

# Teladoc Health™

## Web Provider Access

### User Guide

P/N: MA-20239-002

© Teladoc Health, Inc. All rights reserved.



# Table of Contents

COPYRIGHTS .....	5
VIRTUAL CARE SYSTEM .....	6
OVERVIEW .....	7
Use Cases .....	7
Intended Use .....	8
Accessories .....	8
Apple EarPods or Apple AirPods .....	8
Headset for Remote Auscultation .....	8
Apple Dock and Portable Charger .....	9
Features .....	9
SOLO REQUIREMENTS .....	11
Browser .....	11
Network .....	11
Lighting .....	13
Monitors .....	13
Headsets .....	13
Webcams .....	14
GETTING STARTED .....	15
Create an Account .....	15
Browser Log-in .....	16
Enterprise Login .....	17
Reset Password .....	18
Change to Windows Provider Access software .....	18
Pre-Diagnostic Test .....	19
Select Output Device .....	21
Adjust Volume .....	21
Close Test .....	22
CONNECT TO A SESSION .....	23

CONNECT TO PATIENT USING PERSONAL DEVICE .....	24
Services .....	24
Linking Encounters and Appointments .....	25
Connection .....	26
Elements .....	27
Thumbnails .....	28
Thumbnail Icons .....	29
Fill Mode .....	29
Hold or Resume a Session .....	31
Transfer a Participant to a Service .....	31
Remove Participants .....	33
Notifications .....	33
Blur Background .....	34
Pin to Split Screen .....	35
Participants .....	36
Audio/Video .....	36
End/Hold .....	37
Share .....	37
Invite .....	38
Viewpoint .....	40
Patient Tab in the Invite panel .....	41
Chat .....	41
Patient Profile .....	42
Support .....	42
CONNECT TO USER WITH A TELADOC HEALTH DEVICE .....	43
Status Guide .....	44
Connection .....	44
Privacy Mode .....	46
Permissions .....	46

Thumbnails .....	47
AV Setting .....	47
Stethoscope .....	48
Chat .....	49
Group Session .....	49
CUSTOMER ACCEPTANCE TESTING (CAT) .....	51
RESOURCES .....	52
Volume .....	52
Box Zoom .....	52
Point to See .....	53
Dual View .....	53
Split Screen .....	54
Interpreter .....	55
Error Message .....	55
HIPAA .....	58
Guidelines for Compliance .....	58
Access to Provider Access .....	58
Discussion and Display of PHI .....	59
Images and Video .....	59
Disclosure of PHI .....	60
CONTACT INFORMATION .....	61

# Copyrights

© Teladoc Health, Inc. All rights reserved. This manual contains information including, but not limited to, instructions, descriptions, definitions, firmware and software, which are proprietary to Teladoc Health. Copyright information is protected under Title 17 of the United States Code. This information shall not be copied, modified, or used in any manner that violate any rights of Teladoc Health. We will strictly enforce all of our rights.

## Patent(s):

<https://teladochealth.com/patents/>

Teladoc Health utilizes the open source FFmpeg license to allow for recording of audio and video during MultiPresence session. As an open source project, users are free to make changes to FFmpeg. The software uses code of [FFmpeg](#) licensed under the [LGPLv2.1](#) and its source can be downloaded from the Teladoc Health software [download portal](#).

THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS “AS IS” AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE FOUNDATION OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Microsoft® and Windows® are either registered trademarks or trademarks of Microsoft Corporation in the U.S. and/or other countries.

Last updated: October 2022

# Virtual Care System

Health systems view virtual care as an extension of their services; relying on a combination of software, hardware, networks, systems, and people to work together to deliver improved access and care to their patients. Enabling healthcare's only integrated virtual care platform,

## Designed for healthcare, security, and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our software modules; creating a solution unique to you.



# Overview

The Web Provider Access software is used by practitioners with patients who have their own personal device, such as an iPad, and by organizations servicing patients using a Teladoc Health device, such as a Lite 4. Practitioners access their patients from many supported devices with a standard Web Browser. The Web Provider Access software is a component of SOLO.

Note: **SEE** the [Resource](#) section for more common topics.

**NOTE:** Use of the word "device(s)" in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the FD&C Act. In addition, the word "mobile devices" refers to smartphones and tablets.

**NOTE:** The term virtual encounter is equivalent to the terms session, consult, and call.

## Use Cases

Some use cases include:

1. **Stroke Neurology:** A Neurologist can connect to a Teladoc Health device from a Chrome browser to provide lifesaving stroke assessment. The Neurologist must have access to the Smart Notes and Imaging modules before and during the encounter. Access to NHISS assessment tools may also be required.
2. **Behavioral Health:** A Psychiatrist can conduct scheduled virtual encounters with a patient. Access to a Behavior Health documentation solution may be required.
3. **Primary Care:** A General Practitioner is providing a scheduled consult to a patient located at a clinic or kiosk from a supported Browser. During the encounter, the Provider may need simultaneous access to one of Teladoc Health clinical modules, or one from a third party. They may also need access to a medical device peripheral that is connected to the Teladoc Health Device.
4. **Neonatology:** A Neonatologist can receive a notification indicating an emergent use case.
5. **Specialty Care:** A specialist, such as an Endocrinologist can provide follow-up care to patients in remote clinics. Clinical documentation tools are required. (Oncology, Pediatrics, General Neurology, Specialty Clinic).
6. **Consult Request:** A Provider who receives a Request for a Consult from an Teladoc Health device can easily respond with a single click on a text message or email and get easily

logged in and connected to the patient device. When connected they will have access to all pertinent clinical information required to deliver care.

7. **Direct to Consumer:** A practitioner can provide subacute services direct to consumers/unestablished patients.
8. **Direct to Patient:** A practitioner can provide subacute services to established patients.

## Intended Use

The Teladoc Health Provider Access software intended use it to provide high quality HIPAA compliant audio and video sessions over the Teladoc Health Telehealth Network.

## Accessories

Teladoc Health recommends the following products to enhance usability of your Provider Access software. Recommendations are subject to change.

### Apple EarPods or Apple AirPods



### Headset for Remote Auscultation

Remote auscultation requires high-quality headsets, such as the Sennheiser PX-200-III. For a list of validated headsets, request the publication

Remote auscultation requires high-quality headsets, such as the Sennheiser PX-200-III. For a list of validated headsets, request the publication [Teladoc Health Communication Device Recommendations](#).



## Apple Dock and Portable Charger

Center your face with the camera to ensure that you are looking directly out of the Patient Access device screen.

## Features

Supported features of each browser for the Web Provider Access software includes:

Feature	Browser			
	Windows Chrome	MAC Chrome	IOS Safari (Tablet & iPhone)	Android Chrome (Tablet & Phone)
Install on computer	N	N	N	N
Connect with Solo within Provider Access software	N	N	N	N
Access with Browser	Y	Y	Y	Y
Ability to connect	Y	Y	Y	Y
Local Audio mute	Y	Y	Y	Y
Local Video mute	Y	Y	Y	Y
Chat with participants	N/A	N/A	N/A	N/A
Invite / Multiparty	N/A	N/A	N/A	N/A
Share screen	N/A	N/A	N/A	N/A
Select / change local camera	Y	Y	Y	Y
Select / change input device (mic)	Y	Y	Y	Y
Select / change local speaker	Y	Y	Y	Y
View Patient profile	N/A	N/A	N/A	N/A
View Clinical documentation	N/A	N/A	N/A	N/A
Conferring Mode (Put Patients on Hold)	N/A	N/A	N/A	N/A
VAD (Voice Activation Detection) Prioritization (of thumbnails)	N/A	N/A	N/A	N/A
ID Speaker	N/A	N/A	N/A	N/A
Hide Participants / Self	N/A	N/A	N/A	N/A
Manage Participants (Transfer to Service & Remove)	N/A	N/A	N/A	N/A
ID Who is Muted	N/A	N/A	N/A	N/A
Select / change remote camera	Y	Y	Y	Y

Feature	Browser			
	Windows Chrome	MAC Chrome	IOS Safari	Android Chrome
Auxiliary Video	Y	Y		
Box Zoom	Y	Y	N/A	N/A
Point to See	Y	Y	Y	Y
Select / change remote microphone	N/A	N/A	N/A	N/A
Select / change remote speaker	N/A	N/A	N/A	N/A
Stethoscope	Y	Y	Not iPhone but Yes iPad	Not iPhone but Yes iPad
NIHSS images	N/A	N/A	N/A	N/A
Thermal Camera support	Limited Quality/ Funtion-ality	Limited Quality/ Funtion-ality	Limited Quality/ Funtion-ality	Limited Quality/ Funtion-ality
Hide Remote PIP	Y	Y	Y	Y
Interpretive Services	N/A	N/A	N/A	N/A
Friends and Family	N/A	N/A	N/A	N/A
Peripherals	Y *not recommended	Y *not recommended	Y *not recommended	Y *not recommended
Auxiliary Video	Y	Y	Y	Y
Blur Background	Y	Y	N/A	N/A
Persistent Blur	Y	Y	N/A	N/A
Insession Volume Control	N/A	N/A	N/A	N/A
Notify Users they are Muted	Y	Y	Y	Y

# Solo Requirements

Solo is designed to run on a broad range of telehealth products under a variety of network conditions. Make sure your network and devices meet the minimal requirements.

## Browser

Browsers make it easier for customers to get the latest solutions without the burden of pushing updates to individual computers.

**NOTE:** Android users must use Chrome.

Browser	Version	Support as of 4/2022	iOS
Chrome	91.0 and later	91.0	Mac OS 10.14 and later Windows 10 & 11 Android v 7.0 and later
Safari	14.0 and later	14.0	Mac OS 10.14 and later OS 12.1 and later
Firefox	88.0 and later	88.0	Windows 10 & 11
Edge	88 and later	88.0	Windows 10 & 11
Internet Explorer	Not supported	N/A	N/A

## Network

Use the following to ensure high satisfaction and high quality audio and video communications with minimal latency. Refer to MB-15513 Network Configuration for more information.

## Firewall

Refer to MB-15513 Network Configuration if your firewall needs to be whitelisted by IP address.

## Security Appliances

If your firewall and security appliances rely on a proxy server, deep packet inspection, or web filters, refer to MB-15513 Network Configuration to acquire a whitelist / bypass IP address for your practice.

### Email Filtering

If your company uses email filtering software (i.e. spam, junk), whitelist "\*"@teladochealth.com" and "\*"@visitnow.org" email domains.

### Network Quality of Service (QoS)

Enable a high level of QoS for wireless and wired traffic due to the critical nature of providing services remotely.

Name	Specification	Description
Data Rate	$\geq 350$ kbps $\leq 4000$ kbps	<p>A connection must have the required up-stream and downstream bandwidth.</p> <ul style="list-style-type: none"> <li>• <b>Single user sessions:</b> A minimum of 700 kbps of upload and download speeds for 640x480 video and 1 Mbps for 720p. (minimum of 50 kbps for audio only).</li> <li>• <b>Group sessions:</b> Bandwidth requirements increase significantly as the number of attendees increase. A minimum of 700 kbps of upload speed is needed and approximately 500-700 kbps of download speed for each participant on a call for 640x480 video and 1 Mbps each for 720p (minimum of 50 kbps for audio only). For best performance, providers need approximately 2 Mbps or higher download speeds.</li> </ul> <p><b>Example A:</b> If four users are on the <u>same network</u>, then the network will use approximately 3 MB of upload and 12 MB of download bandwidth.</p> <p><b>Example B:</b> If four users are on <u>separate networks</u>, then each user will use approximately 700 kbps of upload and 3 MB of download bandwidth.</p>
Latency	$\leq 300$ ms	Max average network latency (delay) on a connection
Packet Loss	$\leq 3\%$	Max connection packet loss

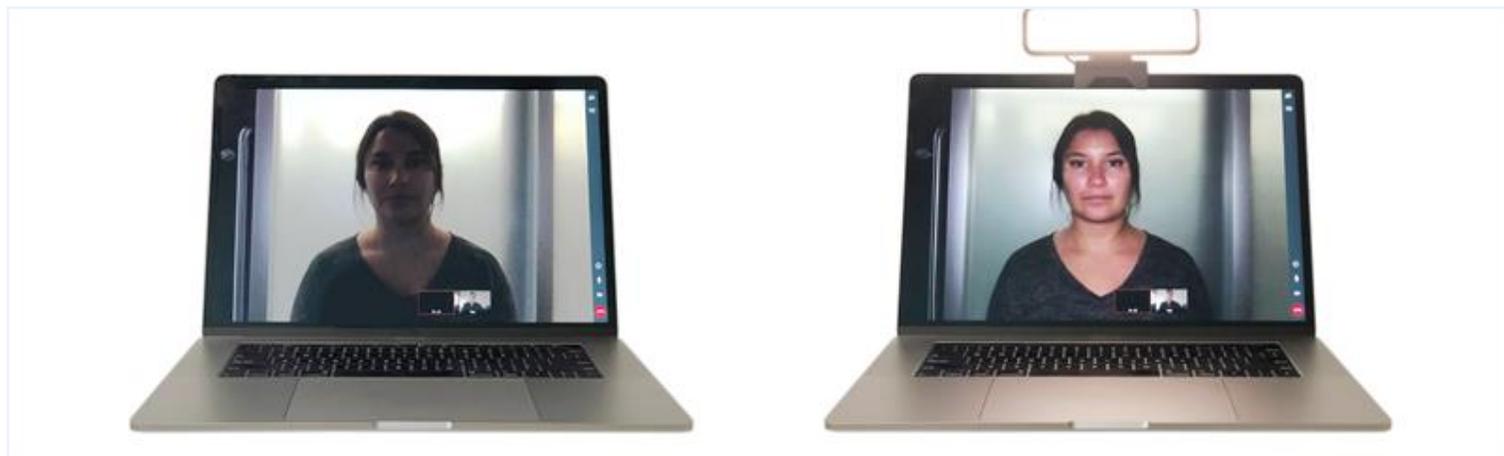
### Session Quality Factors

Session quality factors may be affected by:

- Network configuration.
- Other software running on the device.
- Available bandwidth, wireless signal strength, and number of users on a network.
- Security or anti-virus software.
- Software versions. Install the latest versions of software when released.

