Teladoc Health™

Viewpoint®

Software for Windows

User Guide

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Patent(s):

https://teladochealth.com/patents/

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Patient Access Devices Overview

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.

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

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 Health Patient Access Device.

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Viewpoint Safety Warnings and Cautions

WARNINGS

- Viewpoint for Windows is 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 Viewpoint for Windows. Consequently, Viewpoint for Windows should not be utilized in any activities where successful completion of the activity is dependent upon uninterrupted communication between Viewpoint for Windows 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 Viewpoint for Windows and Teladoc Health Provider Access Software may not contain all of the information in the original scene. Video information from the camera is transmitted at either 480p or 720pand 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 for Windows. Adding third party software (especially for video conferencing) to the computer can cause Teladoc Health Viewpoint for Windows to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.

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

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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.

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Windows Viewpoint Overview

Teladoc Health Windows Viewpoint is downloadable standalone software available on any Windows device running Microsoft Windows 10 and meets the minimum system requirements. The Viewpoint software allows providers using Teladoc Health's Provider Access Software to safely access patients by connecting to a computer running the Viewpoint software. 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.

Intended Application

The Viewpoint for Windows is intended to provide high quality HIPAA compliant audio and video sessions between a provider and a patient over the Teladoc Health Telehealth Network in a variety of clinical environments.

Viewpoint Software

- HIPAA compliant.

- Automatic bandwidth and video quality optimization.

- 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.

Viewpoint for Windows Overview

Viewpoint Download

	Windows Viewpoint
Description	Standalone software that can be loaded onto any PC that meets the minimum requirements
Support	24/7 Host Network Connectivity, phone support*
Device (Minimum Requirements)	PC with Win 10 Pro (build version 15063 or newer), Intel Core i5, 8 GB RAM, 128GB SSD
Cameras	PC integrated HD camera USB UVC HD webcam
Audio	PC connected speaker and microphone

* Monitoring and support will vary based on support selected.

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 for Windows.
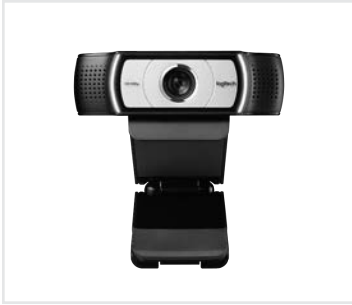
HD Webcam	USB Speaker Phone

Viewpoint for Windows Installation Instructions

Save Files to a USB Flash Drive

1. Go to: https://update.intouchreports.com/downloads/InTouch_Health_Viewpoint_Manual.exe

2. Save the .exe file onto your USB Flash Drive.

3. Open the Teladoc Health Product Keys PDF attachment and save onto your USB Flash Drive.

   - The Product Key is used to authenticate the Windows Viewpoint license.

> NOTE: Once installed, this Windows Viewpoint Product Key is linked to the unique hardware ID of the device and cannot be transferred to another device. Product keys with the leading 5 or 6-digit serial number are compatible with **Windows Viewpoint 10.44 and above**.

Prepare the Windows Device for Viewpoint for Windows

1. Charge the device and connect a keyboard to the device for easier interface.

2. Set up WiFi or LAN for internet connectivity.

3. Teladoc Health highly recommends the device configuration to be dedicated to telemedicine use with auto-login enabled for the local Windows user account.

4. Log into your local administrator account on the device.

Install Viewpoint for Windows on the Windows Device

1. Transfer the two files from the USB Flash Drive onto the device for Teladoc Health Viewpoint Software.

2. Double-click on the InTouch_Health Viewpoint_Manual.exe file to run.

3. If a User Account Control pop up window appears, click **Yes** to allow Teladoc Health RobotMsi to make changes.

4. The Teladoc Health Robot Setup Wizard will launch. Click Next.

5. Enter the Product Key including the numbers, hyphens, and capital letters from the PDF of the Teladoc Health Product Keys email into the Product Key field of the Teladoc Health Robot Setup wizard.

