Train the Trainer Guide

Become an expert in training your colleagues on how to use Pando.

About this guide

This guide has been created for those who have been tasked with showcasing and training their team on the use of Pando. It will walk you through actions to undertake during a training session to showcase Pando's features and helpful tips on how to make your training session successful.
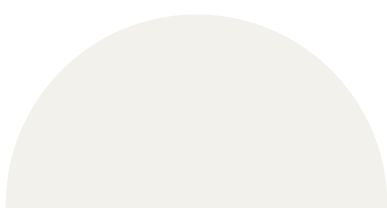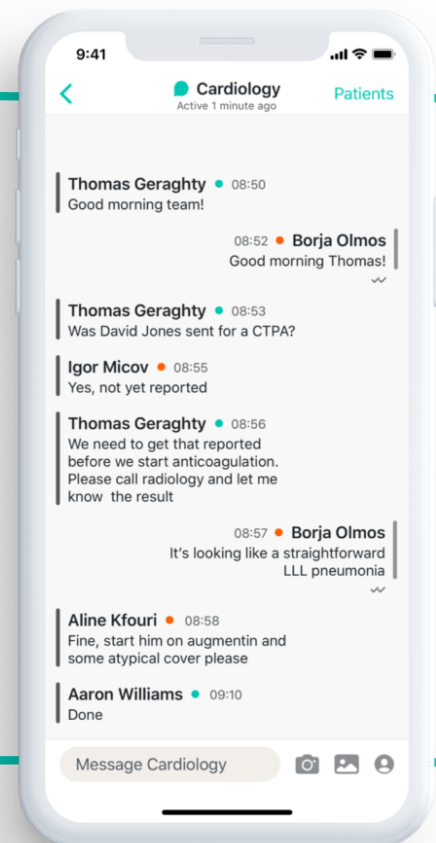
Contents

By following the steps in this guide, at the end of your training session your team will have the knowledge of how to get started on Pando and feel comfortable using Pando as their tool for clinical communication.

Showing key features

Secure Messaging

✓ Find and contact a colleague using the Pando Directory

✓ Show how to create a team and add colleagues to the team.

✓ Take and send images in the chat and share a patient card

✓ Create and join a Forum

✓ Find an Ask Advice team and submit an Ask Advice request

9:41

< ● Cardiology **Patients**
Active 1 minute ago

Thomas Geraghty ● 08:50
Good morning team!

08:52 **● Borja Olmos**
Good morning Thomas!

Thomas Geraghty ● 08:53
Was David Jones sent for a CTPA?

Igor Micov ● 08:55
Yes, not yet reported

Thomas Geraghty ● 08:56
We need to get that reported before we start anticoagulation. Please call radiology and let me know the result

