

SOFTWARE UPDATE

RELEASE NOTES

Q2 2020

Available July 2020

Important: To enable these features please contact your InTouch Health representative

To support the growth of your telehealth programs, we are continually enhancing our software platform. As a fully-integrated virtual care platform, Solo™ by InTouch, our next generation software platform, allows users to access their entire virtual care practice via a single dashboard. This quarter's software update contains many new features and capabilities to improve and streamline your virtual care experience.

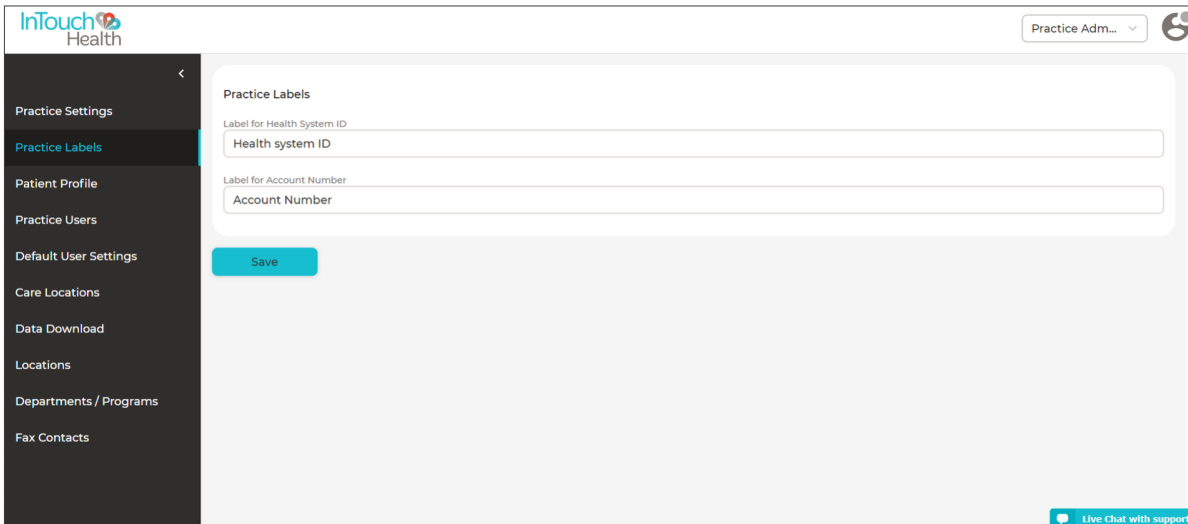
We encourage you to read these release notes for a comprehensive look at this quarter's improvements.

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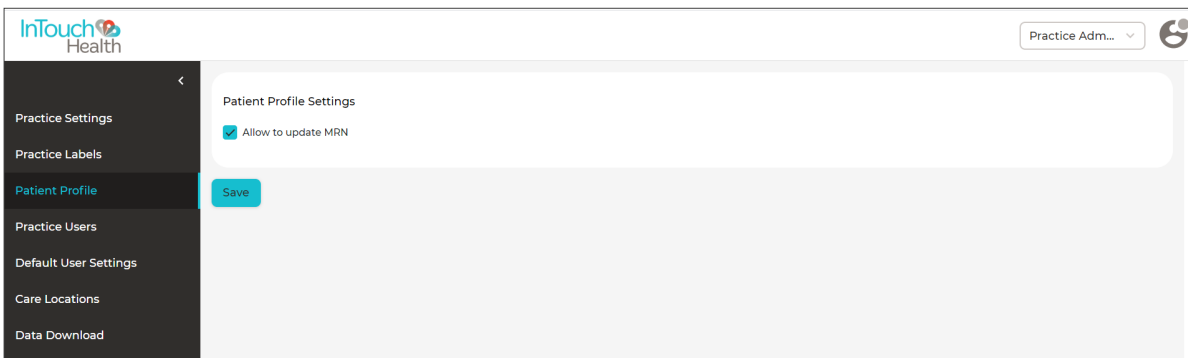
Practice Administration

Practice label configurability for users. Users can now configure the labels for *Health System ID* and *Account Number* fields in the *Patient Profile*. The new labels will be reflected in the *Patient Panel* as well.



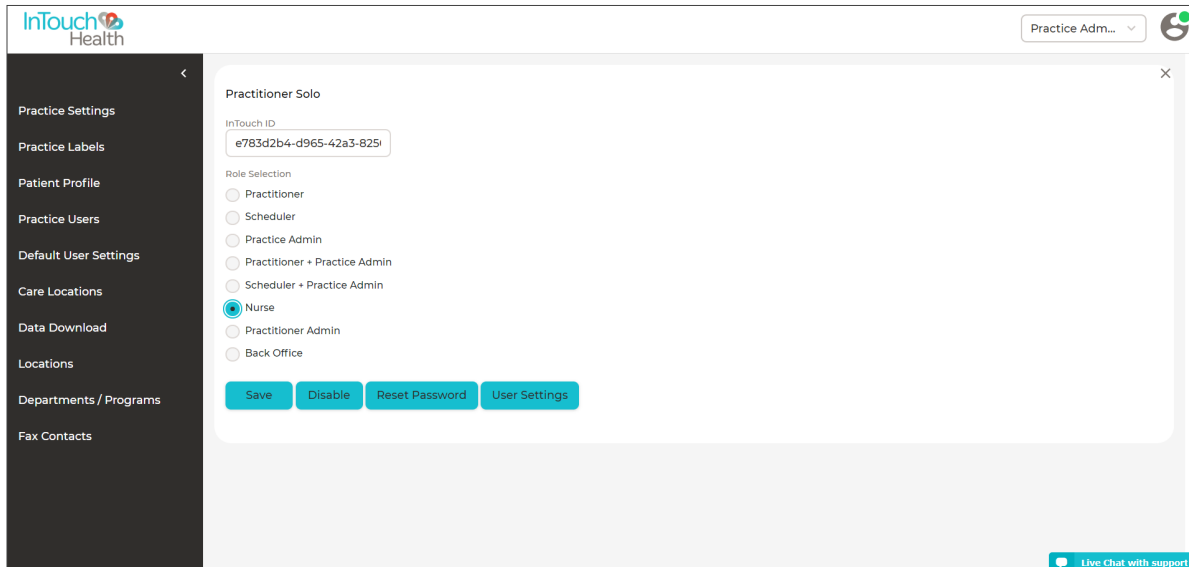
The screenshot shows the InTouch Health Practice Administration interface. The left sidebar contains a menu with the following items: Practice Settings, Practice Labels (highlighted), Patient Profile, Practice Users, Default User Settings, Care Locations, Data Download, Locations, Departments / Programs, and Fax Contacts. The main content area is titled "Practice Labels" and contains two input fields: "Label for Health System ID" with the value "Health system ID" and "Label for Account Number" with the value "Account Number". A "Save" button is located below the input fields. The top right corner shows "Practice Adm..." and a user profile icon. A "Live Chat with support" button is visible in the bottom right corner.

Update Medical Record Number (MRN). Practitioner can now update their MRN IDs. This information is configured with a new MRN field in the *Patient Demographics* section.

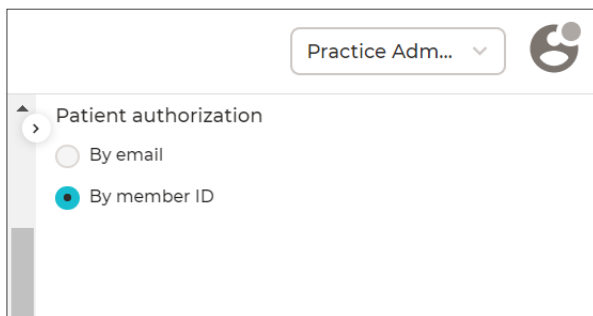


The screenshot shows the InTouch Health Practice Administration interface. The left sidebar contains a menu with the following items: Practice Settings, Practice Labels, Patient Profile (highlighted), Practice Users, Default User Settings, Care Locations, and Data Download. The main content area is titled "Patient Profile Settings" and contains a checkbox labeled "Allow to update MRN" which is checked. A "Save" button is located below the checkbox. The top right corner shows "Practice Adm..." and a user profile icon.

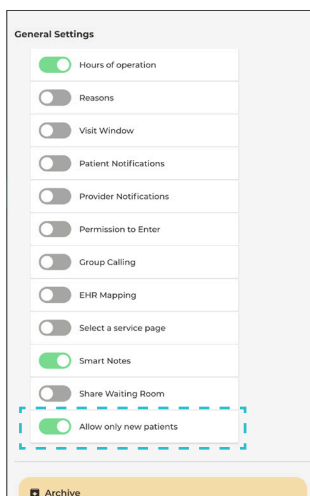
New nurse role. A new user role of nurse has been added for the purpose of entering and editing data of limited fields and to review patient information they are not allowed to enter or edit.



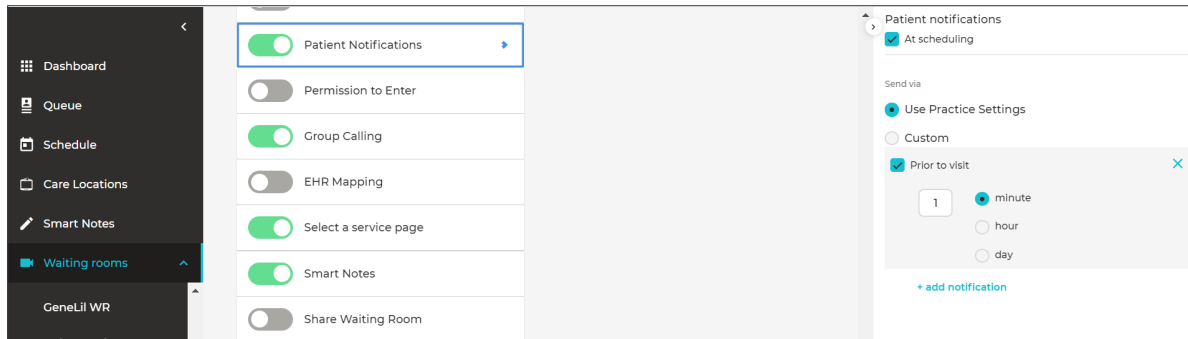
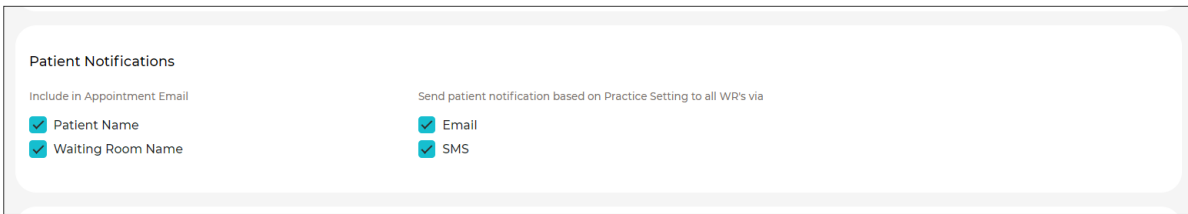
Link Insurance Member ID for authentication. A Practitioner can now enter the *Member ID* in a patient's profile that can be used to authenticate the patient in waiting rooms that have patient authentication by *Member ID* enabled.



