Teladoc Health™

Windows Viewpoint® Tablet

User Guide

Teladoc™
HEALTH

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Patent(s):

http://www.intouchhealth.com/patents

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Last updated: February, 2021

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

R̶x only

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

Information in **ORANGE BOLDFACED 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 HealthPatient Access Device.

Viewpoint Safety Warnings and Cautions

WARNINGS

- Patient Access Devices are designed to utilize the 802.ll 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 Tablet. Adding third party software (especially for video conferencing) to the computer can cause Teladoc Health Viewpoint Tablet to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.

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

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, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

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.

Viewpoint Tablet Overview

Teladoc Health Viewpoint Tablet consists of a Microsoft Surface Pro device, configured and dedicated to running the pre-installed Windows Viewpoint software application for Patient Access. Through the Viewpoint software, patients can receive HIPAA compliant audio and video medical consults from designated remote healthcare professional over the Teladoc Health Telehealth Network. The Teladoc Health Windows Viewpoint is designed to deliver fast, convenient, and effective non-acute patient care where and when it is needed.

Viewpoint Software Overview

Tablet Versions

	Windows Viewpoint Tablet
Description	Surface Pro tablet with pre-installed Teladoc Health software, customized Win 10 OS, and 3rd party software load
Support	24 /7 Host Network Connectivity, phone support, remote desktop support*
Camera	HD front and rear cameras (digital zoom)
Device	Surface Pro 7, i7

* Monitoring and support will vary based on support selected.

Intended Application

The Viewpoint Tablet is intended to provide high quality HIPAA compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network.

Indications for Use

The Viewpoint Tablet is HIPAA compliant and can be used for audio and video telecommunications in a variety of clinical environments.

Surface Pro 7 Overview

1. Volume
2. Power button
3. Headset jack
4. Windows Hello facial-recognition camera
5. Front-facing camera
6. Studio Mics
7. USB-C port
8. USB-A port
9. Surface Connect port
10. microSD^{TM} card reader

Microsoft Surface Pro 7
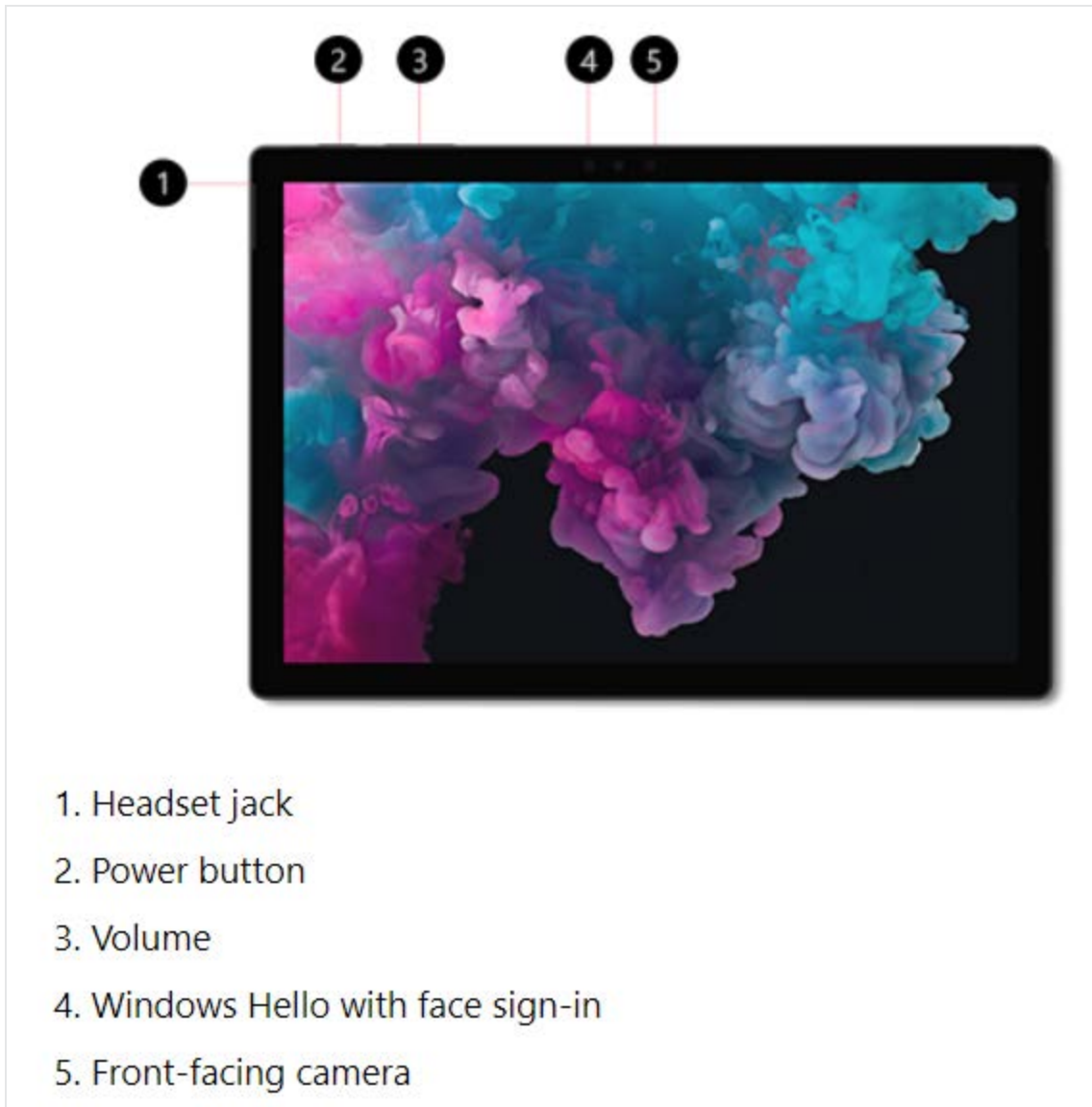
Surface Pro 7 for Business, i7 16GB RAM 256GB SSD

