Am I On User Guide

The Am I On (On Call) web-based system is used by UNM Hospitals, the Health Sciences Center, and UNM Physician Access Line Services (PALS) as a central location of daily on-call schedules for hospital personnel.
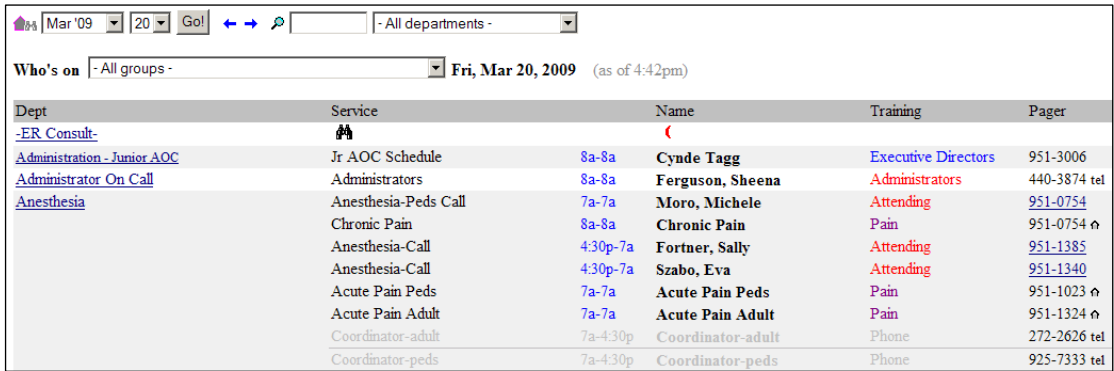
Am I On can be viewed from both the Intranet and the Internet. There are many helpful features outlined in this guide: how to change the dates for the daily call schedules or view a monthly schedule for a department; how to search for a call service or individual name; how to filter by department (Service) and group (schedule name); and how to send a text page.

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Viewing On Call Schedules from the UNM Hospitals Intranet

1. Open the UNM Hospitals Intranet (https://hospitals.health.unm.edu/intranet/Index.cfm).

2. Click on **Am I On** to see the on call schedules for today.

- For schedules with the binoculars icon, click the binoculars to see the schedule.

- Use the "**Filter by Department**" steps to locate all the schedules for a department.

- If you know the schedule name, use the "**Filter by Group**" steps to locate the schedule.

- If you are unable to find a schedule on the main page, it could be that no one was entered as on call for that day. Try the "**Changing the Date**" options to view a different day.

- If you are unable to locate a pager number, try the "**Searching for Provider**" steps.

- Look at the Service column for the name of the call service being provided. Service names may indicate that call is provided for daytime, nighttime, weekends, etc.

- When viewing today's on call schedules, call shifts in progress are in black font; expired or upcoming call shifts scheduled for today are grayed out.

- Blue pager numbers are set up for text paging; black pager numbers are numeric pagers.

- You can switch directly from the Intranet to the Internet by clicking on the blue underlined link that says here at the top of the page.
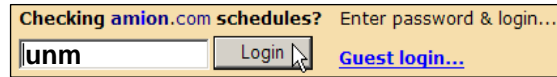
IMPORTANT! BEFORE PAGING SOMEONE…

- Always check the date & time Fri, Mar 20, 2009 (as of 4:18pm) at the top of the screen.

- If the date/time is outdated, click the **Refresh icon** in Internet Explorer or click the **Reload icon** in Firefox to make sure you are viewing call schedules in progress.

- Check the service hours 7a-7a to ensure you contact the person currently on call.

Viewing On Call Schedules from the Internet or the HSC Intranet

1. Open your web browser and go to www.amion.com.

   Note: There is a link to www.amion.com from the HSC Intranet – click on the **For Providers** tab and click on Am I On.

2. Type the password **unm** and click Login.

Schedule Viewing Options and Features

You can change the dates, search for a specific person or service name, and filter by department or schedule name (schedule group).

Changing the Date

You can view a different day or a month at a time for on call schedules.

- **To see tomorrow's call schedules:** click the "Next day" arrow at the top of the screen.
- **To see yesterday's call schedules:** click the "Previous day" arrow.
- **To return to today's schedules:** click the "Who's on today" icon. **Note**: this icon only shows up if you navigate more than 2 days away from the current date.
- **To view a specific date:** Choose a month/year and day May '09 21 and click **Go!**
- **To see a monthly schedule:** click the name of the schedule from the Dept column. After viewing the monthly schedule, click the "Who's on" icon to return to today's schedules.

Searching by Provider or Service Name

Use the search function to quickly locate an individual or service. Even if they are not on call today, you can locate the pager number of the person if they take call shifts.

1. Click in the Search field and type all or part of the provider or service name.
2. Click the Search icon. The search results display.
3. Click the "Who's on" icon to return to today's schedules.

Filtering by Department or Group

To filter by department:

1. Click the arrow by **– All departments –** and click the department. - All departments -
2. Click the "Who's on" icon to return to the complete list of daily on call schedules.

To filter by group (schedule name): - All groups -

1. Click the drop-down arrow by **– All groups –** and choose the schedule name.
2. Click the "Who's on" icon to return to the complete list of daily on call schedules.

Text Paging from Am I On

Alphanumeric text pagers are underlined and may be sent an electronic text page from the web page. For all other numbers that are not underlined, use the telephone to call the pager or phone number.

To send a text page:

1. Click on the underlined pager number.
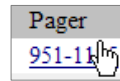
2. Enter the appropriate information in the **From** and **Message** fields.

3. Click **Send**. Successful text pages are confirmed as "Message sent".

On Call Schedule Changes and Updates

Each schedule is maintained by a designated scheduler in the department. To assist with keeping the call schedules current and correct, submit your schedule changes in advance of your call shift to the designated scheduler. **Please make sure that your department posts the on call schedule prior to the beginning of each month.**

To find the name of the scheduler; click on the underlined name of the schedule from the Dept column of Am I On and look for the contact e-mail address posted below the schedule.

After Hours Call Changes

Weekend and night call changes that are not included in the posted schedule may be called in to the main PBX operator at 272-2111 so that the operators can add a note to the online schedule.

Important note about after hours schedule changes: PBX operators cannot access or maintain department schedule files other than to add a note. The best method for handling call changes is to submit any changes to the designated scheduler so that the online schedule can be updated before nights or weekends. PBX operators cannot access on call schedules that have not been posted to Am I On.

For Further Assistance or Training

Call the Help Desk at 272-DATA (272-3282) to report system issues.

For computer training on the Attending or Resident On Call Scheduler software, contact Lisa Quintana at 272-3358 (lmquintana@salud.unm.edu) or David Padilla at 272-1256 (dpadilla@salud.unm.edu) to arrange a training session.

Frequently Asked Questions about the scheduling software are available online at the AMION website. Go to www.amion.com and click on FAQS at the bottom of the page.