6. Click Next to continue

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

Serial #   Capital Letters and Dashes

7. Click Install to begin the Viewpoint installation.

   - The installation will take a few minutes.

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8. Click Finish when the Teladoc Health Robot Setup Wizard completes.

9. Double-click on the Robot.exe application to launch Viewpoint software.

   - The Teladoc Health screensaver will be visible.

10. Click the button in the top-right corner of the Viewpoint screen and confirm that the Status is Ready.

11. For additional information, please refer to the Windows Viewpoint Quick Start Guide and the Windows Viewpoint User Guide.

12. Confirm the functionality of the Teladoc Health Viewpoint telehealth device by one of the following methods:

Customer Self-Test

1. E-mail TAC@teladochealth.com with the Provider Access usernames of the individual(s) who will perform the testing and the given Windows Viewpoint Serial Number(s) of the devices to be tested.

   - If the tester does not have a Provider Access username, please register by going to New User Registration and type "System Test" in the "Referred By" form field.

2. Our Technical Assistance Center (TAC) will email the customer tester once the access rules are granted and the customer can have a session.

Teladoc Health Performance Verification Test

1. Fill out the System Test Form and email to systemtest@intouchhealth.com.

2. Visit our 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.

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

1. Configure the network at your healthcare system per the Teladoc Health Telehealth Network Specifications document to ensure optimal performance of your Viewpoint device.

2. Use these Guidelines to support testing of the network configuration and the device's performance within the clinical network.

Thank you for installing Viewpoint for Windows!

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Getting Started

Turning on Viewpoint for Windows

1. Power on your device.

2. Select the Viewpoint for Windows app icon .

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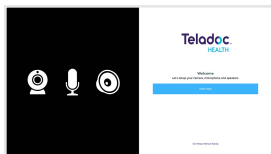

Audio/Video Wizard

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 ( ).

4. Click Begin Setup when the Audio/Video Wizard welcome screen appears.

5. Select the webcam attached to the Viewpoint from the Select Camera drop-down.

6. Click Next.

7. Select the microphone attached to the 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 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.
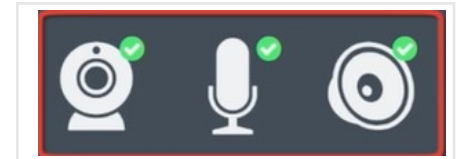
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Viewpoint for Windows Wi-Fi Connection Setup

- The Teladoc Health software allows access to basic Wi-Fi networks with available SSIDs. If more advanced settings are needed, following the instructions for "Advanced Wi-Fi Setup" on the next page.

- Advanced Wi-Fi set up should be done only by a trained technician.

- If a trained technician is not available, use the robot software to connect to an available network and contact Teladoc Health for assistance.

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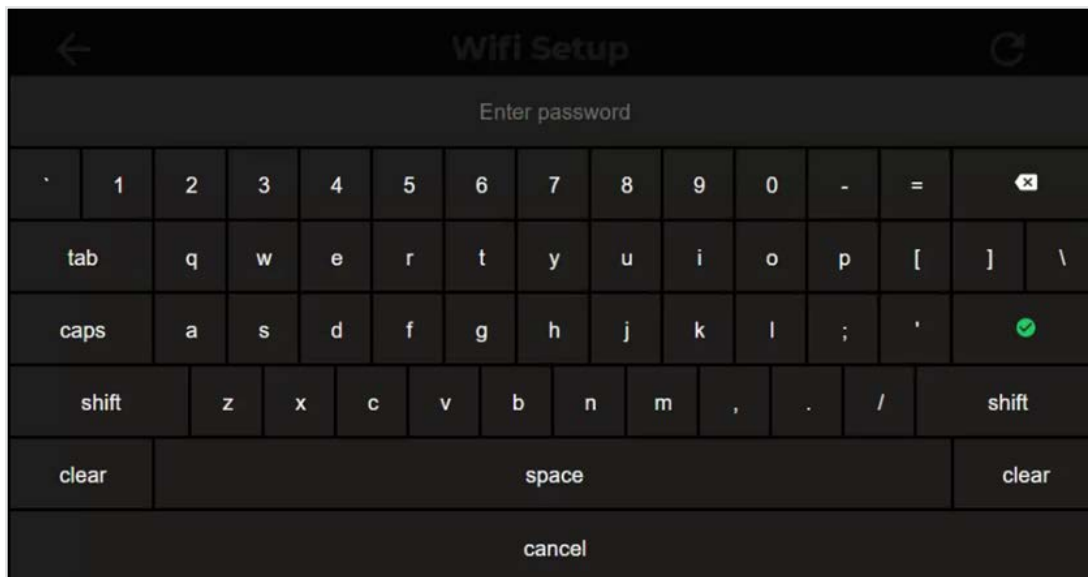
4. Use the Information Icon () on the lower right corner of the screen and ensure that the status is Ready before attempting to make a connection.