Teladoc Health Part Number	20-20344
Dimensions	11.5" x 7.9" x 0.33" (292 mm x 201 mm x 8.5 mm)
Storage	Solid-state drive (SSD): 256GB
Display	Screen: 12.3" PixelSense™ Display Resolution: 2736 x 1824 (267 PPI) Aspect ratio: 3:2 Touch: 10 point multi-touch
Battery Information	Lithium Ion 2 hours in-session, depending on use
Memory	16GB
Graphics	Intel® Iris™ Plus Graphics
Processor	i7-1065G7
Connections	1 x full-size USB 3.0 1 x USB-C® 3.5 mm headphone jack 1 x Surface Connect port Surface Type Cover port MicroSDXC card reader
Cameras, Video and Audio	5.0MP front-facing camera with 1080p full HD video 8.0MP rear-facing autofocus camera with 1080p full HD video Dual far-field Studio Mics 1.6W stereo speakers with Dolby® Audio™
Security	Firmware TPM

Weight	1.74 lbs (790 g)
Wireless	Wi-Fi 6: IEEE 802.11 ax compatible Bluetooth Wireless 5.0 technology

NOTE: Technical Specifications from Microsoft®: https://www.microsoft.com/en-us/surface/devices/surface-pro-7/tech-specs

Surface Pro 6 Overview

Front

1. Headset jack

2. Power button

3. Volume

4. Windows Hello with face sign-in

5. Front-facing camera

Side

Keyboard not included

1. Mini DisplayPort (version 1.2)

2. USB 3.0

3. SurfaceConnect

4. Kickstand

5. microSD^{TM} card reader
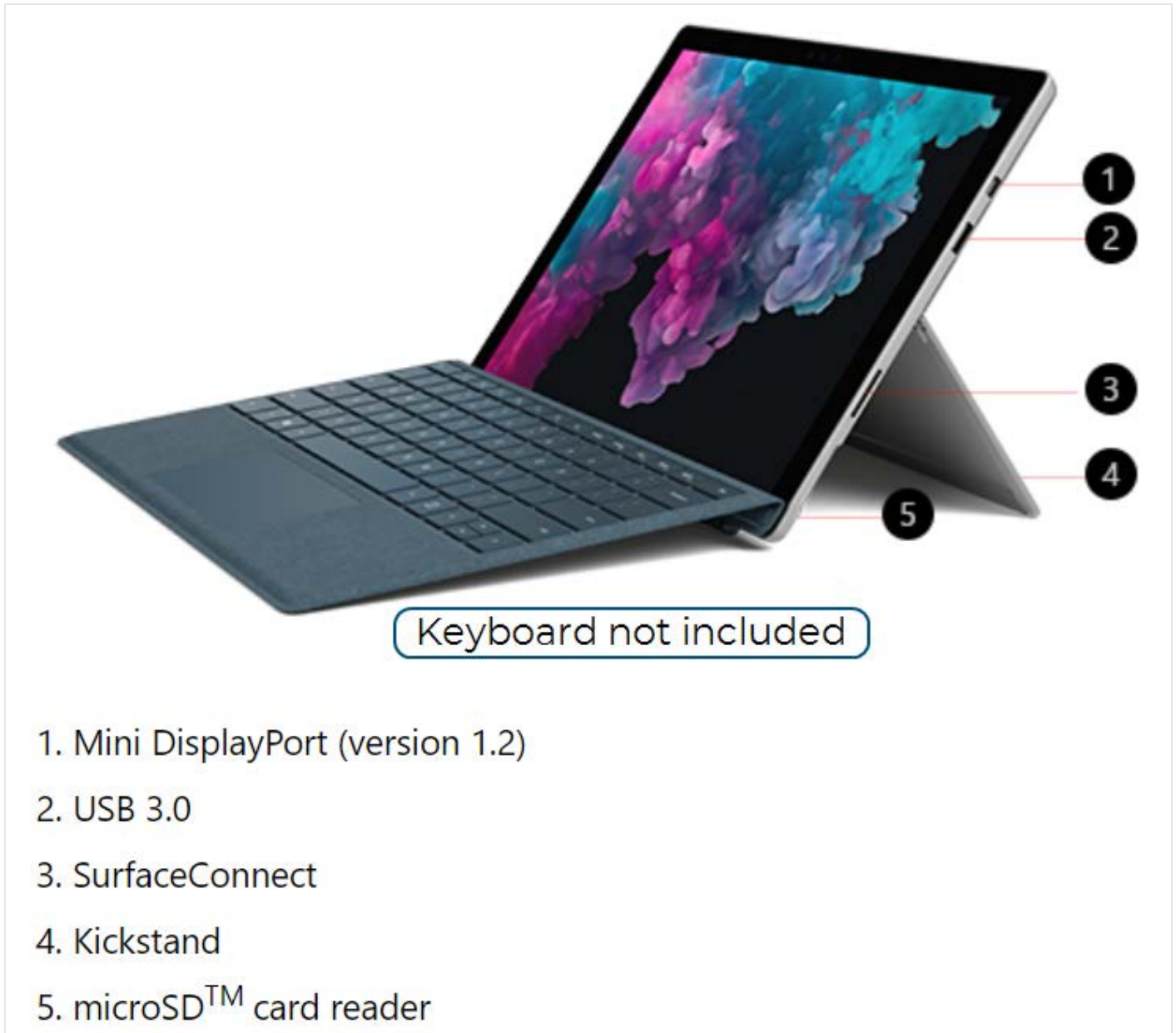
Microsoft Surface Pro 6

Surface Pro 6 for Business, i5 8GB RAM 256GB SSD

Teladoc Health Part Number	90-20032
Dimensions	11.5" x 7.9" x 0.33" (292 mm x 201 mm x 8.5 mm)
Storage	Solid-state drive (SSD): 128GB
Display	Screen: 12.3" PixelSense™ Display
	Resolution: 2736 x 1824 (267 PPI)
	Aspect ratio: 3:2
	Touch: 10 point multi-touch
Battery Information	Lithium Ion
	2 hours in-session, depending on use
Memory	8GB
Graphics	Intel® UHD Graphics 620
