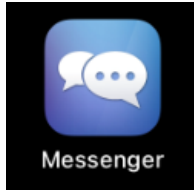


# CareAware Connect Messenger Mobile App



## Disclaimer:

Text messaging through this app or other text services is NOT permitted for the sending or receiving of patient orders per Joint Commission standards, CMS regulations, and Intermountain policy.

(Consider using the PowerChart Touch mobile app to place orders or regular method on desktop iCentra.)

## Download CareAware Connect Messenger:

The instructions below explain how to download and install CareAware Connect Messenger on your mobile device:

1. Download the app from your device's compatible app store. Search for Cerner and download CareAware Connect Messenger.



2. Once the installation is complete, open the CareAware Connect Messenger app.
3. Grant all permissions, notifications, access to phone, files, and photos.
4. On the Enter Access Code (access code available above) screen and tap Submit.
5. On the Connect Messenger login screen, enter your iCentra credentials. You'll be asked to create a PIN on your first authentication.

# CareAware Connect Messenger Mobile App

## Overview

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Cerner CareAware Connect Messenger enables mobile and desktop applications to allow clinicians to send each other secure, HIPAA-compliant communications (including PHI).

## Benefits of secure messaging:

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- Securely engage with peers and members of the care team without exposing PHI
- Respond to inquiries wherever and whenever
- Send and receive photos and messages
- Determine peer availability for timely communication
- Save contacts for easy access

## Quick Tips and FAQs

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- Message notifications are delivered to both "online" and "away" statuses
- Messages received while offline will be delivered on next login
- Messaging cannot be used to send or review orders (per Intermountain policy)
- Previous messages are retained for 90 days
- No data is stored on the device
- Logging out of the app disables notifications and sets status to "offline"