



# InTouch Xpress™ 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 Xpress 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 Xpress.
- 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 Xpress 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

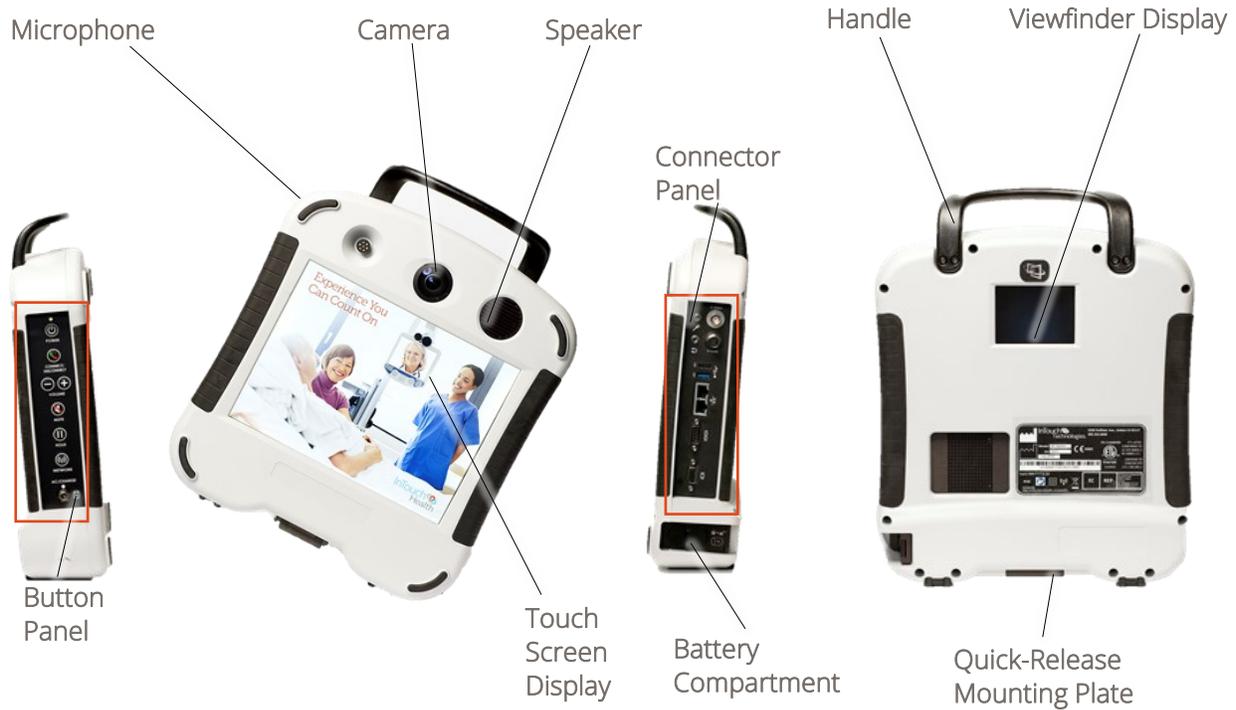
By default when saved, all captured images and video files are stored as encrypted files viewable only by the Provider Access Software user who captured them. All files whether encrypted or not should also be saved in the user's InTouch Health Media Vault (folder) to provide added protection.

