

MicrobloggingMD (MBMD) Secure Texting Reference and Tips

MBMD SECURE TEXTING ENROLLMENT REQUIREMENTS:

Enrollment with Intelligent Hub for mobile devices (If you need access you can call the Service Desk at 1-888-558-4357). Access to Northern Health private Wi-Fi network service is only available for iOS and Android devices at this time. If you need access you can call the Service Desk at 1-888-558-4357

MBMD Facility ID: *Northern*

Desktop App (from a Northern Health computer) <https://m2.northernhealth.ca/>

Northern Health user name and password - typically first initial and last name and same password used for Cerner

MBMD Instructions can be found under User Guides at <https://physicians.northernhealth.ca/physician-resources/it-support>

MBMD ERROR – CANNOT CONNECT TO SERVER/ NETWORK ERROR



Check the Tunnel app– make sure this is running



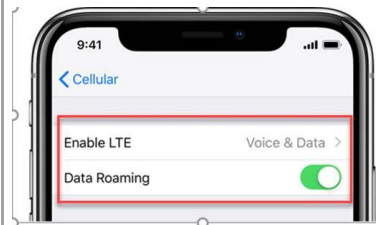
Try swiping app away - quick **swipe** upwards to close the **app**. Try opening MBMD again. If you still cannot connect, **Delete** and **Add** MBMD app again



Go to your mobile phone settings and try turning wi-fi off and using cellular



To turn **cellular data** on, go to Settings, then tap **Cellular** and make sure **Cellular Data** is **On**. Then click on **Cellular Data Options**.



Click on **Enable LTE** and choose **voice and data** and make sure **Data Roaming** is turned **On**.

SETTING YOUR LOGIN PIN

1. Settings – Login PIN -> Select Set up MBMD Login PIN
2. Confirm your current **Northern Health Password**. Enter your **Northern Health username and password**
3. Create a 4 digit Login PIN
4. You may now authenticate with your Login PIN in most situations that previously required a username and password -> Home
5. Sign out, Sign Out and Sign In again to activate
6. Touch ID for MBMD – Use Biometrics to log in to MBMD -> OK. Enter your **Northern Health password** to verify biometric access

ISSUES RECEIVING NOTIFICATIONS

Check MBMD Settings -> Notifications -> is your Smartphone showing under *Contact Points*? If not tap on **Add New** in the top right then tap on **Push**. Enter your smartphone information and save. You can also add **SMS notifications** under *Settings* -> *Notifications* for additional message alerts.

Authenticate Device (SMS Link)

Login with your **Northern Health Credentials** to authenticate your device

- Username
- Password

Why am I seeing this page?

- First time accessing MBMD on this device
- Authentication token expired
- Recently cleared browser data
- App, device, or browser updates
- Private browsing is enabled or cookies disabled

ADT NOTIFICATIONS

Go to the MBMD *Settings* in bottom right of home screen -> *Preferences* -> scroll down to *Subscriptions* -> turn slider on for alerts you wish to receive.

PATIENT LIST

Patients will automatically be added where the physician is the Admitting, Attending, Referring and/or Family physician as captured during the registration process or where

the relationship has been added manually via PowerChart. The Patient List is limited to inpatients only. If a relationship is inactivated in PowerChart, it must also be manually removed in MBMD.

Send a message to the “Not My Patient, Not My Patient” user to report incorrect patient/provider data. You can send a message to user, “NotMyPatient, NotMyPatient” from your Patient Summary to attach the incorrect encounter.

If you're having trouble with this task, or require further assistance, please contact
ITS Service Desk at 1-888-558-4357