user should open the Canto application and must agree to the end user license agreement. Once agreed to, they need to visit **https://tinyurl.com/TCApps2** and select 'Canto Config'. This will configure their device for Trinity's instances and take the user to the new configured version of Canto.

On your device, tap the app's icon and enter your user ID and password in the login fields. Tap the label at the top of the login screen if you wish to connect to a different organization or instance.

> (!) If you forget your Epic user ID or password, Call the Service Desk at 1 888 667 3003

Use the dashboard

The dashboard is your home workspace in Canto. From the dashboard, you can open:

- A patient's chart by tapping on the patient's name from Patient Lists or your Schedule, or by searching the patient's name in the Search Patients field.
- An In Basket folder by tapping on the name of the folder.

> (i) You can customize the activities that appear on the dashboard from your device settings.

What is an activity?

Each activity supports a specific task, such as reviewing the chart or e-prescribing medications. You can access activities from the tabs on the bottom of the screen or by tapping a patient's name from the schedule or patient list.

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See more of the screen

Hold the device horizontally, in landscape mode, to make more efficient use of the screen when reading patient reports or In Basket messages.

Log out

When you leave Canto to go to your device home screen or switch to another app, Canto continues to run in the background. For security reasons, Canto automatically logs you out after 20 minutes of inactivity. You can also manually log out. To do so, tap Canto from the dashboard and tap **Logout**.

Find Your Patients

> (i) Tap and hold an item on the screen to see a tooltip with more information on patients, appointments, In Basket messages, and more.

Find admitted patients

If you've set a default patient list in Hyperspace, it appears when you open the app. Otherwise, all patient list folders appear. With a default list, you don't have to pick one from your folder each time you open the app. You can tap 📁 on the dashboard to access other available patient lists. The following icons indicate that a patient has new information to review.

- ⚠️ indicates new abnormal results.
- 🛡️ indicates new critical results.
- 📄 indicates new notes.

To edit a patient list, open the list and tap **Edit**. To remove a patient from the list, tap the 🔴 icon and then tap **Remove**. To add a patient, tap **+**, search for a patient, and then select the patient. When you are finished editing the patient list, tap **Done**.

Find clinical appointments and surgical cases

If you are using Canto for an outpatient practice, your schedule is available on your dashboard. Select a date on the calendar view to see your schedule for that day.

To see schedules for other groups, departments, or colleagues, tap 📁.
If you're a surgeon and your cases are scheduled in Epic, they also appear on your schedule. The schedule shows each patient's age and sex, as well the appointment type. The ring icons that appear around the appointment time indicate the appointment's time and length. For example:

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- Previous appointment (yellow), 15 minutes
- Current appointment (green), 15 minutes
- Future appointment (blue), 15 minutes
- Surgical cases appear like this:

Find other patients

To find a patient who isn't on your patient list or schedule, use the search field on the dashboard. Search as you normally do in Hyperspace, using the patient's name or MRN, as well as sex or date of birth.

If you select a patient from a search, any documentation you do in Canto is linked to the most recent available encounter. If Canto can't find a recent encounter for the patient, a new encounter is created to store your documentation.

Manage In Basket Messages

In the In Basket activity, you can read and respond to the following types of messages:

- Results
- Rx Request
- Staff Message
- Cosign - Clinic Orders
- Pt MedAdvc Rq (Patient Medical Advice Request)
- Patient Call
- Chart Completion (Cosign Notes and Cosign Orders only)

You can also create new Staff Messages.

The In Basket folder appears with the number of unread messages. The number appears in red if any of the unread messages are high priority. If you don't have any unread messages, no number appears. If you don't have any messages in that folder at all, the folder appears in gray.

Prioritize messages

The following icons appear next to messages in a folder to help you prioritize them:

⬆	High priority
⬇	Low priority
🔵	Unread message

•••	Pended message
	In Hyperspace, you can mark messages that you want to remain in your In Basket as pended.
🕐	Overdue message
	In Hyperspace, when sending a message, the sender can include an action, such as "Call patient". The action can also be flagged with a due date and time. If that due date and time has passed, the message appears as overdue in Hyperspace and the app.
🧍	You are responsible for the message.
	Messages with responsibility help recipients track whether someone has started working on a task. Only the person who has responsibility for a message can mark it as done.