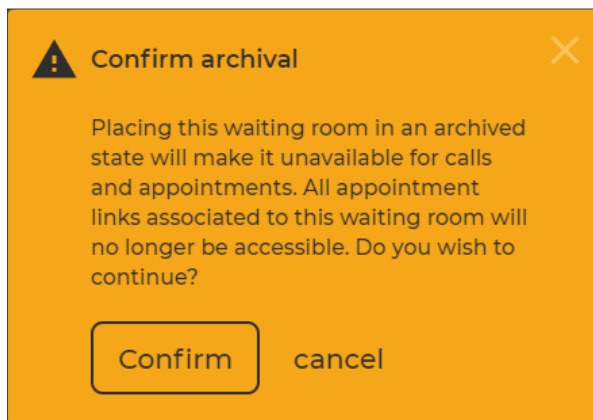
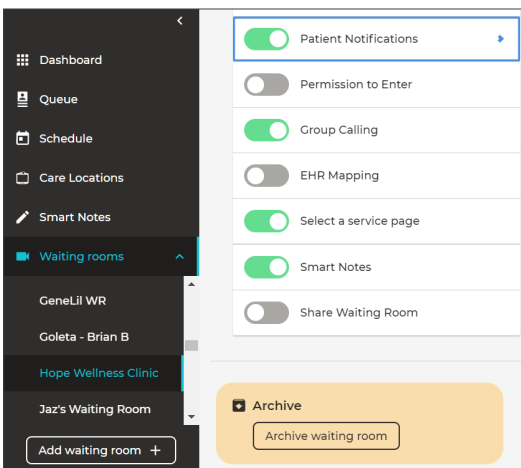
Configure Waiting Room for new patients only. Practice admins can configure a Waiting Room to only allow for new patients to schedule a visit or request a consult at a care location. The toggle *Allow only new patients* in the general waiting room settings is only enabled when the *Care Locations* toggle is also enabled.



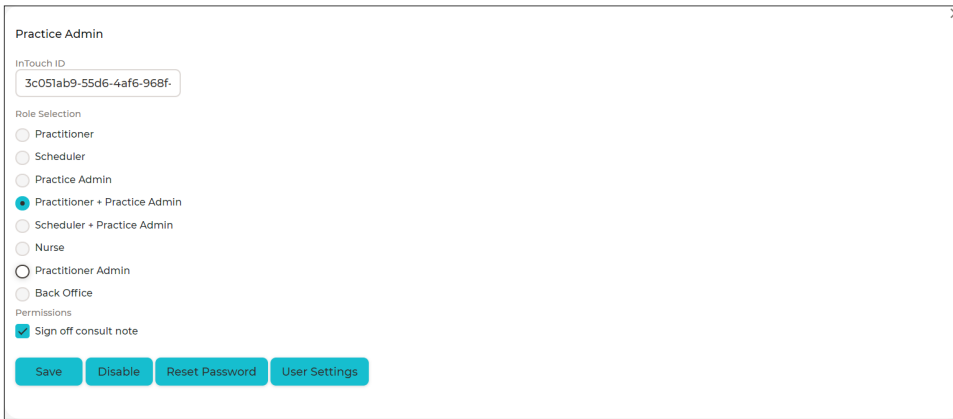
Send SMS/Email notification to a patient by settings. The practice admin enables *Patient Notifications* in the *Waiting Room settings* for Practitioners to be able to send SMS and email notifications to patients. A third check box for the *Patient Notification* toggle called *Use Practice-Level Settings* is provided for this feature. The options to enable *Email* or *SMS* will then be grayed out. This setting overrides the patient notifications for all Waiting Rooms where *Use Practice-Level Settings* is enabled.



Archive and restore Waiting Rooms. Practice admins can archive Waiting Rooms that have no active appointments restore them later if needs be. To archive a Waiting Room, a practice admin selects the Archive button at the bottom of the Waiting Room Settings page. Inactive Waiting Rooms will display as disabled to practice admins and can be restored by selecting the *Restore* waiting room button in the right info panel.

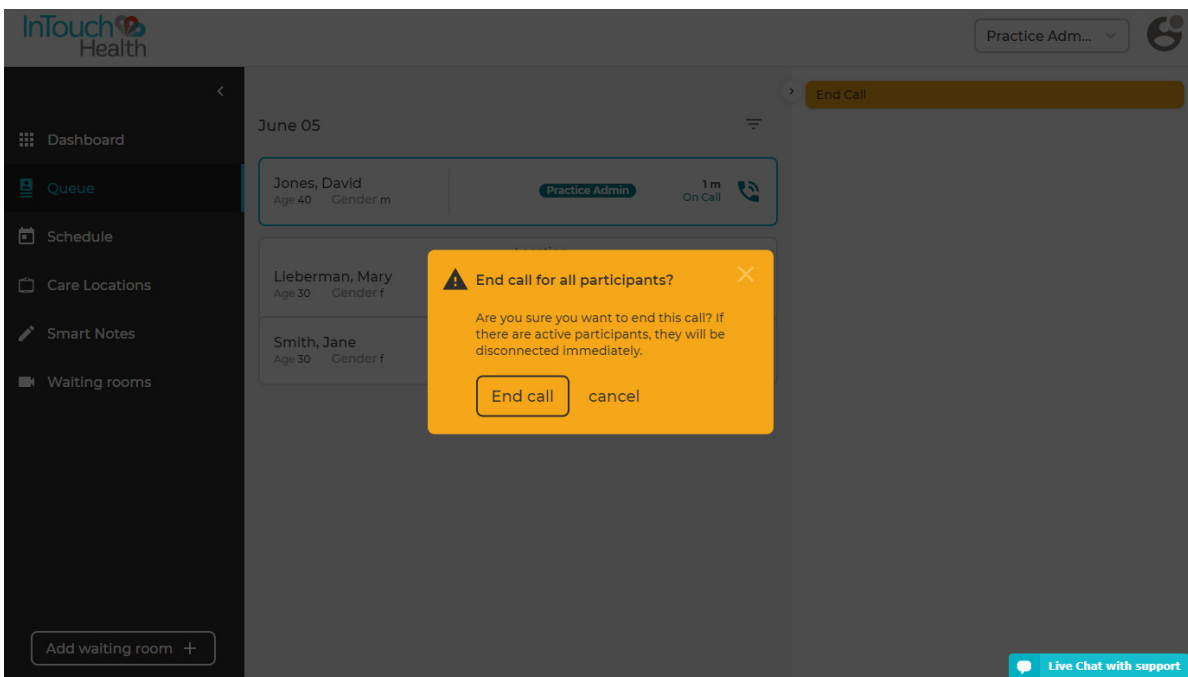


Edit user roles. Practice admins and practitioner admins can edit user roles using the user's information page. The practice admin selects *Practice Settings* from the user icon dropdown, *Practice Users* from the left navigation bar, and the *pencil icon* in the user's row.



The screenshot shows a 'Practice Admin' settings dialog box. It includes an 'InTouch ID' field with the value '3c051ab9-55d6-4af6-968f-'. Under 'Role Selection', there are radio buttons for 'Practitioner', 'Scheduler', 'Practice Admin', 'Practitioner + Practice Admin' (which is selected), 'Scheduler + Practice Admin', 'Nurse', 'Practitioner Admin', and 'Back Office'. Under 'Permissions', there is a checked checkbox for 'Sign off consult note'. At the bottom, there are four buttons: 'Save', 'Disable', 'Reset Password', and 'User Settings'.

Confirmation pop-up dialog when ending a call. Practice admin receives a pop-up message to confirm when the *End Call* button is pressed. When the practice admin confirms, the encounter ends. If they select *Cancel*, the encounter remains active.



Service line and type required fields for Waiting Rooms and XML. Practice admins set the *Service Line* and *Service Type* for Waiting Rooms. A service type and line for an encounter have been added to XML reports about what service types are associated with appointments. The practice admin enables *Service Line* and *Service Type* for Waiting Rooms.

Waiting Room Settings

Waiting room name:
Hope Wellness Clinic

Service line
Select a service line
THIS FIELD IS REQUIRED

Service type
Select a service type
THIS FIELD IS REQUIRED

Patient Journey 1

- Care Locations
- Welcome page
- Patient Authorization
- Demographics
- Demographics extra

Waiting Room Settings

Waiting room name:
Hope Wellness Clinic

Service line
Behavioral Health

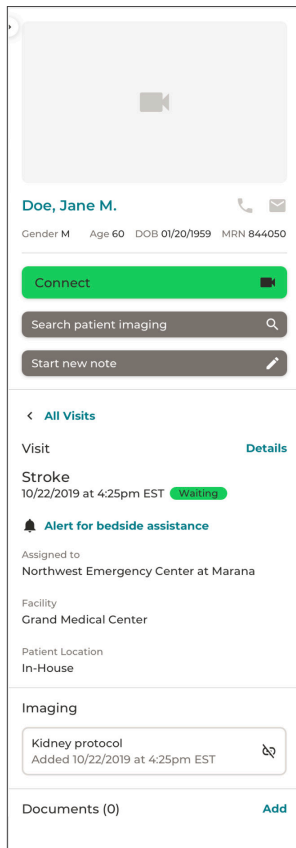
Service type
Pediatric

Patient Journey 1

- Care Locations
- Welcome page
- Patient Authorization
- Demographics
- Demographics extra

Platform Enhancements

Better Patient Panel user experience. The *Patient Panel* features a new design for patient visits or virtual encounters, such as viewing the status of the device. Click on a patient from the *Encounter List* in the middle panel to bring up patient information in the *Patient Panel*. If the *Connect* button is active, it means the patient is waiting. The *Search Patient Imaging* button allows a user to search and attach images from a virtual encounter. The other button is either *Continue Note* or *Start Note*. The practitioner can select the text *Alert for bedside assistance*. Select *Details for appointment information* and the invite link.



Reconnect to completed visit. Allow patients to rejoin recently completed visits. Display visits that patients can still connect to in the patient appointments page.

