

iPad & Administration



**UNIVERSITY OF CHICAGO
INTERNAL MEDICINE RESIDENCY PROGRAM**

**MARIA JACOBSON
BHAKTI PATEL, MD**

Deploying multiple iPads

- Determine your needs
- Consider a pilot within your section
- Identify terms of use

1

- Handing out individual devices
- Allows personalization

2

- iPhone Configuration Utility
- Sets security standard for limited monitoring

3

- Mobile device management
- Allows greater control of usage: will be implemented by medical center as early as March

Policies: Contracts

- **Contracts per individual**
 - Specified administrative contacts for lost, theft or damage
 - Responsible for reporting all instances of lost, theft or damage immediately
 - Replacement costs listed for each item
 - **Must include PHI - Terms of Use (on the next slide)**

Policies: Protecting PHI



- **Patient Health Information (Terms of Use)**
 - You must not “Jailbreak” or make any attempt to gain elevated privileges on the iPad
 - If for any reason, the iPad is reset to its factory default, you must contact your administrator to have it reconfigured prior to its use in the hospital
 - The iPad is intended for work; no apps should be installed that interfere with this primary purpose
 - You must not leave your iPad unattended in the Hospital
 - Do not store any patient information (PHI) locally on the iPad. It is recognized that PHI can be transmitted via hospital email and that this is stored locally on the device. This is the only exception to this rule.
 - Log out of your account when finished using the iPad
 - Do not share your iPad password with others
 - Do not lend your iPad to others

Policies: Infection control



- **Sign In/Sign Out Forms**

- Will fellows/attendings take home the iPads?
 - ✦ If not, who do they sign in/out to?
 - ✦ Have forms been created for this sign in/out format?
 - ✦ Has all individual username/passwords been wiped from the device during or prior?
 - ✦ Where will devices be stored overnight?

- **Infection Control**

- Required to clean devices after every patient encounter
- Cases and Screen protectors
 - ✦ Easy to wipe clean & Help avoid damage from cleaners
- Cleaning solutions approved by infection control (IC)
 - ✦ Should contain bleach & ammonia
 - ✦ IC has sanctioned our use of cavicide & saniwipes for disinfection

Any other cleaners must be approved by infection control for use

Policies: Theft/Loss



- **Theft/Loss**

- Who to contact?

- ✦ Section coordinator of iPads
 - ✦ UCPD (if lost/stolen on campus)
 - ✦ CPD – a police report must be filed immediately and a copy provided to your iPad coordinator
 - ✦ File a claim with your insurance provider

- How to prevent theft/loss?

- ✦ iPad & case asset tags
 - ✦ Lock screens set with program contact info
 - ✦ MobileMe or Mobile Device Management configuration under program account for coordinator management (set up shown on next slide)
 - ✦ iPad coordinator spreadsheet for device management
 - ✦ Appropriate storage locations for iPads (if applicable)

Insurance!

Policies: Tracking Devices

Configure MobileMe on iPad

- Free 'Find My iPad' tool!
- Head to settings on your iPad home screen
- Click on 'Mail', then choose 'Add account'
- Choose the MobileMe option
- Input your Apple ID and info
- Turn on, allow access & save
- MobileMe will now be listed under your 'Mail' accounts



Add Account... >

mobileme

MobileMe

Apple ID imrrecruitment@medicine.bsd.uchicago.edu

Password ●●●●●●●●

Use MobileMe with your Apple ID or MobileMe email address.

Create Free Apple ID >

MobileMe

Find My iPad ON

Allow this iPad to be shown on a map or remotely wiped.