Processor	i5-8350U
Connections	1 x full-size USB 3.0
	3.5 mm headphone jack
	Mini Display Port
	1 x Surface Connect port
	Surface Type Cover port
	MicroSDXC card reader
Cameras, Video and Audio	5.0MP front-facing camera with 1080p full HD video
	8.0MP rear-facing autofocus camera with 1080p full HD video
	Dual microphones
	1.6W stereo speakers with Dolby® Audio™
Security	Firmware TPM

Weight	1.70 lbs (770 g)
Wireless	Wi-Fi: IEEE 802.11 a/b/g/n/ac compatible
	Bluetooth Wireless 4.1 technology

> **NOTE:** Technical Specifications from Microsoft®: https://www.microsoft.com/en-us/surface/business/surface-pro-6?xt=15#primaryR2

Surface Pro System Environment

- Teladoc Health Windows Viewpoint Software
- Operating System: Windows 10 Enterprise, LTSC
- AntiVirus: TrendMicro
- Remote Monitoring and Management: Kaseya

Viewpoint Software

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

Recommended Audio and Video Accessories

> **NOTE:** Audio and video quality using consumer electronics are subjected to customer validation for individual use case.

Teladoc Health suggests the following products to enhance the audio and video experience of Viewpoint Tablet.

HD Webcam	Phoenix Audio DUET Speaker Phone

Getting Started

Turning on Viewpoint Tablet

1. Plug your Viewpoint Tablet device into a power outlet.
2. Power on your device.

> **CAUTION:** The Viewpoint Tablet device should be plugged in whenever it is possible so it is fully charged and ready for a consult. The Viewpoint Tablet will remind you to plug it in by playing the audio message "Please plug me in".

3. Select the Viewpoint Tablet app icon .

   - Once the screen shown below appears, the Viewpoint Tablet software is running.