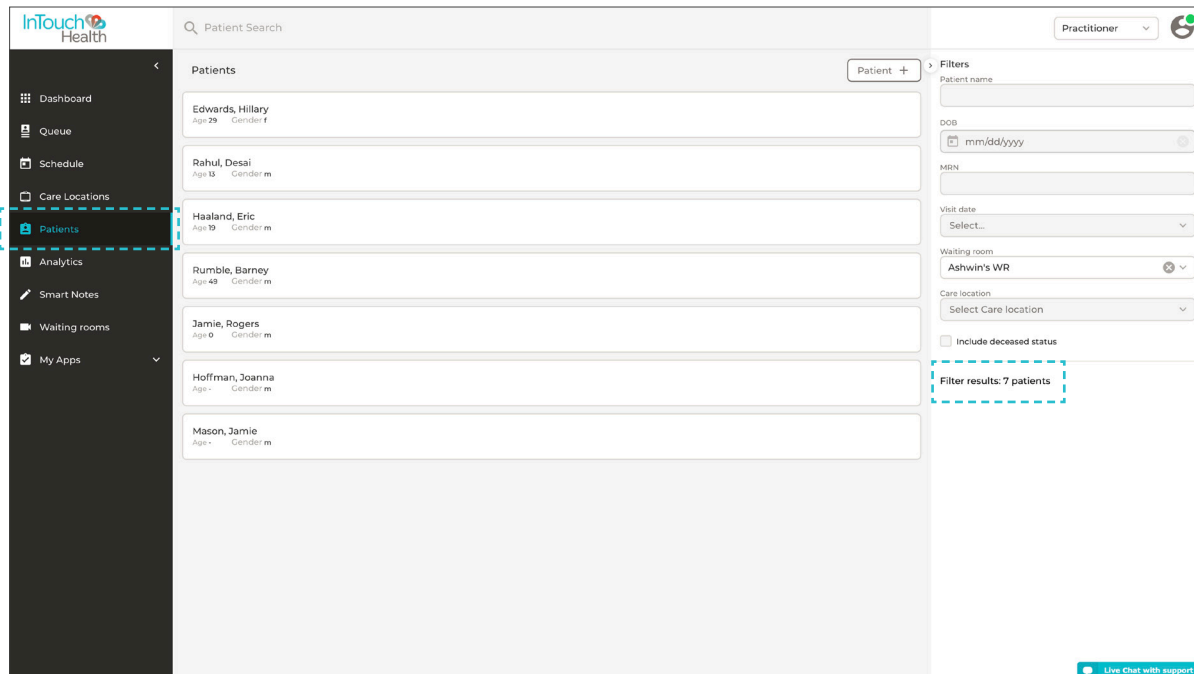
New Emergent Requests are displayed in ribbon at the top of the practitioners page.

Practitioners will be able to see new *Emergent Requests* displayed in a ribbon at the top of their page. It allows them to quickly view, connect, or acknowledge the request. They can see the total number of requests in their queue, they can view all emergent care requests. The notification disappears when a practitioner selects *Acknowledge* or connects to their emergent or urgent care session.

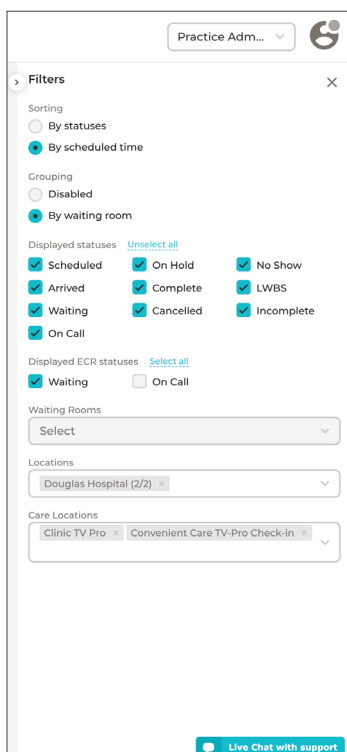


Display number of active patients. The *Patients* page now displays the number of active patients in the system. The results can also be filtered by using the various filters such as *Patient Name*, *Visit Date*, etc.

Patient List Section. A new *Patients* section has been added to the left navigation panel. From here, users can add a new patient or search for existing patients using filters.



Apply queue filters to Emergent Requests. *Emergent Requests* can be sorted in a practitioner's queue using the existing queue filters. *Emergent Requests* (ECRs) can also be hidden in the queue per *ECR status* (*Waiting* and *On Call*).



Booked time unavailable on calendar. When a patient's appointment is scheduled, the duration of that appointment will accurately be shown as unavailable on the *Waiting Room* calendar

Data Download

Date and time zone in XML downloads. Data available for download now has time and time-zone (only date) feature that allows practice admins to choose a single 24-hour period, such as 1/7/20 1:33 pm PST to 1/7/20 1:34pm PST. When the User is presented with the date, time, and zone picker. Select input values and then the *Generate* button. The XML file will become downloadable with the data, time, and zone generated within it.



The screenshot shows a web interface for generating a data download. It features two input fields for date and time selection. The 'From' field is set to '01/01/2018' at '12:00 AM PST', and the 'To' field is set to '01/01/2020' at '12:00 AM PST'. Both fields have a 'Clear' button and a calendar icon. Below these fields is a blue 'Generate' button. At the bottom left, there is a blue icon with a white '.CSV' label and a 'Download' link. The text '01/01/2018 12:00 AM PST — 01/01/2020 12:00 AM PST' is displayed next to the icon. On the right side, the text '06/06/2020 @ 03:06 PM PDT' is visible.

Add Group ID. A practice admin can run an XML data download report to see all scheduled group visits with a *Group ID* to review performance metrics of users to avoid data neglected during an encounter. This will enable attributes, such as demographics, email, and phone of patients for their practitioner to be included in the XML data.

Data exports and reports use separate replica. XML and CSV reports both load data from read replica.

Generate CSV report in background. The practitioner can now generate long term (1-2 weeks) reports without timeouts consistent with their practice settings. When multiple users generate reports simultaneously, the first request will receive a download link when their report is done. The user can navigate away from the download page while waiting and then come back without having to refresh their page. Others will receive a status of pending until the original user receives their report. Practice admins can enable date/time ranges for reports and change the output to XML.

InTouch Desktop Apps

The all new InTouch Desktop App is a lightweight application for Windows and MacOS intended to ensure the best audio/video experience for all users, especially multi-party sessions with 4-16 users that have diverse network/internet conditions. The InTouch Desktop App utilizes an optimal version of Chromium and WebRTC for multiparty calls on the InTouch Web App. Users have likely had similar experiences with installing the InTouch Health native mobile app or other non-medical video conferencing software applications.

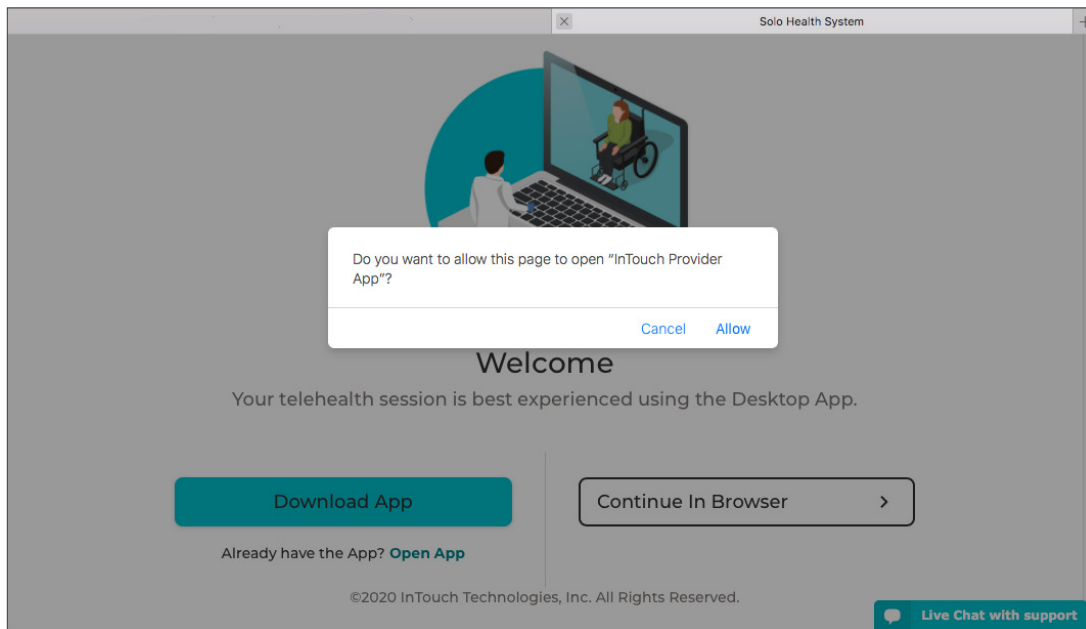
InTouch Provider and Patient Desktop Apps are enabled at the practice level by InTouch Health administrators. When a *Practice* is enabled to use the InTouch Desktop App, the user launches the Telehealth session with a URL link from an email or SMS text and is taken to the InTouch Web Application launch page. Patients are instructed to launch the InTouch Desktop App when using CAL/SmartLink.

The InTouch Web App launch page offers the ability to download or launch the Desktop App, or to continue using the default browser. The latest version of the InTouch Desktop App is available in several file formats for network administrator deployment to managed enterprise workstations.

Supported Operating Systems:

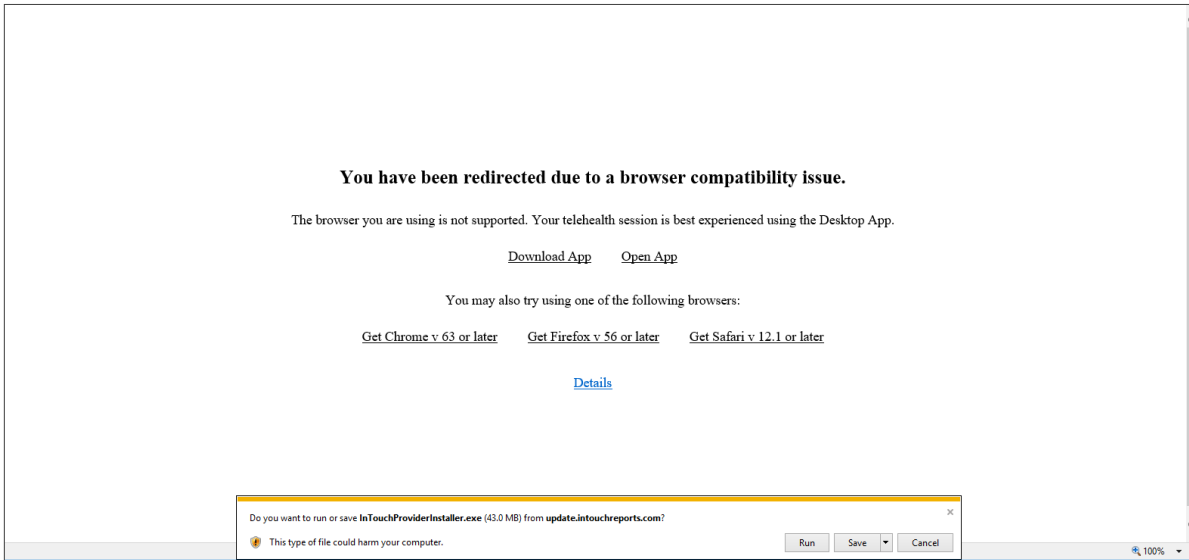
Windows 7, 10 - .exe and .msi installers