> **NOTES:**
> - The Diagnostic Information page will display current Wi-Fi status.
> - The Viewpoint for Windows will automatically connect to known Wi-Fi profiles. For stored Wi-Fi profiles, the password can be changed by selecting it and editing the password.

Advanced Wi-Fi Setup

> **CAUTION**: These steps should only be done by a trained technician.

Access Network & Internet Settings

1. Attach a USB keyboard and mouse,
2. Press the "Windows" key (⊞) to show the taskbar,
3. Right-click the Robot software icon 🖥 on the taskbar and choose Close window to close the software
4. Right-click the Wi-Fi 📶 icon in the system tray and choose Open Network & Internet settings

Select Network

1. Click "Wi-Fi" on the left-hand side of the screen
2. Click Manage known networks
3. Left-click on any networks listed and choose Forget
4. Click the back arrow at the top-left of the screen after all networks are removed,
5. Scroll down the Wi-Fi page until you see Network and Sharing Center, then click on that link
6. Click Set up a new connection or network
7. Click Manually connect to a wireless network
8. Type in the network name
9. Choose the correct security type

WPA2 PSK - (Wi-Fi Protected Access 2 with Pre Shared Key)

1. Type in the password when prompted
2. Ensure Start this connection automatically is checked

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WPA2-Enterprise - (Wi-Fi Protected Access for Enterprise)

1. Ensure "Start this connection automatically" is checked, then click Next

2. Click Change connection settings

3. Click the Security tab

4. Click Settings

5. Uncheck Verify the server's identity by validating the certificate

6. Click OK

7. Click OK

8. Click Change connection settings

9. Click the Security tab

10. Click Advanced settings

11. Check the box for Specify authentication mode

12. Choose User authentication in the drop-down menu

13. Choose Save credentials

14. Type in the username and password and click OK

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Privacy Mode

With privacy mode enabled, physicians and care teams request a visit with audio only and have the option to establish a video connection with the patient after receiving verbal approval to connect.