## Lighting

During a session, ensure good lighting so your provider can see you clearly.



**Without Good Lighting**

**With Good Lighting**

## Monitors

You should use a monitor that lets you clearly see your provider during your session.

## Headsets

- Logitech headsets
- Sennheiser headsets
- Apple AirPods
- Apple EarPods

## Webcams

Most webcams are supported. For devices without webcams, Teladoc Health recommends using Logitech cameras.

# Getting Started

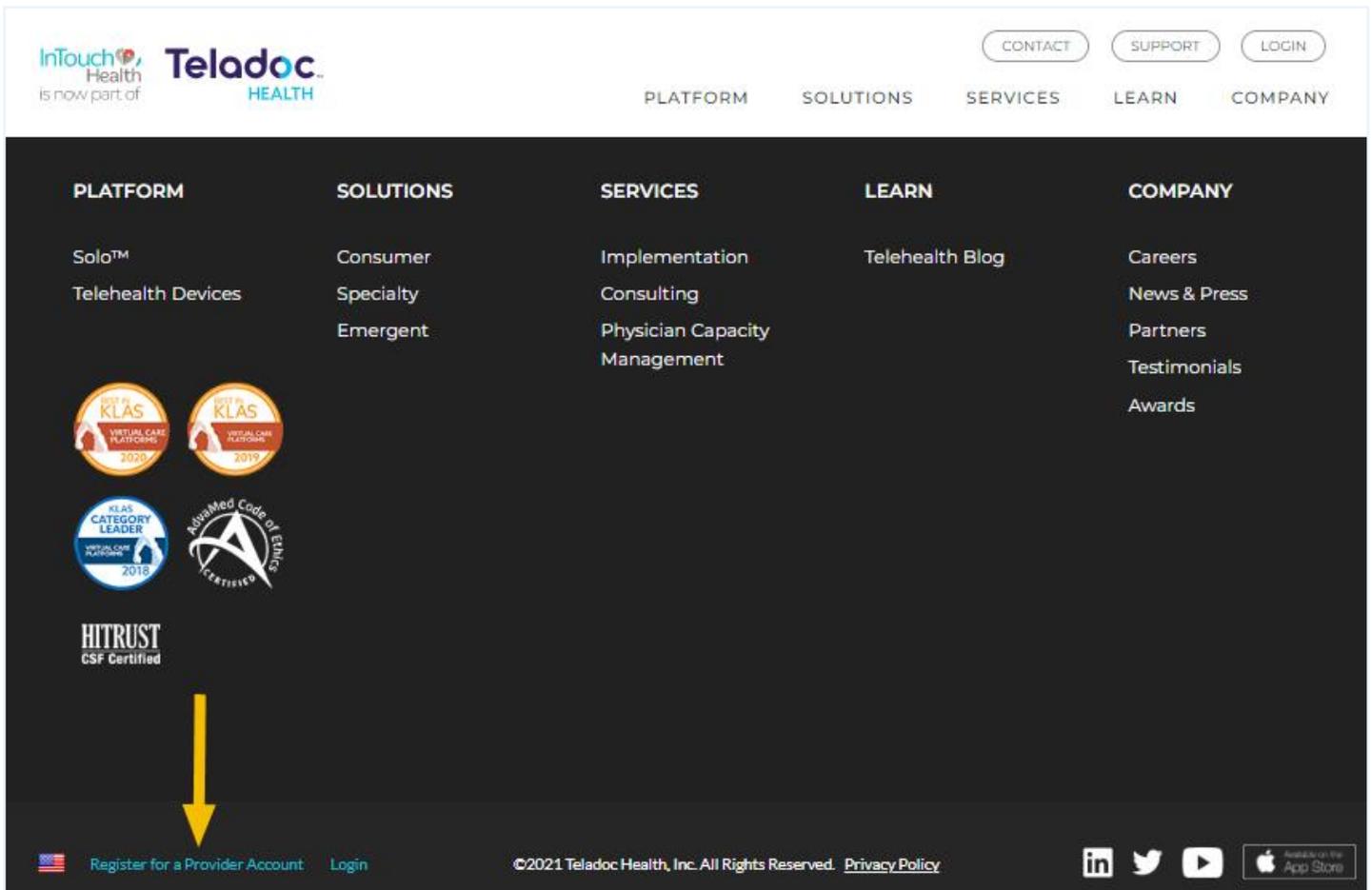
The Web Provider Access software extends the Teladoc Health Browser based virtual care solutions that connect practitioners to patients in their home, clinics, and hospitals. A Web (i.e. browser based) allows users the ability to use a wide range of devices, such as Teladoc Health devices or their own personal device.

**NOTE:** The Teladoc Health Desktop/Mobile App functions the same as the Web Provider Access software for virtual sessions.

## Create an Account

The Teladoc Health Web Provider Access software is accessed thru the Teladoc Health Solo platform once the user creates an account. To create an account:

1. Go to [intouchhealth.com](https://intouchhealth.com)
2. Scroll down to the footer and click on [Register for a Provider Account](#).



3. Enter your information in the fields provided.
4. When done, click on the **Confirm** button.

The screenshot shows the 'Teladoc Health Provider User Registration' form. At the top, the Teladoc Health logo is on the left, and the title 'Teladoc Health Provider User Registration' is centered. Below the title, there is a sub-header: 'Please complete and submit this form to create an Teladoc Health provider user account.' A red note below that reads: 'If you are a patient, please contact your healthcare provider for assistance in accessing your virtual consult.' The form itself is a grid of input fields. On the left side, there are fields for: First Name, Last Name, Username, Password, Confirm Password, Email Address, Confirm Email, Title, Referred By, Specialty, Challenge Question, Answer, Challenge Question, and Answer. On the right side, there are fields for: Address, City, State (a dropdown menu with 'Please select...' selected), ZIP/Postal Code, Country (a dropdown menu with 'United States' selected), Mobile Phone, Office Phone, and Employer. At the bottom of the form, there is a checkbox for 'I understand that Teladoc Health will process and store information submitted in this form, including any updates, in accordance with the Teladoc Health Privacy Statement (+)'. Below this is a CAPTCHA area with the text 'Please click inside the box to prove you are not a robot (+)' and a small image of a person. A 'Submit' button is located at the bottom center of the form.

5. Once a user's account is approved, they will receive a notification.

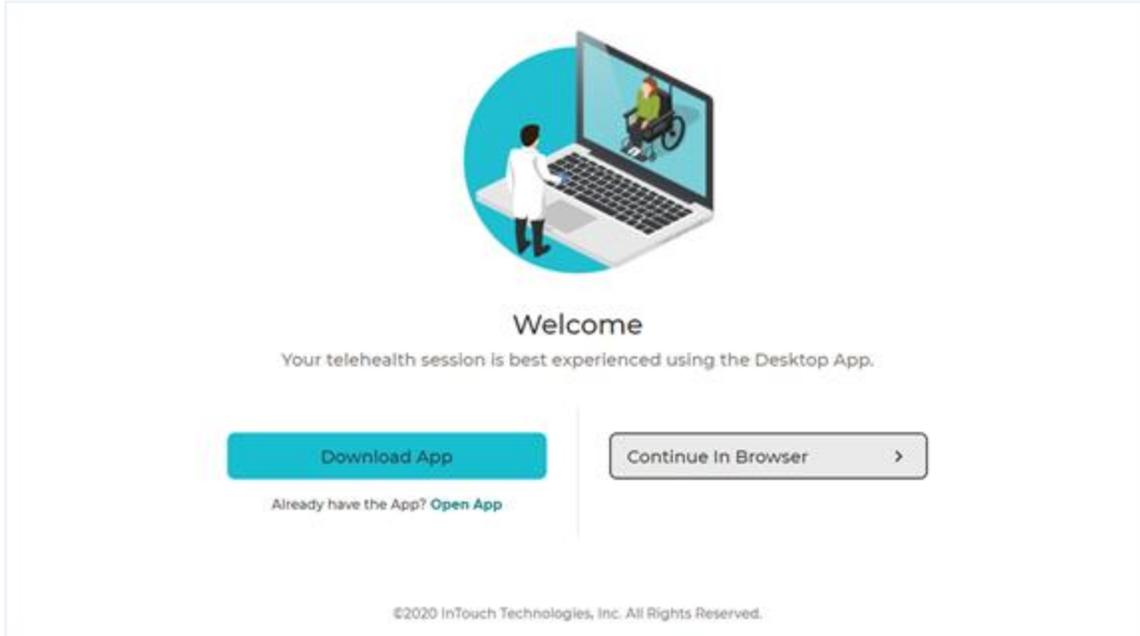
## Browser Log-in

The Teladoc Health Web App is used with web browsers.

**NOTE:** When a user reaches 8 consecutive incorrect log-in attempts, their account is locked for 30 minutes. Users have to change their password every 30 days.

1. Launch and open your browser on your computer or device.
2. Enter the URL provided by your Teladoc Health representative.

3. When your browser opens, select **Continue in Browser**.
4. When done, select **Sign In**.



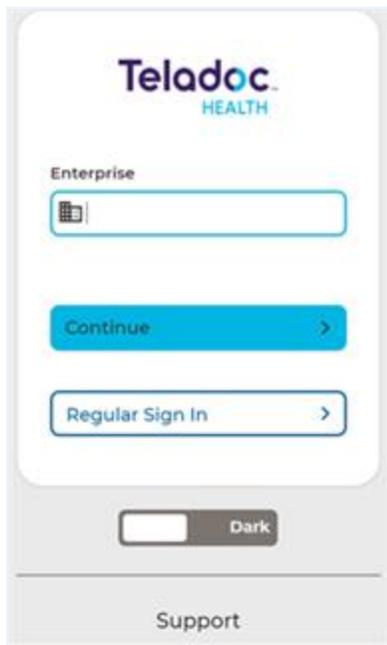
5. If your account is revoked, you will receive the message <Looks like your administrator has marked your account as inactive. Contact your administrator to solve your issue.

## Enterprise Login

Enterprise login is for hospitals provisioned by Teladoc Health to use hospital credentials.

**NOTE:** Customers who distribute SSM enterprise systems can install a Mac version of the Teladoc Health Desktop App that will not auto-update.

1. On the login page, click **Enterprise Sign in** near the bottom of the page.
2. Enter the domain name provided to you by Teladoc Health.
3. Select **Continue**.
4. Sign in using your hospital credentials.



## Reset Password

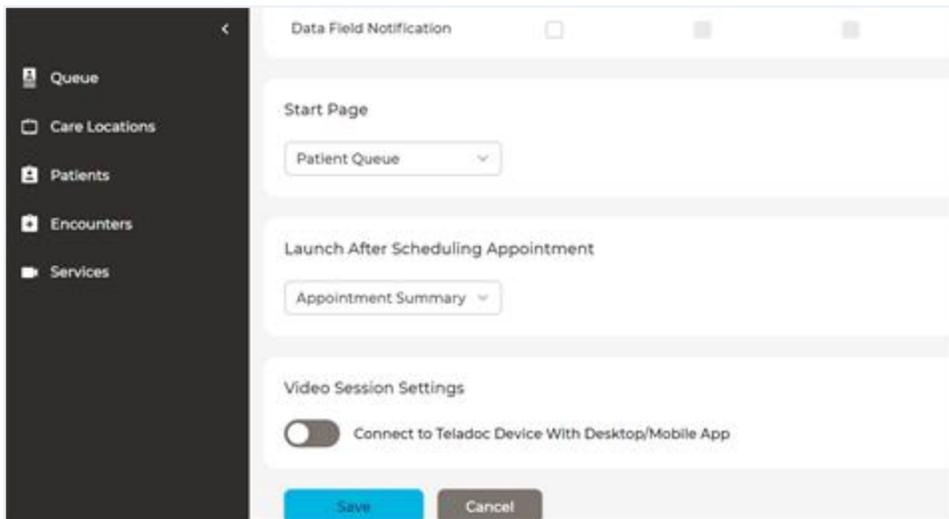
To reset your password, follow the instructions below. For a new password, contact your Practice Admin.

1. Click on **Forgot Reset** from the login dialog.
2. Enter your **Username** and email address. To recover your **Username**, call Technical Support or open chat by clicking the **Chat with a Live Agent** link provided.
3. When done, select **Log In**.
4. You should receive an email with a link to reset your password. Click on that link.

## Change to Windows Provider Access software

The Teladoc Health Web Provider Access is the default. A user can change this default to the Windows Provider Access software by changing the **Video Session Settings** to <Connect to Teladoc Device with Windows Provider Access App>.

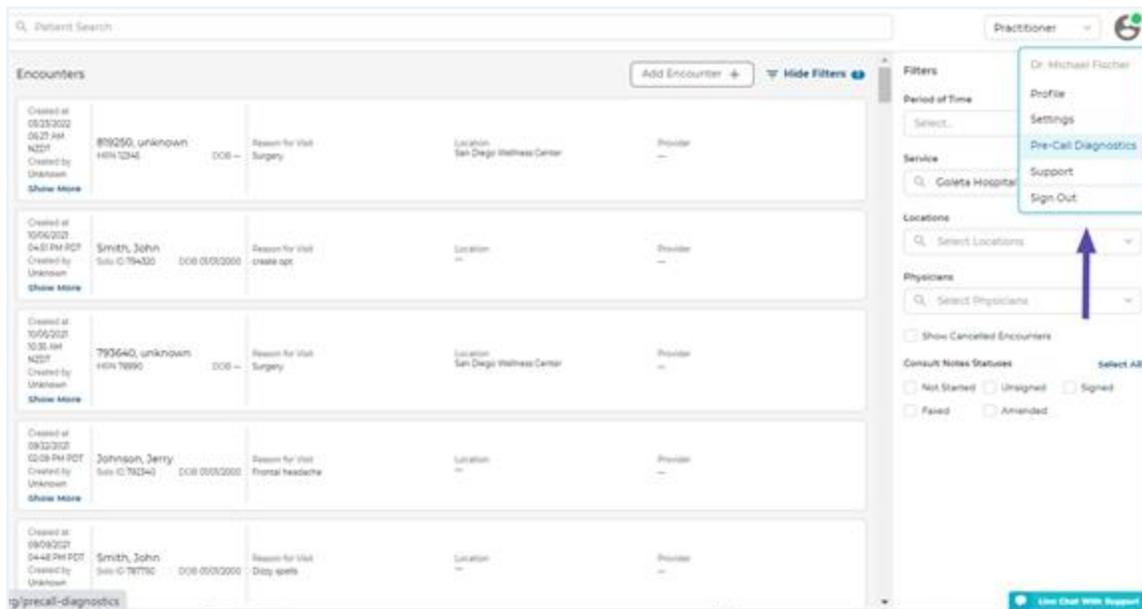
1. Select **Settings** using the user icon drop down as a Practitioner.
2. Scroll down to the **Video Session Settings** section and click on the **Connect to Teladoc Device With Desktop/Mobile App** toggle. When disabled, it should turn to gray.
3. Select the **Save** button when done.



