Getting access to RadComm

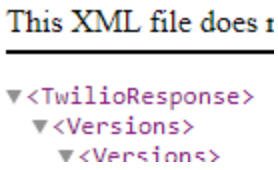
1. Email support@radformation **from an email account associated with your institution** with 'RadComm' in the subject and include your company or institution name in the message body. **Please also indicate if you already have a radformation.com account**
2. If you already have a radformation.com account, then Radformation Support will update your account to have a valid License Key for RadComm and will let you know when it is available (then just follow the Setup instructions on the next page).
3. If you do not already have a radformation.com account:
    a. Radformation will generate an account for you and will enable RadComm for your account. **We will send you a password to log in**.
    b. Navigate to www.radformation.com and click:

    c. We recommend you change your password:

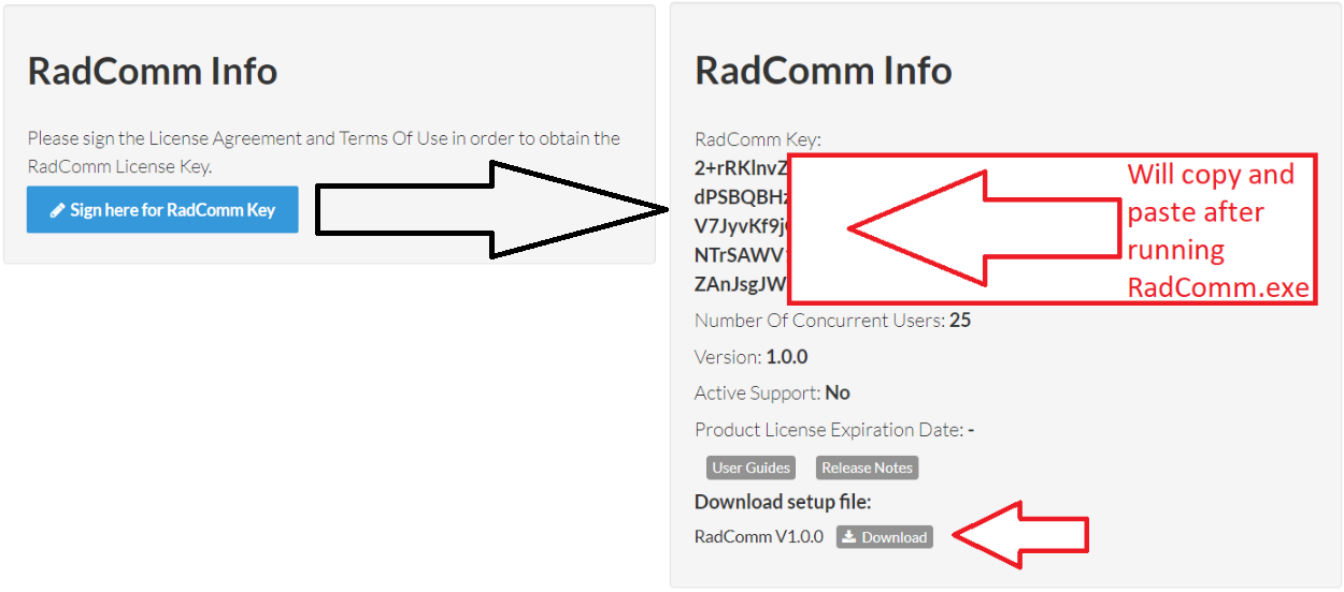
    d. Follow the Setup instructions on the next page.

Setup Instructions for RadComm

1. First, confirm that you can browse to https://api.twilio.com - you should see a snippet of text:

   If you don't, then IT will need to change firewall or proxy settings - see the IT Requirements document.
2. Sign in at radformation.com (if you don't have an account, see above how to get one).
3. On the right side, scroll down until you see RadComm Info:
   After Signing, Click "Download"



4. Open up a Windows file explorer to where RadComm.exe was downloaded.
   Cut and paste RadComm.exe to a location that the therapists will be able to access it:
   a. **If you only have 1 treatment machine (i.e. 1 schedule to track)** then create a new folder named after that treatment machine (as the name of the folder containing RadComm is shown to the user) and put RadComm.exe in that folder
   b. Most likely you should use a shared drive that the therapists can use or copy it from.
   c. You can also copy it to each local computer separately *if there are permissions issues*.
5. Run RadComm.exe
6. Click the Settings button (with a gear - top left)
7. **NOTE**: it is recommended that the "Phone Number for patients to call with questions" be populated with a number that either reaches the specific therapists (or someone who can communicate easily with them) for each machine. Note that this number can be changed for each machine's RadComm separately.
8. Copy & paste the entire RadComm License Key (as shown above) into the box and press Apply
9. **If you have more than 1 treatment machine**, click "Yes" to the prompt and:
   a. Read the note and then enter a folder name and click Add once per machine, then Apply
   b. Close RadComm and delete the original RadComm.exe (as it should no longer be used)
10. Now each therapist should run the RadComm.exe from the folder corresponding to their treatment machine.

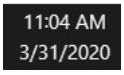
Notes for Therapists Using RadComm

RAD formation

1. When using RadComm, you will see this in the upper left corner

   The displayed name is actually the name of the folder containing the copy of RadComm.exe that you are running. This folder name can help you know which machine schedule you're accessing.

2. For convenience, you may want to create a Windows Shortcut to your machine's RadComm:
   a. Open a file explorer, navigate **into** the RadComm.exe folder for your machine
   b. Right-click RadComm.exe → Create Shortcut
   c. Cut and paste the shortcut to the desktop of the computer & rename it to something like "RadComm - YOUR_MACHINE_ID".