Powering Off the Viewpoint Tablet

1. Press the power button to power down the device.

2. Confirm powering off the device when prompted.

Viewpoint Tablet Wi-Fi Connection Setup

1. Select **Wifi Setup** from the **Settings** screen .

2. Select the desired secure, clinical wireless SSID network.

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

3. Enter the network security key.

4. Use the **Information Icon** () on the lower right corner of the screen and ensure that the status is **Ready** before attempting to make a connection.

NOTES:

- The Diagnostic Information page will display current WiFi status.
- The Viewpoint Tablet will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.

Device Conectivity Details

The Viewpoint Tablet can connect to the Internet using cellular broadband through MiFi or other devices capable of creating WiFi hotspots. The cellular service provider and/or signal strength may change from area to area. Customers should contact Teladoc Health Technical Service for further information.

- Wireless Network Signal Strength Indicator is located on the Diagnostic Information page
    - If Indicator states Fair user may experience video problems.
    - When Indicator states Weak the Robot may lose the connection— it is best to return to a stronger signal area immediately.

Diagnostic Information

InTouch Lite
Ready

Battery charge	100%
Serial Number	ROBOT-19024
Location	Demo-Lite 4 (ED 1)
Subtype	Lite V4
Software version	10.40.11
Build date	January 03 2020
Stethoscope type	Littmann
Built-in cameras	Thermal

Network details

Connection type	WiFi
WiFi SSID	TIC
Signal strength	88%
External IP	64.29.227.1
Internal IP	192.168.12.69

Connectivity status

SIP	● Registered
FMS	● Registered
WebRTC	● Registered
Solo cloud	● Registered
Document cloud	● Registered

Viewpoint Tablet Idle Features (Out of Session)
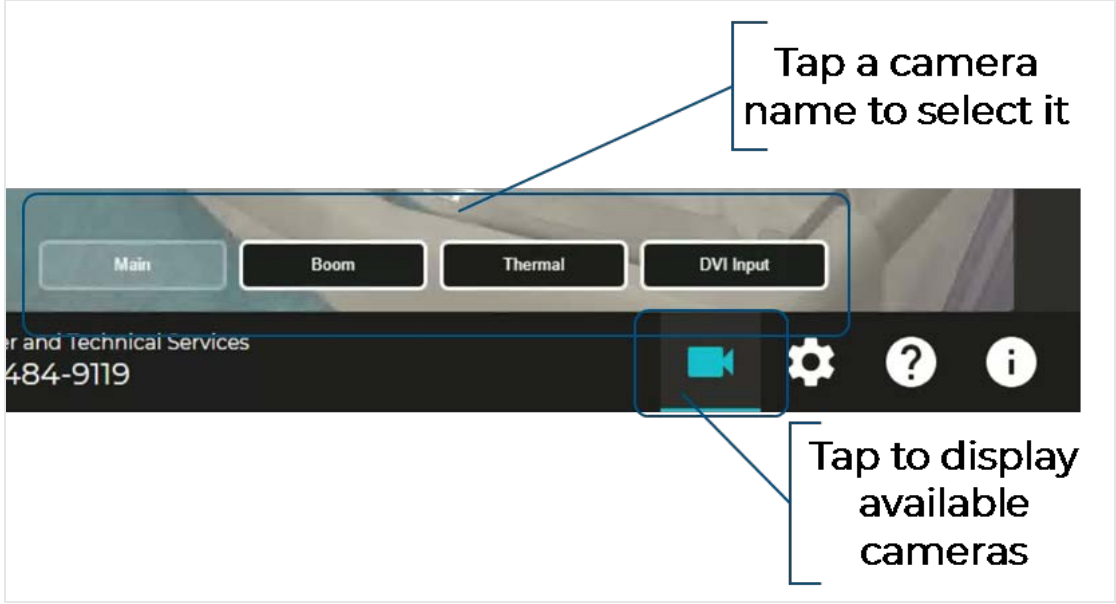
When the Viewpoint Tablet is not actively connected to the Provider Access Software, it is considered idle, and an animation will be displayed.

> **NOTE**: Screensavers chosen by the customer may optionally be shown; to do so, consult your **Teladoc Health** representative or Technical Support.

Tap anywhere on the Viewpoint Tablet's screen to access the available idle features.

Icon	Function
	Exits and returns **Viewpoint Tablet** to idle mode.

Icon	Function
	Camera Preview mode allows the local user to preview the camera image, and that of any attached video peripheral. **NOTE:**The available cameras depend on what is connected to the Viewpoint Tablet. If no additional cameras or devices are connected, no buttons are displayed. Tap a camera name to select it Tap to display available cameras
	Settings • **Wifi Setup** - allows user to establish a WiFi connection on the Viewpoint Tablet. • **Network Check** - runs a diagnostic of the current network connection. • **Stethoscope Types** - select the attached stethoscope (if any). • **Session Start Sound** - allows the level of the session start sound to be adjusted. • **Date and Time** – allows user to choose date and time display on the device in and out of the virtual encounter. • **AV Wizard** - runs the audio/video setup. • **More Options** - other device display settings.

