

Teladoc Health™

Viewpoint® Software

for iPad

User Guide

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Patent(s):

<http://www.intouchhealth.com/patents>

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Safety Instructions

User Profile

Trained healthcare professionals are the intended users of any Teladoc Health Patient Access Device. Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Notes, Cautions, and Warnings



CAUTION: Federal law restricts this device to sale by or on the order of a physician.

Information in **ORANGE BOLD FACED TYPE** throughout this User Guide should be interpreted in the following context:

NOTE: Provides supplementary information for facilitating operation of the system.

CAUTION: Presents instructions for avoiding damage to the system.

WARNING: Disregarding this information may prove hazardous to the safety of a person near the Teladoc Health Patient Access Device.

Viewpoint Safety Warnings and Cautions

WARNINGS

- Patient Access Devices are designed to utilize the 802.11 communication protocol as well as the public Internet in order to achieve their intended purpose. Failures in either of these supporting systems could cause a complete loss of communication between the Teladoc Health Provider Access Software and the Patient Access Device. Consequently, the Patient Access Device should not be utilized in any activities where successful completion of the activity is dependent upon uninterrupted communication between the Patient Access Device and the Teladoc Health Provider Access Software. A tested backup method of communication should always be made available.
- The video images transmitted to and displayed on the Patient Access Device and Teladoc Health Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.
- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.
- A tested backup method of communication should be available in the event network communication is lost.
- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.

CAUTIONS

- **Teladoc Health does not support the addition of third party software to Teladoc Health Viewpoint Software for iPad. Adding third party software (especially for video conferencing) to the computer can cause Teladoc Health Viewpoint Software for iPad to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.**

- The device running Teladoc Health Viewpont Software for iPad should be plugged in whenever it is possible so it is fully charged and ready for a consult.

Virtual Care System Overview

Teladoc Health is known for creating an authentic physician-patient encounter through its easy to use, managed telehealth platform. Health systems now 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, quality, and care to their patients.

Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual visits at clinics, healthcare facilities, and even your patients' home for an integrated experience across a multitude of use cases, environments, and budgets. Built on a cloud-based network, Solo™, our next generation software platform delivers care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption and program growth.

With Solo, you can connect people, healthcare systems, health information technology (HIT) systems, devices, and third-party software applications to enable telehealth solutions across the patient care journey. Whether launching a scheduled visit from your EMR, providing care for patients at home or in a clinic, Solo provides a core set of tools to easily deliver virtual care and provide users with an immersive, patient-centric view of their clinical work flows.

Designed for healthcare, security, and reliability

Our cloud-based, patented network ensures the industry's highest connection success rate, which meets industry-defined requirements 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 HIT system investments or use it as the foundation to close your workflow gaps with our software modules, creating a solution unique to you.



Viewpoint iOS Overview

Teladoc Health Viewpoint is Teladoc Health Patient Access Device software for use on iPad. Using Teladoc Health iOS Viewpoint app, patients can receive HIPAA compliant audio and visual medical consults from designated remote healthcare professional over the Teladoc Health Telehealth Network. The Teladoc Health iOS Viewpoint sets a new standard for Telehealth work flow management and is designed to deliver fast, convenient, and effective non-acute patient care where and when it is needed. The Teladoc Health iOS Viewpoint enables you to provide a superior experience when patient care matters most.

Viewpoint Software

- HIPAA compliant.
- Automatic bandwidth and video quality optimization.
- Teladoc Health Telehealth Network supports standards based H.264 Advanced Video Coding (AVC) connections.
- iOS 14 support.
- 24/7 remote support and monitoring of device and software by Teladoc Health.

Viewpoint Software for iPad Overview

Viewpoint Download

	iOS Viewpoint (iPad only)
Description	iOS Viewpoint: downloaded from the Apple store and installed onto any currently commercially available iPad.
Support	24 /7 Host Network Connectivity, phone support*
Device (Minimum Requirements)	iPad with iOS 14 and 128 GB hard drive space
Cameras	iPad front and rear HD cameras
Audio	iPad speakers and microphone

* Monitoring and support will vary based on support selected.