## Disclosure of PHI

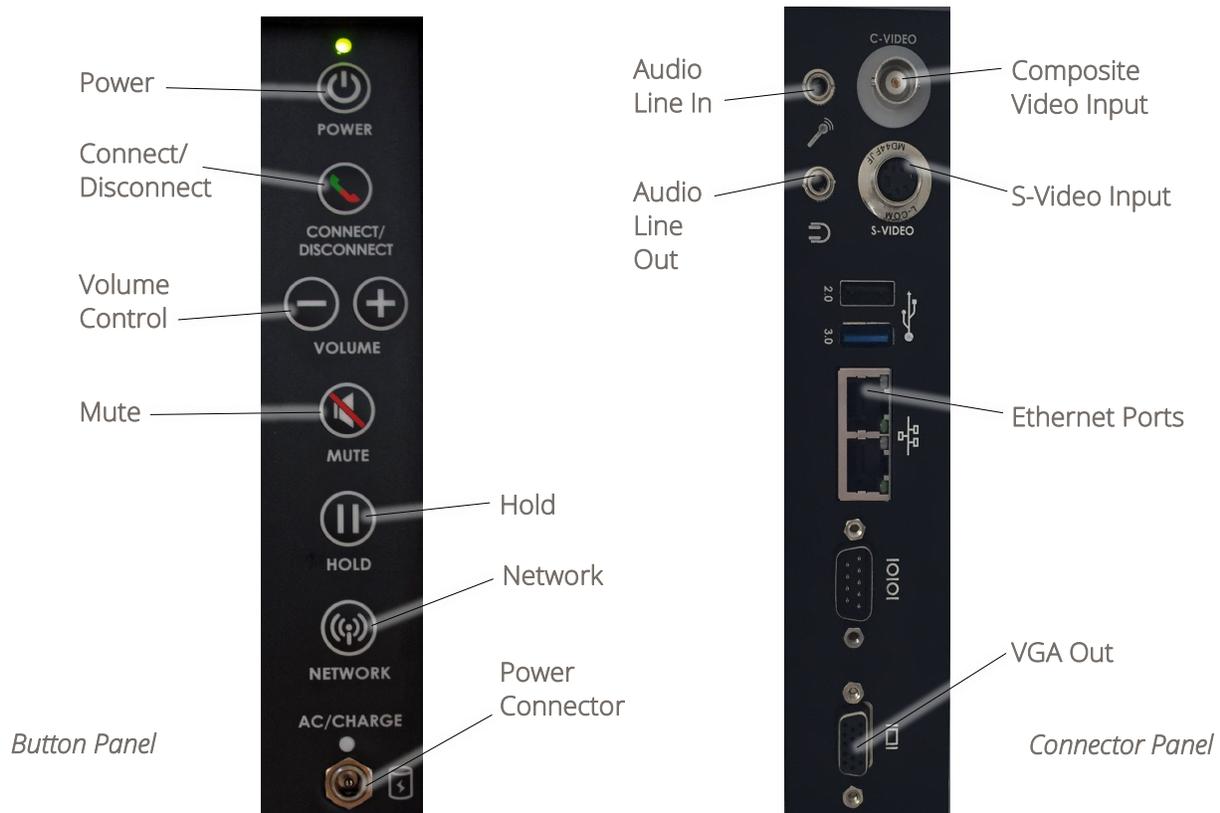
If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted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

# InTouch Xpress Overview

## InTouch Xpress V2 Anatomy and Components



## InTouch Xpress V2 Button Panel and Connector Panel



# InTouch Xpress V2 Basics

## Charging the Xpress

1. Plug in the Xpress AC/DC power adapter into a standard, grounded AC outlet.
  - The Xpress must be plugged into a standard, grounded AC outlet to minimize the risk of electrical shock.
  - Use only InTouch Health provided power adapters.
2. Plug the Xpress AC/DC power adapter plug into the Power Connector port on the Xpress Button panel.
  - The system will charge from 20% to 85% in 4¼ hours.
  - The system will charge from 20% to 100% in 5 hours.

**NOTE:** The Xpress will not run if the battery charge is less than 20%.

**WARNING:** If the AC/DC Power Adapter is damaged, the Xpress can be operated using the battery system. However this condition should be reported to Technical Service immediately for repair.

## Power On Sequence

1. Press the Power button.
2. Verify that the Display turns on.

**NOTE:** If the Xpress is not plugged in, power is provided from the battery. The battery can last about 2 hours on a full charge. Plug in the Xpress as soon as possible.

