



InTouch Lite™ V2

Nursing Reference Guide

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Nursing Staff Orientation

1. Overview and purpose

- a. The hospital or facility has agreed to enter into a partnership utilizing the benefits of the InTouch Health Telehealth System.
- b. The system is designed to allow medical experts to be in two places at once. This capability will allow a physician to consult on a patient from the office, clinic, OR suite, or from home.
- c. The Provider Access Software allows physicians to have an authentic patient encounter experience by allowing visibility to the whole range of the patient area using the Patient Access head display. Refer to the product manual for further details.
- d. These capabilities help improve efficiency, improve care and lower cost.

2. System basics

- a. The InTouch Lite should always remain on and plugged in when not in use. Diagnostic information is constantly being sent to InTouch Health to assure functionality.
- b. The only time the camera is connected is when you see a live image on the screen.
- c. Basics of how it works:
 - i. Wireless network: Location of access points may create pockets of poor signal strength—the access point location may be modified to provide optimal coverage.
 - ii. Public internet may create moments of longer delay.

3. Application protocols

- a. Generally, use of the system should be similar to the processes used when the physician visits in person. The patient consents process as determined necessary.

General etiquette:

- i. Help the doctor to be aware of his/her volume. Volume control on InTouch Lite.
- ii. In a semi-private room, it is best if the curtain is drawn and the volume remains generally low (new users have a tendency to talk louder than required.)

4. What to do for support

- a. A tested backup method of communication should be made available in the event that network communication is lost.
- b. InTouch Health will be the primary contact for all technical support. The phone number is on the back of the InTouch Lite head display and on the footer below. Follow the prompts to reach a technician.

5. Other concerns

- a. [HIPAA Compliance](#)
- b. [Cleaning and Disinfecting](#)

HIPAA Compliance

HIPAA Policies and Procedures

As a business associate, InTouch 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 in a manner that would 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 Remote Presence system that ensure that it complies with the latest HIPAA regulations. One of the key requirements is InTouch Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of remote presence connections and ePHI (electronic protected health information). The InTouch Health Remote Presence system is an FDA cleared device for active patient monitoring, and as such, was developed for use in healthcare and designed to ensure HIPAA compliance. InTouch Health maintains a policy to ensure workforce HIPAA compliance and training. InTouch Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

Recommended Guidelines For HIPAA Compliance

The Remote Presence System allows hospitals and medical professionals to remain in compliance with HIPAA privacy regulations. InTouch Health is providing the following information to assist with HIPAA privacy regulations as they pertain to the Remote Presence 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. InTouch 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 Software

The computer using the Provider Access Software 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 Software access is password protected via Windows user account control and the Provider Access Software password feature. Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures.

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:

- Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.

HIPAA Compliance

- Use the microphone mute button when conversing with someone alongside the Provider Access Software to avoid the inadvertent conferencing of patient-related conversation.