Tablet Version

	iOS Viewpoint Tablet
Description	iPad Pro tablet with iOS Viewpoint software product key for customer to install
Support	24 /7 Host Network Connectivity, phone support, remote desktop support*
Camera	iPad cameras (digital zoom)
Audio	iPad speakers and microphone
Device	iPad Pro

* Monitoring and support will vary based on support selected.

iPad Viewpoint Installation

Open the Teladoc Health Product Keys File

Open the Teladoc Health Product Keys PDF attachment.

- The Product Key is used to authenticate the iOS Viewpoint license for iPad.

Example: "123456-ABCDE-FGHIJ-KLMNP-QRSTU"





Serial # Capital Letters and Dashes

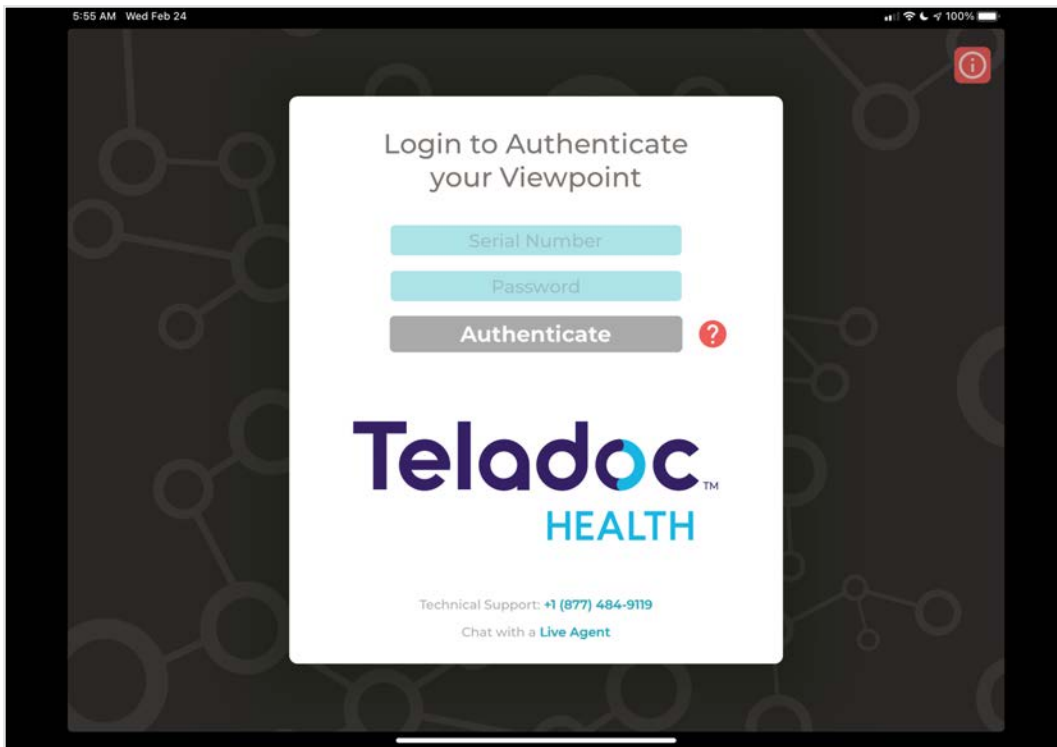
IMPORTANT: Once installed, this iOS Viewpoint Product Key is linked to the unique hardware ID of the iPad. Product keys with the leading 5 or 6-digit serial number are compatible with iOS Viewpoint 1.40.43 and above. Please ensure that you are installing the latest iOS Viewpoint app version.



Preparing the iPad

1. Charge the iPad and connect a keyboard to the device for easier interface if preferred.
2. Set up WiFi for internet connectivity.

Installing the Teladoc Health Viewpoint iOS App on the iPad

1. Tap **App Store** .
2. Search for the **Teladoc Health Viewpoint** app from **Teladoc Health**.
3. Tap  or  to download the latest iOS Viewpoint version and install until completes.
4. Tap **OPEN** to launch the app
5. On the top right corner, tap on the red info button , then **Authenticate** to reveal the "Login to Identify your Viewpoint" prompt.