## Pre-Diagnostic Test

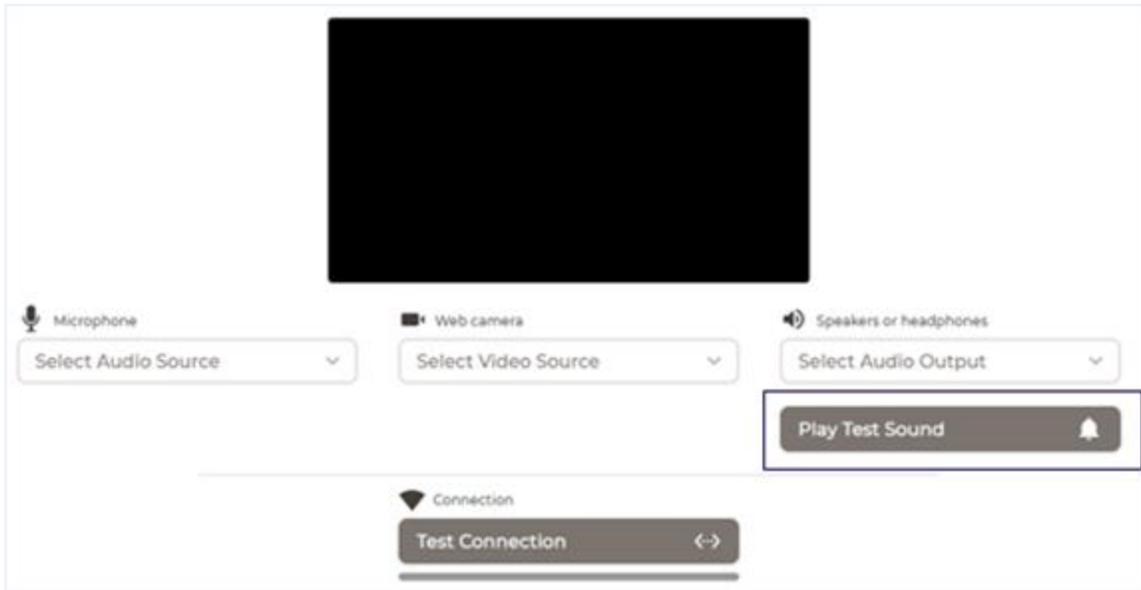
Users can test their output device (speakers and/or headphones) before starting a session. Enhancements to the pre-call diagnostics make it more intuitive to exit the test.

1. Select Pre-Diagnostic from the User icon drop down menu.

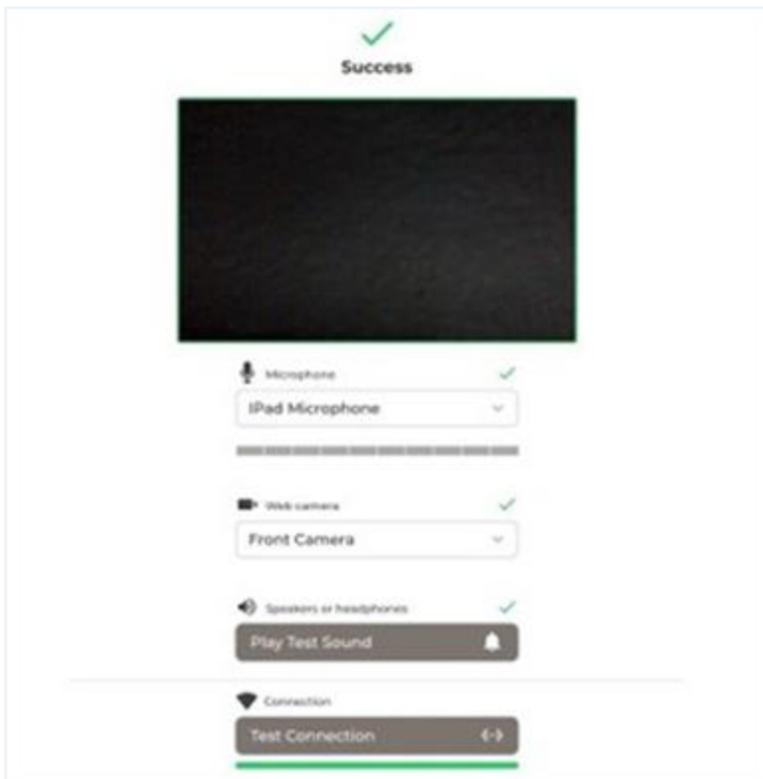


2. Once the Pre-Diagnostic dialog opens, select the **Test Connection** button.

**NOTE:** User can select a preferred output device during a session

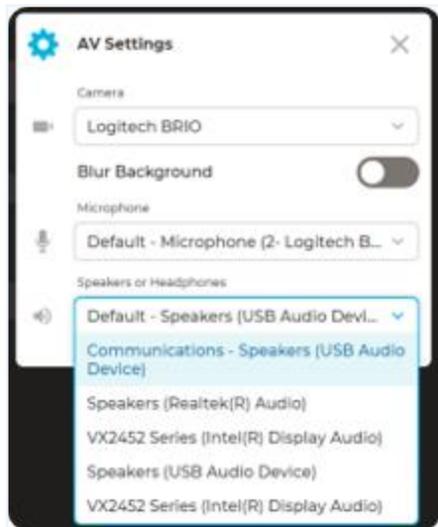


For practitioners using the Safari browser:



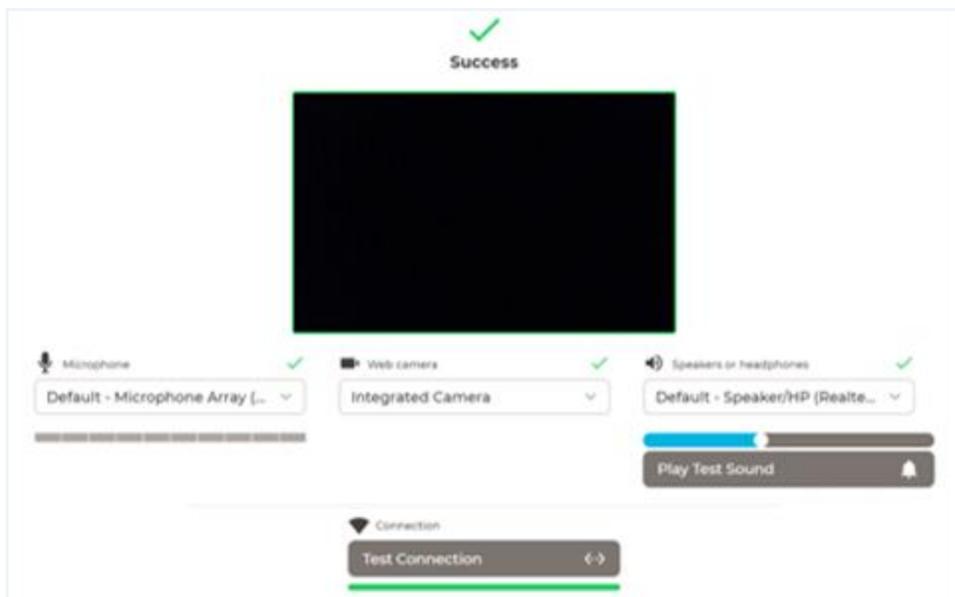
## Select Output Device

Select an output device (i.e. speakers) in session. Users can select an audio output device, but cannot control the volume of the device.



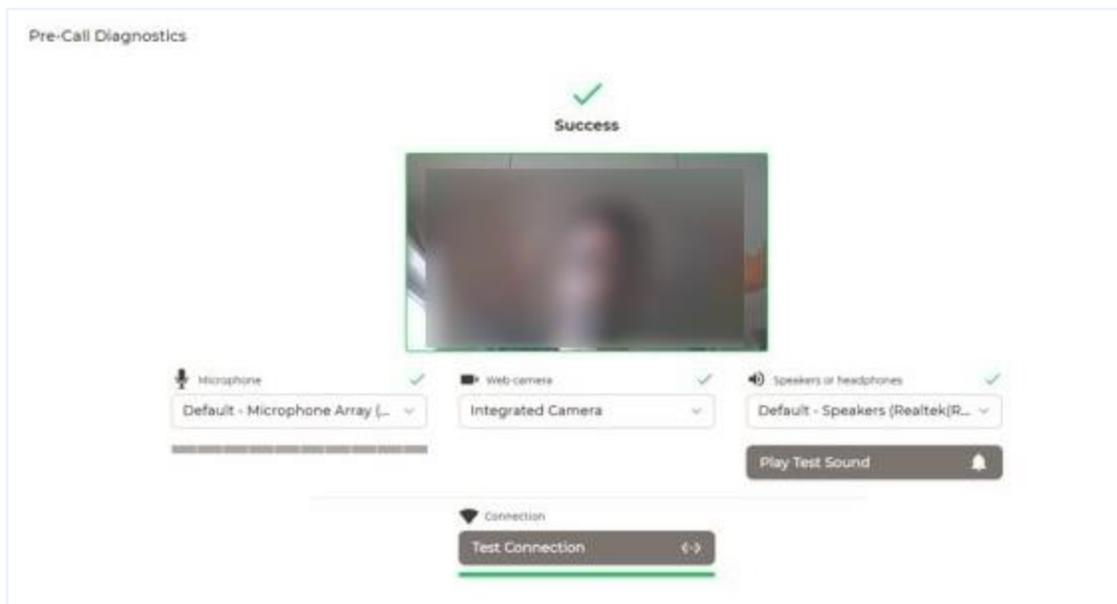
## Adjust Volume

Adjust the volume of your speaker.



## Close Test

Select the **X** button to close a session or the test by accessing one of the pages in the left-hand navigation panel.



## Connect to a Session

Connect to a session with either a patient who has their own person device or a user with a Teladoc Health device, such as a Lite 4.

**NOTE:** The Teladoc Health devices are not considered "medical devices".

[Patient Device](#)

[Teladoc Health Device](#)

# Connect to Patient using Personal Device

The practitioner can Invite a patient who is using their own personal device to a remote session by selecting **Services** from the left navigation panel.

**NOTE:** Regardless of how a user connects, how they connect will be stored in the Report Generator.

## Services

Schedule a session with your patient using their own personal device by selecting **Services** from the left navigation panel and inviting your patient.

**NOTE:** How the user connects will be stored in the Report Generator.

Schedule a session from the left navigation panel.

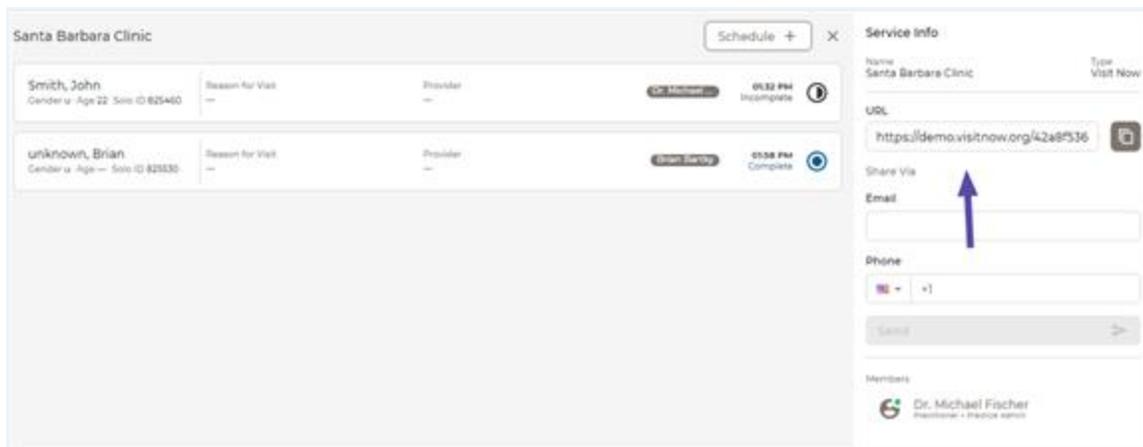
1. Select **Teladoc Health's** logo.
2. Select **Services** from the left navigation panel.

**NOTE:** The encounter filter is now the physician filter drop down on the right Patient panel to allow a filter based on physician names.