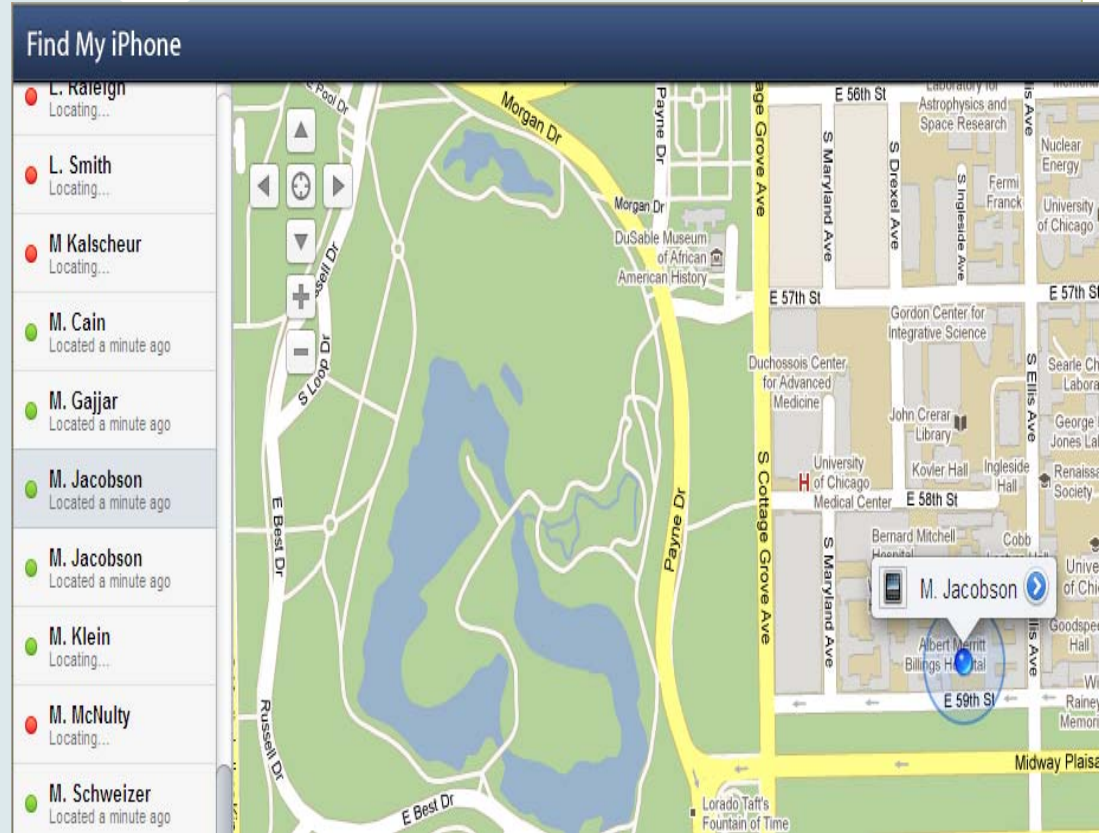
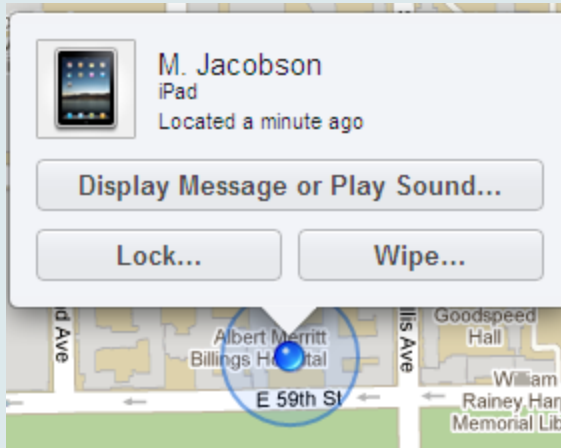
Find My iPad

This enables Find My iPad features, including the ability to show the location of this iPad on a map.

Cancel Allow

Policies: Tracking Devices

- Using MobileMe on your desktop
 - <https://me.com/find/>
 - Login using program's Apple ID or allow individuals to create accounts



You can determine iPad location, send a message, page the iPad, remotely lock or remotely wipe the device!

Portability: Accessories

- IMR tested brands

- RJ Cooper

- ✦ <http://www.rjcooper.com/ipad-carry-case/index.html>

- ieCase (no longer sold in the version we purchased)

- ✦ <http://ipad24h.com/accessories/ie-case-ipad-case.html>

- Griffin Stylus

- ✦ <http://www.amazon.com/Griffin-Technology-Stylus-iPhone-touchscreens/dp/B0041D0K1Q>

- iClooly Stylus

- ✦ <http://www.amazon.com/iClooly-Stylus-iPhone-Devices-Version/dp/B0032J1NM0>



Portability: Accessories

- Although still being piloted, our current iPad screen protectors: Griffin Matte finish, Clear finish & Dflex finish (found at any major retail vendor)

- Our current iPad cases: ModulR

<http://www.modulrcase.com/>

- Our current asset tags

<http://www.myassettag.com/>



Orientation: a coordinator's view

- Our basic checklist:

1. Order iPads through NSIT computer store (BuySite)
2. Order necessary accessories through vendor contacts
 1. Cases/Stylus/Extra Chargers
 2. Docking stations
 3. "Cool" accessories (i.e. cases w/speakers, keyboards, adjustable mounts, etc)
 4. Asset tags
 5. Insurance
3. Set up manuals, contracts & policies to handout
 1. Be sure to include **required** PHI protection