6. Enter or copy the first 5 or 6-digit of the Product Key in the field labeled **Serial Number**.
7. Enter or copy the trailing 20 characters of the Product Key in the field labeled **Password** with no hyphens and tap **Authenticate**.
 - For more information, tap .
8. Follow the wizard to complete the iOS Viewpoint installation.
9. In a few moments, the screensaver will appear and the red info button will change to green indicating the app status is ready for telehealth consult. That ready status can be confirmed by tapping the  button in the top-right corner of the screen and tap on **Machine Info**.
10. If your organization utilizes Mobile Device Management (MDM) software, permissions can be configured in the MDM to allow the Teladoc Health iOS application to run in **Single App Mode** with the following parameters checked to optimize the telehealth experience:
 - Lock device into a single app
 - Disable sleep/wake button
11. Confirm the functionality of the Teladoc Health Viewpoint telehealth device by one of the following methods:

a. Customer Self-Test

- i. E-mail TAC@intouchhealth.com with the Provider Access usernames of the individual(s) who will perform the testing and the given iOS Viewpoint Serial Number(s) of the iPads to be tested.
 - If the tester does not have a Provider Access username, register by going to New User Registration and type “System Test” in the “Referred By” form field.
- ii. The Technical Assistance Center (TAC) will email will email the customer tester once the access rules are granted and the customer can have a session.




b. Teladoc Health Performance Verification Test

- a. Fill out the [System Test Form](#) and email to systemtest@intouchhealth.com.
- b. Visit the [Automated Scheduler](#) to schedule a system test for your Teladoc Health device.
 - You will be presented with a scheduling tool which will allow you to schedule the Performance Verification Test on, or after, the next business day. The Performance Verification Test must be successfully completed in the area, and on the network, of clinical use prior to allowing access to this Viewpoint telehealth device for clinical use.

Configuring the Network for Optimal Performance (Connection Success and Session Quality)

1. To ensure optimal performance of your Viewpoint device, configure the network at your healthcare system per the [Teladoc Health Telehealth Network Specifications document](#).
2. Use these [Guidelines](#) to support testing of the network configuration and the device's performance within the clinical network.

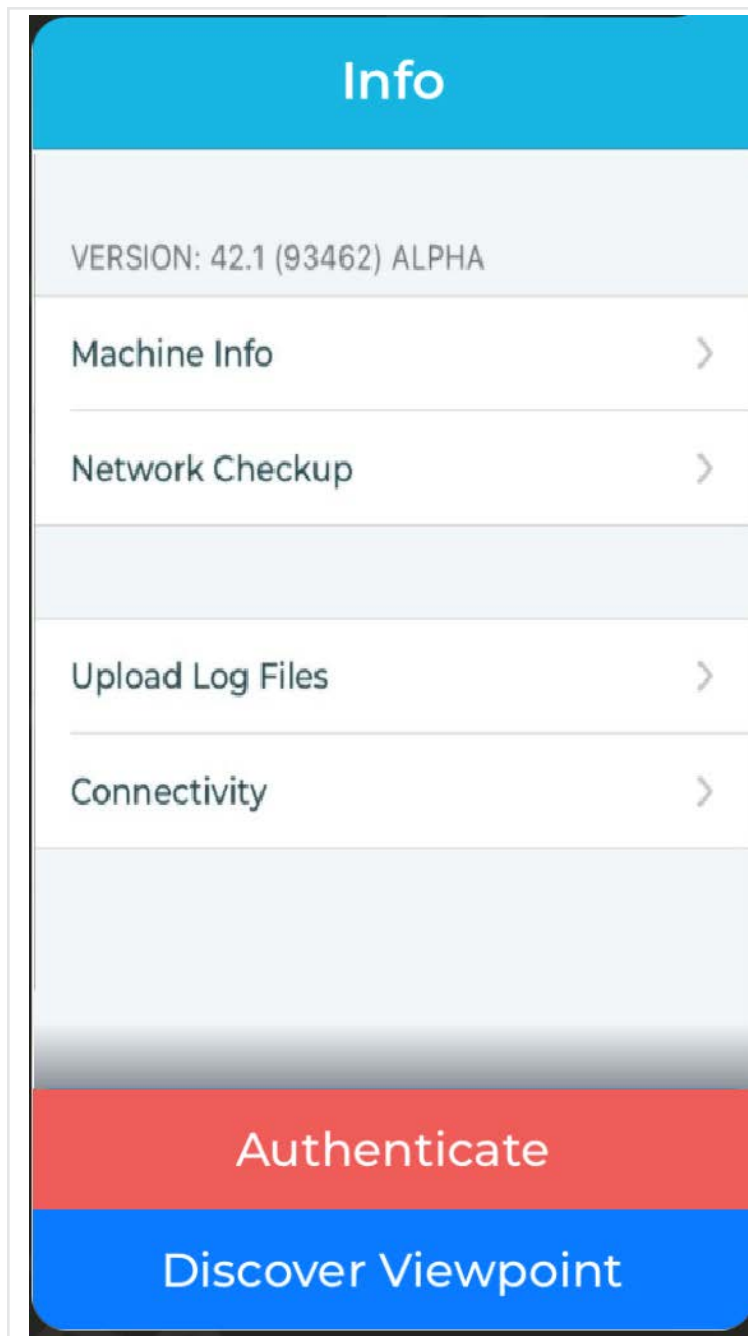
Viewpoint for iOS Information Icon and Dialog Box