3. Select a Services bar from the middle panel. A right **Service Info** panel will open.



4. Copy the url from the Service info panel.
5. Enter your patient's email or phone number.

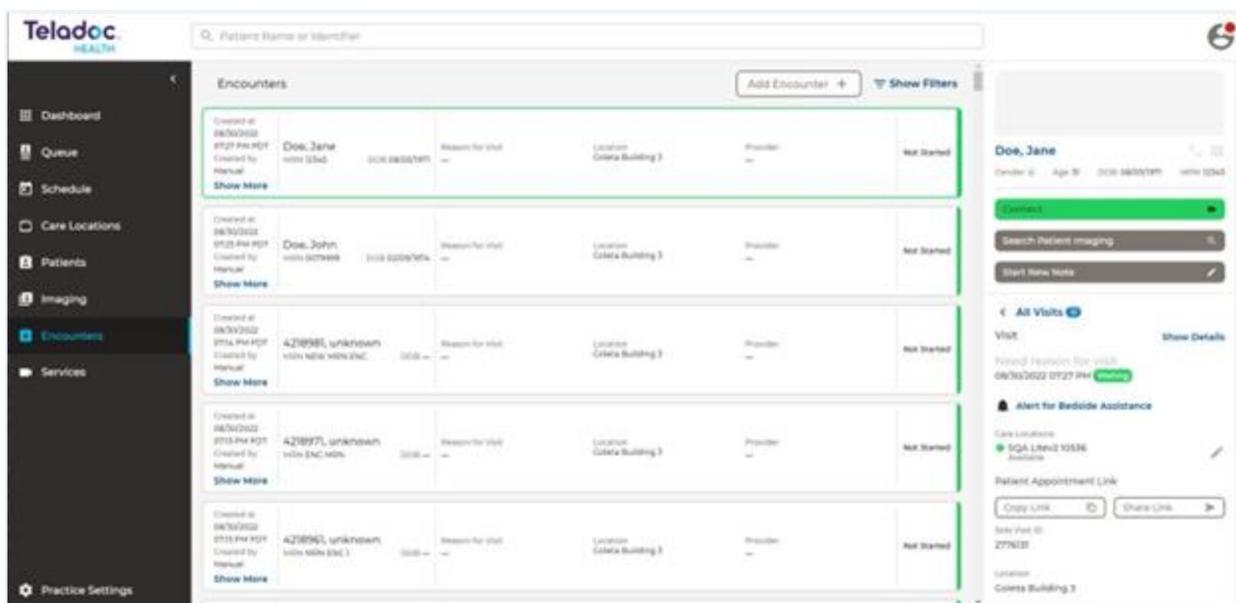


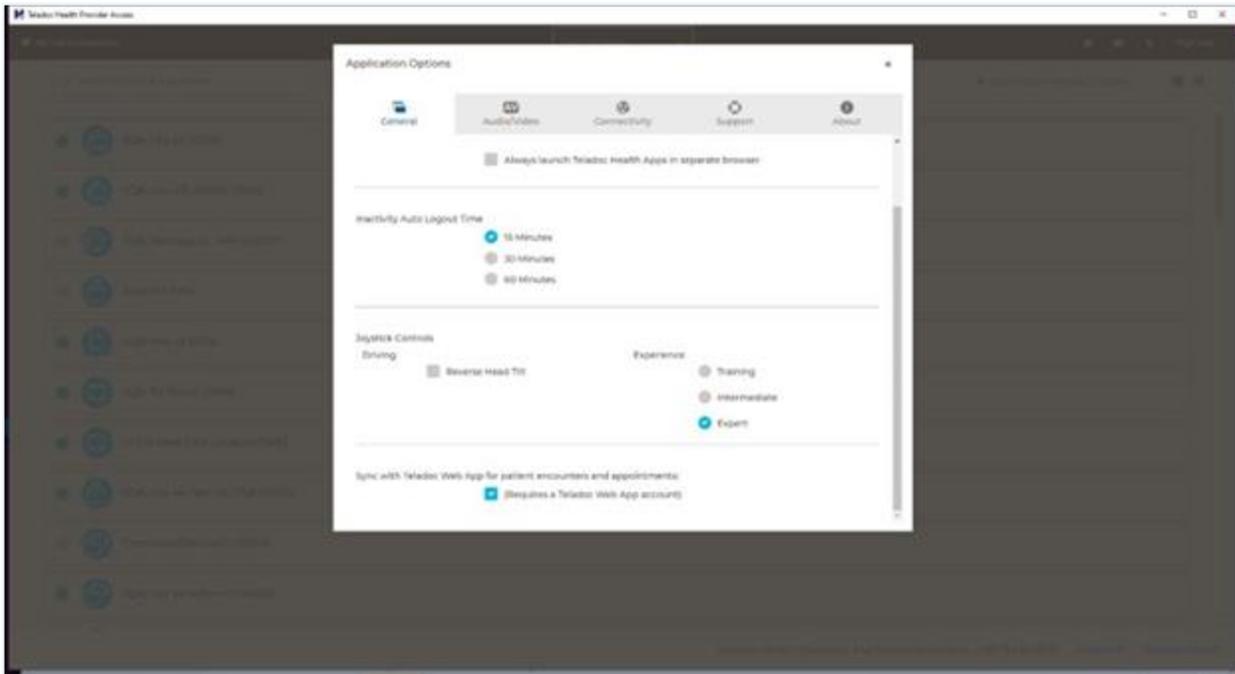
6. Click on the **Send** button when enabled.

7. After your patient accepts your invitation, they will appear as a thumbnail in the session.

## Linking Encounters and Appointments

An appointment or encounter made with a device will be visible to allow a practitioner to search for their patient and log the connection in the Report Generator.





## Connection

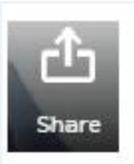
The following is a picture of the Web Provider Access software interface, as seen by the practitioner, when a patient has their own device. Web Provider Access is the default.



## Elements

The elements of the interface are described in the table below.

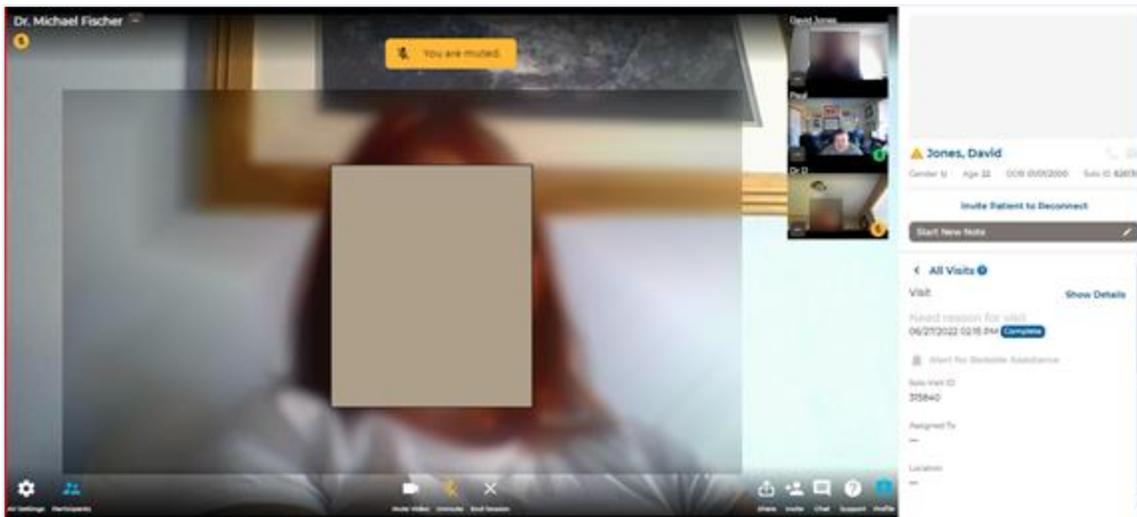
**NOTE:** The features vary depending on whether the patient is using a personal device or a Teladoc Health device is used.

Element	Icon	Description
1	Main Screen; as shown above.	Main video scree
2		<b>Thumbnail:</b> Thumbnails are small video screens for each participant in the sessions. Users will have a clear indication who is speaking. Multiple thumbnails are available for multiple participants including yourself. The functionality is not available for a connection with a Teladoc Health device.
3		<b>AV Settings:</b> Tapping the Settings button open its Menu. Tap on any option to open it. Tap elsewhere on the display to close the menu. Practitioners can select their output device and speaker and adjust the volume in a session.
4		<b>PIP: Picture in Picture:</b> The video taken by the selected camera of your iPhone or iPad will be displayed in a Picture In Picture (PIP) box at the upper right corner. Click on this icon to show and/or hide the thumbnails of all participants.
5		<b>Video:</b> Tap the Mute Video icon to stop displaying your image on the Patient Access device. A user can see themselves in the video. Their image will always be mirrored to provide an intuitive experience when communicating with others.
7		<b>Mute Audio: Microphone:</b> Tap the Microphone icon to mute it. When muted you will not be heard on the device. When a user has their microphone muted and speaks, a notification will display reading <You are muted"> The message will persist for three seconds after the user stops speaking. <b>Microphone notification:</b> When a user has their microphone muted and speaks, a notification will display the message <You are muted>. The message will persist for three seconds after the user stops speaking. The notification will prompt the user to unmute their microphone if they want to be heard.
8		<b>End session:</b> Tap the End button to disconnect from a session. You will be prompted to confirm that you wish to disconnect. Tap, Yes to disconnect.
9		<b>Share:</b> Allows participants in a session to Share their screen. .

Element	Icon	Description
10		<b>Invite:</b> Participants in a session can Invite participants to a session, during a session.
11		<b>Chat:</b> Participants in a session can chat with Teladoc Health support.
12		<b>Help:</b> Access Teladoc Health documentation and other helpful information.
13		<b>Patient Panel:</b> The patient panel provides for in-session patient information.

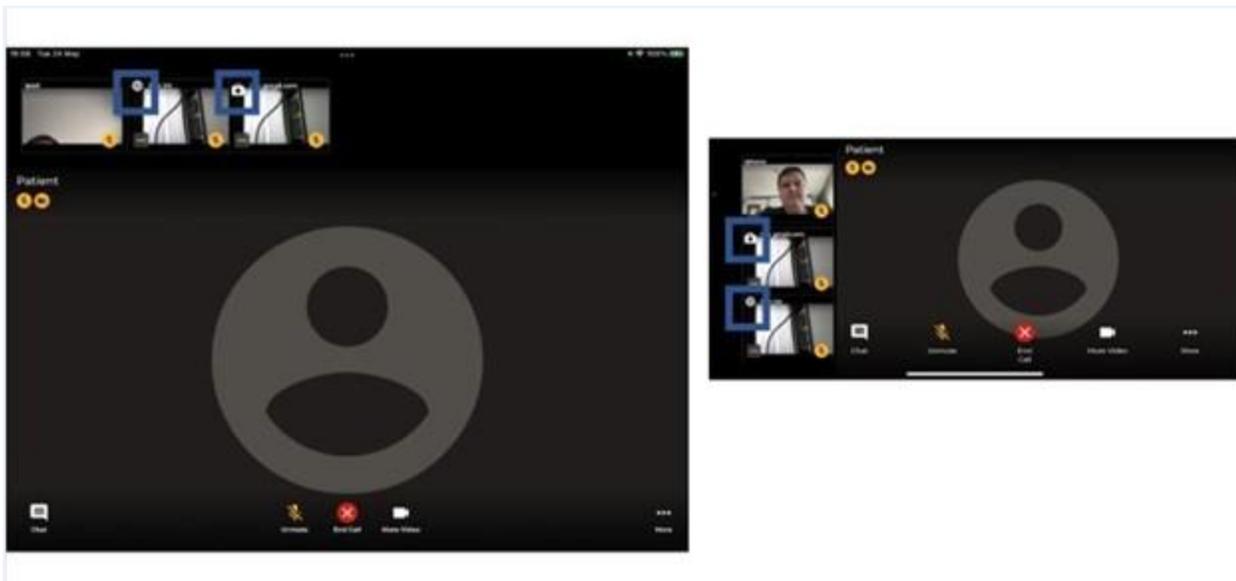
## Thumbnails

Each participant that has a Teladoc Health account will have a thumbnail on the dashboard. Select the patient's thumbnail to bring up their information in the right Patient panel.



## Thumbnail Icons

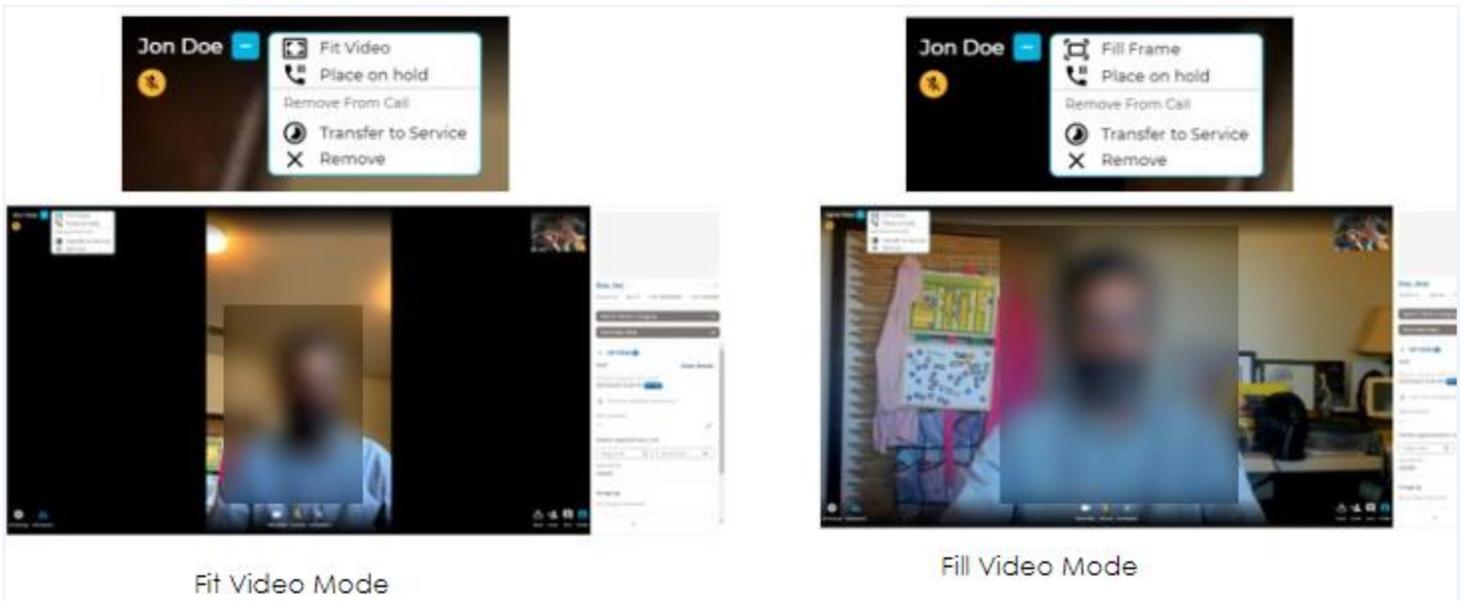
A Doctor's **Bag** icon is displayed next to the practitioner's name to help patients identify them in a session. A **Globe** icon is displayed next to an Interpreter's name to identify interpreters.