08:57 **● Borja Olmos**
It's looking like a straightforward LLL pneumonia

Aline Kfouri ● 08:58
Fine, start him on augmentin and some atypical cover please

Aaron Williams ● 09:10
Done

Message Cardiology

9:41

◯ **Gallery** **Import**

11 April

12 July 2019

14 July 2019

38 Photos
Updated at 15:10
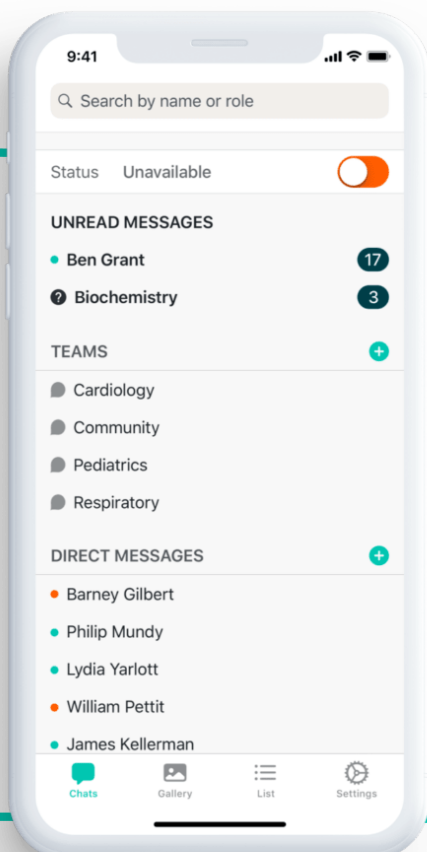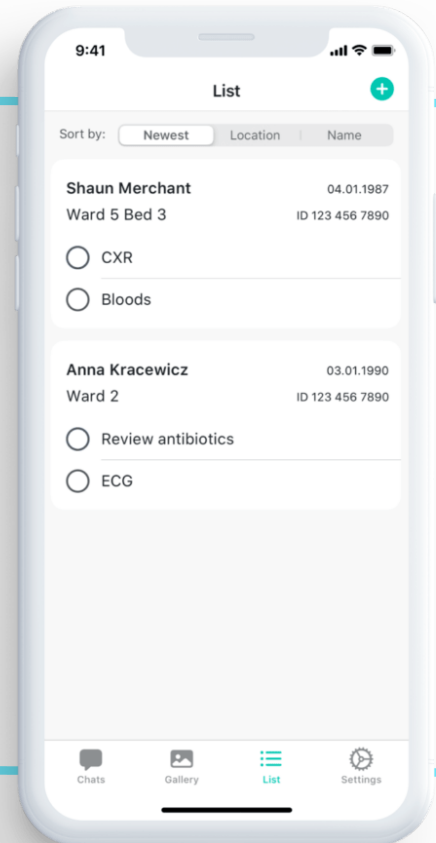
Chats | Gallery | List | Settings

Pando's Gallery

All images taken and sent in Pando are only accessible in the Pando app. Images are never stored on your personal device.

✓ Take a picture and import images into the gallery from your camera roll

✓ When viewing an image, click on the envelope icon to export the image to your email

✓ Share images in a chat and attach to a patient card from the gallery

Patient Lists

Lightweight patient records in your pocket!

✓ Create a new Patient Card, and click 'More Info' in the top right to add more information under the Patient Info

✓ Create and complete tasks

✓ Add notes to the Patient card

✓ Assign the patient card to a colleague and a team within the Patient Info section

	9:41	‎
	List	+

Sort by: Newest   Location   Name

Shaun Merchant   04.01.1987
Ward 5 Bed 3   ID 123 456 7890
○ CXR
○ Bloods

Anna Kracewicz   03.01.1990
Ward 2   ID 123 456 7890
○ Review antibiotics
○ ECG

Chats   Gallery   List   Settings

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Mark yourself as Unavailable

Turn off notifications when you're off shift and allow others to know

✓ Mark yourself as Unavailable for a custom period of time

✓ When unavailable the dot next to your name will turn orange, letting others know you're not available

9:41 ‎

🔍 Search by name or role

Status   Unavailable   ⬤

UNREAD MESSAGES
• Ben Grant   17
⊘ Biochemistry   3

TEAMS   +
💬 Cardiology
💬 Community
💬 Pediatrics
💬 Respiratory

DIRECT MESSAGES   +
• Barney Gilbert
• Philip Mundy
• Lydia Yarlott
• William Pettit
• James Kellerman

Chats   Gallery   List   Settings

Things to note

Pando's Directory:

- You can search by name, role, speciality or organisation

- If you're unable to find someone, try searching within 'Other Organisations'

- Filter the search for just users etc.
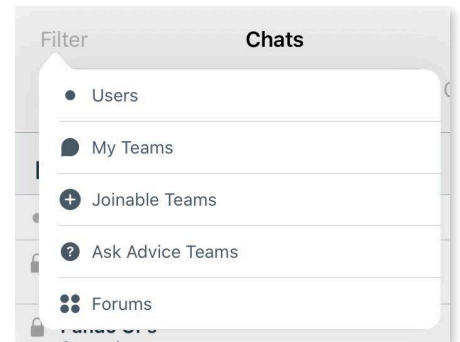
Direct Messaging:

- Click on the users name at the top to see their profile

- If a user has signed up with their telephone number, you'll be able to give them a call by tapping the telephone icon in the top right corner. This uses the phone's calling functionality.
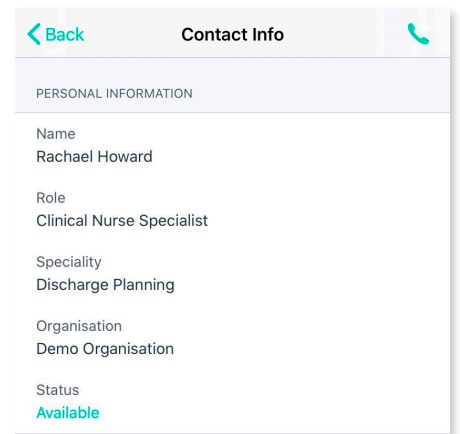
Team Messaging:

- All members of a team can view and edit patient cards that have been assigned by clicking on 'Patients' in the top right corner.

- All members can add colleagues to the team

👤 Patient Lists:

- The notes section is a free text box so you can easily include the information you need e.g. patient history, medications etc

- Completed tasks are date and time stamped so you can see who completed it and when

Completed Tasks

✓ 2L 0.9% NaCl/4hrs
Mark Davies, 30/06/20 09:51

✓ Diclofenac 75mg IV
Mark Davies, 30/06/20 09:51

✓ Urine dipstick - MC&S
Zelda Zu, 08/07/20 13:08

✓ FBC, U&Es, Ca2+, PO43-, glucose, HCO3-, urate
Zelda Zu, 08/07/20 13:08

🖼 Images:

- When taking an image, click on the pencil in the top right corner. This allows you to highlight areas of an image you are referring to

- When looking at a image in the gallery, click 'Edit' to rename it
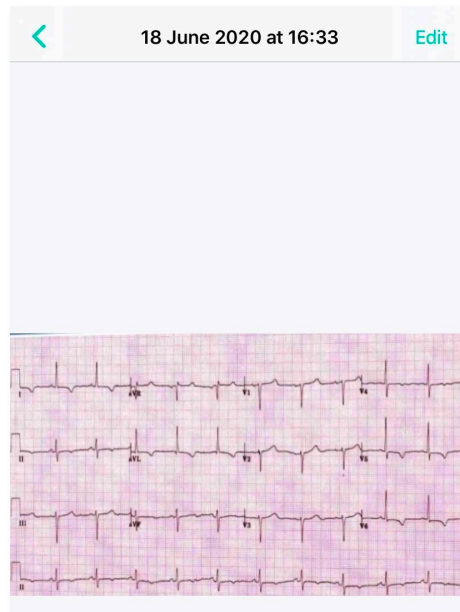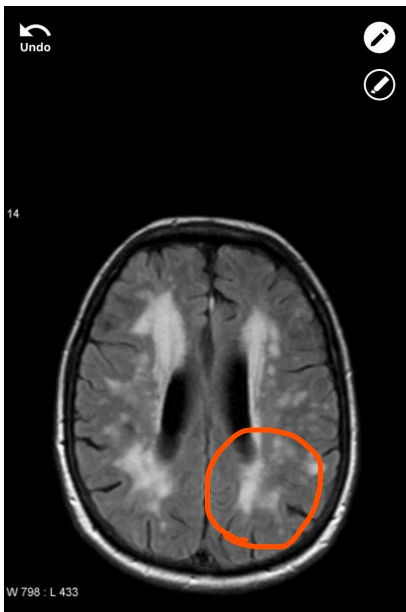
Top Tips

- Ensure everyone has downloaded Pando prior to the training session. This will save time during the session and allow the group to follow along on their own profile

- Go through the creation of Teams, Patient Cards etc. and ask the group to create them along with you to make the session as interactive as possible!

- Create a Forum and ask everyone to search and join

- Pre-create a patient card before the training session so your team can see what a completed patient card looks like

FAQs

Follow these links for answers to these frequently asked questions:

- What makes Pando Secure?

- How is Pando different to other messaging apps like WhatsApp?

- I couldn't find my role when signing up, what should I do?

- What happens if I lose my phone?