MacOS 10.13, 10.14, 10.15 – .pkg and .dmg installers

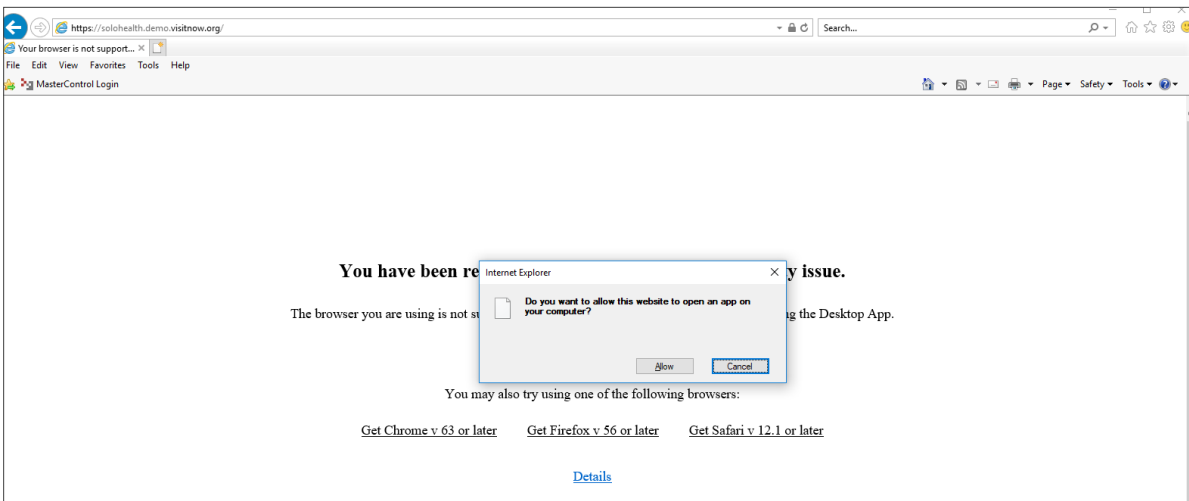


Browser support of InTouch Health's Desktop App. Unsupported browsers, such as Internet Explorer/Edge, support installation and launch of InTouch Health's Desktop App. An InTouch Health Administrator must enable this launch page setting for your practice.

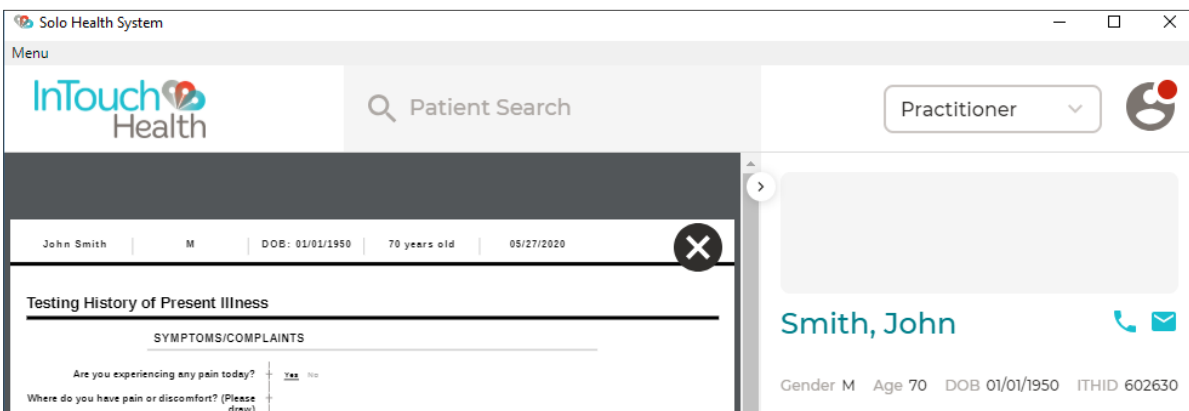
1. Practitioner enters URL



2. Practitioner clicks allow

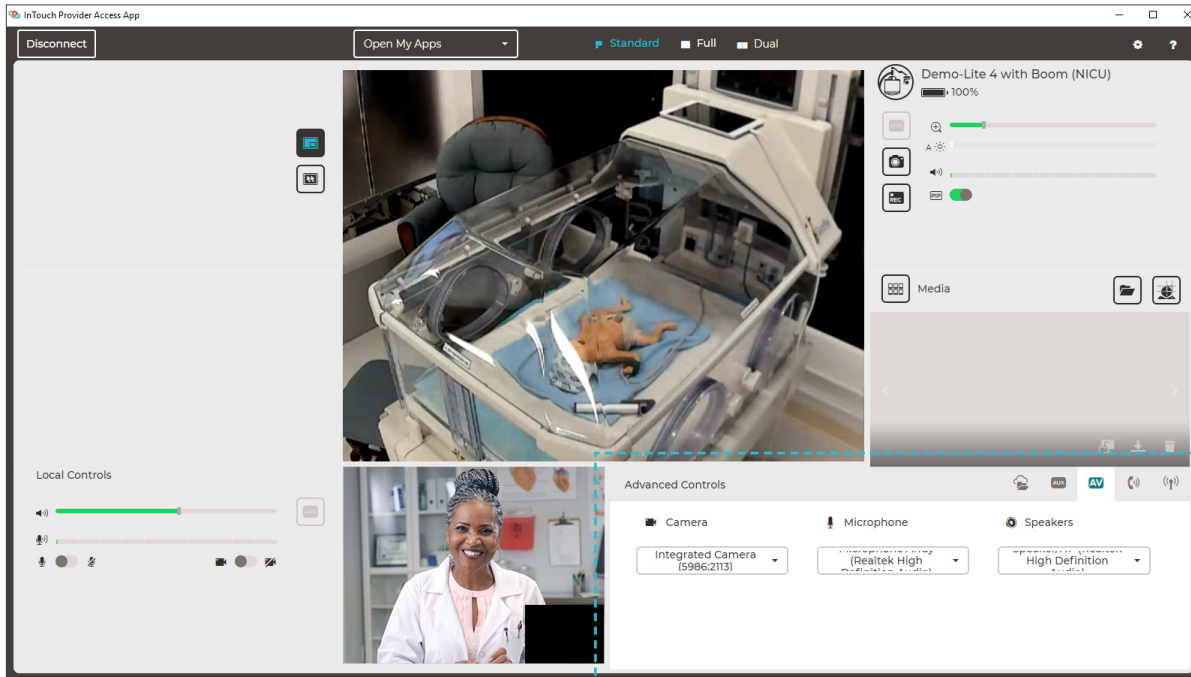


PDF files viewable in the Desktop App. Practitioners can view PDFs in the Desktop Provider App. They no longer need to download them to view them.



Provider Access Software

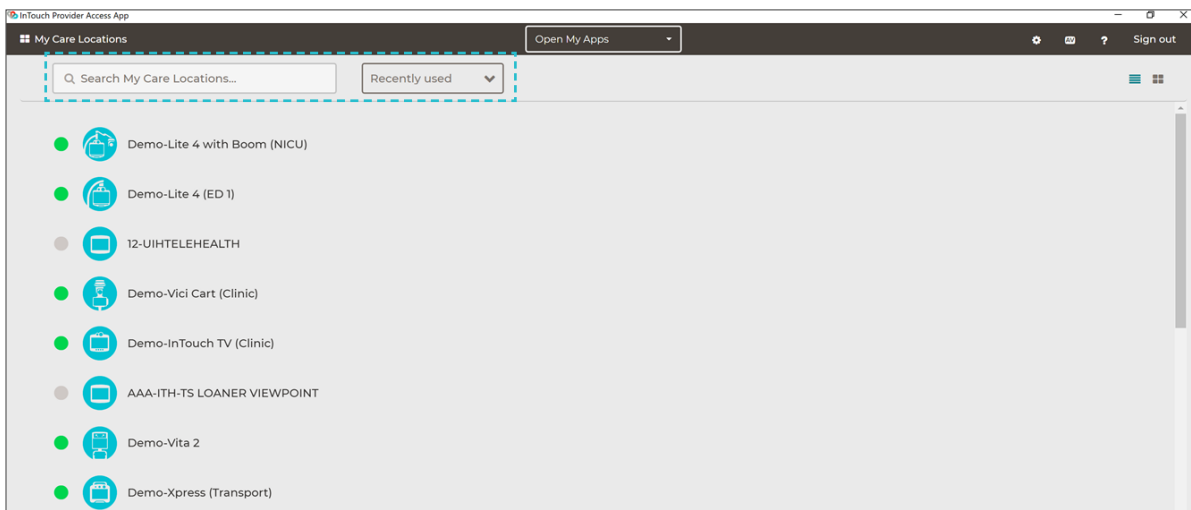
Device/speakers option for Windows Provider Access Software. A practitioner can change their camera, microphone and speaker while in an session. In Multipresence session, when a user select a new camera, the user may see their video input being cycled.



Only subscribing to endpoint visible on screen. Practitioners can now view up to 2,000 Care Locations (previously 600) on the Care Locations list on Windows and iOS Provider Access Software.

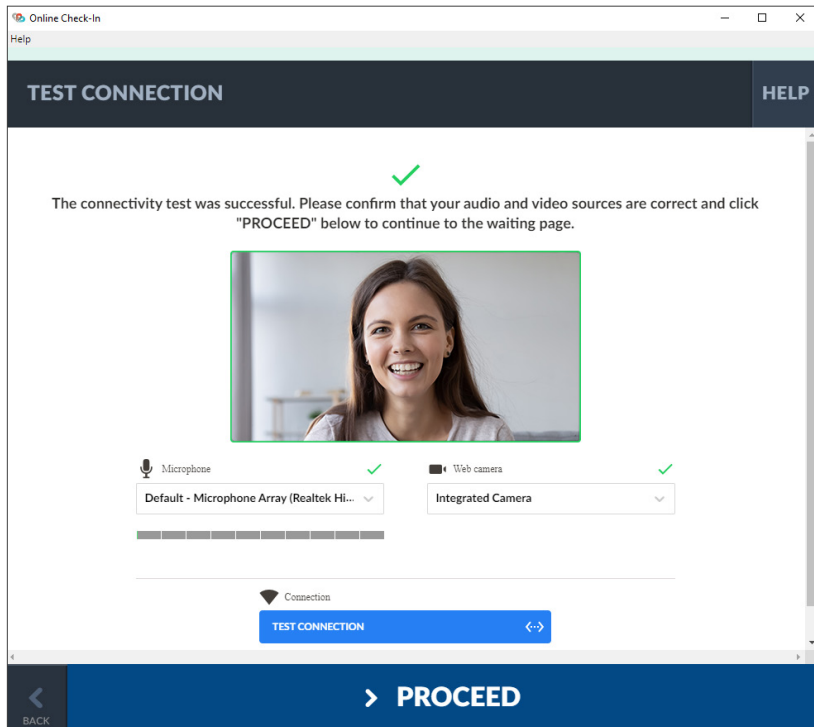
Lists sorted in Windows and iOS Provider Access Software. The user's list of Care Locations is now sorted alphanumerically, and not just alphabetically, when the user sorts *By Name*.