The inpatient care experience ensures patient privacy by allowing the patient to verbally accept or decline a virtual visit request.
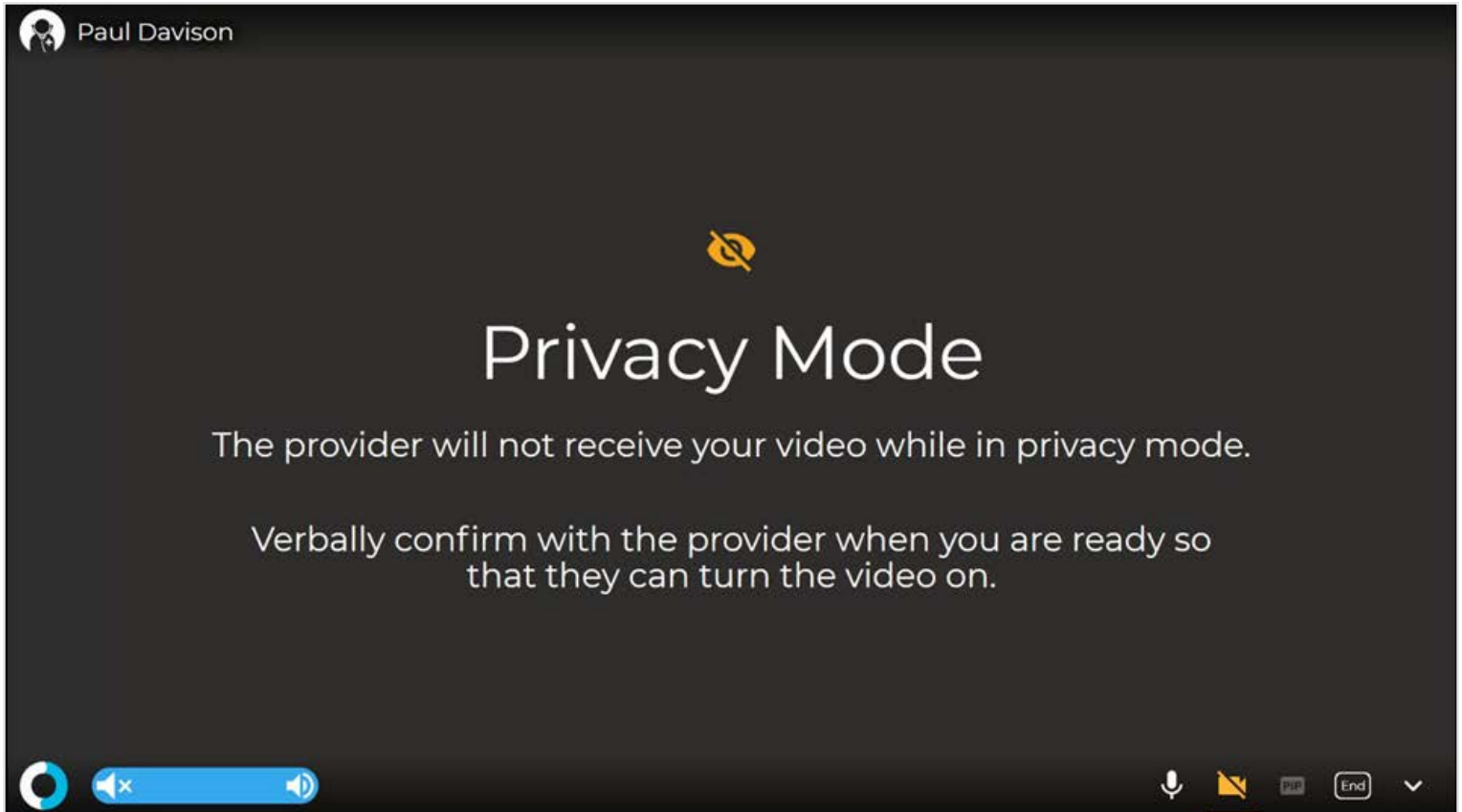
Privacy Mode Toggle

The **Privacy Mode** can be toggled on or off in the device's **More Options** screen from the **Settings** screen.

To toggle the **Privacy Mode** on or off:

1. Select the **Settings** icon to open the Settings screen.

2. Select the **More Options** icon .

3. Toggle the **Start Sessions in Privacy Mode** on or off.

Configuration

Start Sessions in Privacy Mode
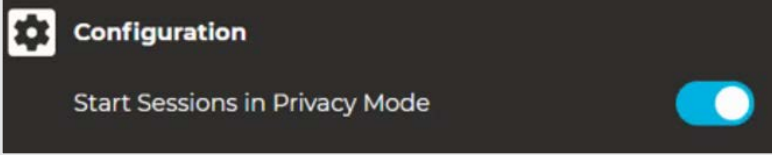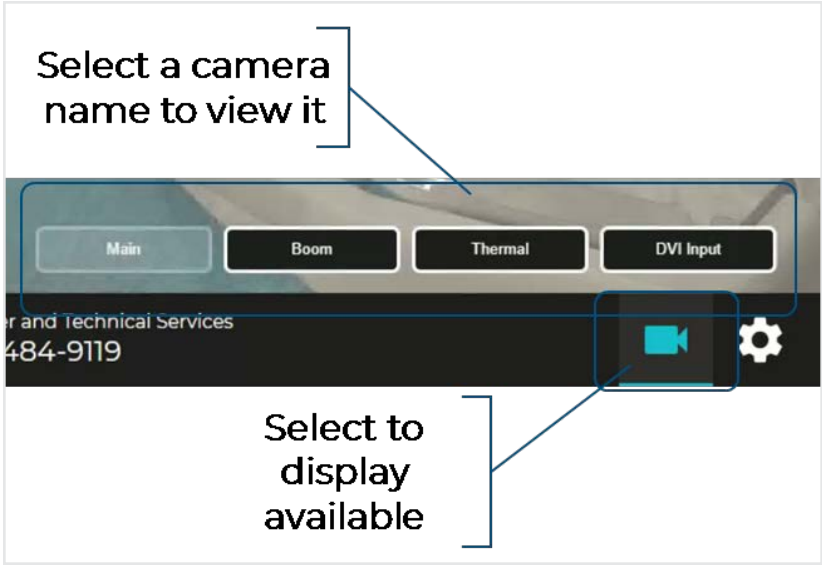
4. Select to exit the **More Options** screen.

Viewpoint for Windows Idle Features (Out of Session)

When the Viewpoint for Windows 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.

Icon	Function
	Exits and returns Viewpoint for Windows to idle mode.
	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 for Windows. If no additional cameras or devices are connected, no buttons are displayed.

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Icon	Function
	Settings • **Wifi Setup** - allows user to establish a WiFi connection on the Viewpoint for Windows. • **Network Check** - runs a diagnostic of the current network connection. • **Stethoscope Types**-select an optional stethoscope (if desired). • **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.
	Displays Diagnostic Information -- Includes useful technical information such as: • Serial number • Location • Battery charge • Wireless Network (SSID) and signal strength • IP addresses • Teladoc Health Telehealth Network connectivity • Device status

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Viewpoint for Windows Settings Screens

Tap the screen and then tap the Settings icon.

Viewpoint for Windows Wi-Fi Connection Setup Screen

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.
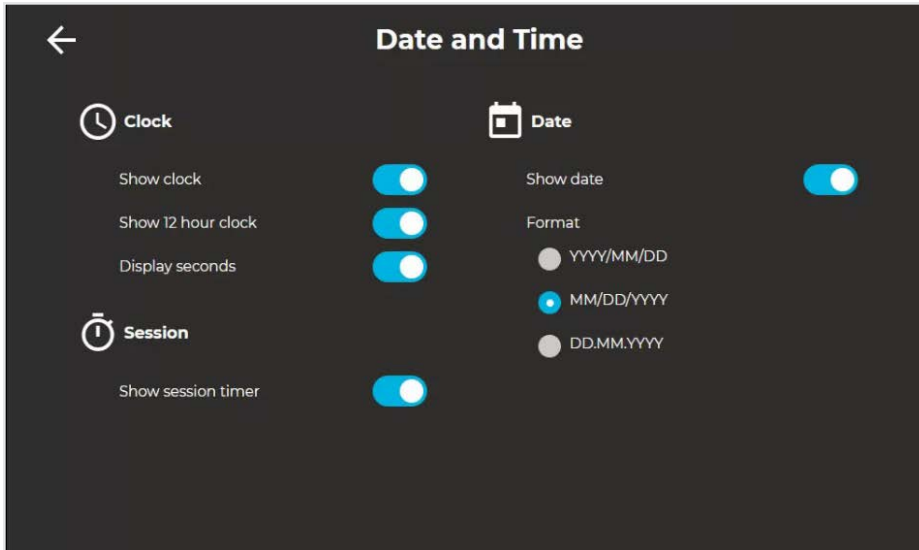
Device Network Checkup