Icon	Meaning
	Viewpoint device not yet Authenticated
	Viewpoint device is not connected or is connecting to network
	Viewpoint device ready for session

Information Dialog

Tapping the information icon opens the **Info** dialog box.

- **Machine Info**: displays information about the device.
- **Network Checkup** runs and displays the results of a test of the device's current network connection.
- **Upload Log Files**: uploads current day, past week or past month's device logs to server.
- **Connectivity**: displays the device's current connectivity.
- **Authenticate**: starts the initial authentication of the device to allow it to connect and have sessions.
- **Discover Viewpoint**: opens the Viewpoint user guide.



Getting Started

Turning on Viewpont Software for iPad

1. Power on your device.



2. Select the Viewpont Software for iPad app icon .

- Once the screen shown below appears, the Viewpont Software for iPad software is running.



Changing Wi-Fi Networks

1. Press on the Home Button of your iOS Device. This should take you to your iOS Home Screen.


NOTE: If your device is not equipped with a Home Button, swipe up from the bottom-middle of the screen to display the iOS Home Screen.



2. Tap the Settings Application.
3. Tap the Wi-Fi tab.
4. Make sure that Wi-Fi is on. The slider next to the Wi-Fi switch should be green. Tap on the desired Wi-Fi network under **Choose a Network**.



CAUTION: Guest, Staff, and VIP type networks are not suitable for connection of a medical device peripheral.

5. If required, enter the Wi-Fi network password. You should now be connected to Wi-Fi. Exit out by pressing the Home Button again.
6. Go back to Viewpoint by tapping the Viewpoint icon.
7. Tap the information icon  on the top right corner of the Viewpoint screen, then tap Machine Info to ensure that the Status is Ready before attempting to make a connection.

NOTE: If the iPad has cellular data enabled, sessions can run on a cellular connection as well.

Logging off Viewpoint

To make sure you disconnect, follow these steps:

1. Double-click on the home button.

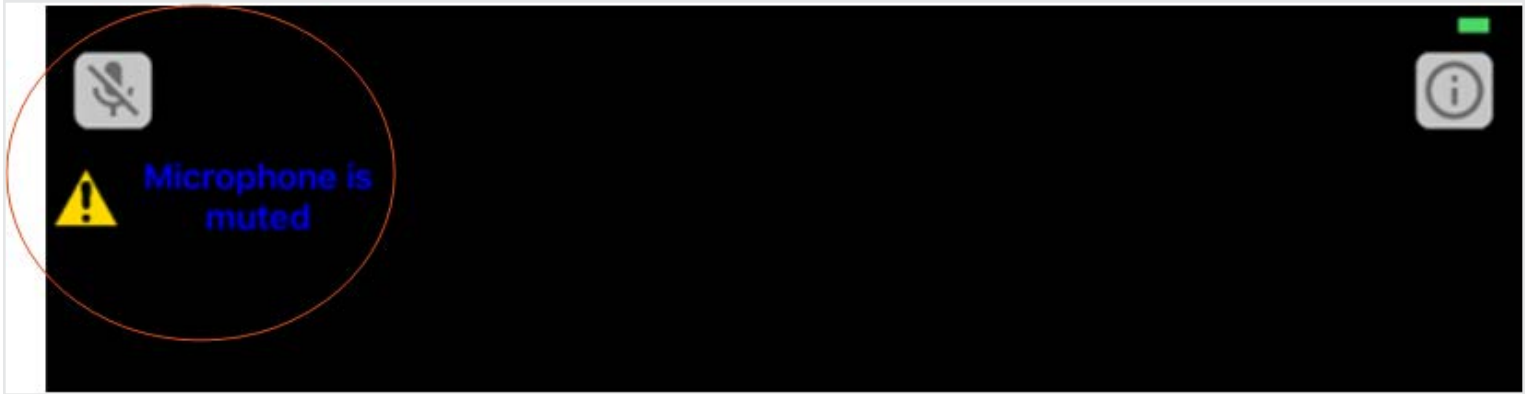
NOTE: If your device is not equipped with a Home Button, swipe up from the bottom-middle of the screen to display the iOS Home Screen.

2. Swipe away the Viewpoint application to stop it from running in the background.
3. Your Viewpoint device will now be seen as offline on the Provider Access side.



User Experience

- User can adjust the volume and brightness locally on the iPad
- User can mute microphone in session using the icon at the top left hand corner