3. Please check the computer clock to be sure it is the correct local date and time! 

4. Prior to using RadComm, click the button (upper left corner) and check the "Phone # for patients to call with questions" field. We recommend you put in a number that either reaches ***you or the treatment machine area directly or someone who can communicate with you quickly and easily***. Changing this number only applies to this specific copy of RadComm, so it won't affect RadComm for other treatment machines.

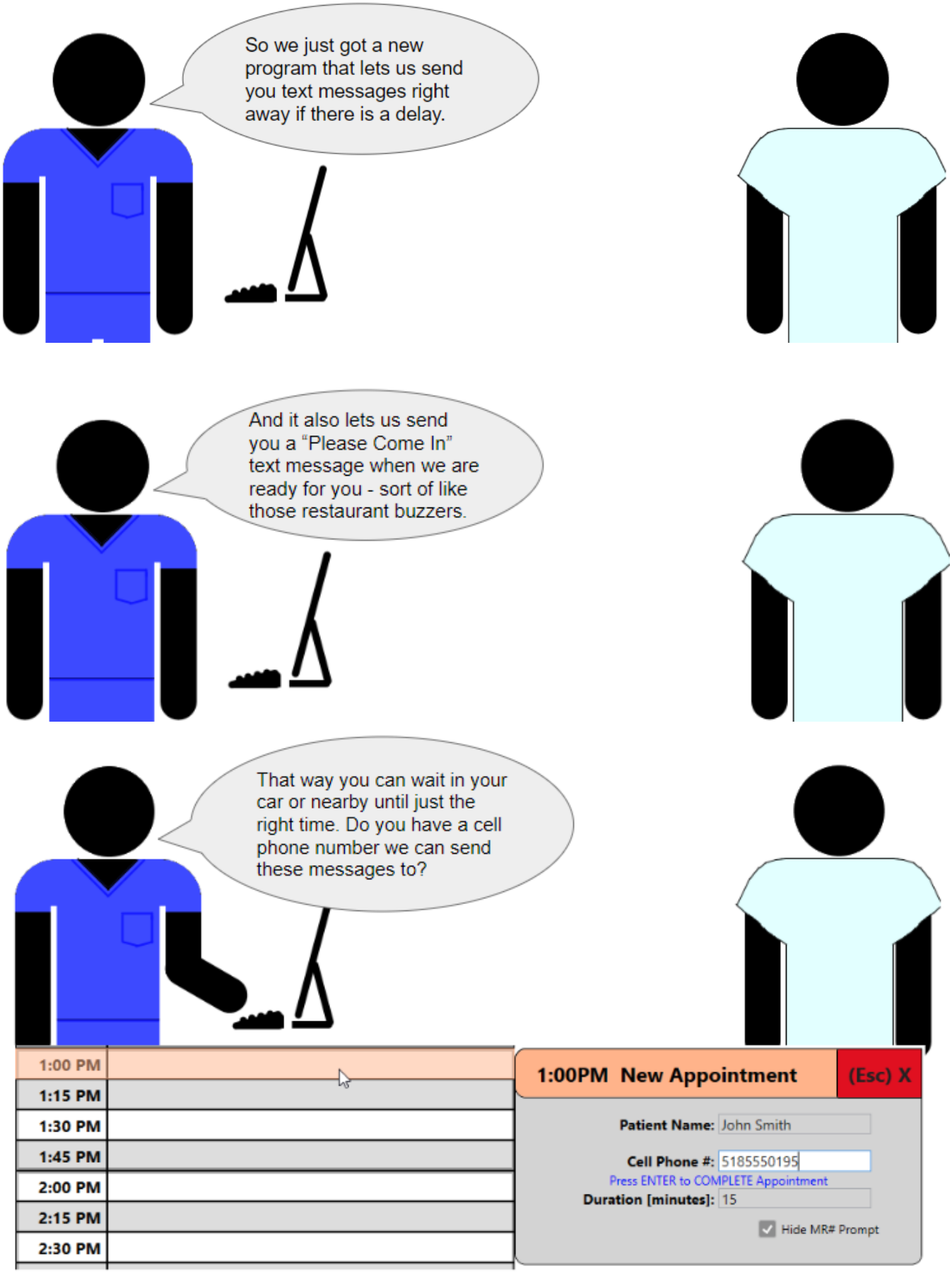
5. Since RadComm does not (yet) have integration with ARIA or MOSAIQ, there will be some manual entry to enter/update appointments. However, since most machine schedules remain fairly constant from day to day, it's really just the first entry that will take the most time:
   a. 25 patients takes ~10 minutes to do all at once the first time

   b. **HOWEVER we recommend entering this data on-the-fly during a quick 20-30 second face-to-face chat with the patient (see example on next page).**

   c. If the automated messages aren't being used (they aren't enabled by default), then all subsequent updates could be done as-needed (since you are initiating any messages anyway), but we would recommend you quickly review the schedule either at the beginning of the day or at the end of day (for the next day's treatments) so as to add / remove / update any appointments. This should only take 1-2 minutes per day.

      We hope you agree that this small investment is well worth the ability to immediately notify patients of delays as well as being able to easily notify them when to come in so everyone can minimize waiting room exposure to patients and staff.

6. The help button should display all the information you need to use RadComm.


So we just got a new program that lets us send you text messages right away if there is a delay.
And it also lets us send you a "Please Come In" text message when we are ready for you - sort of like those restaurant buzzers.
That way you can wait in your car or nearby until just the right time. Do you have a cell phone number we can send these messages to?
1:00 PM
1:15 PM
1:30 PM
1:45 PM
2:00 PM
2:15 PM
2:30 PM
1:00PM New Appointment
(Esc) X
Patient Name: John Smith
Cell Phone #: 5185550195
Press ENTER to COMPLETE Appointment
Duration [minutes]: 15
Hide MR# Prompt