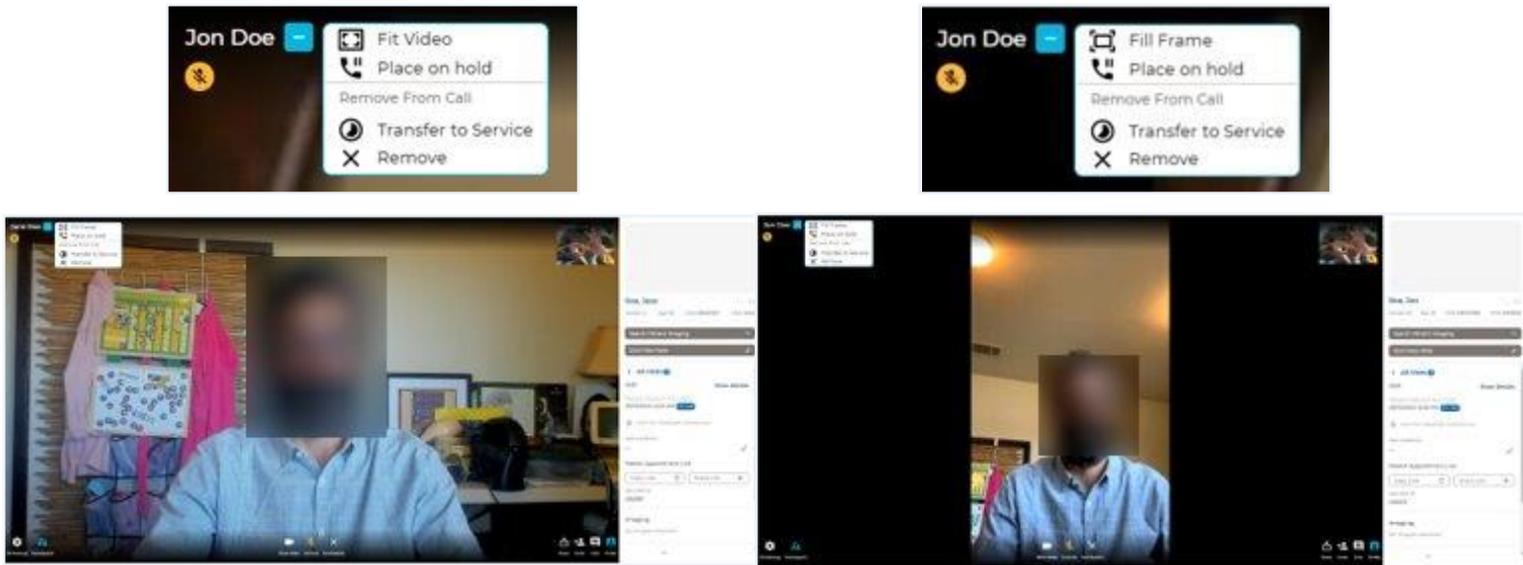
## Fill Mode

Use the ellipsis (i.e. three (3) dots) in the corner of each participant thumbnail to use the Fill the video screen, put a call (i.e. session) on hold or resume a session, transfer a participant to a service, or remove a participant from the session.

**NOTE:** Users must have an account to be identified in a session.



Participants can switch between the Fit and Fill mode for users receiving video from others using a mobile device in Portrait mode.

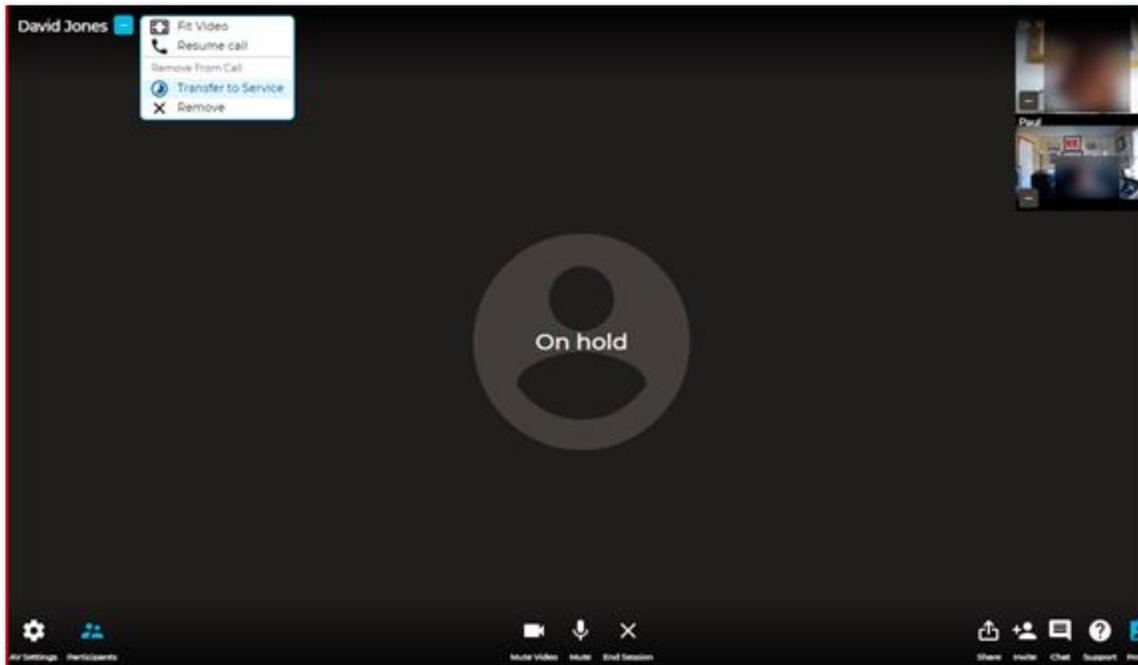
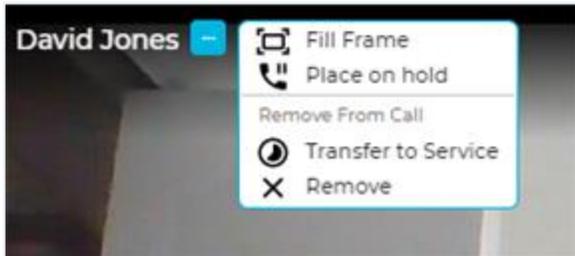


The user can close the right panel.



### Hold or Resume a Session

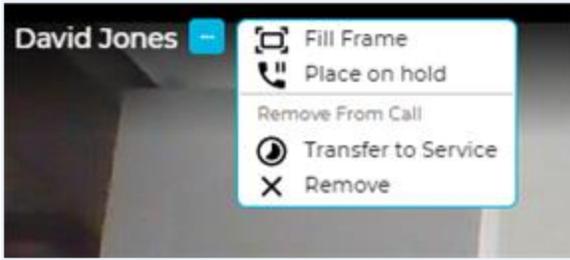
Select the ellipsis drop down and either **Place on Hold** or **Resume Call**.



### Transfer a Participant to a Service

Transfer your patient to a Service and then bring them back to the session when appropriate.

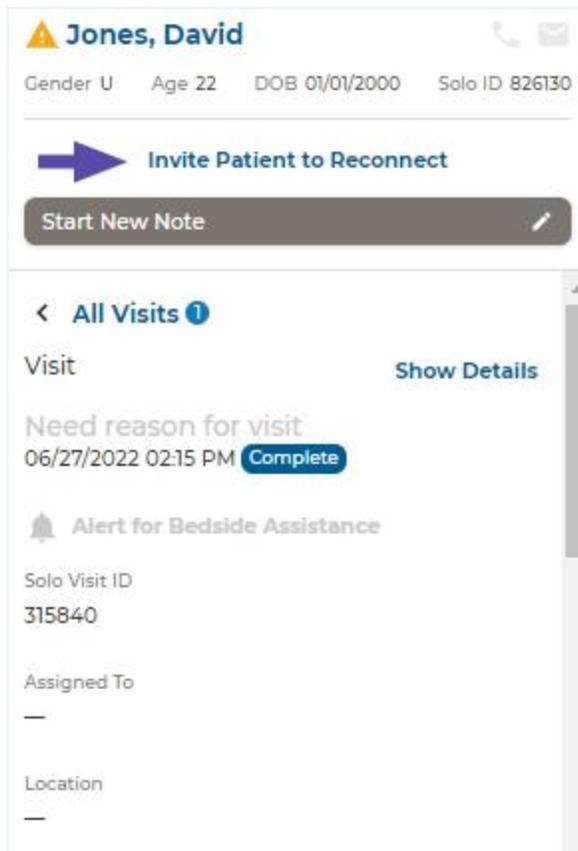
1. Select the ellipsis drop down to **Transfer to Service**.



2. Select to **Transfer to Waiting Room** or **Cancel** from the dialog that opens.

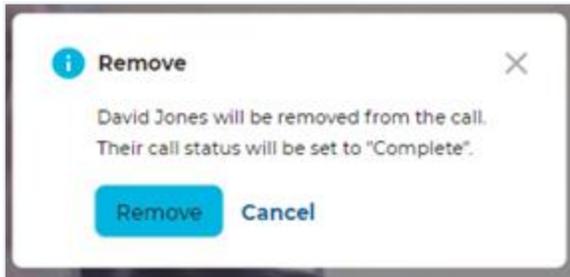


3. Select **Invite Patient to Reconnect** from the right Patient panel to reconnect your patient to the session.



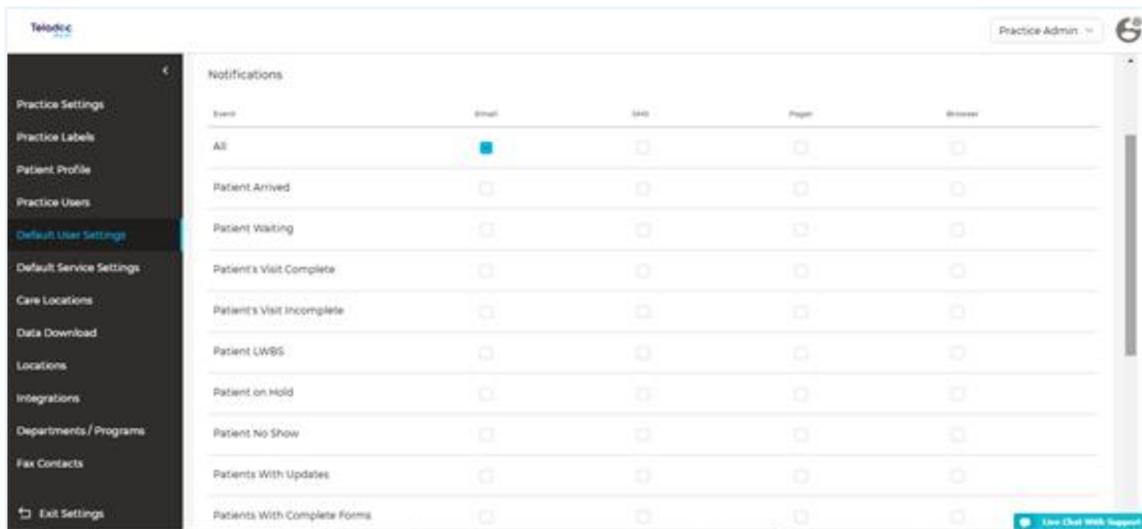
## Remove Participants

Select the ellipsis drop down and **Remove**.



## Notifications

The following is a list of notifications a Practice Admin or Practitioner can set for their practice.



## Blur Background

A user can blur their background in a session. A provider can save their last used blur background setting for their next session.

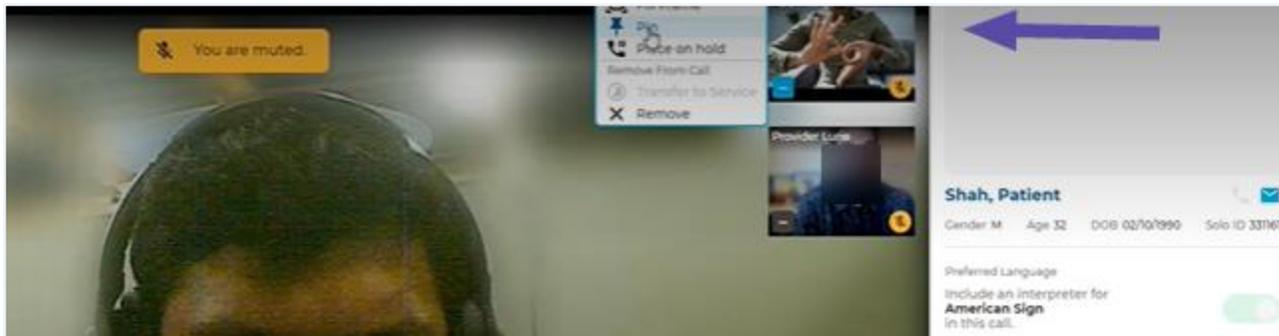


## Pin to Split Screen

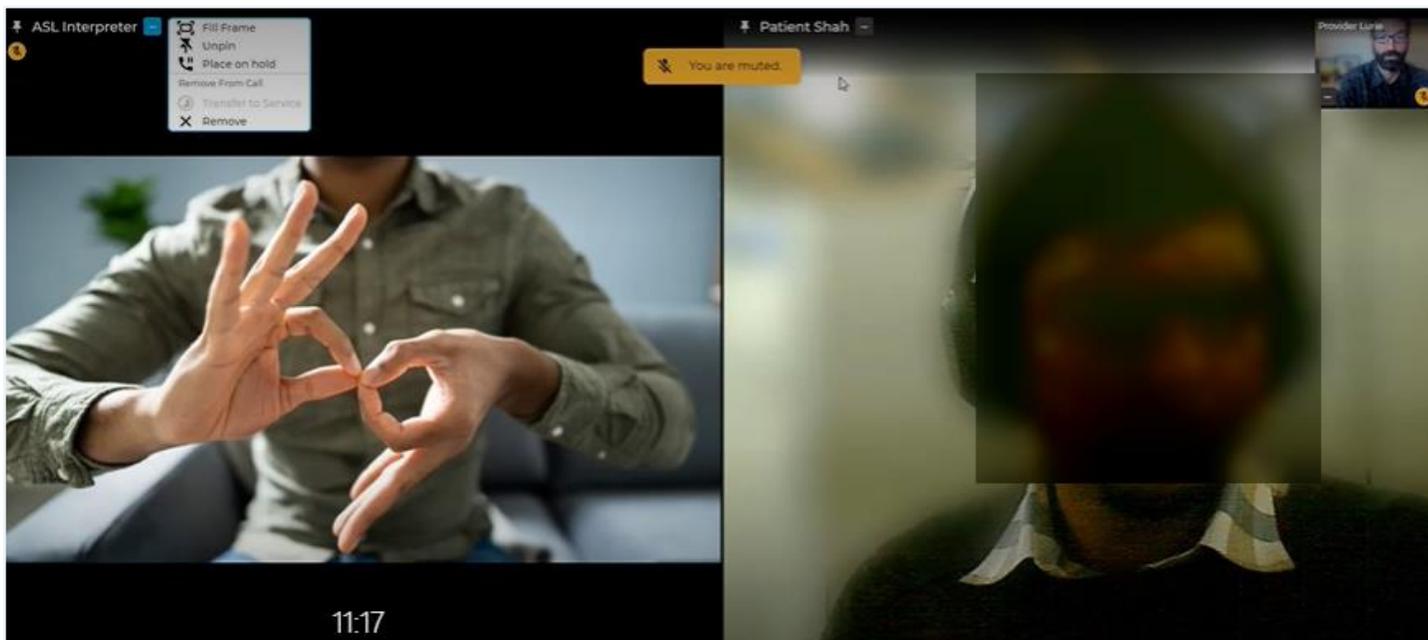
Users can Pin up to two participants in a session. Thumbnails for pinned users do not change order as others speak.