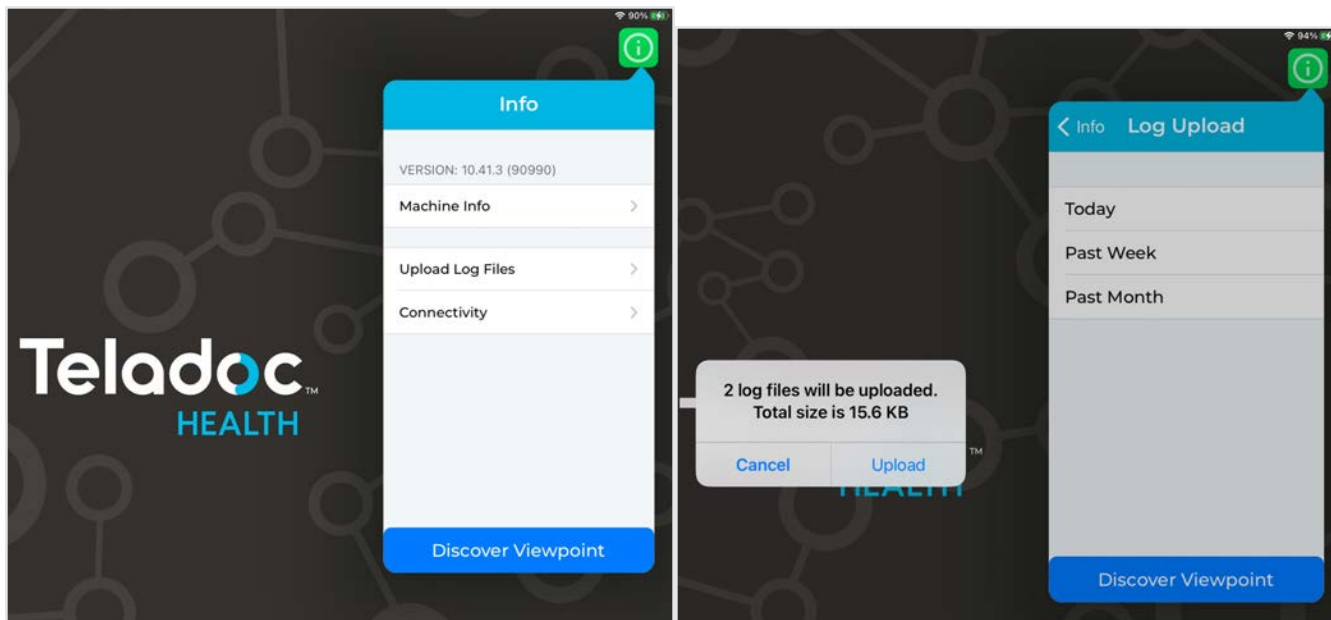


- The Picture in Picture of the local image can be moved to any corner of the screen
- View of remote Provider is rotatable between Portrait and Landscape mode
- The Provider's name is depicted on the bottom center of the screen

Upload Log Files

Under the information icon  tap Upload Log Files.

NOTE: If an error occurs, you will be prompted to upload logs at the start of the next session.



iOS Viewpoint Troubleshooting

Symptom	Action
Teladoc Health Viewpoint cannot connect to Wi-Fi.	Attempt to connect to Wi-Fi network- See “Changing Wi-Fi Networks” . If you are still unable to connect to Wi-Fi, contact your hospital’s IT department.
Teladoc Health Viewpoint screen is grey/blank.	<ul style="list-style-type: none"> • Check the connectivity. • Verify that the Teladoc Health Viewpoint is plugged in. • Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on.
Session does not start.	<ul style="list-style-type: none"> • Tap or click the information button in the top right corner of the screen to view the blue connectivity information screen. • If you are not connected to Wi-Fi, connect to Wi-Fi- See “Changing Wi-Fi Networks”. • If you are still unable to connect to Wi-Fi, contact your local internet service provider. • If you are connected to Wi-Fi but are still unable to connect, contact your hospital’s IT department or Teladoc Health Technical Service- See “Contact Information”.

iOS Viewpoint Tablet Technical Specifications

Apple 12.9" iPad Pro, Wifi Model

Dimension	12"x8.68"x0.27" (305.7mmx220.6mmx6.9mm)
Display	12.9"
Resolution	2048x2732 px
Weight	1.57 lbs (713 gm)
Battery	Built in 38.5-watt-hour rechargeable lithium polymer battery, Up to 10 hours for multimedia use

System Information

OS	iOS 10.3 (upgradable to current)
Chipset Brand	Apple
Processor	A9X 64-bit, with M9 coprocessor. 2.26 GHz dual-core 64-bit ARMv8-A
CPU Speed	0.2 GHz, LPDDR4 SDRAM
RAM	4 GB
Hard Drive	32 GB
Wireless Type	Wi-Fi 802.11 a/b/g/n/ac, Dual band (2.4 GHz and 5 GHz), HT80 with MIMO
Bluetooth	Bluetooth 4.2
Peripheral Ports	1 Headset Jack

Apple Tech Specifications: <https://www.apple.com/ipad-pro/specs/>

HIPAA Procedures

As a business associate, Teladoc Health is subject to the compliance of the law under §164.308 (Administrative Safeguards), under §164.310 (Physical Safeguards), and under §164.312 (Technical Safeguards) in that we maintain and transmit 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 to violate 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 that ensure that it 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 allows hospitals and medical professionals to be in compliance with HIPAA regulations. Teladoc Health is providing the following information to assist with HIPAA privacy regulations as they pertain to the telehealth system.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines below may not cover all situations as they apply to a specific organization. Further, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features as they are added, and the impact of these features and how they may affect HIPAA policies, procedures, and safeguards should be considered.

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 passersby.

Images and Video

By default when saved, all captured images and video files are stored as encrypted files viewable only by the Provider Access user who captured them. All files whether encrypted or not should also be saved in the user's Teladoc Health Media Vault (folder) 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 to disk 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 \(877\) 484-9119](tel:+18774849119)

24/7 Live Remote Technical Support & Live Chat

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

Email Support

ITHSupport@intouchhealth.com

Website

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

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.