Updates to search and sort features in Windows Provider Access Software. Updated the search text box and sort drop down for better user experience. The search text box is focused when the Practitioner lands on Care Location list.

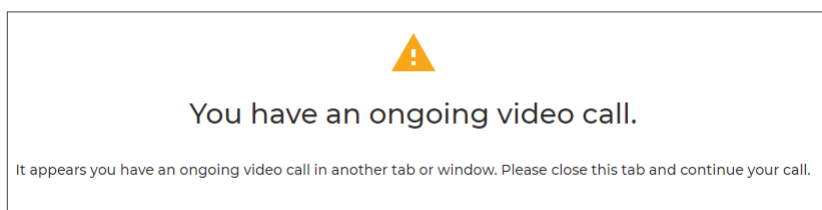


Web Provider Access Software

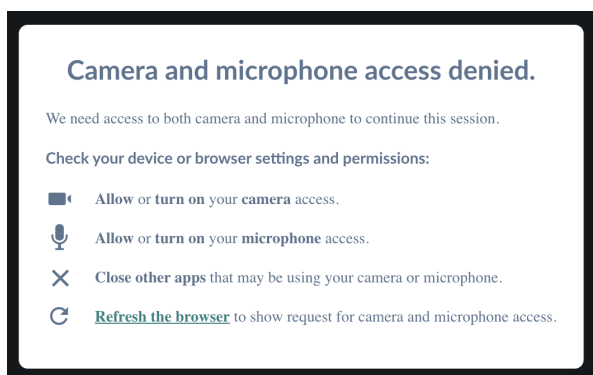
Patients and practitioners have the same audio/video diagnostics wizard. The patient now has the same *Pre-Call Diagnostic* tool as the practitioner so they can test their audio and video before a virtual encounter. Patients and practitioners can now change their audio input (microphone) and video output (camera) independently using the dropdown feature. *Note: the capability of changing audio input (microphone) and video output (camera) is not supported on iOS devices (Safari and iOS Patient app).*



Prevent multiple tabs in the same browser from being in the same encounter. Implemented a fix that prevents a single session from launching in different tabs within the same browser.

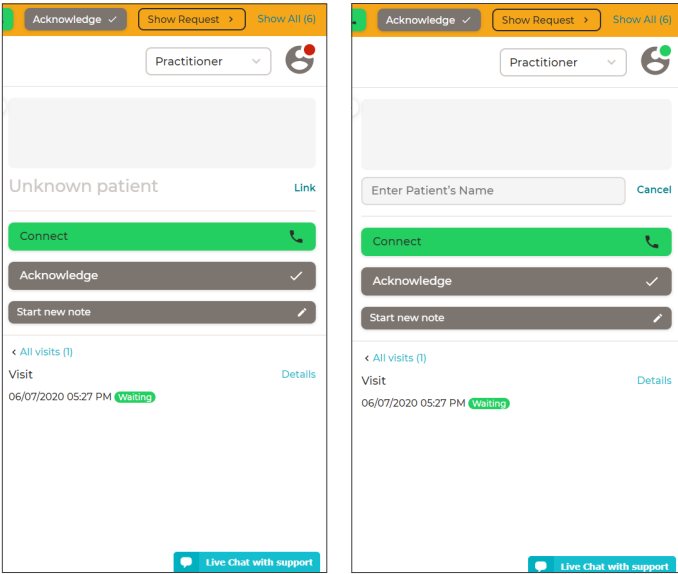


Improved audio/video feedback. During an encounter, participants are notified when the web app is not able to access the camera or microphone.

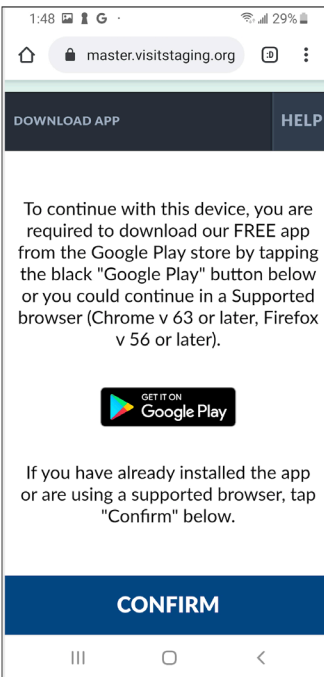


InTouch Patient App

Associate a patient with an emergent request. Practitioners, schedulers, practitioner admins, and organization practitioners can attach new or existing patients to *Emergent Requests* that appear in their Waiting Rooms.



Patients prompted to download the Android Patient App. Patients using Android devices are now prompted to download the InTouch Patient App from the Google Play Store when they receive an invite.



Appointment ID added to an encounter. Patients who complete intake will now be able to proceed where they left off if they lose connection or refresh the page after a visit has been created using the *Appointment ID*.

Practice admins configuration of patient connection. Practice admins can now configure whether or not a Care Location requires the patient-side to accept a direct-connection from a practitioner. If the checkbox is enabled, a page will be displayed at the Care Location when a practitioner tries to directly connect to a Care Location. The patient-side must click *Accept* in order for the connection to be successful.

Carelocation

Care Location Name

WEBRTC

ROBOT

Require patient-side to accept a call from a provider before allowing to connect

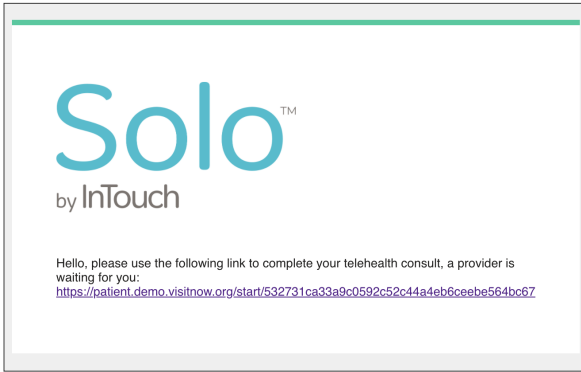
Select a service page

Replace

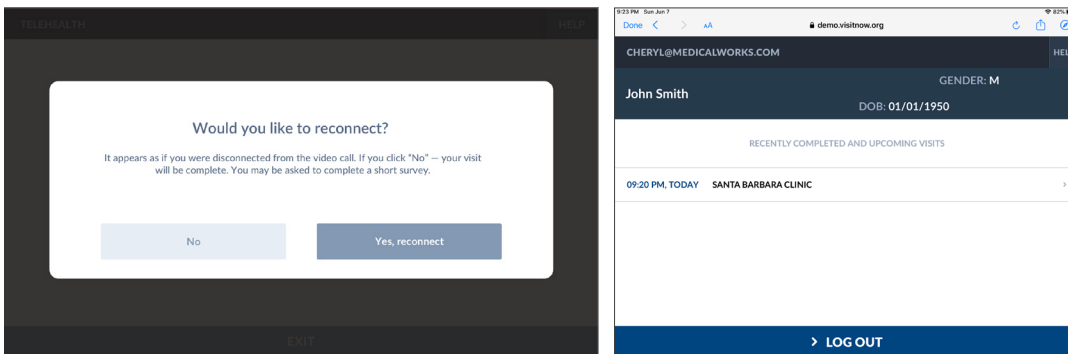
Display of Waiting Rooms. Users can view all of their Waiting Rooms in the middle panel.

Filter queue for Waiting Rooms. Practitioners, practice admins, or schedulers can filter their queue by the Waiting Rooms in their practice.

Notify patient when practitioner joins encounter. Patients are now notified via email and SMS when a practitioner joins their virtual encounter.



Patient reconnect to encounter. When a patient is disconnected from a call and their status changes to *Complete*, the patient can select the *Completed Visit* within two hours, to let their practitioner know they would like to reconnect. The patient can open the *Select a Service* page using the patient mobile app to view their scheduled visits. If the patient uses the same link within two hours from a completed session, the patient will be presented with two options to either *Reconnect* or *Continue*.



Improve how/when patients are added as participants to the video consult. If a patient is away in another application, tab, etc. while waiting for a practitioner to join a video consultation and then the practitioner joins the call, the patient will not be added as a participant to the video call until they return to the application page.

Imaging

Ability to search for Medical Record Number (MRN). An improved search for MRNs is provided for practitioners. Querying with only the start of an MRN should find the patient for both eUnity viewers and ResMD viewers.

The screenshot shows the 'Patient Study Search' interface. On the left, there are input fields for 'LOCATION/FACILITY*' (ITH Central Valley Clinic), 'FIRST NAME', 'LAST NAME', 'DATE OF BIRTH' (YYYY-MM-DD), 'ID/MRN' (1234), 'STUDY FROM' (1990-06-02), and 'STUDY TO' (2020-06-04). There are also buttons for 'Today', 'Yesterday', 'Last 7 Days', and 'Clear'. A 'Search' button is at the bottom. On the right, a table displays search results with columns: Patient Name, Patient DOB, Patient ID/MRN, and Study Date. The results show 6 entries for 'JONES, SAM' with various DOBs and study dates. A 'Showing 1 to 6 of 6 entries' message and pagination controls are also visible.

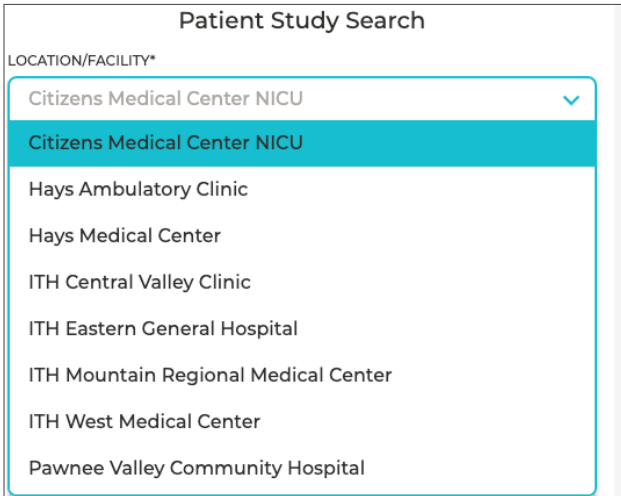
Patient Name	Patient DOB	Patient ID/MRN	Study Date
DOE, JANE	1945-02-03	1234	2017-03-29 08:00:00 -07:00
JONES, SAM	1956-03-04	123456	2016-12-12 23:33:50 -08:00
JONES, SAM	1956-03-04	123456	2015-12-02 02:53:17 -08:00
JONES, SAM	1956-03-04	123456	2015-12-01 23:05:27 -08:00
JONES, SAM	1956-03-04	123456	2015-12-01 15:04:38 -08:00
JONES, SAM	1956-03-04	123456	2015-07-11 15:04:30 -07:00

Concurrent viewing of multiple studies in multiple browser tabs. Users can open and view multiple studies in multiple browser tabs through the Imaging Portal.