Icon	Function
	Displays Diagnostic Information -- Includes useful technical information such as: • Serial number • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network (SIP) connectivity • Device status

Viewpoint Tablet Settings Screens

Viewpoint Tablet Wi-Fi Connection Setup

1. Select **Wifi Setup** [Wifi Setup icon] from the **Settings** screen [Settings gear icon].

2. Select the desired secure, clinical wireless SSID network.

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

3. Enter the network security key.

4. Use the **Information Icon** ([info icon]) on the lower right corner of the screen and ensure that the status is **Ready** before attempting to make a connection.

NOTES:

- The Diagnostic Information page will display current WiFi status.
- The Viewpoint Tablet will automatically connect to known Wi-Fi profiles. For stored WiFi profiles, the password can be changed by selecting it and editing the password.
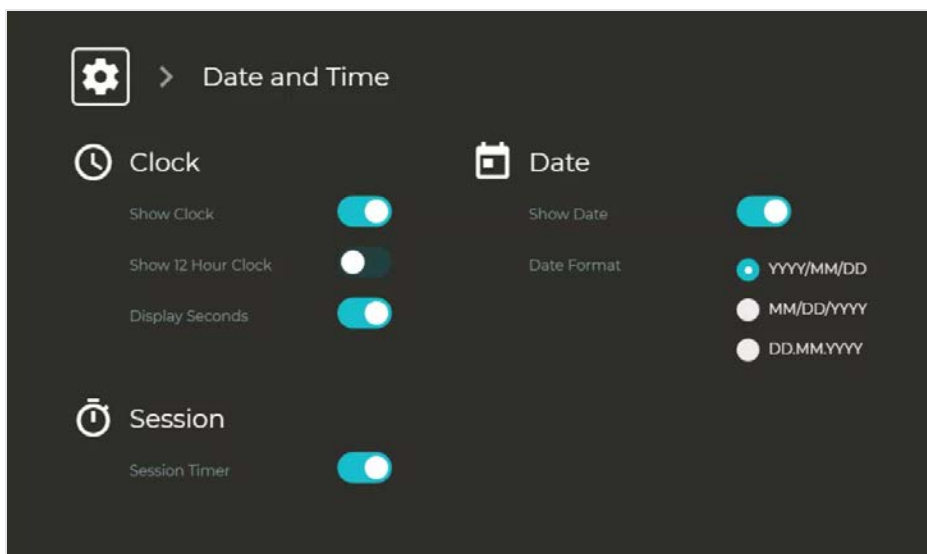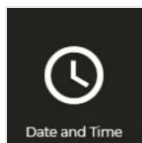
Device Cleaning Mode

The Viewpoint Tablet has a screen-cleaning mode, so that no functionality is inadvertently called upon when cleaning.

Tap Settings ⚙ > Cleaning Mode ✋, to disable the screen for 30-seconds to allow cleaning.
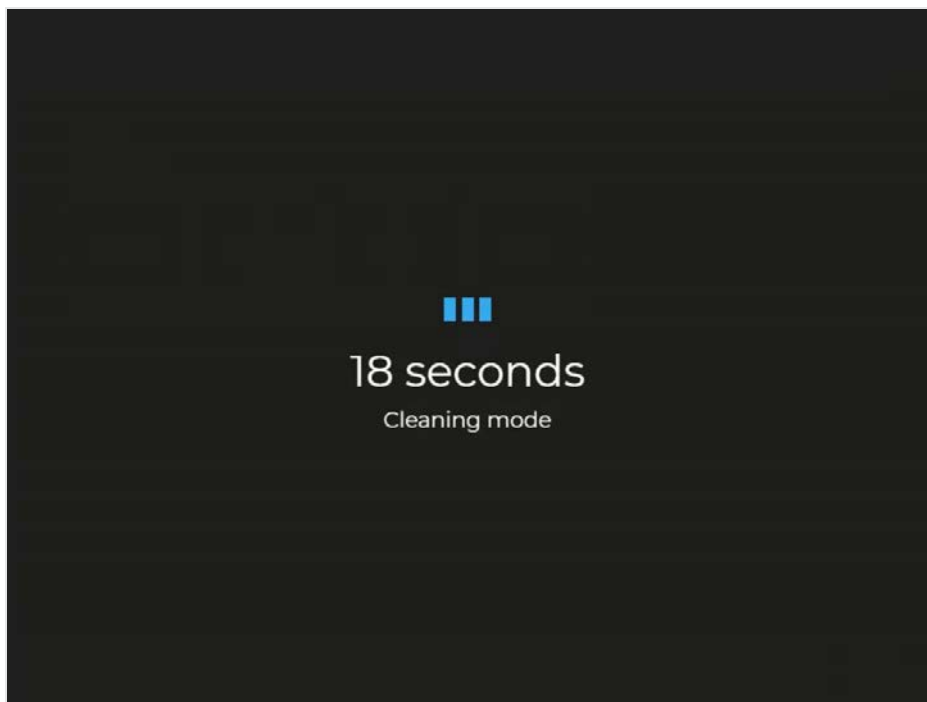
Date and Time Settings Screen

The Date and Time settings screen allows the user to change how and if time is displayed on the device.