## Power Off Sequence

1. Press the Power button.
2. Verify that the Display screen turns off (turns black).

**NOTE:** It will take approximately 30-45 seconds for the screen to turn off.

## Changing the Battery

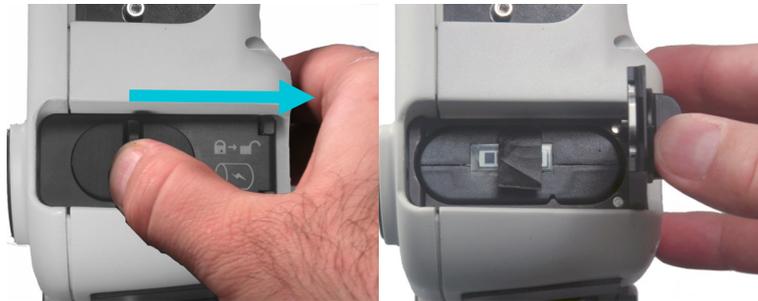
1. Slide the latch to unlock and open the battery door as shown.
2. Pull the tab to remove the battery.
3. Install the charged battery with the tab exposed.



# InTouch Xpress V2 Basics

- Slide the latch to close the battery door.

**NOTE:** The Xpress battery can be changed while in session if the Xpress is connected to an AC power supply with the InTouch Health provided power adapter.



## Xpress Display

When the Xpress is not actively connected to Provider Access Software, the screen saver shown to the right will appear. Screensavers chosen by the customer may optionally be shown. Consult your InTouch Health representative or Technical Support.



```
ROBOT-1703
Revision: 10.30.41
Battery Charge: Good
Connection Type: WiFi
WiFi Signal: Good
External: 192.168.127.129
Internal: 192.168.127.129
SIP: Registered
Status: Ready
```

Tap the touch screen display to view status and other useful technical information on the Xpress touch screen display (shown to the right). Tap the screen again to return to the screen saver.

- Serial number
- Battery charge
- Wireless signal strength
- IP addresses
- SIP connectivity
- Xpress status

When a Provider Access user connects to an Xpress, the name of the person logged on to the Xpress will be displayed in a black bar at the bottom of the Xpress Display.



# InTouch Xpress V2 Mounting Arm

## Xpress Mounting Arm Operation

The Xpress can be mounted on the arm shown below.

- The lever locks all three pivot points.
- The quick release mounting plate has a secondary lock to disable the quick release function.



### Directions:

1. Secure the arm clamp to an appropriate support.
2. Hold the platform (or Xpress handle) and unlock the Lock Release lever to set the location of the mounting platform. The mounting platform should be parallel to the ground for best results.

**CAUTION:** When the Lock Release lever is unlocked, all three pivot points are freed to move. Support the Xpress with its handle when repositioning so that it does not fall.

3. Lock the release lever.

### WARNING:

10" (25.4 cm) maximum  
Horizontal extension



**NOTE:** For best results, mount arm on flat, parallel surfaces.

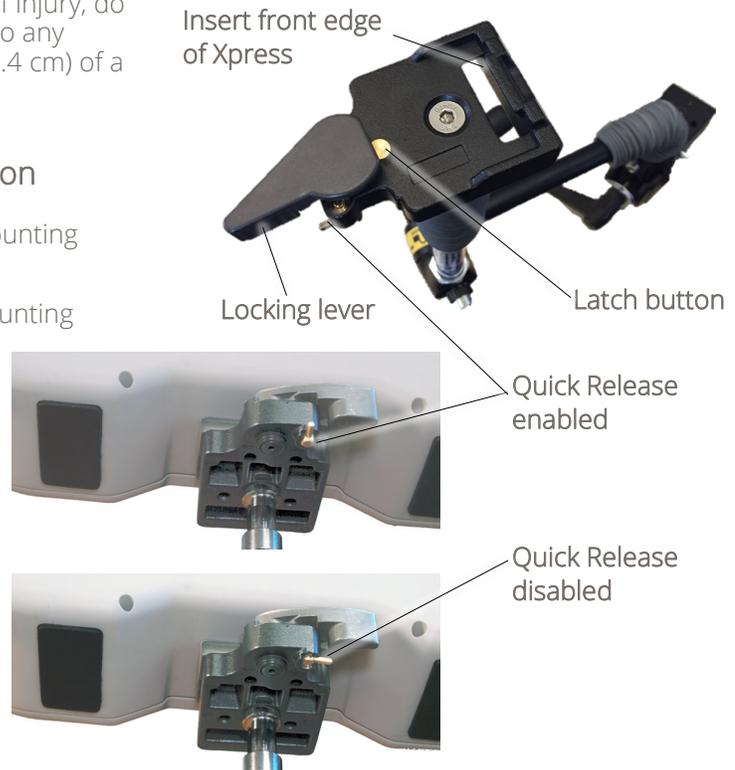
# InTouch Xpress V2 Mounting Arm

**WARNING:** The Xpress mounting arm is adjusted at the factory to securely hold the Xpress steady under a vertical acceleration of 3 gravities with a moment arm of 10 inches (25.4 cm). To reduce the risk of injury, do not extend the mounting arm platform further than 10 inches (25.4 cm) from the base mounting point.