Swipe left on an In Basket message and tap **Defer** to remove the message from your mobile In Basket. Messages you defer appear in your Hyperspace In Basket, but are hidden from your mobile In Basket.

Work with Staff Messages

To create a new Staff Message, tap 📝 from the In Basket activity.

Write your message and, optionally, add the following flags to your message before sending it:

a. 📞 flags the recipient to call you.

b. ❗ flags the message as high priority.

Tap **Send** to send the message.

When you receive a Staff Message, tap ↩ to reply or forward the message.

Review results

Tap a result to open it.

The following icons can appear next to Results messages:

🟡❗ and 🟡	The patient has abnormal results. After you read the message, the icon becomes round.
🔴❗ and 🔴	The patient has critical results. After you read the message, the icon becomes round.
🟡	The patient had a previously abnormal result for this order.
🟢2	The green circle indicates that all the patient's orders have been resulted. A number indicates the total number of resulted orders that you haven't yet reviewed.

4	Not all orders for this patient have been resulted. A number indicates the total number of orders that have been resulted that you haven't yet reviewed.

Reassign a Results message

To reassign responsibility for a result to another physician, you can tap 🔁 when you forward a Results message.

Release results to MyChart

1. In a Results message, tap 🧪➡
2. Select the results you want to release.
3. To add a comment for the patient, tap 💬
4. On the Results Release screen, tap **Release** to release the results to MyChart.

Send a reminder to follow up on a result

If you see a result in a Results message that you want to investigate further, you can send yourself a reminder to do so. The reminder is sent as a Patient Reminder message with the original Results message attached to it. Note that you can only access the reminder message in your Hyperspace In Basket.

1. In a Results message, tap 📌.
2. Enter any additional text you want to add and tap **Send** to send the reminder to yourself.

Refill prescriptions

1. In an Rx Request message, tap a pending medication to review the order details. Tap **Rx Request** to return to the message.
   - If you need to review the full chart, tap the patient's name.
2. Act on the request:
   - Tap **Edit** to selectively approve and refuse pending medications or edit the order details. Tap a medication to edit the order details and, when you are finished, tap **Accept**.
   - Tap **Approve** to approve all pending medications.
   - Tap **Refuse** twice to refuse all pending medications. Select a reason for refusal for each medication and tap **Accept**.

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3. To change pharmacies or split up prescriptions between multiple pharmacies, tap **Associate Pharmacies**.

4. Tap **Sign** to sign any approved refill requests. If you have addressed all the requests in the message, it is removed from your In Basket.

   • If you aren't ready to close the encounter, toggle **Close encounter** off.

5. Tap **Accept**.

> (i) You can also swipe up on the Patient Info tab to see more about the patient.

Cosign clinic orders

1. In a Cosign - Clinic Orders message, tap an order to review the order details.

   • If you need to review the full chart, tap the patient's name.

2. Act on the request to complete the message and remove it from your In Basket:

   • Tap **Sign** to cosign the orders.

   • Tap **Decline** to decline to provide your cosignature.

   • Tap ✕ to sign or decline individual orders in a single message.

Address Chart Completion tasks

You can act on the following Chart Completion messages in Haiku or Canto:

• In a Cosign Note message, tap **Sign** to either sign or attest the note. If you need to attest the note, a field appears to enter your part with the keyboard or speech-to-text.

> (!) At this time, Cosigning procedures notes will **NOT** drop charges from Canto. Please co-sign Procedure Notes from Hyperspace.

• In a Cosign Order message for inpatient orders, tap **Sign** or **Decline** to take the same action for all orders, or tap **Select** to choose which ones you want to sign.

You can review other types of deficiencies but not act on them. To clear a message that you can't complete right now, tap **Defer to Workstation**.

Respond to patient advice requests

1. In a Pt MedAdvc Rq message, tap **View** to see any attachments.

   • If you need to review the full chart, tap the patient's name.

2. Act on the request:

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- Tap ← to reply to the patient by email.
- Tap → to forward the message to another provider.
- Tap **Done** to remove the message from your In Basket.

