



# TELUS EMR Mobile Labs and messaging FAQ

## HOW IT WORKS

---

### **Q. Can I process results from the EMR Mobile app?**

**A:** Yes, its now possible for you to review lab results as soon as they come in - while you're at the hospital, on a house call, in a patient consult, or at home.

### **Q. What does the messaging feature allow me to do?**

**A:** Similar to the functionality used in your desktop EMR system, the messaging feature lets you view and respond to messages and tasks on the go. You can even send a message from the lab results view.

### **Q. Can I respond to a message or task request that is sent to me?**

**A:** Yes. Viewing and responding to messages and tasks in the mobile app works the same way as in your desktop EMR.

## GENERAL

---

### **Q: Who can use the app?**

**A:** TELUS EMR Mobile is available to physicians, nurses, staff and other healthcare professionals of the clinic.

### **Q: How much does the app cost?**

**A:** It's complimentary. Download the TELUS EMR Mobile app from the [App Store](#)<sup>SM</sup> or [Google Play](#)<sup>TM</sup> and complete the pairing process.

### **Q: Can I use the app on my tablet and phone?**

**A:** Yes. You can use the app on an Apple<sup>TM</sup> or Android<sup>TM</sup> device, and you can even pair the app across multiple devices. To leverage the latest features, Apple device users must have installed the operating system iOS version 10 or higher and Android device users, version 6 or higher.

## To learn more

[telushealth.com/emrmobilelabs](https://telushealth.com/emrmobilelabs) | [emrmobile@telus.com](mailto:emrmobile@telus.com) | 1-844-EMR-4YOU