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.
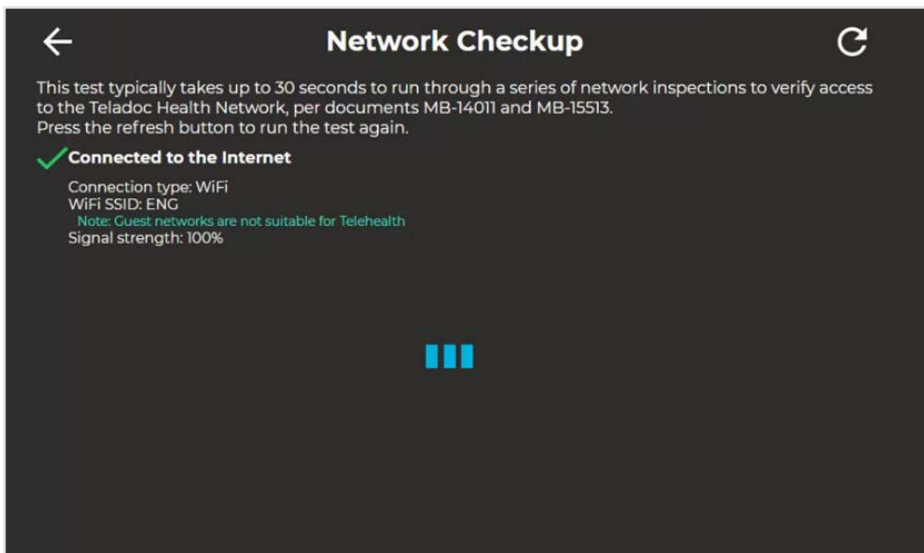
AV Wizard

See for more details.
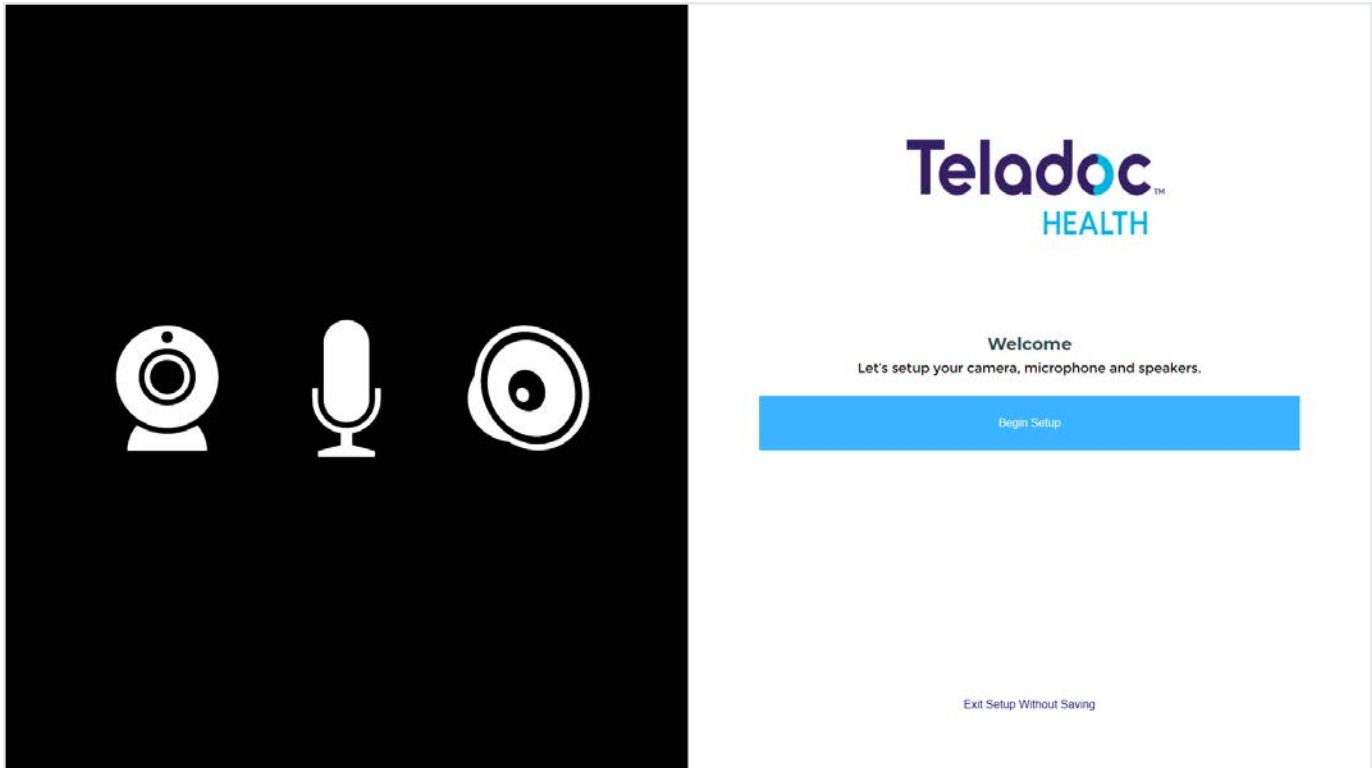
Device Session Start Sound