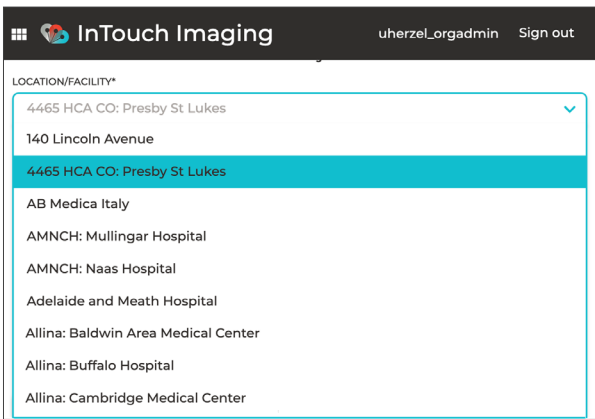
Improve error message for query timeouts. An error message notifies the practitioner that their query request of the PACs timed out and they should narrow their search terms.

The screenshot shows the 'Patient Study Search' interface with an error message at the top: 'Your search took too long to complete. Please narrow your search terms and try again'. The search results area displays 'No search results'. The search criteria on the left include 'LOCATION/FACILITY*' (ITH West Medical Center), 'FIRST NAME', 'LAST NAME' (doe), 'DATE OF BIRTH' (YYYY-MM-DD), 'ID/MRN', 'STUDY FROM' (YYYY-MM-DD), and 'STUDY TO' (2020-02-01). There are also buttons for 'Today', 'Yesterday', 'Last 7 Days', and 'Clear'. A 'Search' button is at the bottom.

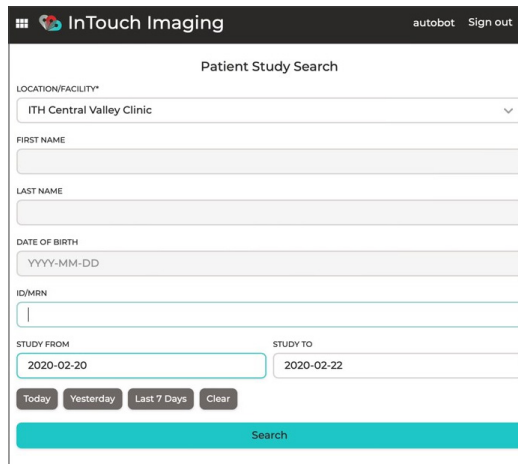
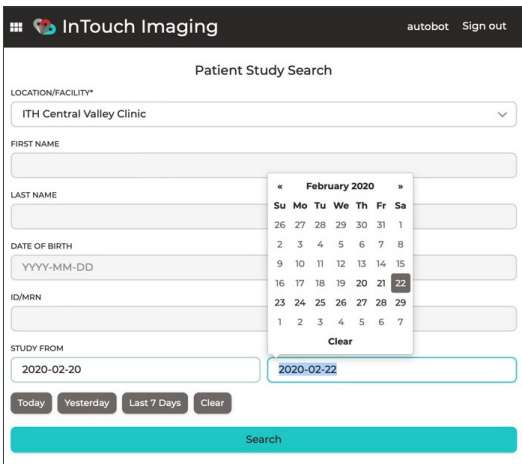
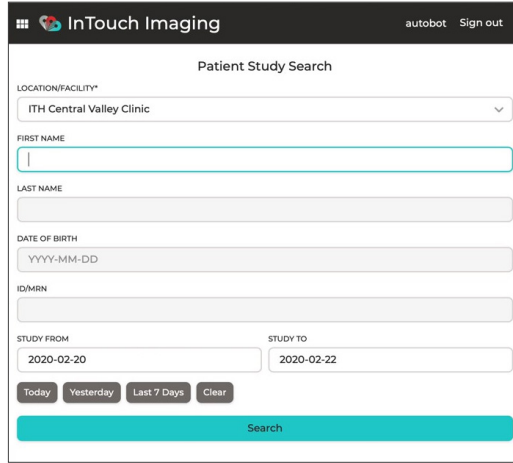
Sort locations will be listed alphabetically. Locations for a practitioner are listed alphabetically to make study searched easier as they are now able to find the location of your patient.



Mobile responsive design for usability enhancement. The *Location* dropdown now displays the bottom border of the dropdown box for small screens of iPhones and iPads. The *Open Location* dropdown resizes to a user-friendly view.



Improved keyboard navigation for Safari users. The user can now navigate through their application using Safari the same as they do using Chrome and other browsers.



Add new fields to the Appointments Dataset. Our Data Sharing Service's Appointment dataset now includes many new fields, some of which can be used to track the utilization of COVID-19 encounters in the InTouch Web App.

Dataset	Report Type	Field Name	Definition	Example	File Type
Appointments	WebApp	Appointment External ID	Unique identifier that links an organization to the connected EMR	KJHGPH654567654	csv
Appointments	WebApp	Appointment Fee	Amount charged for the visit	\$0.00	csv
Appointments	WebApp	Appointment ID	Unique identifier created once an interaction between a patient and healthcare provider(s) takes place	123456	csv
Appointments	WebApp	Appointment Reason	Diagnosis describing the patients stated reason for seeking medical care	New Patient/ Initial Visit	csv
Appointments	WebApp	Appointment Status	Official classification is given to the standing of the visit	completed	csv
Appointments	WebApp	Appointment Created By	The entity that created the appointment	Provider, Patient, or Practice Admin	csv
Appointments	WebApp	Appointment Created Time UTC	Time and date of when the appointment was created	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Appointment Duration	Total time of the appointment in seconds	HH-MM-SS	csv
Appointments	WebApp	Appointment End Time UTC	Time and date of when the appointment ended	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Appointment Number	Unique identifier for an appointment	12345678	csv
Appointments	WebApp	Appointment Start Time UTC	Time and date of when the appointment was started	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Appointment Time UTC	Time and date of the appointment	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Department ID	Unique identifier for a department	12345678	csv
Appointments	WebApp	Department Name	Name of the department	Santa Barbara Department of Telehealth	csv
Appointments	WebApp	Has Multiple Practitioners	Indicator determining whether the organization has enabled multiple practitioners on a call	True or False	csv
Appointments	WebApp	Has Patient On Videocall	Indicator determining whether an organization had a patient on a videocall and an attempt was made	True or False	csv
Appointments	WebApp	Has Patient Notifications	Indicator determining whether the organization has enabled patient notifications	True or False	csv
Appointments	WebApp	Is Group Appointment	Indicator determining whether the organization has enabled group appointments	True or False	csv
Appointments	WebApp	Is Scheduled Appointment	Indicator determining whether the organization has enabled scheduled appointments	True or False	csv
Appointments	WebApp	Organization ID	Unique identifier for an organization	442754e5-9332-4179-b6c1-3d1983736e3e	csv
Appointments	WebApp	Organization Name	Name of the organization	Santa Barbara Health System	csv
Appointments	WebApp	Patient Last Response Time UTC	Time and date of when a patient last responded	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Patient Online Checkin Status	Status stating whether a patient has completed their online check-in status	Web complete or web not started	csv
Appointments	WebApp	Payment Amount	Total amount paid for the visit	3500	csv
Appointments	WebApp	Payment Date	Same as Payment Time ET and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Payment ID	Unique identifier for a monetary transaction for one or more services	ET147918	csv
Appointments	WebApp	Payment Status	Official classification is given to the standing of the payment	complete	csv
Appointments	WebApp	Payment Time ET	Time and date in Eastern Time Zone of when the payment occurred	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Practice ID	Unique identifier of the practice	Santa Barbara Hospital	csv
Appointments	WebApp	Practice Name	Name of a grouping of Users, Locations, and Patients	Santa Barbara Health System	csv
Appointments	WebApp	Practitioners On Videocall	Provider(s) that conducted the call	john.doe@intouchhealth.com	csv
Appointments	WebApp	Scheduled Time UTC	Same as Appointment Time UTC and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Scheduled Duration	Time in seconds of how long an appointment was scheduled	HH-MM-SS	csv
Appointments	WebApp	Service	Standard healthcare category of services that are provided by an organization at a location	Neurosciences	csv
Appointments	WebApp	Service Line	Standard healthcare sub-category of services that are provided by an organization at a location	Stroke	csv
Appointments	WebApp	TokBox Session ID	Unique identifier of the session	2_MX40[E4N]QzJmN5-MTU2MDk1MDQ0MTE2MX4waThwQ3BFRUdhMSR3hGSE03RUp2bGJ	csv
Appointments	WebApp	Videocall End Time UTC	Same as Videocall End Time UTC and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Videocall ID	Unique identifier of the call	5124b310-abf4-47c4-a488-6c677c4a9771	csv
Appointments	WebApp	Videocall Start Time UTC	Same as Videocall Start Time UTC and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Videocall Duration	Total time of the videocall	HH-MM-SS	csv
Appointments	WebApp	Videocall End Time UTC	Time and date of when the videocall ended	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Videocall Start Time UTC	Time and date of when the videocall started	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Wait End UTC	Same as Wait End Time UTC and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Wait Start UTC	Same as Wait Start Time UTC and will be removed in next release	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Wait Duration	Total time of the waiting period in seconds; Wait End minus Wait Start	HH-MM-SS	csv
Appointments	WebApp	Wait End Time UTC	Time and date of when the patient ended waiting	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Wait Start Time UTC	Time and date of when the patient started waiting	DD-MM-YYYY HH-MM-SS AM/PM	csv
Appointments	WebApp	Waiting Room ID	Unique identifier for waiting room	123456789	csv
Appointments	WebApp	Waiting Room Name	Virtual container where users wait before an appointment (or session)	Santa Barbara Waiting Room	csv

Smart Vitals

Gather and manage Smart Vitals data. An attendant can capture a patient's vitals data from medical devices supported by the InTouch Care Station. Through the intake process, patients have their vitals captured by different devices. They can accept vitals data as read by a device or manually override the data with a new value. A summary of patient vitals is then presented for review before the patient connects with their practitioner. The *Care Location* and *Smart Vitals* toggles must be enabled in the Waiting Room.

The Supported Vitals are:

- Respiratory Rate (breaths/min) – Manual data capture
- Height (ft' inches") – Manual data capture
- Weight (lb) – Automatic data capture
- Pulse Oximetry (% spO₂) – Automatic data capture
- Blood Pressure (systolic/diastolic) (mmHg) – Automatic data capture
- Temperature (°F) – Automatic data capture

← Vitals Summary

Your recorded vitals

Please confirm so your provider can review the recorded vitals before your visit.

- 6 ft 2 in
- 180 lbs
- 24 bpm
- 99 %
- 60 bpm
- 98.7 F
- 130/80 mmHg

Confirm >

Vitals data in the Patient Profile. A new section has been added to the *Patient Profile* to include a patient's aggregated vitals data.