4. Begin communication to faculty/fellows for "pre-requirements"
 1. CNET username/passwords
 2. iTunes account set up*
 3. Provide coordinator contact info
5. iPad configuration prior to handout
6. iPad configuration during orientation
7. Regular updates
 1. Email/Website
8. Section support via coordinator

Orientation: products & contracts



- **Different types of iPads**
 - 16 GB, 32 GB or 64 GB
 - Wi-Fi only or Wi-Fi with 3G
- **Pilot different accessories to determine which best fits your use of the iPad!**
 - Does your case/screen meet Infection control standards?
- **Policies should be clearly listed within the contract and manual**
- **Contracts must include the required Patient Health Information – Terms of Use detailed in slide #2!**

Orientation: CNET

- Obtain a CNET ID/Password (or find your old CNET password!)

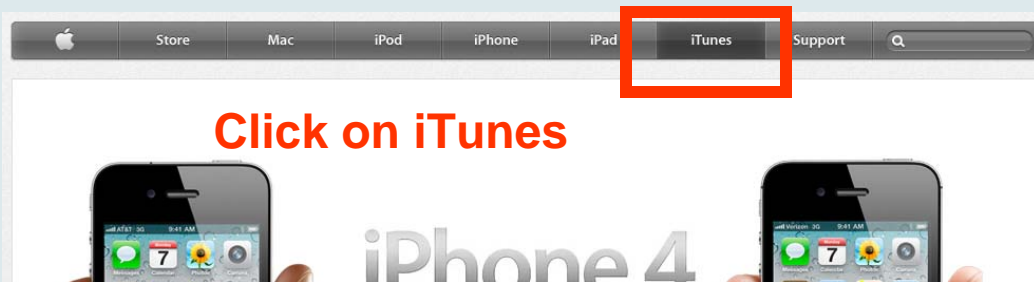
- <https://cnet.uchicago.edu/claimacct/index.jsp>

- Please note that if a password does not appear under your username, this means that you already have a CNET ID/Password.

- <http://itservices.uchicago.edu/services/cnetid/>

- iTunes Set Up

- <http://www.apple.com/>



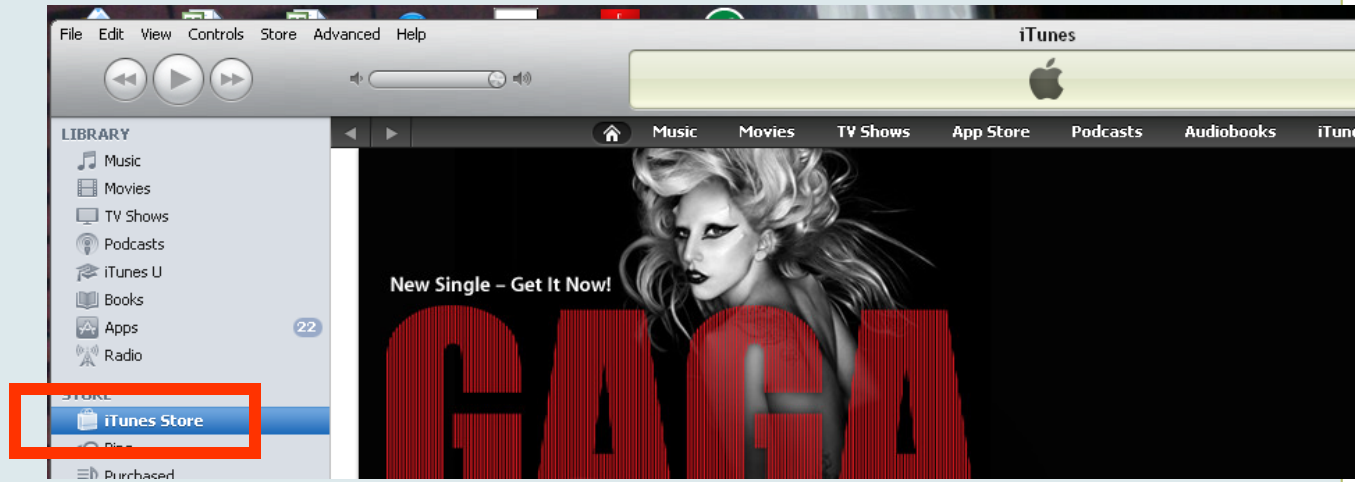
Download
iTunes to your
desktop

Orientation: iTunes accounts

- iTunes Set Up Continued

<http://www.apple.com/>

When download is complete, double-click on the iTunes icon on your desktop. Next, click on the iTunes Store. Select 'Sign In' and input info.