Stored Images and Video Files

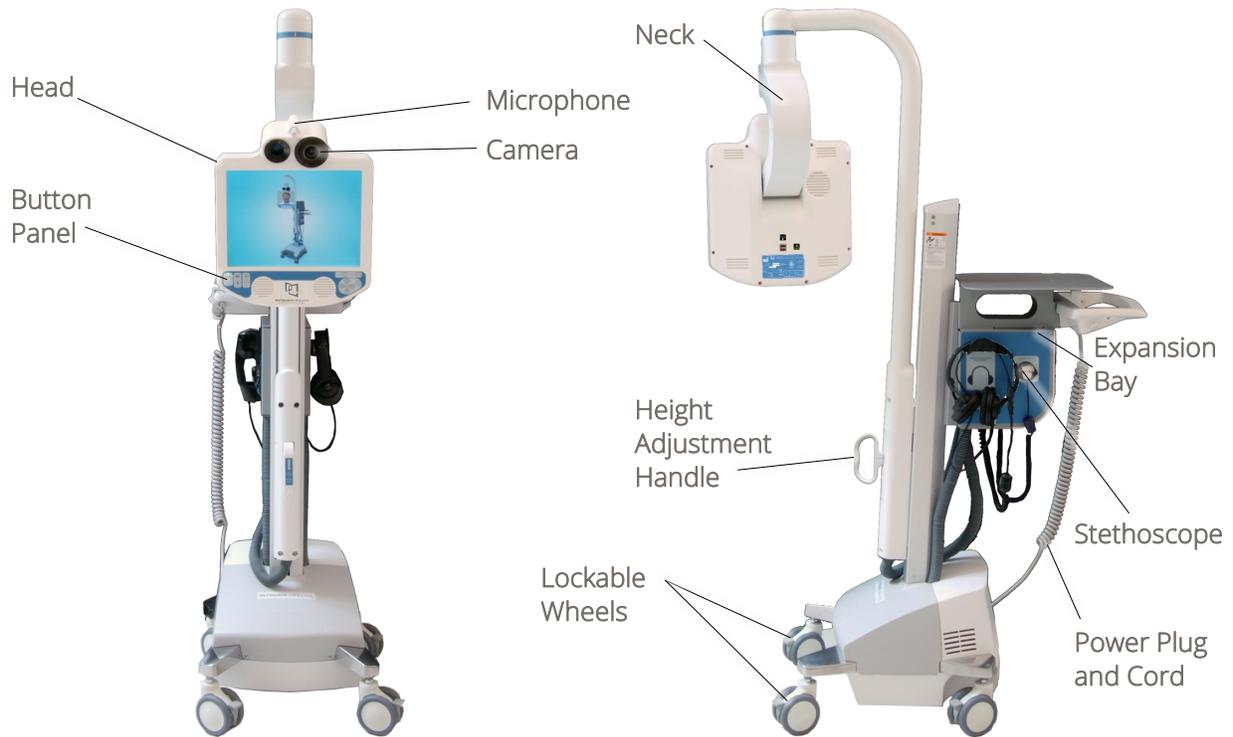
By default when saved, all captured images and video files are stored as encrypted files viewable only by the Provider Access Software user who captured them. All files whether encrypted or not should also be saved in the user's InTouch Health Media Vault (folder) to provide added protection.

Disclosure of PHI

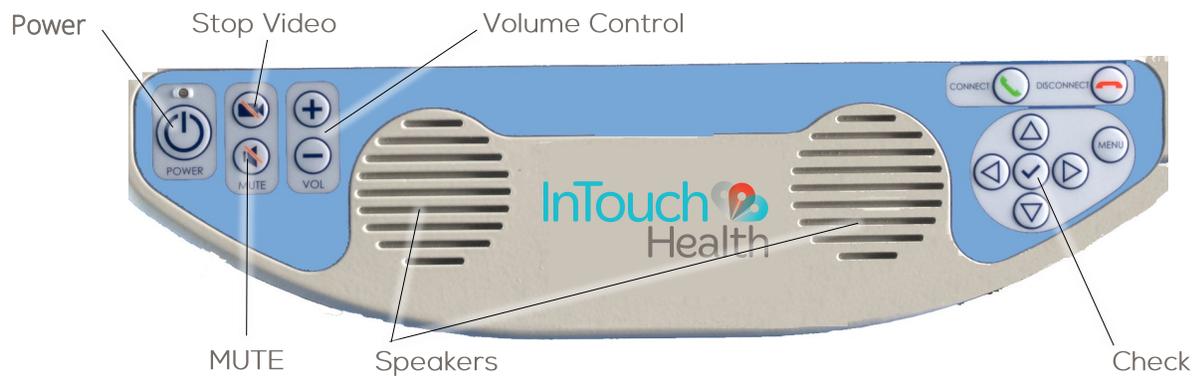
If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted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

InTouch Lite Overview

InTouch Lite V2 Anatomy and Components



InTouch Lite V2 Button Panel



InTouch Lite Power Sequences

Power On Sequence

The Lite should be left powered on at all times and plugged in when not in use to ensure 24/7 availability of services.

1. **Plug in the power cord:**
Ensure that the power cord is plugged into an approved wall socket.
2. **Turn On the Main Power at the Expansion Bay:**
Press and hold (3-5 sec.) the main power button.
Ensure that the power light is lit.
3. **Turn On the Power at the Button Panel:**
Press the power button once.
After a short period of self-testing (1-2 minutes), a screensaver should appear on the Lite Display.