Device Network Checkup

The Network Checkup screen runs and displays the results of a test of the device's current network connection.

- The checkup will automatically run when the screen opens.
- A green check-mark appears for each past item.
- An orange X appears for any failed item with contact information on how to resolve any issues.
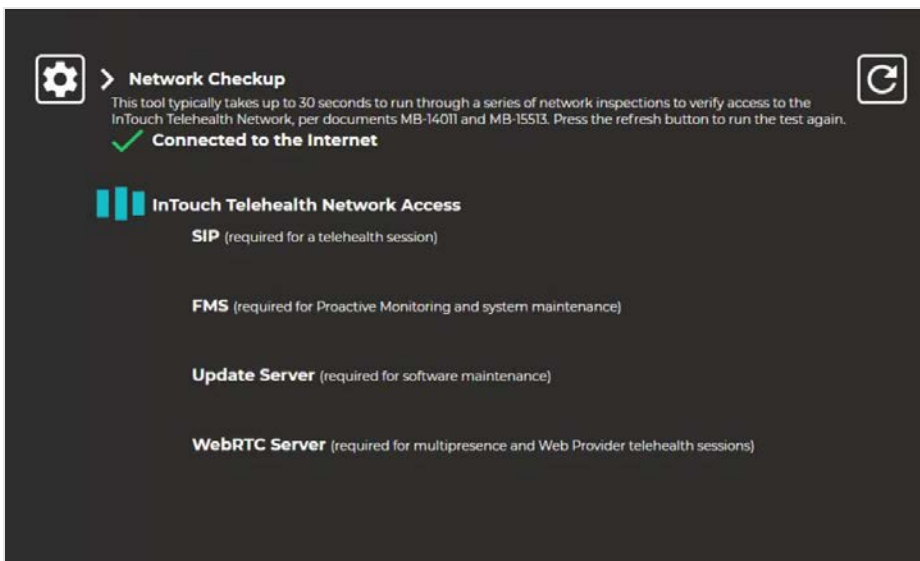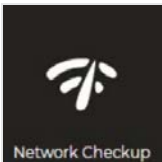
Audio/Video Wizard

Running the Audio/Video Wizard

1. Click anywhere on the screen to view the idle icons.

2. Click the Settings icon (⚙) in the bottom, right corner of the screen.

3. Click the AV Wizard icon (AV).

4. Click **Begin Setup** when the Audio/Video Wizard welcome screen appears.
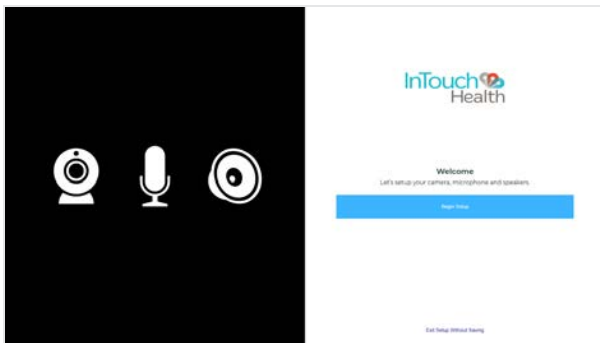
5. Select the webcam attached to the Windows Viewpoint from the **Select Camera** drop-down.
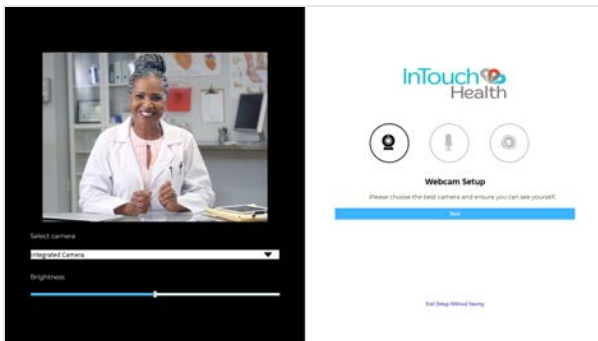
6. Click **Next**.

7. Select the microphone attached to the Windows Viewpoint from the **Select Sound Input Device** drop-down on the Microphone Setup page, if not already selected.