**NOTE:** The Practice Admin must set the toggle of PinParticipant

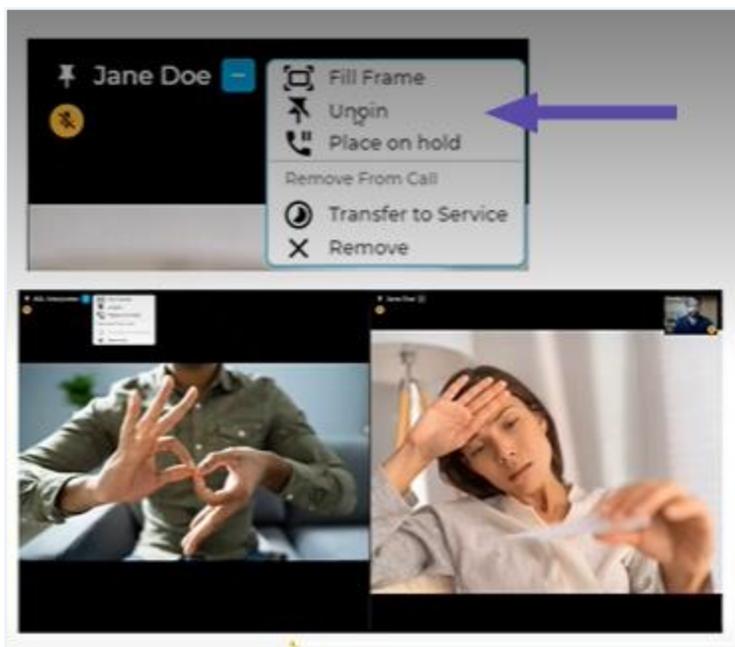
1. Select Pin from the pull down menu.



An example is the viewing of an interpreter and patient side by side.



2. Unpin users from the main view.



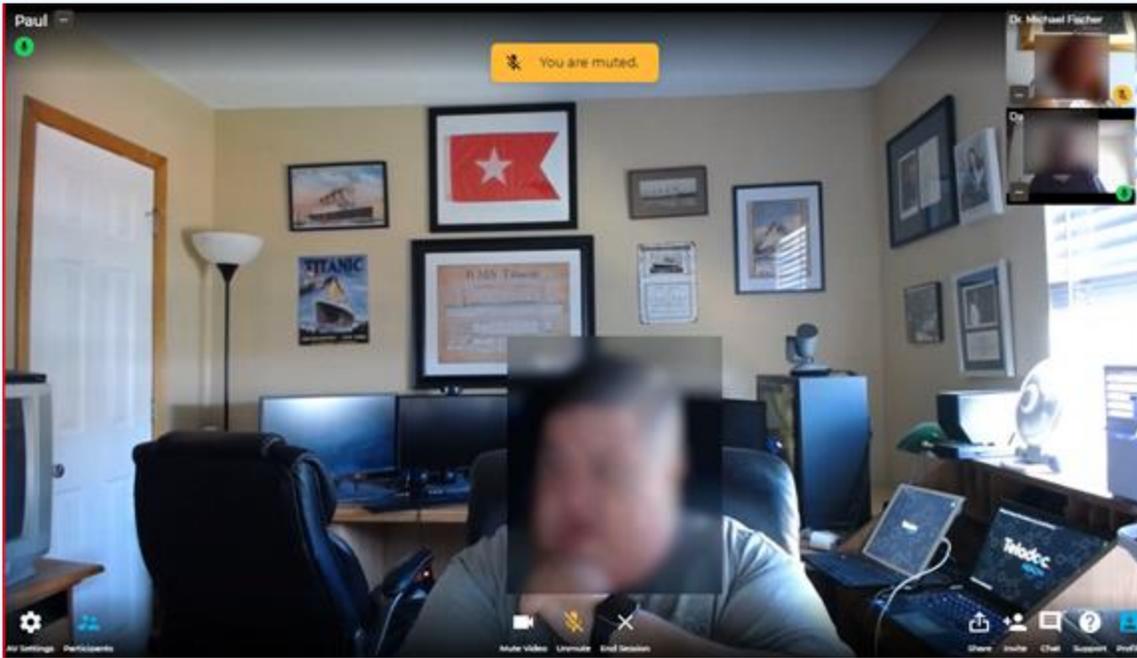
## Participants

Select the participants icon to display or hide the thumbnails for the participants.

**NOTE:** This feature is available for either a patient device or a Teladoc Health device.

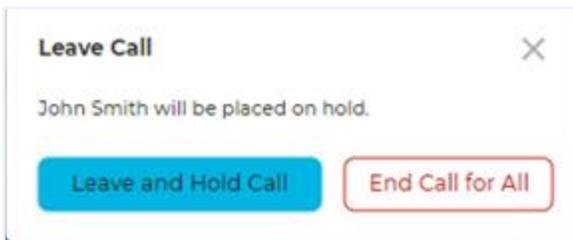
## Audio/Video

Select the audio icon to mute yourself. Users receive the message <you are muted> if muted during a session. Users can click the video icon to hide their image in their thumbnail.



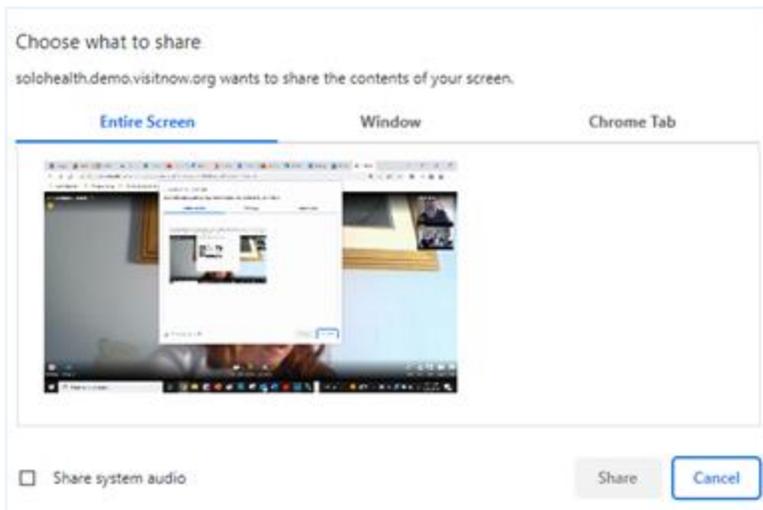
## End/Hold

Click on the **X** to **End Call for All** or **Leave and Hold Call** for participants.



## Share

Users can share their screen by selecting **Share** and the screen to share.

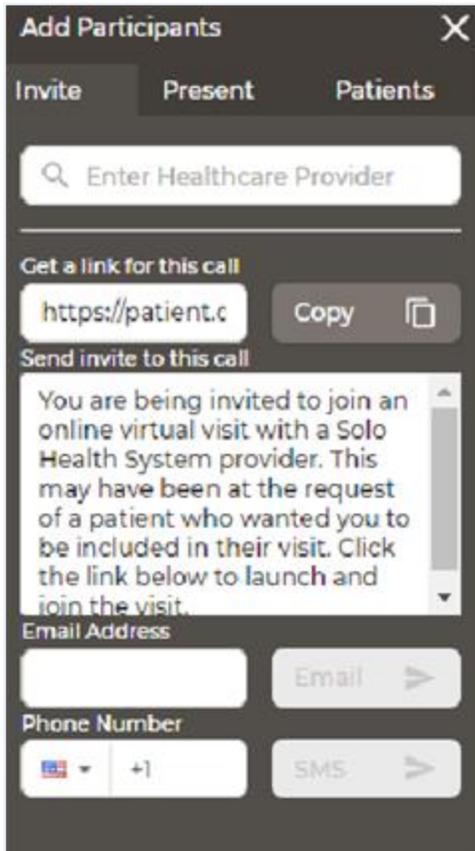


## Invite

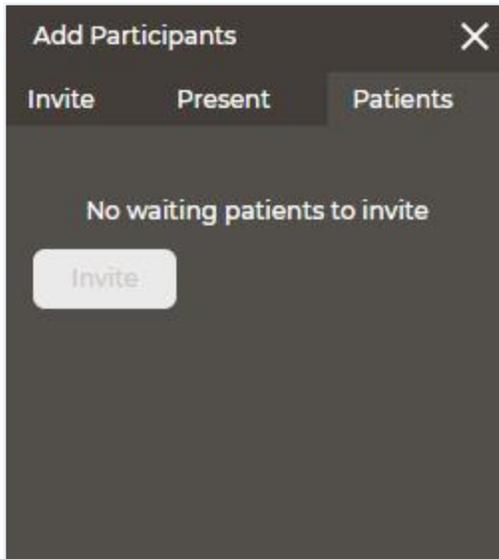
Users can invite other participants, such as another practitioner or a waiting patient.

**NOTE:** A participant must have a license for the Teladoc Health Provider Access software to be invited and have a thumbnail associated with their name within the session.

1. Copy the url directly to send it to your patient
2. or type in your patient's email and phone number and click on the **Send** button to invite your patient.



3. Click on **Present** to invite a participant who does not have Teladoc Health software.
4. Type in the participants name to have it appear as text within the live session.
5. Click on **Patients** to invite a patient from the waiting room. Here, there is **No waiting patients to invite.**



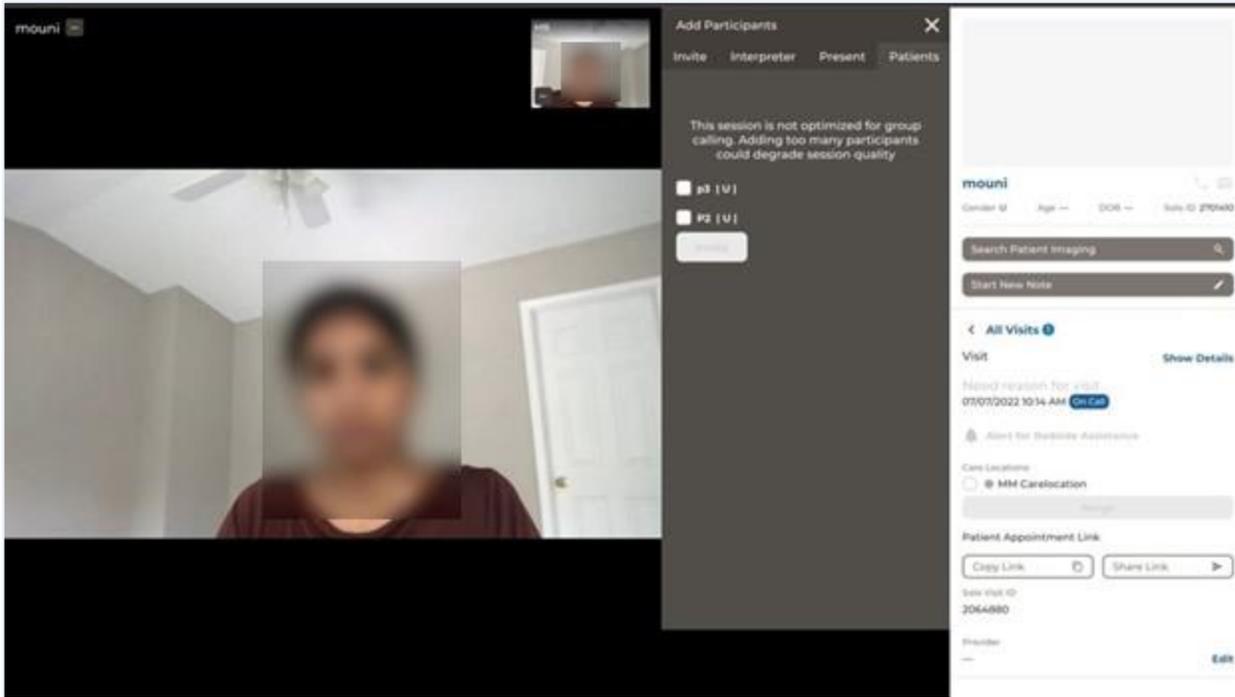
## Viewpoint

Practitioners who connect directly to the Teladoc Health Viewpoint from the My Care Locations or those who have a direct connection with another practitioner have access to the **Invite** panel to invite a participant by email or SMS.