CAUTION: To ensure system readiness, ensure the InTouch Lite is turned on at least two hours before its intended use so that any available software updates are installed and take effect.



Expansion Bay

POWER



Button Panel

Power Off Sequence

CAUTION: Only power off this device when instructed by InTouch Health Technical Service.

1. **Turn Off the Power at the Button Panel:**
Press the power button once.
Press the check button within seven seconds after the "Do Not Turn Off" message appears.
Confirm shutdown as indicated by the screen going black after approximately 30-45 seconds.
2. **Turn Off the Main Power at the Expansion Bay:**
Press and hold (3-5 sec.) the main power button.

How to Move the InTouch Lite

Moving the InTouch Lite

The InTouch Lite is designed to be moved by hospital staff into a broad array of locations ranging from clinics, emergency rooms, rural hospitals, long-term care communities and more. The requirement for operation is a standard grounded AC outlet supplying a minimum of 120 VAC, 60 Hz, 5.1A (US) or 230 VAC, 50 Hz, 2.7A (International). A battery charge lasts an estimated 7 hours.

- Ensure the InTouch Lite is set at its lowest position.
- Ensure the power cord is unplugged.
- Ensure the wheels are unlocked before moving.
- Exercise caution when encountering thresholds.
- Move it to the desired location.
- Lock the wheels.
- Plug in the power cord when not in session.

Adjusting the Height

The InTouch Lite head can be placed between 58 inches and 78 inches off the floor.

- Lift the handle to raise or lower the height.



1. Pull Handle straight out

2. Move Up or Down



Battery Charge and Signal Strength

Battery Charge Indicator

- Battery life is estimated to be 7 hours
- If Battery Charge Indicator states **Low**, Robot must be plugged in and charged before use.
- The InTouch Lite will remind you to plug it in with an audible after each session and when the battery is at 20% or below.



Battery Charge and Wireless Network Signal Strength Indicators appear in the lower left corner of Robot Monitor screensaver.

Click the check button while in screensaver mode to view the screen above.

Wireless Network Signal Strength Indicator

- 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.

The InTouch Lite contains sealed, rechargeable, lead-acid, gel type batteries. The InTouch Lite should always be plugged in to avoid deep discharge cycles that can shorten the battery's useful life. Other than keeping the batteries charged by keeping the InTouch Lite plugged in, no user maintenance of the batteries is required.

Cleaning Procedure

Cleaning the InTouch Lite

It is recommended that the outer surfaces of the InTouch Lite be cleaned when visibly soiled and/or after contact with a contaminated surface. The following cleaning procedures are general recommendations for cleaning the InTouch Lite. Please also refer to your facility's policies and procedures.

- Prior to cleaning, make sure the InTouch Lite is unplugged. It is recommended that the Lite also be powered off.
 - If only using cleaning wipes without heavy solution, the Lite does not need to be powered off.
- Soak a clean cloth in a hospital grade environment disinfectant solution (i.e. quaternary ammonium) and wring out the cloth.
- Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution which may enter the InTouch Lite through its openings.
- Allow to air dry.

Additional cleaning recommendations:

- To clean the monitor, use an LCD monitor computer screen cleaner to prevent craze, staining, or discoloration.
- To clean the camera lens, use an optical lens cleaner.

WARNING: Do not attempt to open or remove any parts of the Lite. To reduce the risk of electric shock, do not remove the cover. There are no user-serviceable components inside. Refer servicing and repair to qualified personnel only.

CAUTION: DO NOT IMMERSIVE the Lite. DO NOT ALLOW cleaning solution inside InTouch Lite. Avoid excess solution which may enter InTouch Lite openings.

CAUTION: InTouch Lite should be kept free of moisture and extreme temperatures.

Contact Information

24/7 Live Chat

<http://www.intouchhealth.com/technical-support/>

24/7 Live Phone Support

(877) 484-9119

24/7 Live Remote Assistance

<http://www.intouchhealth.com/technical-support/>

E-mail Support

ITHSupport@intouchhealth.com

For more about InTouch Health, visit our website at www.intouchhealth.com.

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