

PadInMotion Fast Facts



1. *What is PadInMotion?*

It is a complimentary tablet provided by the hospital for patient use. The tablet is equipped with a **GPS mobile tracking system** and a **permanent, nonremovable, police traceable serial number**.

2. *Can I use the tablet in a different room from which it was originally installed?*

No, the tablet is installed and configured to a specific bed number.

3. *What applications are available for patient use?*

These are the 5 Care applications: Education, EZ Call, Pluto TV, Language Line, and Amwell. See Appendix A for more details.

4. *Can I access other applications on the tablet?*

Yes, you may use other applications such as Relaxations and Spirituality and other Entertainment sites. There are games such as Candy Crush, Sudoku, Jeopardy, etc. You can also access social media and similar platforms using your own log-in information

5. *Are patients restricted in the types of content they are able to view?*

We have 'locked down' our tablets to only show the PadInMotion platform. Patients will not be able to download their own content or store any information on the tablets. Patients will also be subject to restrictions placed on our WiFi network.

6. *How do I keep my patients' PHI safe?*

Don't worry! As a default, every time anyone presses the home button of the tablet, login information and browsing history are automatically cleared.

7. *What do I use to clean the tablet?*

You may use any type of sani wipe, including bleach, on any part of your tablet.

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8. Will the screen get ruined by cleaning agents?

No, we have equipped your tablet with an antimicrobial screen protector, so you are not directly touching the screen.

9. In case of emergency, how can we disconnect and/or remove the tablet from the tether and bracket?

Unlock by using the lock combo 1911 for larger locks and 191 for smaller locks.

10. What is the code for Language Line Services?

The code is **1911**.

Troubleshooting

1. If the tablet is not responding, what should I do?

Please restart the tablet by holding down the power button.

2. At the bottom of my screen, I see “No internet connection” or “No categories available.”

Please see a staff member to have your tablet reconnected to WiFi.

3. Why is my screen so dark?

Please check the battery indicator on the top right of your tablet. It may need to be charged to at least 20%. Please check to make sure nothing is covering your front-facing camera (located next to the Samsung logo). The tablet responds to the amount of light it detects in the room.

4. What if the tablet is not turning on or still not responding after holding the power button?

Please attempt a soft reset. A soft reset is like removing the battery and putting it back in. This is used to power a device off when the screen is frozen or unresponsive. To soft reset, press and hold the power and volume down keys for up to 30 seconds to force the device to restart. Please make sure the device is plugged in when doing so as the battery level may be lower than expected.

For issues or concerns with:

- **Patient Education (Wellness Network)**
 - Contact your Patient Education Committee representative
- **Language Line Services**
 - Contact Angela Leonard at ext. 3210
- **PadInMotion application support**
 - Email support@padinmotion.com
- **Other Technical issues or concerns**
 - Contact Neal Browne @ Office: (914) 366-3034 Cell: (845) 745-1394
- **For more education about applications installed on the devices:**
(5 min) ~3 minute video on the PadInMotion configuration to start the meeting.
 - <https://www.padinmotion.com/support/>
 - Password: crushcovid