Orientation: pre-configuration

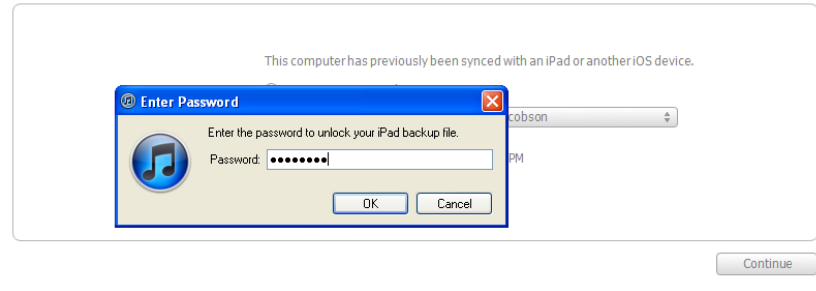
The screenshot displays the iTunes application window. The main pane shows a 'Welcome to Your New iPad' dialog with a list of steps: '1. Register Your iPad' and '2. Set Up Your iTunes Store Account'. A red box highlights the 'iPad' device in the left sidebar, with an arrow pointing to it and the text 'Double-click here to update device name'. To the right, the 'iPad Software License Agreement' dialog is open, with a red box around the 'Continue' button at the bottom right. Below this, the 'Set Up Your iPad' dialog is shown, with a red box around the 'Restore from the backup of:' option, which is selected. A dropdown menu shows 'M. Jacobson' as the selected backup. The text 'This computer has previously been synced with an iPad or another iOS device.' is visible above the options. The 'Continue' button at the bottom of this dialog is also highlighted with a red box.

Double-click here to update device name

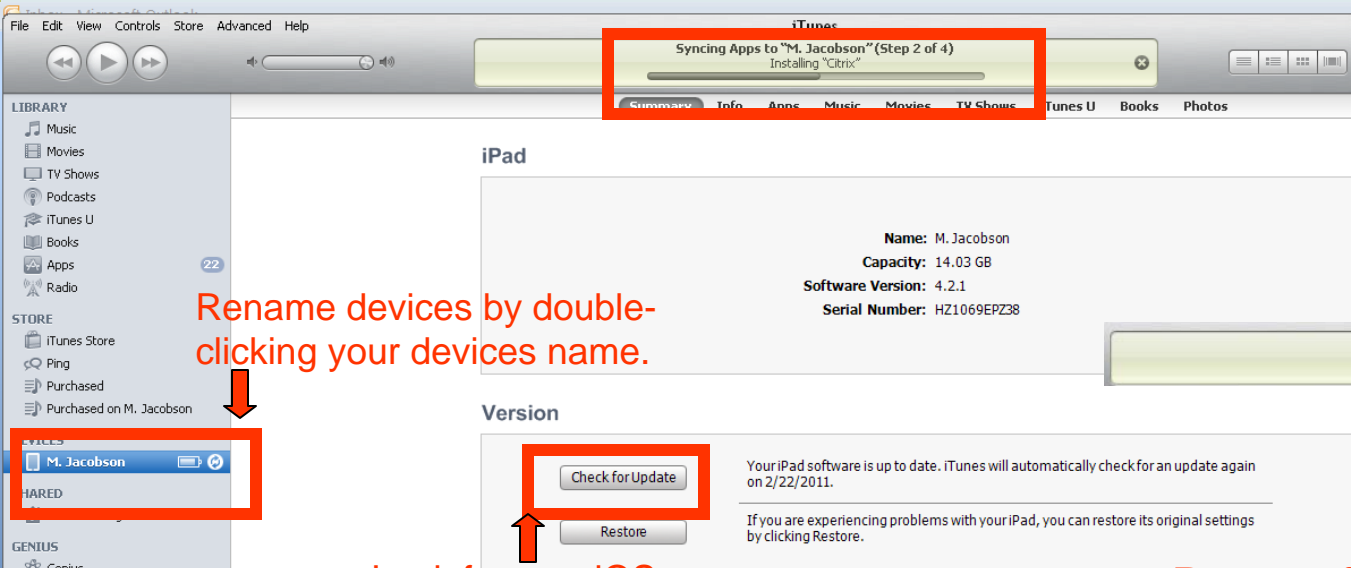
Once you configure your original iPad, this can serve as a standard for all future devices by choosing the "Restore from backup" option!