8. Speak normally to test the microphone and to ensure the microphone picks up your voice. The audio bar will fluctuate to indicate voice detection.

9. Click **Next**.
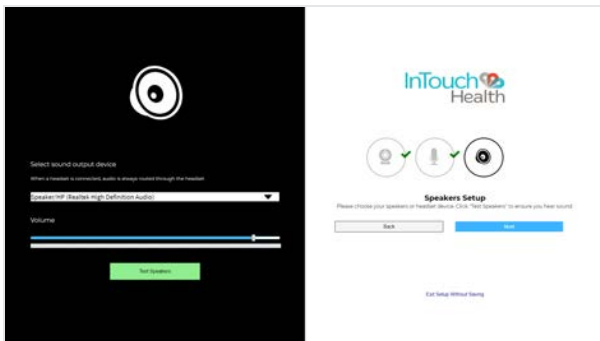
10. Select the speakers being used with the Windows Viewpoint from the **Select Sound Output Device** drop-down on the Speakers Setup page, if not already selected.

11. Click **Test Speakers** to test the audio.

12. Adjust the blue slider bar to raise or lower the volume as necessary.

    - If unable to adjust the volume using the A/V Wizard, try adjusting either the display's volume or the volume in Windows.

13. Click **Next**

14. Click **Finish** when green check-marks appear next to the video, microphone, and speaker icon.
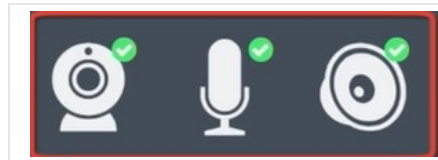
Device Session Start Sound

The Session Start Sound settings screen allows the user to change sound volume on the device at the start of a virtual encounter.

Session Start Sound
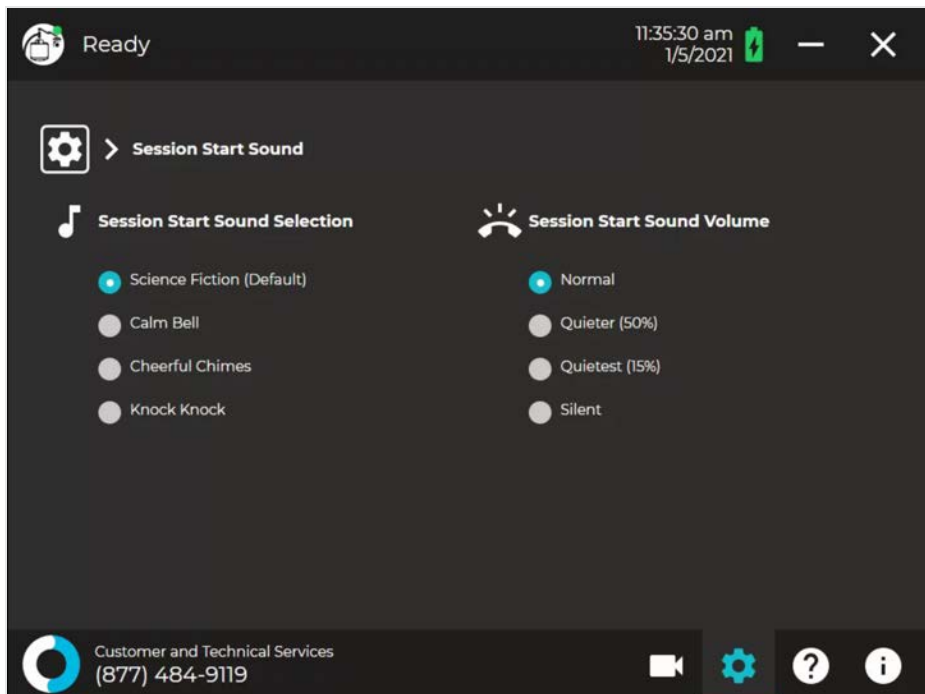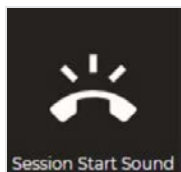
Stethoscope Types

The **Stethoscope Types** settings screen allows the user to select the stethoscope used during a session.