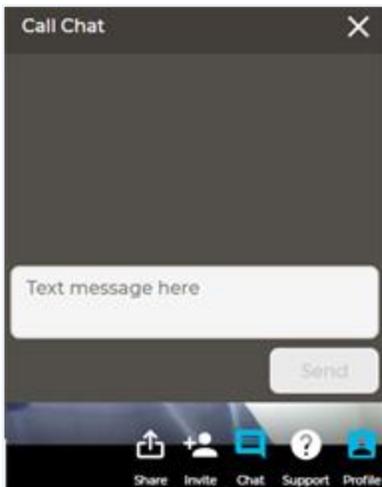
## Patient Tab in the Invite panel

The Patient Tab, which allows patients to join using the Visit Now link for practices not configured for group calling.



## Chat

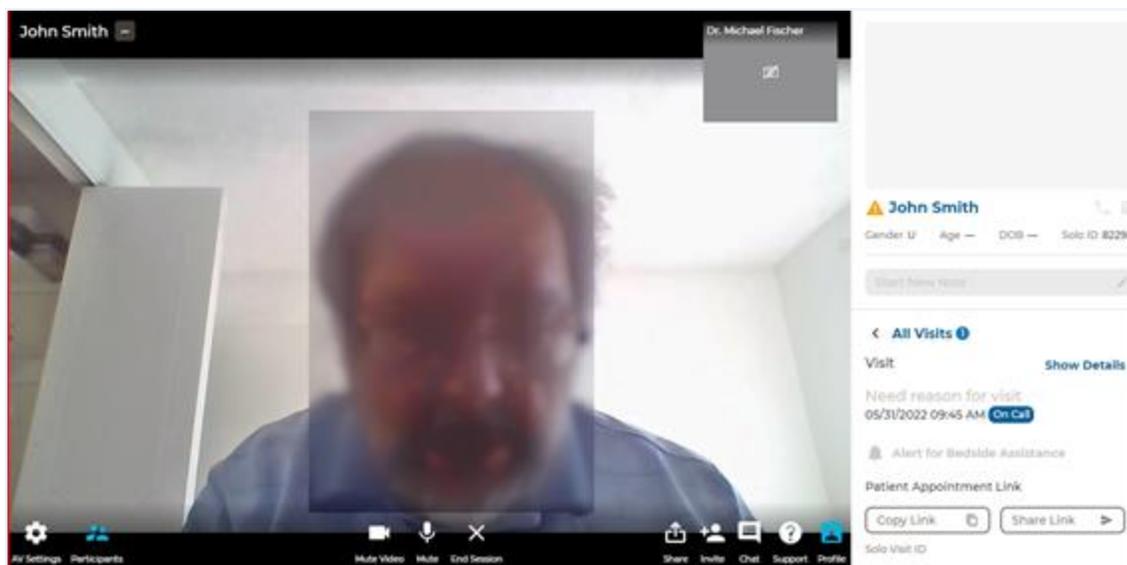
Chat with any participant during your session.



## Patient Profile

Users can view patient information by opening the patient panel while in-session.

**NOTE:** The functionality is not available for a connection with a Teladoc Health device.



## Support

Click on the help button at the bottom of the Teladoc Health login screen to bring up the Teladoc Health online help user guides.

**NOTE:** This feature is available for either a patient device or a Teladoc Health device.

# Connect to user with a Teladoc Health device

Users can connect directly to a Teladoc Health device, which is any device running the Teladoc Health Viewpoint software, using the Web based Provider Access software. Sessions are limited to 18 hours. To continue, disconnect from the session and reconnect.

**NOTE:** The Care location dashboard is now accessible on mobile devices.

**NOTE:** Teladoc Health devices are not classified as "medical devices".

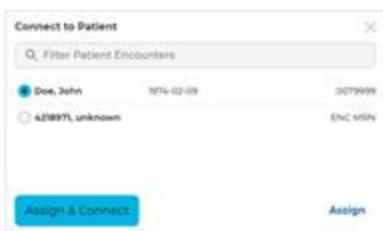
1. Select **Care Locations** from the left navigation panel. Users can display a large number of Care Locations quickly. View at least 2000 Devices effortlessly.
2. Click on your Care Location from the middle panel. The right Patient panel will open with a connect button.



## Status Guide

	Patient Access Device is ready.
	Patient Access Device is busy.
	Patient Access Device is in a MultiPresence® session. Request to join.
	Patient Access Device is configured for a private connection, not the Teladoc Health Telehealth Network.
	Patient Access Device is initializing.
	Patient Access Device is Offline.

- Click on the radio button next to your patient in the Connect to Patient dialog and then the **Accept & Connect** button.



## Connection

The following is a picture of the Web Provider Access software interface, as seen by the practitioner, when a Teladoc Health device is used.

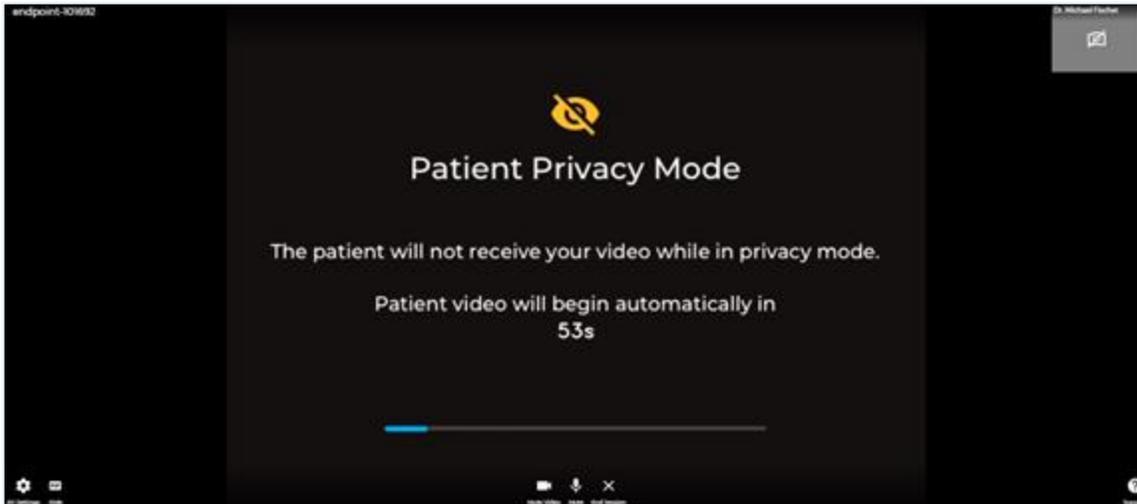


Element	Icon	Description
1	Main Screen; as shown above.	Main video scree
2		<b>Thumbnail:</b> Thumbnails are small video screens for each participant in the sessions. .
3		<b>AV Settings:</b> Tapping the Settings button open its Menu. Tap on any option to open it. Tap elsewhere on the display to close the menu.
4		<b>PIP: Picture in Picture:</b> The video taken by the selected camera of your iPhone or iPad will be displayed in a Picture In Picture (PIP) box at the upper right corner.
5		<b>Stethoscope:</b> The device uses for the session must support an optional stethoscope. If so, the icon will be enabled. Otherwise, it will not be present. The functionality is not available for a connection with a Teladoc Health device.
6		<b>Video:</b> Tap the Mute Video icon to stop displaying your image on the Patient Access device. A user can see themselves in the video. Their image will always be mirrored to provide an intuitive experience when communicating with others.

Element	Icon	Description
7		<b>Mute Audio: Microphone:</b> Tap the Microphone icon to mute it. When muted you will not be heard on the device. When a user has their microphone muted and speaks, a notification will display reading <You are muted"> The message will persist for three seconds after the user stops speaking. <b>Microphone notification:</b> When a user has their microphone muted and speaks, a notification will display the message <You are muted>. The message will persist for three seconds after the user stops speaking. The notification will prompt the user to unmute their microphone if they want to be heard.
8		<b>End session:</b> Tap the End button to disconnect from a session. You will be prompted to confirm that you wish to disconnect. Tap, Yes to disconnect.
9		<b>Help:</b> Access Teladoc Health documentation and other helpful information.

## Privacy Mode

The Privacy mode feature will only be seen by users when they connect to a device.



## Permissions

Select **OK** to give permission to use your camera and microphone.

## Thumbnails

Users can view all Thumbnails for each participant in a session only when using a Teladoc Health device. Click on each thumbnail to view a participant.

**NOTE:** This feature is available for either a patient device or a Teladoc Health device.



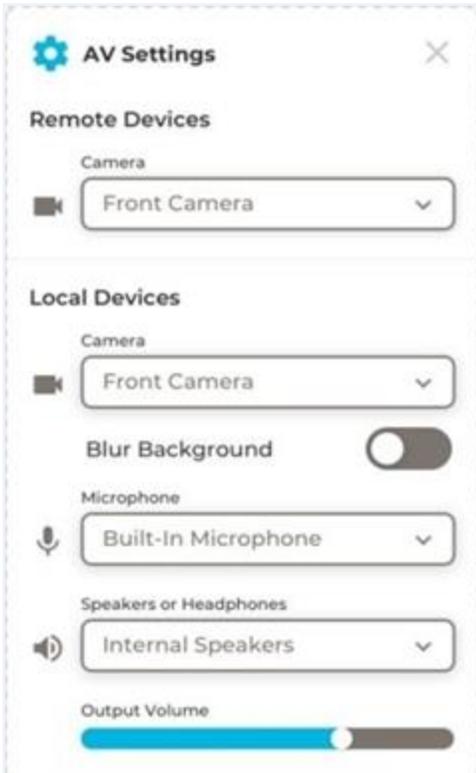
Participants can switch between the Fit and Fill mode. This feature is especially useful for when an interpreter is being used.



## AV Setting

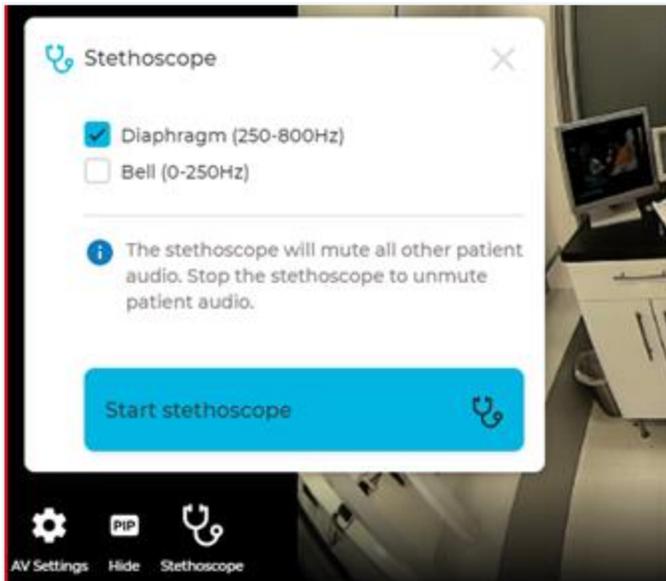
Click on the AV Settings icon, as described, in the [Dashboard](#) section, and then the **REMOTE DEVICES** and **LOCAL DEVICES** using the drop down menu.

**NOTE:** Remote Controls are available once you connect to a Patient Access device or Care Location using the Provider Access software.



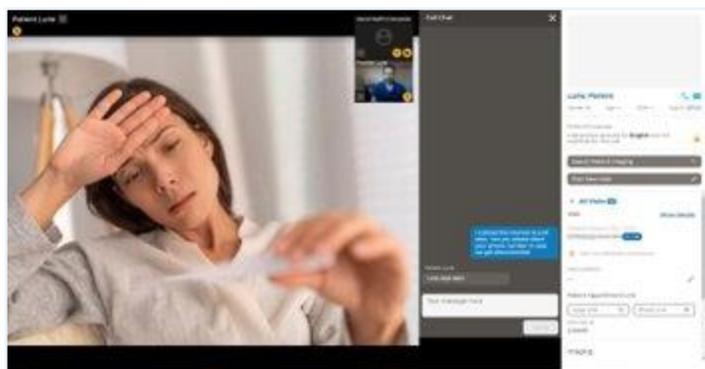
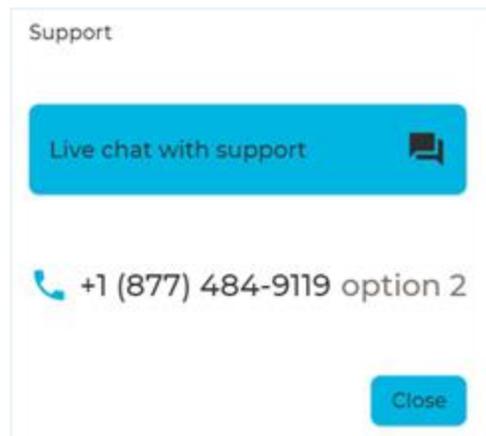
## Stethoscope

Select the Stethoscope icon to bring up the controls for using the stethoscope. The status of your Stethoscope is provided. Select **Start** to begin.



## Chat

Users can chat with Teladoc Health support in a limited capacity when the Teladoc Health device is used. The thumbnails and live video are moved to the side of the users' screen when using chat.



## Group Session

Users can join a group sessions. Within these sessions, users can view their practitioner.



Users who log in as a Host can invite a guest by SMS to join a session on a device from their smart phone (PSTN-Audio only). Users must be given permission.



## Customer Acceptance Testing (CAT)

As a clinician or admin using the Web Provider Access software, you can switch between the **production environment** and the **Customer Acceptance Environment** to test new features and workflows with program devices (i.e. Care Location).

**NOTE:** Use the CAT url link that provided to you by your Teladoc Health representative.  
Close all background Apps before changing the environment.

1. Change to Customer Acceptance Testing environment by navigating to the App setting to enable the toggle.
2. Select your Care Location (i.e. device)
3. An indication in the notification bar will display when the App is opened in the Customer Acceptance Testing environment.

# Resources

A variety of resources assist you in your use of the Teladoc Health telehealth platform.