Orientation: pre-configuration

Set Up Your iPad



If you choose to set up a new iPad then set others as backups, be sure to remember the iTunes password of the original iPad. All backups will prompt you for this password.



Rename devices by double-clicking your devices name.

Look for new iOS software updates here.

iPad sync is complete.
OK to disconnect.

Pre-configuration is complete!

Orientation: Mobile Device Management



How do I as a
coordinator configure
or keep track of
multiple devices?

Orientation: Mobile Device Management

- iPad configuration during orientation – using the iPhone configuration utility tool
 - Allows basic management of standardized iPad applications, emails, weblinks and security settings through profiles pushed onto the iPad device
 - <http://www.apple.com/support/iphone/enterprise/>

Go to this website and download this software onto your desktop

The screenshot shows the Apple Support website for iPhone Enterprise. The navigation bar includes links for Store, Mac, iPod, iPhone, iPad, iTunes, and Support. The main content area is titled "iPhone Support" and features a sidebar with various support topics. The "Enterprise" section is highlighted in the sidebar. The main content area shows "Enterprise" resources, including "iOS 4 Enterprise Deployment Resources", "iOS 3 Enterprise Deployment Guide", and "iPhone Discussions - Enterprise". A red box highlights the "Downloads" link, which leads to "iPhone Configuration Utility for Mac OS X" and "iPhone Configuration Utility for Windows".

Orientation: Examples of Mobile Device Management Settings

Wi-Fi

Service Set Identifier

Identification of the wireless network to connect to

UCMC-Staff

Hidden Network

Enable if the target network is not open or broadcasting

Security Type

Wireless network encryption to use when connecting

Any (Personal)

Password

Password for the authenticating to the wireless network

Wi-Fi

Service Set Identifier

Identification of the wireless network to connect to

uchicago

Hidden Network

Enable if the target network is not open or broadcasting

Security Type

Wireless network encryption to use when connecting

None



Passcode

Require passcode on device

Enforce the use of a passcode before using the device

Allow simple value

Permit the use of repeating, ascending, and descending character sequences

Require alphanumeric value

Require passcodes to contain at least one letter

6

Minimum passcode length

Smallest number of passcode characters allowed

--

Minimum number of complex characters

Smallest number of non-alphanumeric characters allowed

0

Maximum passcode age (1-730 days, or none)

Days after which passcode must be changed

2

Auto-Lock (1-5 minutes, or none)

Device automatically locks when time period elapses

0

Passcode history (1-50 passcodes, or none)

The number of unique passcodes required before reuse

15 Minutes

Grace period for device lock

Amount of time device can be locked without prompting for passcode on unlock

8

Maximum number of failed attempts

Number of passcode entry attempts allowed before all data on device will be erased

Orientation: Examples of Mobile Device Management

- Mobile Iron – available as a free iPad app & supported by UCMC IS mobility team
 - Allows policy settings based on section
 - IS remote wipe if device is reported stolen
 - Pushes web clips via email to suggest faculty/residents/fellows to download an app recommended by the section



Suggests UCMC section weblinks to download onto iPad homescreen as well as webclips of iPad apps!

Orientation: consistent communication

- Options on how to communicate system updates, new application recommendations, new products for faculty/fellows, answer FAQ's, provide your program's iPad manual, etc.
 - Group emails
 - Section or program website

The screenshot shows the website for The University of Chicago Internal Medicine Residency Chief Residents. The header includes the university logo and name, a search bar, and a navigation menu with links for Curricula, Schedules, Administrative, Ambulatory, Mercy, iPad Initiative, and Contact Info. The main content area is titled "iPad Initiative" and features a section for "IPAD RESOURCES" with a list of links: iPads are here!, iPad Manual, FAQs, Recommended and Required Applications and Weblinks, Share recommendations on applications!, Resource Cards (with sub-links for Blue Card-InPatient resources and Pink Card- ICU resources), and Green Card- Clinic resources. Below this is a "Required Apps" section displaying icons for NEJM, Citrix, MedCalc, Medical Spanish, iBooks, and Responseware. At the bottom, there is a "Recommended Weblinks" section with icons for various services.

HELPFUL LINKS!



- **Guided Video Tours of the iPad**
<http://www.apple.com/ipad/guided-tours/>
- **Deployment Scenarios of your iPads**
<http://www.apple.com/ipad/business/integration/>
- **Mobile Device Management Option**
<http://www.apple.com/ipad/business/integration/mdm/>
- **Deployment Resources**
<http://www.apple.com/ipad/business/resources/>
- **iPad Initiative Site**
<http://medchiefs.bsd.uchicago.edu/iPad.html>



THE END