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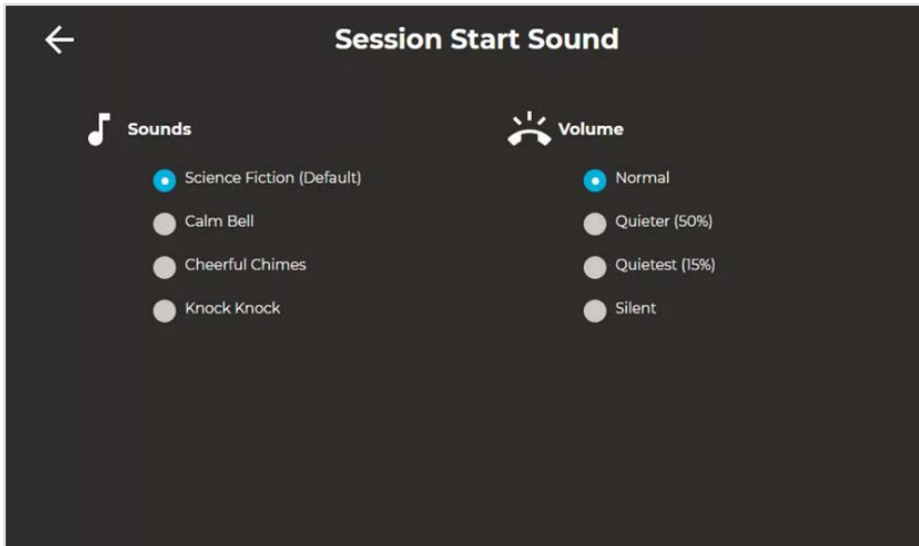
Stethoscope Setup

The Stethoscope Setup settings screen allows the user to select the stethoscope during a virtual encounter.

Device Settings - More Options

From the **Settings** screen, select the icon to display additional device settings.