The options are:

[Volume](#)

[Box Zoom](#)

[Point to See](#)

[Dual View](#)

[Split Screen](#)

[Interpreter](#)

[Error Messaging](#)

## Volume

users can adjust their volume levels for specific users in a session without having to increase or decrease the volume heard from all participants.



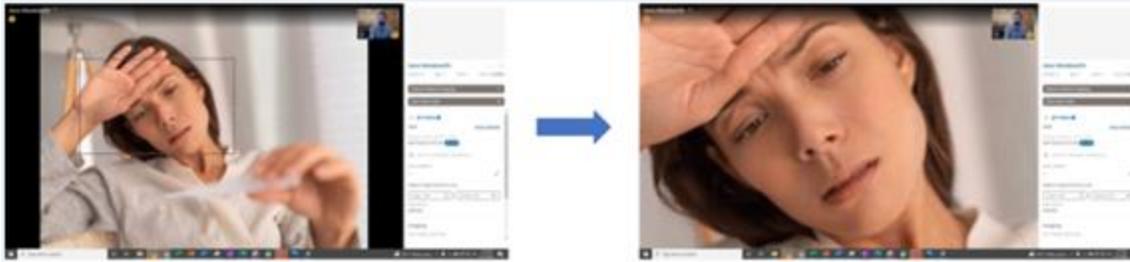
## Box Zoom

Practitioners can Box-Zoom on a patient or guest in order to frame and center them optimally. There are two ways to zoom in on an area of interest:

1. Click in the center of the location you want to zoom in on and while holding your right mouse button down, drag the mouse so that a box is drawn over the area you want to see.

Then, let go of the mouse button.

2. Use your mouse wheel to zoom in and out.
3. To zoom back out, press the left mouse button.



An indicator is provided for the user to indicate zoom.



## Point to See

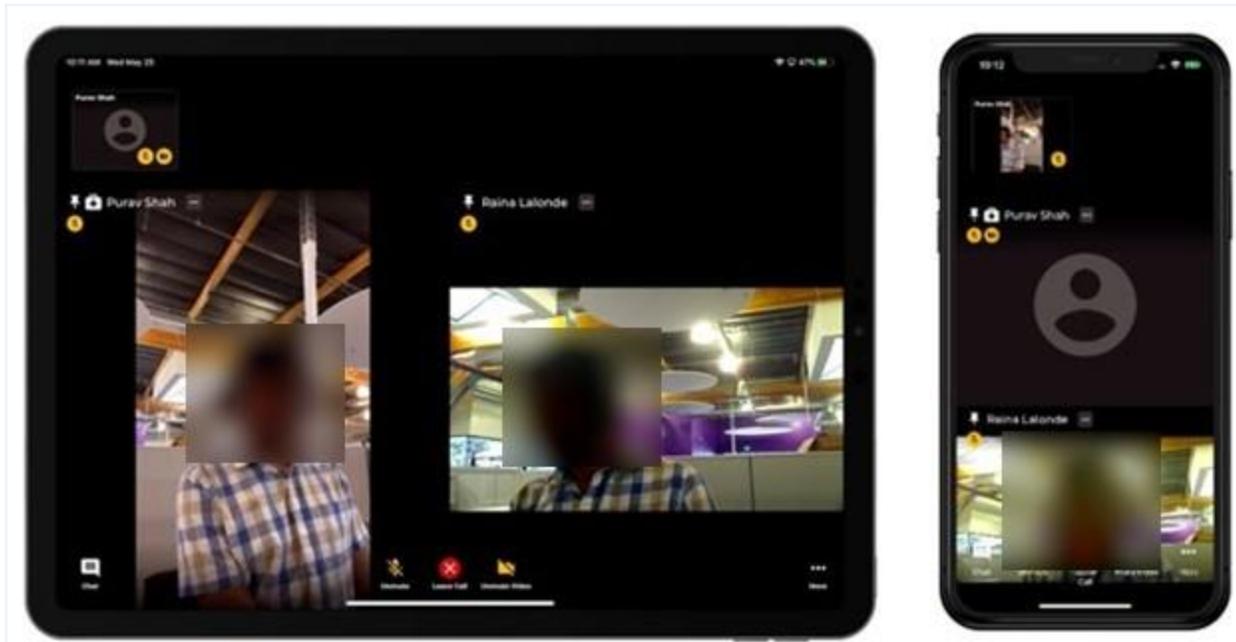
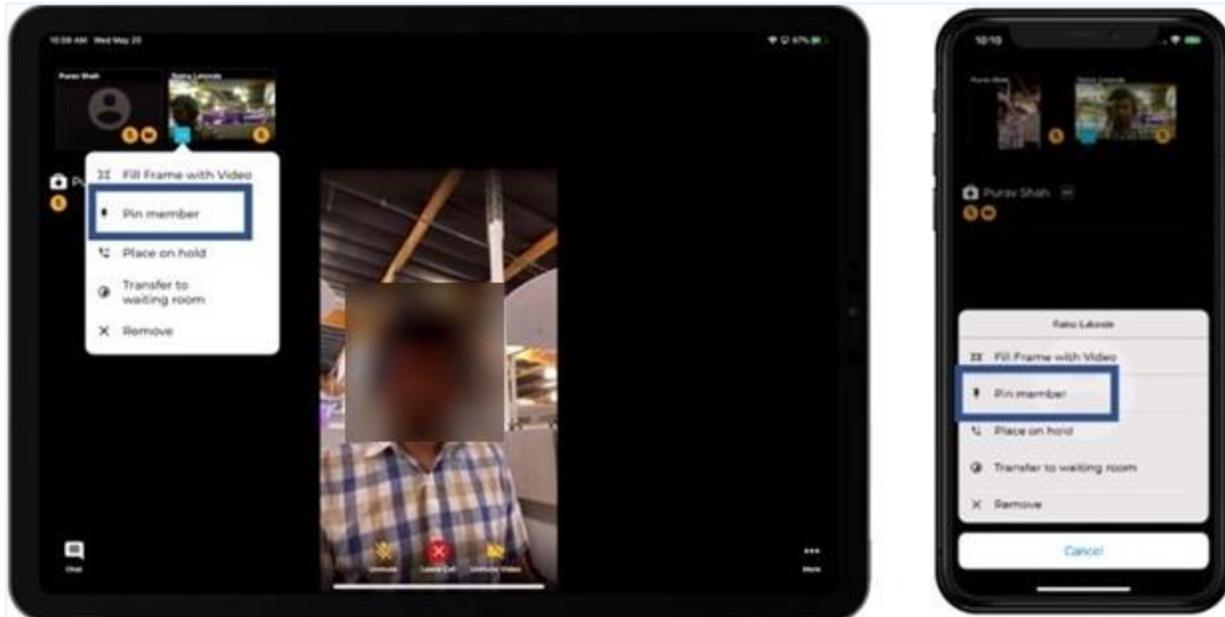
Using the right mouse button, Practitioners can click on the screen to center the video in position.

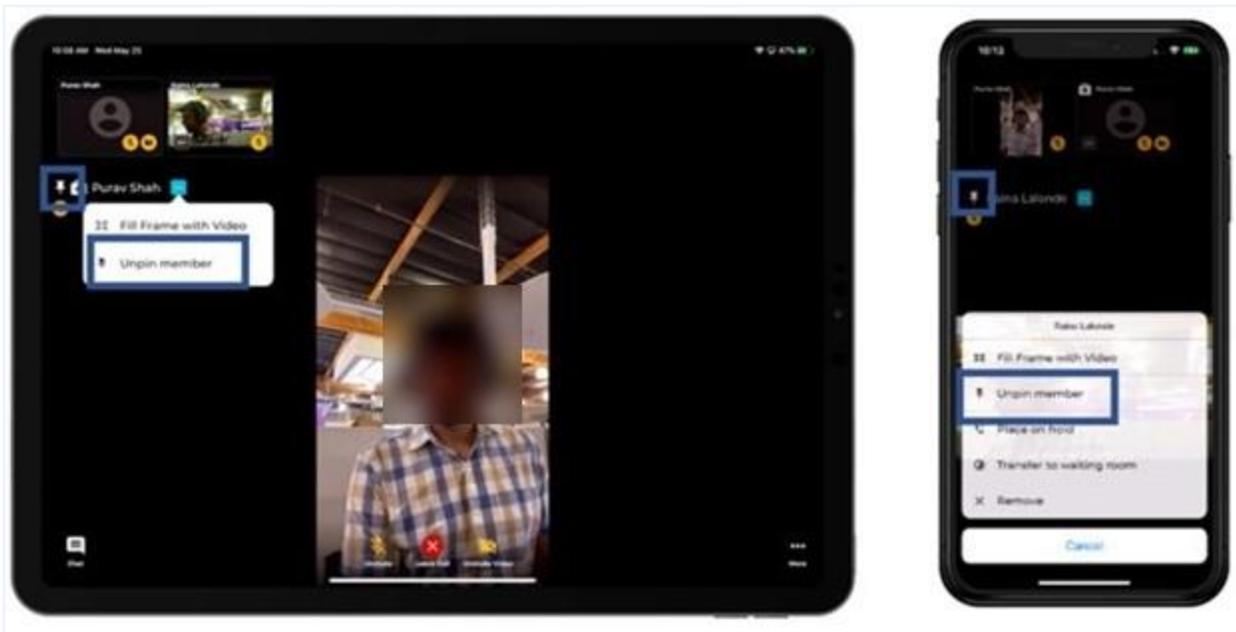
## Dual View

When connecting to a particular device from the same computer, the last used view (i.e. Dual View) and the camera selected will be used in the next session to that same Device. When in alternate view, it will default to the last used healthcare application.

## Split Screen

Users can Pin up to 2 participants in Split screen mode during allowing them to view participants side by side by clicking on the pin icon or by using the context menu.



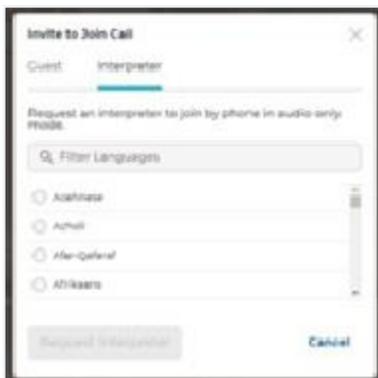


## Interpreter

Users who logs in as a Host can invite an interpreter by SMS to join a session on a device from their smartphone (PSTN-Audio only). Audio is available in 250+ languages within 10 seconds

**NOTE:** Not supported on iOS Viewpoint.

**NOTE:** Customers must have a contract with one of two Interpreter service companies.



## Error Message

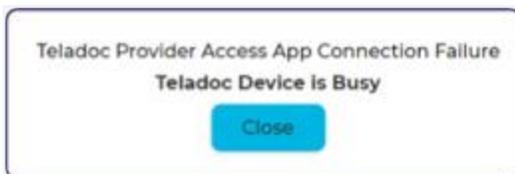
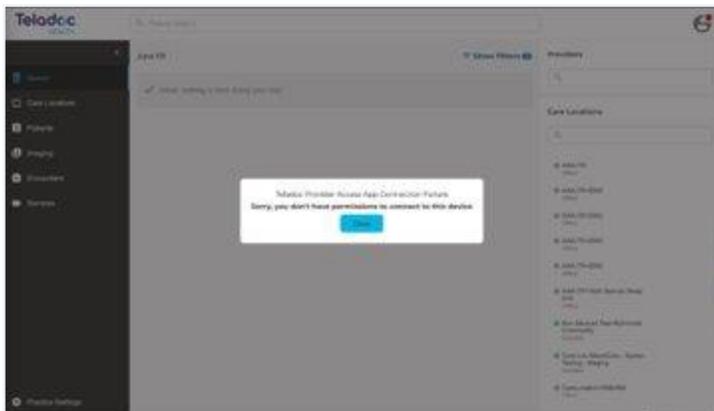
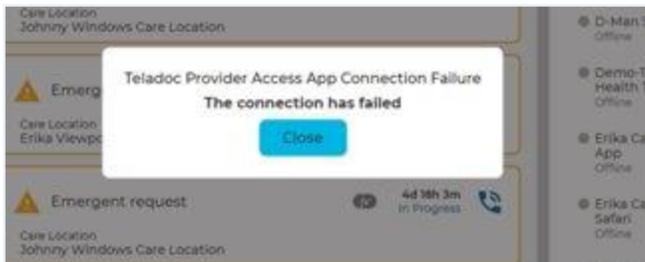
A descriptive error is provided for users, such as **Unable to join.**

**NOTE:** A connecting interstitial persists for up to 30 seconds while an issue is identified. Once identified, an appropriate error message is displayed.

The three types of error messages include:

1. Participant is unable to join the session (For all Unknown Issues).
2. Participant cannot connect due to network issues.
3. Participant camera and/or microphone is blocked.

Examples follow:



Teladoc Provider Access App Connection Failure  
**The Teladoc Device is not connected to the Teladoc Telehealth Network**

Close

Teladoc Provider Access App Connection Failure  
**The Teladoc Device disconnected this session**

Close

# HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

## Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

## Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly

confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network (VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

## Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passersby.

## Images and Video

By default when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and procedures;

- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives;
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

## Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

# Contact Information

## 24/7 Live Technical Support

[1-800-484-9119](tel:1-800-484-9119)

## 24/7 Live Remote Technical Support & Live Chat

<https://intouchhealth.com/contact-us/>

## Email Support

[ITHSupport@intouchhealth.com](mailto:ITHSupport@intouchhealth.com)

## Website

[www.InTouchHealth.com](http://www.InTouchHealth.com)

## Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

Please contact your Teladoc Health Account Representative for product User Manuals

## Sales & Product Demos

1-805-562-8686

Teladoc Health Provider Access Software Manufactured by

Teladoc Health

7402 Hollister Avenue Goleta, CA 93117

Ph: +1.805.562.8686 • Fax: +1.805.562.8663

[www.TeladocHealth.com](http://www.TeladocHealth.com)

InTouch Health and InTouch Technologies are now a Teladoc Health company, and InTouch Health is a registered trademark of Teladoc Health