← Edit Vitals for 05/28/2020

Respiratory Rate (bpm)
60

Height (feet/inches)
6 / 4

Weight (lbs)
224

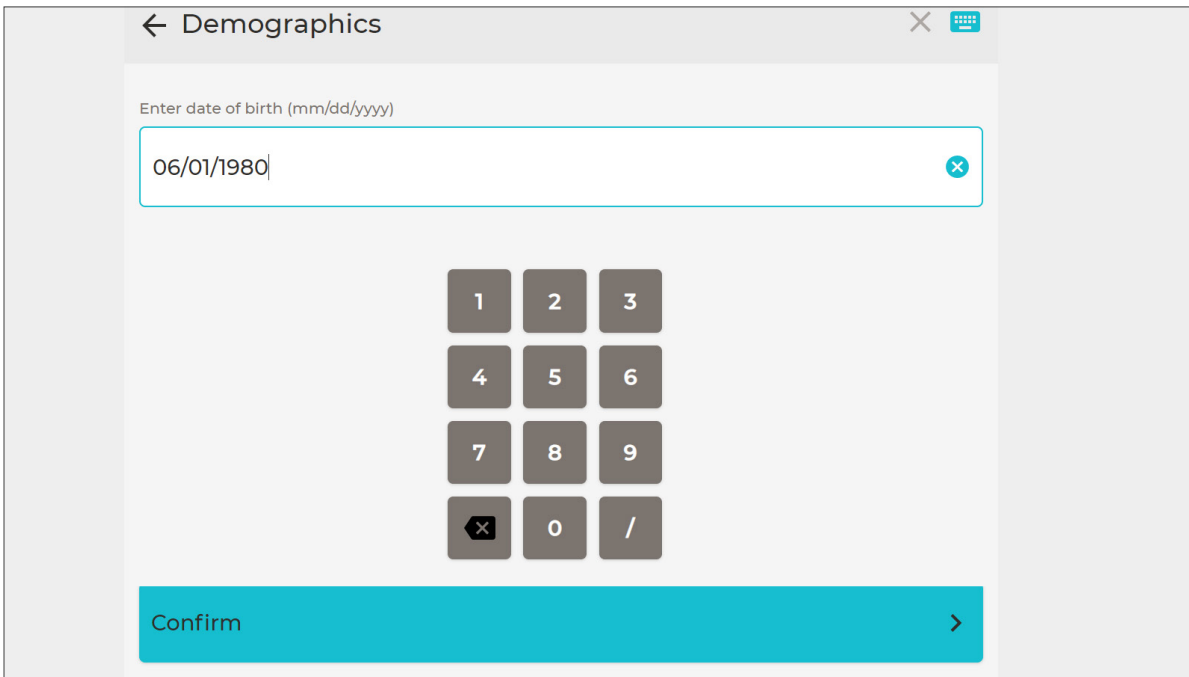
SpO₂ (%)
98

Blood Pressure (mmHg)
123 / 78

Heart Rate (bpm)
60

Temperature (Fahrenheit)
99.1

New Care Location App user interface (UI). Updated UI for the Care Location app.



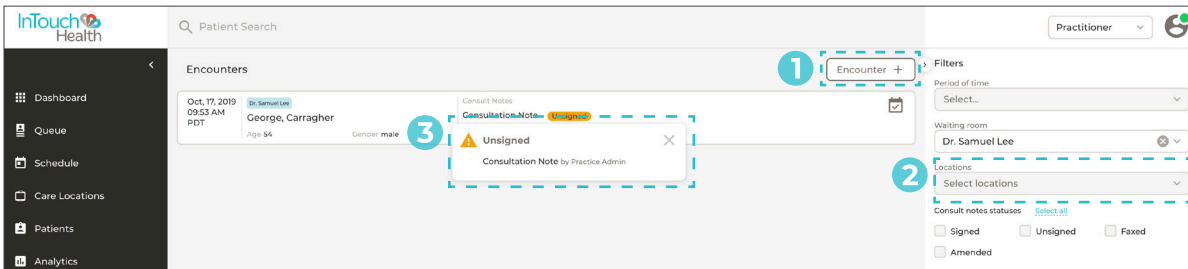
Smart Notes

Auto-selected answers. In Smart Notes, answers can be auto-selected based on answers to previous questions.

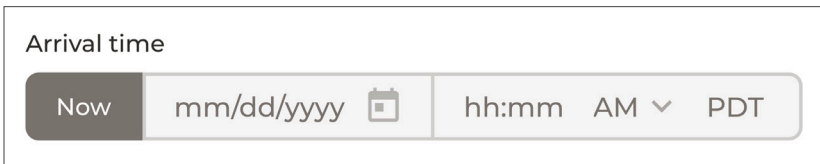
Add Encounter button in Encounter dashboard. An *Encounter* button is now available for the practitioner to create a new encounter from the *Encounter* dashboard. (1)

Search by location for encounters. Additional search filters are available to practitioners to search Care Locations and Locations for Encounters. (2)

Consult Note status details. Users can now view the Note status details by clicking on the badge in the *Patient Bar*. The Note statuses such as *Unsigned*, *Signed*, and *Amended* will display a dialog box with more details when you click on the badge. (3)



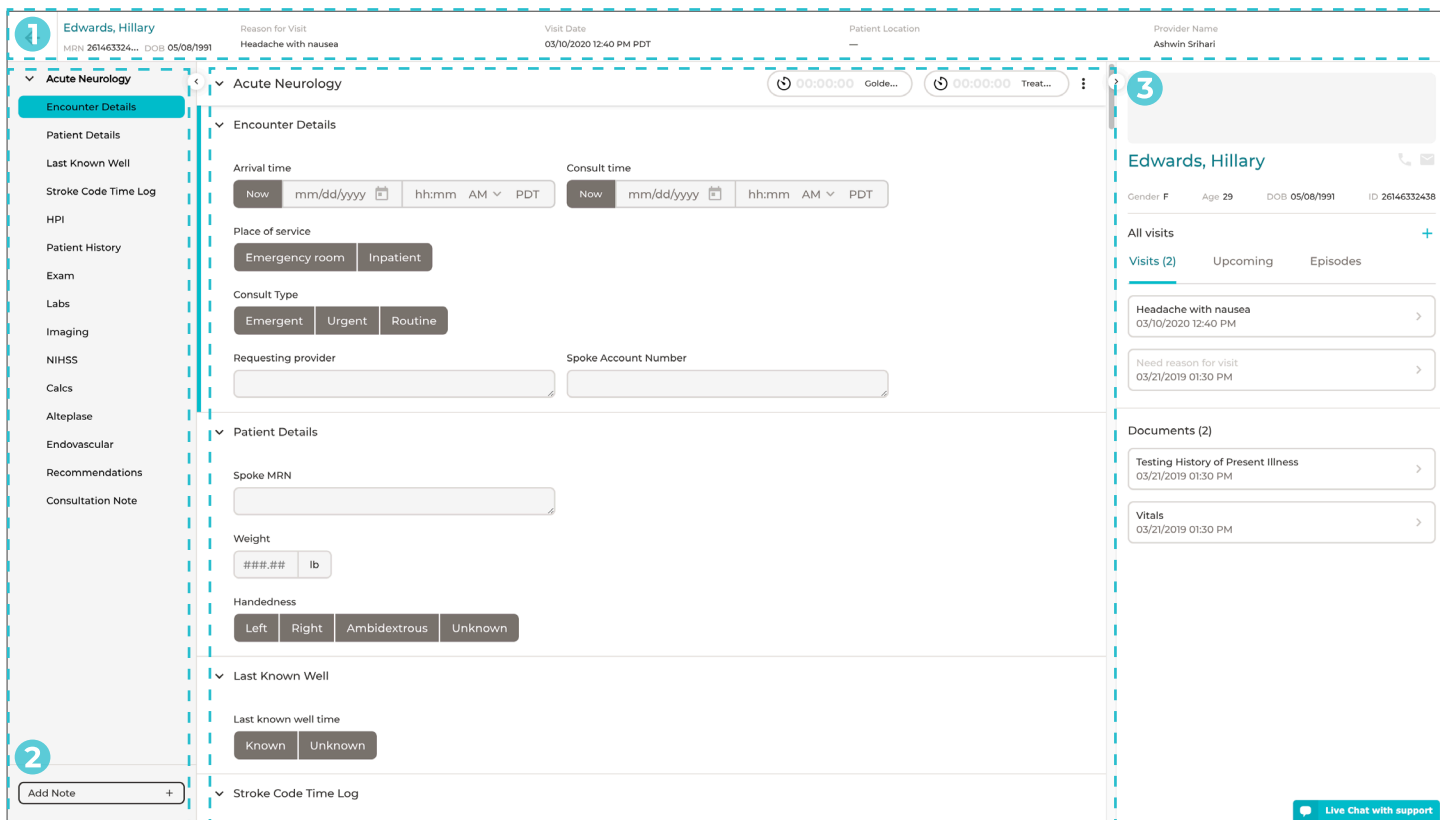
Improvements to Date & Time component. The *Date & Time component* has been updated with a new practitioner-centric design. The new features include persistent input masks and easy to use date and time selections.



Patient banner in Smart Notes. The Smart Notes interface has been updated to replace the patient search field with a *Patient banner* that displays the patient's information such as name, date of birth, reasons for their visit, location, and provider name. (1)