Device Settings - More Options

From the **Settings** screen, select the icon to display additional device settings.
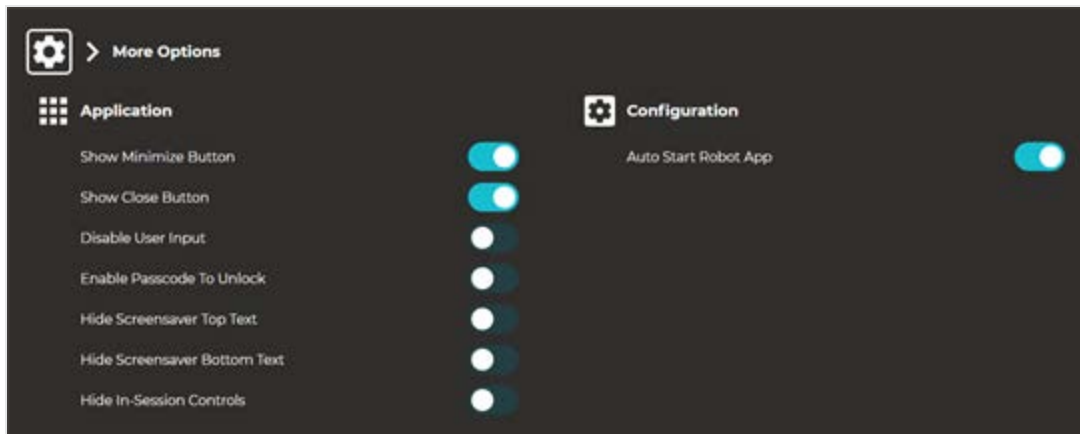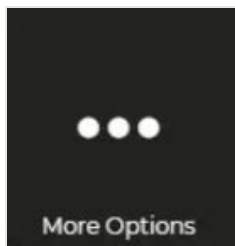
Active Session Screen Navigation

When a Virtual Care session is in progress, a toolbar similar to the one below is displayed.

Icon	Function
	Volume control - Move slider to adjust device's volume.
	Mute the local volume by dragging the slider to the left, or pressing the left-most speaker icon.
	Tap to mute the device's microphone, tap again to un-mute.
	Mutes camera on the Patient side.
	Toggle the Picture-in-Picture.
	Tap to end the current remote session. A confirmation box will display before the remote session is ended.
	Battery charge status is located in the upper right hand corner of the display on the Diagnostic Information screen. A lightning bolt indicates the battery is charging.

Active Session Screen Navigation

When a Virtual Care session is in progress, a toolbar similar to the one below is displayed.

Icon	Function
	Toggles the tool bar between show and hide.

Troubleshooting

Symptom	Action
Viewpoint cannot connect for a session	Please contact your hospital's IT department to verify the hospital Wi-Fi network connection. If the hospital Wi-Fi network is functional, please contact Technical Support for further details on connectivity.
Windows Viewpoint Tablet screen is black or blank.	• Verify that the Windows Viewpoint Tablet is plugged in. Quickly press and release power button. • If the screen remains black/blank, make sure the device is powered on.

HIPAA Compliance

The Teladoc Health Provider Access platforms is one of the main components of Teladoc Health's Telemedicine system and are developed with HIPAA compliant safeguards for use in healthcare. They are available as a pre-loaded Windows Desktop or Laptop, a Software Install, or as an app for iOS. Connections are supported by the Teladoc Health Telehealth Network; a cloud-based Telehealth server infrastructure that provides secure connectivity and unprecedented flexibility and scalability.

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 remain in compliance with HIPAA privacy 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.

Server Database Topology

The Teladoc Health Telehealth Network service offers guaranteed uptime using redundant networks and servers. All customer-facing servers are backed up nightly and supported by load balancers that failover to redundant servers as needed. Technologies are deployed to guard against malicious hacking attempts by brute force attacks, cracking algorithms, social engineering, keystroke logging, or stolen password attempts.

Security Specification

User Authentication Parameters

Strong password requirements	Secure password changes
Password history tracking	Mobile device management solutions
User authentication logs and audit trails	Required password changes on first login
Automatic log off and lock out	Single login controls to Teladoc Health Solo™ and Teladoc Health Imaging™

Data Encryption, Security, and Reliability

Provisioning of digital images and video	Provisioning of digital images and video saving rights prevents storage of ePHI on iPads. Data encryption at rest and transit of all video and audio feeds (256 bit AES encryption, SSL, TLS and SRTP).
Data back-up, redundancy, and failover infrastructure	Data back-up, redundancy, and failover infrastructure and procedures ensures availability of Patient Access Device. Integrity controls and user authentication through password protection and automatic logoff.
Fleet Monitoring Servers (FMS)	Fleet Monitoring Servers (FMS) maintain complete audit trails and have extensive audit capabilities showing date/time of access (user and hospital) for all con-nections.

User Rights Access, Controls, and Site Management

Auto-logout	Teladoc Health provides centralized user access and control privileging to ensure all users are given the minimum level of

	access to fulfill their job requirements and supports an auto-logout feature time interval that can be configured according to the customer's preference.
Automated alert system	Automated alert system for individual video encounter quality metrics and analysis tools give visibility into all remote presence virtual encounters..

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/

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HEALTH

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.