Review Patient Information

Review a snapshot of medical information

You can see an overview of the patient's current medical information from the Patient Summary activity, which appears when you open a patient's chart.

The Current Medications section shows all the patient's outpatient and hospital medications. The following icons appear in this section:

📌	Long-term medication
💬	Patient-reported medication

Mark information as reviewed

In the Patient Summary activity, tap **Mark as Reviewed** to record that you've reviewed the patient information.

Review past encounters

From the Encounters activity, you can review information about previous encounters. Tap an encounter to review it.

Review documents from outside organizations

From a patient's chart, tap **Care Everywhere** to open the Care Everywhere Reports activity.

ⓘ	Documents listed in black text are available to view, while documents listed in gray text must be requested from Hyperspace before you can view them.

Review handoff information for admitted patients

In an admitted patient's chart, tap **Handoff**.

Tap ✏ to make changes in editable sections.

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> (i) You can take a quick look at the handoff information for all the patients on your patient list by tapping 🗗 from the Patient Lists activity on the dashboard.

Capture and Review Patient Photos and Media

Update a patient's photo

1. In the patient's chart, tap the patient photo or camera icon in the upper-left corner of the screen.
2. Tap **Update ID Photo** and use the camera on your device to take a picture.
3. Tap **Use Photo** to save the photo to the Demographics activity in the chart.

Capture clinical images

1. In the Media Capture activity, tap **Capture Clinical Image** and use the camera on your device to take a picture.
2. Tap **Use Photo**, select a document type, such as Annotation, and enter a description.
3. Tap **Save** and enter a comment and document type to save the media to the chart. You can review media captures in the Media Manager or the Chart Review activity in Hyperspace.

Review clinical images and media

1. In the patient's chart, tap 🖼️.
2. Scroll through the list of media files or, to find a specific media file, search using information such as:
   - Document type
   - The user who imported the file
   - Keywords from the image's description
   - The date the file was imported
3. Tap a photo or document to see a full-screen view, where you can zoom in and out or pan around the image.

Review Results

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Review results

After you open the patient's chart, tap **Results** to see a list of recent results for the patient. Tap a result to see details.

- For lab tests, a table of lab results appears. Swipe left to see past values for the same lab.
- For imaging or ECG results, a narrative report appears.

Review a patient's critical or abnormal results

An icon appears in the patient list for patients with any new results. These same icons appear in the Results activity.

	Abnormal result
	Critical result

View a graph of results

Review discrete lab results in a graph by tapping or swiping up on the graph tab at the bottom of the screen.

Each result component appears on the graph in a unique color. To help you match the line color to a particular result component, a legend appears at the top of the graph.

Focus on one type of result

Tap the colored circle on the left side of the screen that corresponds to that component's color. The line that represents that component appears brighter than the other lines. Slide your finger up and down in order to choose the component you want to bring to the front of the graph.

Focus on one result value

Each white data point on the graph represents a specific result value for a component. Tap and hold near a data point to view more information about that value, including the actual result value, the reference range, the result date, and the result time.

View and Create Notes and Letters

Tap **Notes** to see a list of encounter notes. From the list, tap a note you want to review.

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Use filters to narrow down the list of notes

To filter the notes you see in the activity, tap ▽ and choose a filter category. For example, you might filter by note type and show only progress notes. Tap **Done** to apply the filters you've selected.

Create a note or letter

To create a note, tap **Notes Entry**. Notes and letters you create are automatically associated with an encounter in the patient's chart.

1. Tap **New Note** to create a new note or letter. The encounter associated with the note appears in a gray banner beneath the patient header.

2. To start a note template, tap one of your speed buttons or tap 🔍 and search for the template you want. SmartLists and wildcards are highlighted in pink (incomplete) or green (complete).

   - Tap a SmartList or wildcard to edit it. You can use speech-to-text or the keyboard for wildcards. You can also edit a SmartList after you've selected a value by tapping on it.

   - Tap ← → or the F2 button to go to the next incomplete item.

   - Tap **Apply Defaults** to select default values for all SmartLists that have one. Default values appear in quotation marks.

   - If you make a mistake, tap **Undo**. If you want to open a different template or clear everything, tap **Start Over**.