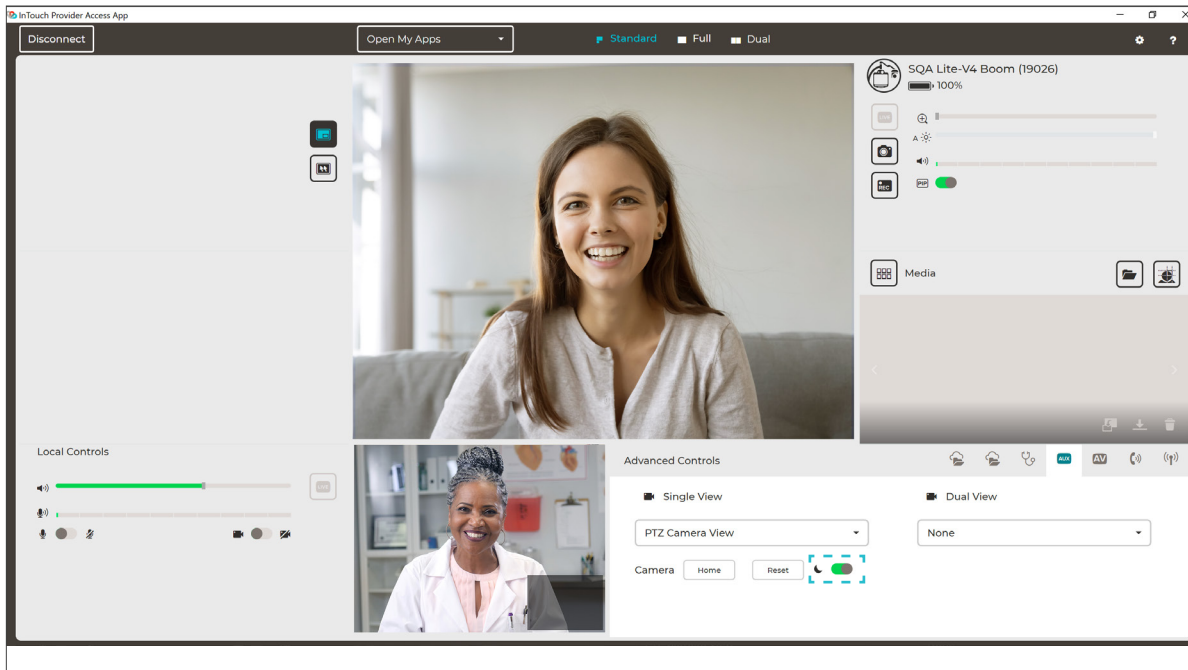
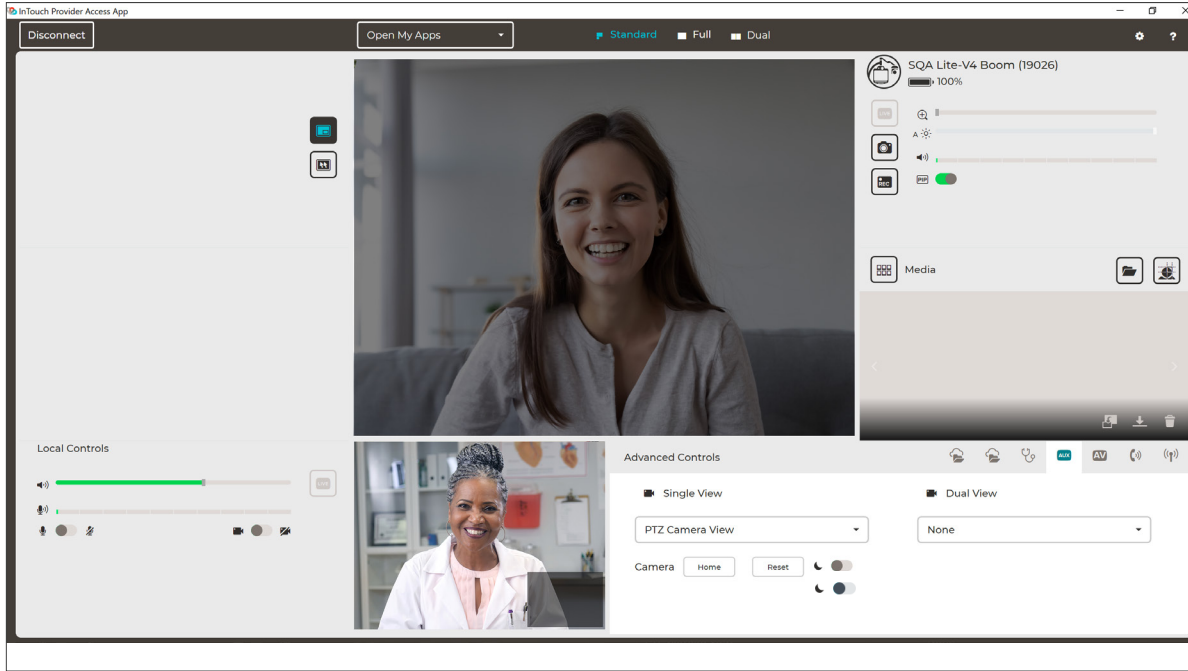
Smart Notes left navigation panel. The left navigation panel in Smart Notes has been redesigned for easier form navigation. (2)

Smart Notes new form layout. Smart Notes user interface now features a new layout with a modern design. Sections now include an active section indicator that helps users navigate lengthy forms. Some improvements include timers being associated with specific forms and sticky headers at the top to help with documentation incase there are multiple forms. (3)

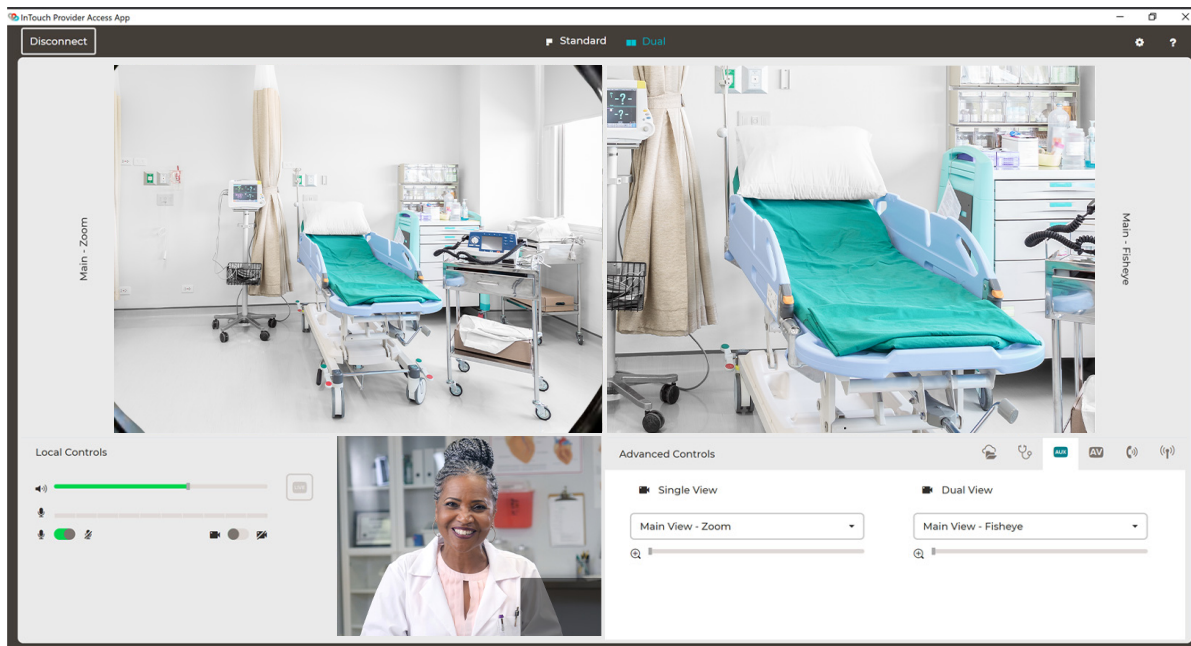


Devices

Manual trigger of night vision mode from Windows Provider Access Software. The remote practitioner, using Windows Provider Access Software, can toggle the *Night Mode* on and off for these supported cameras with Infrared (IR) modes, such as the Sony SRG-X400, SRG-360SHE, Sony EVI-H100V, Sony EVI-D70, and Telycam TLC-300-U2-10-IR. For Sony SRG-X400 and SRG-360SHE cameras, technical support is required to enable the setting on the InTouch Health device.



Enable dual view between head cameras for InTouch Lite 4/Vita. The remote practitioner can view the wide lens camera and zoom camera of the main camera system in dual-view when beamed into a Lite 4 and Vita devices. With both cameras in view side by side, box zoom, scroll wheel, and zoom slider can all be used to selectively update the camera zooms.

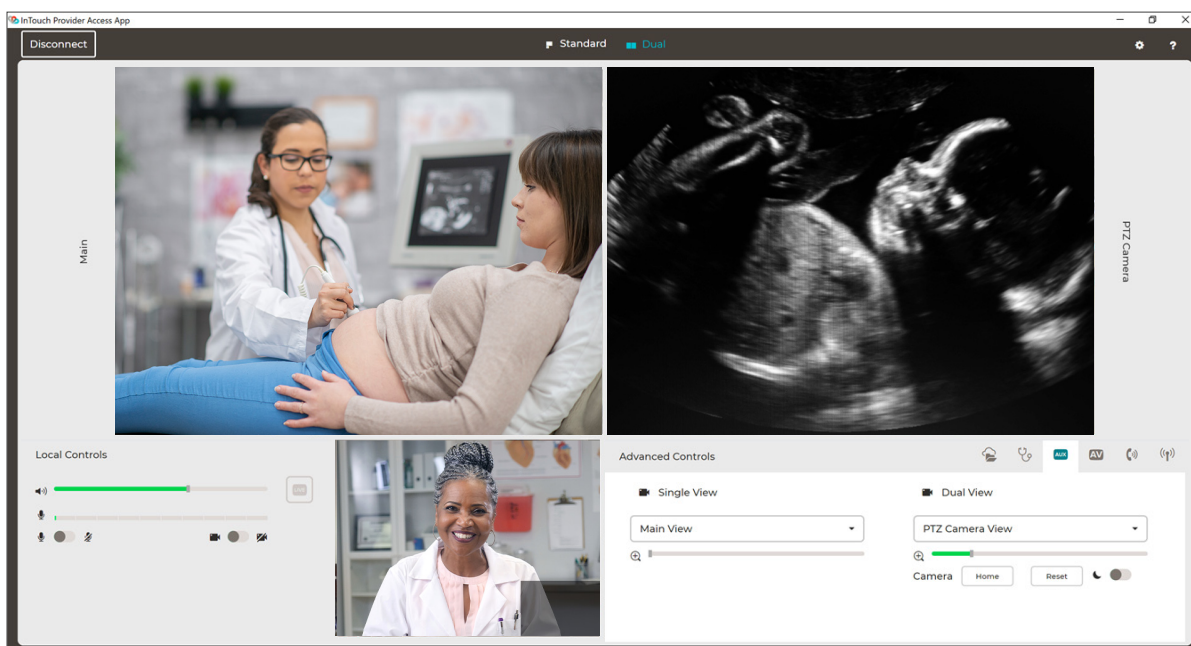


Practitioners can use the Eko Core 2 stethoscope with Provider Access Software Desktop App, iOS Provider Access Software, and InTouch Web App. Eko Core 2 works on PC with Windows 10 Pro (build 15063 or higher), all Mini variants, Vici v3, and Lite v3 with Windows 10 2019 LTSC without a Bluetooth dongle.

Note: please reference the InTouch Health Peripheral Guide for compatibility.

Video quality improvement for devices connected via Epiphan Video Converter. Remote practitioners now have higher quality video from Epiphan USB3.0 video converter connected to InTouch Health devices.

Note: please contact Technical Support to enable it on the InTouch Health device.



Default to headphones and headset when available. When a local clinician has a headset (Bluetooth or USB) connected to the InTouch Health device, audio is routed to the headset for single and MultiPresence sessions. Meanwhile, the Windows Provider Access Software handset mode is disabled when the headset is connected to the InTouch Health device, but re-enabled when the headset is disconnected.

Convenient Care, Intake and Device interaction on a shared screen. Users and attendants (or schedulers) interact with Smart Vitals that are integrated with InTouch Health's Convenient Care workflow, submit the vitals to the practitioner, and wait for your encounter to begin. The device screen will revert to standard experience after exiting session.

RNK PCP-USB stethoscope microphone gain adjustment. When the PCP-USB stethoscope is connected and set as the stethoscope type, gain is applied to the stethoscope for real-time auscultation.