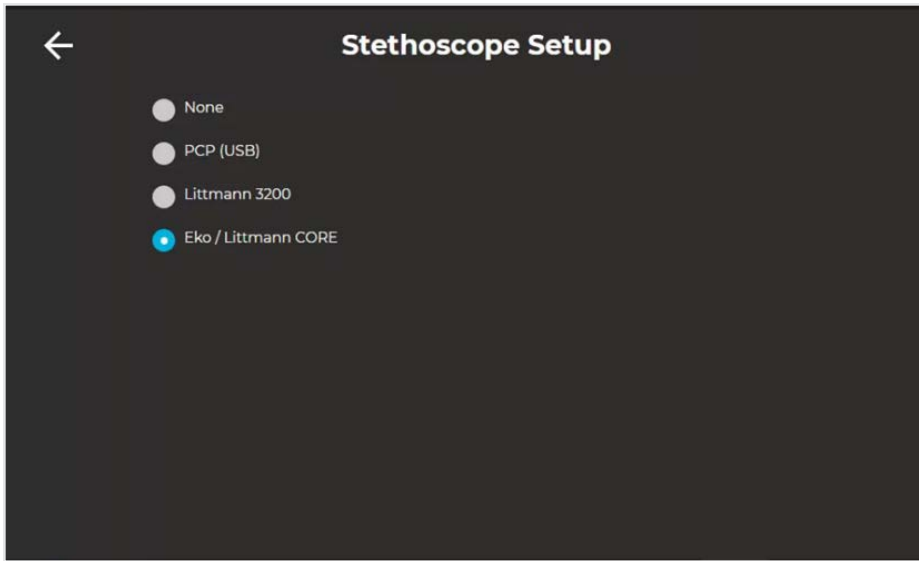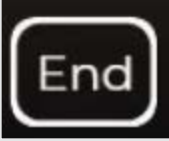| Application	
Show Screensaver Care Location	Shows the device's location in the upper-left corner of the screensaver screen.
Enable Passcode To Unlock	Enables a passcode to unlock the device. The Passcode is the Device's Serial Number. You will be prompted to confirm activation of the Passcode.
Hide Screensaver Top Text	When toggled on, the text, Please keep this device on at all times is not displayed on the screensaver.
Hide Screensaver Bottom Text	When toggled on, the text, Touch to interact is not displayed on the screensaver.
Hide In-Session Controls	Hides the In-Session controls on the bottom of the screen. • While in-session, use the icon to ⌃ un-hide the In-Session Controls. • See "Active Session Screen Navigation" on the next page for more details.
Configuration	
Start Sessions in Privacy Mode	When enabled, when a session starts, the device's camera will be disabled until the physician is told to activate the camera. • See "Privacy Mode" on page 18 for more details.
Enable Nightly Restart	Automatically restart the device each night.
Auto Start Robot App	Automatically start the Robot App when the device is started.

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 the video.
	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.
	Toggles the tool bar between show and hide.

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Device Audio and Video Mute

The video can be paused by either the practitioner or on the device.

Practitioner Mute Icons

Device Mute Icons
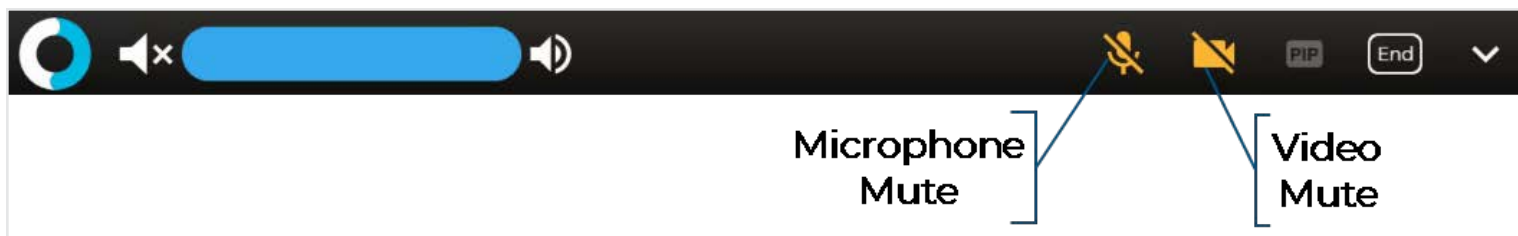
Troubleshooting

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.

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HIPAA Compliance

The Teladoc Health Provider Access platform is a main component of Teladoc Health's telehealth 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 server infrastructure that provides secure connectivity and unprecedented flexibility and scalability.

HIPAA Procedures

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.

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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.

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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 connections.
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.

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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

Teladoc Health User Manuals

https://intouchhealth.com/manuals/

Sales & Product Demos

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

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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.