3. To write a free-text note, start entering text.

4. Tap the camera icon to attach an image to your note. After you take the photo, you can tap **Annotate** to draw annotations on the image. Tap **Save** and enter a document type and description to insert the image and return to your note.

5. Tap ⓘ to edit details of the note.

   - Tap **Note Type** and choose Progress Note, H&P, or Letter.

   - Tap **Time of Service** to change the time and date.

6. Tap **Sign at Close Enc.** or tap ··· to pend or sign the note. Pended notes appear in the Notes Entry activity, where you can edit them later. Signed notes are filed to the chart.

> ⓘ You can tap ✎ Jot from anywhere in a patient's chart to write quick, handwritten notes that appear only to you. Jot notes appear the next time you log in to Hyperspace and aren't a part of the patient's chart.

Write Orders

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To begin, tap **Orders** to open the Orders activity.

A list of active orders appears. In outpatient visits, the list shows medications. If the patient is admitted or in the ED, it shows both medications and procedures. If you use a Quick List, tap the list title to switch between active orders and your Quick List.

To verify the patient's coverage information or associate an order with a diagnosis tap ⋯ in the top-right corner.

> ⚠ You can write most inpatient and outpatient orders from Canto, but there are some limitations:
>
> You can't e-prescribe controlled medications.
>
> For non-medication orders, you can only enter indications of use and answer questions.
>
> You can't manage your preference list.
>
> If you can't sign an order because details are missing, tap Pend or Save Work and finish entering the order from a workstation.

Write new orders

1. To enter an order in Canto:

   - Search for an order or browse your preference list by tapping ➕. Orders that you have added to your personal preference list are marked with a ⭐.

   - Tap Ⓒ to write a new order for one of the patient's current orders.

2. Tap the name of the order to enter details and then tap **Accept**.

   - To print or call in a medication that can't be e-prescribed, select the appropriate **Class** in the order details. You'll see a list of orders to call in to the pharmacy after you sign.

   - To get a notification when results for an inpatient lab are ready, tap 🔔.

   - To change pharmacies for a prescription, tap the pharmacy name. You can split prescriptions between multiple pharmacies if needed.

3. If you select the wrong order or change your mind, swipe left on an order and tap 🗑.

4. Tap **Sign**.

5. If you entered any call-in medications, a window appears with a list of orders to phone in.

Document a patient-reported medication

1. Tap ➕ to enter a new order.

2. Tap **Add Patient-Reported**.

3. Search for the medication you want to add.

4. Enter details as needed and tap **Add**.

Document Professional Charges

File a new charge

1. Tap **Charges** to access the Charge Capture activity and select a charge date from the calendar.
2. Tap the name of the charge you want to add, or search for a charge.
3. To use the same details for all the charges you add in this session, tap **Edit Defaults**. Tap **Done** to select the charge.
4. Tap each charge to add associated diagnoses and enter comments.
   - You can select a diagnosis from the patient's problem list, a list of recently used diagnoses, or a database search that includes your preference list.
   - The primary diagnosis has a small blue diamond next to it.
5. Swipe a charge to the left and tap **Remove** to delete it.
6. Tap **File** to file the charges. If any charges are missing details, you can complete them before filing.

> ⓘ You can leave the activity at any point to pend the charges you're working on. A reminder to finish the charges is sent to your In Basket. Pended charges that you enter in Haiku or Canto are filed automatically 30 days after the service date, even if there are errors.

Copy a charge

1. In a patient's chart, tap **Charges**, and select a date for which to file charges.
2. Tap ⋯ and select **Copy Charge**.
3. Select a charge from the list. If you need to make small changes, tap to edit the charge.
4. Tap **File** to file the charge.

Message Colleagues with Secure Chat

Read and reply to new messages

When you receive a new Secure Chat message, you get a notification on your device. Tap the notification to open the conversation and type your reply in the field at the bottom of the screen.

Review all conversations and start new ones

1. Tap to open the Secure Chat activity and see a list of all your conversations.

   - The icons next to each message indicate who is participating in the conversation.

   - If a conversation is about a patient, that patient's name and, if they're admitted, their location, appear above the message.

2. Tap to start a new conversation.

See who has read a message

Tap a message bubble to see the full list of users who have read it.