**WARNING:** To prevent the possibility of injury, do not secure the Xpress Mounting Arm to any support structure within 36 inches (91.4 cm) of a patient's head or critical areas.

## Xpress Mounting Platform Installation

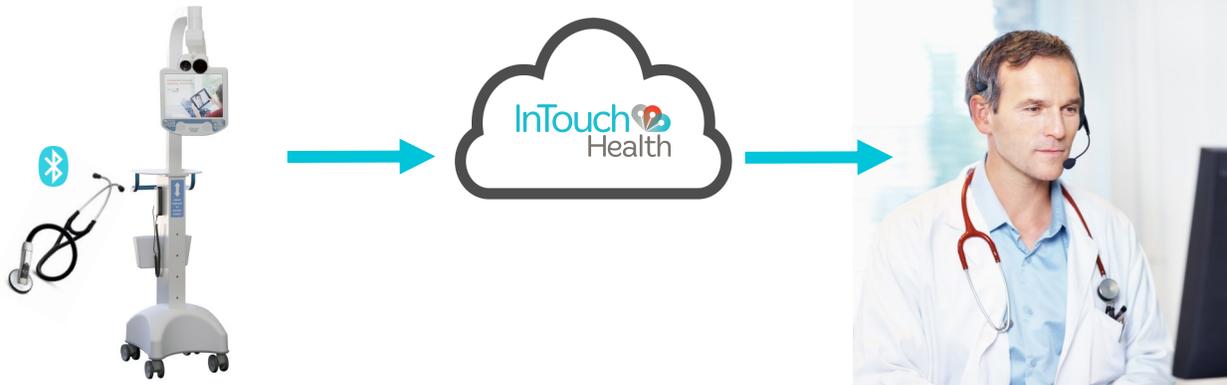
1. Insert the front edge of the Xpress mounting plate into the platform.
2. Lower the rear edge of the Xpress mounting plate on to the latch button. This will release the locking lever.
3. Press the locking lever tight.



# Stethoscope Feature

## InTouch Xpress V2 Littmann Bluetooth Stethoscope Workflow

The Xpress V2 supports Bluetooth Stethoscope technology, sold as an optional accessory by InTouch Health. Providers will be able to connect remotely to the Stethoscope on an InTouch Xpress V2 endpoint through the Provider Access Software.



Patient Access Device

A Nurse or Provider monitoring the Patient Access Device will have to turn on the Bluetooth Stethoscope.

1. Ask the Provider to press **Start** once the Bluetooth icon on the Stethoscope starts blinking.
2. Once the Bluetooth icon is solid, patient auscultation can begin. If the Bluetooth icon does not turn solid once the Provider has pressed **Start**, reference **Troubleshooting**.

**NOTE:** The distance between the Stethoscope and the Patient Access Device should be **less than 20 feet** and there should be no obstructions between both devices.



Provider Access Device

The Provider will have control of the Stethoscope on the Provider Access Software.

**NOTE:** The Provider should be wearing a headset and have tested the headset through the Audio and Video wizard prior to a session.

1. Press **Start** once the blinking Bluetooth icon appears on the Patient Access Device (ask Remote Nurse or Provider). This will start the remote Patient auscultation.
2. Once connected, adjust the volume and auscultation mode (Bell or Diaphragm) as appropriate. Only the Provider can change these settings.

## Troubleshooting—Littman Bluetooth Stethoscope

Possible Issues	Solutions
Device not connecting	The device may need to be rebooted. Restart the device and try to connect again.
Battery Low	To install or change the battery, follow these steps: <ol style="list-style-type: none"> <li>1. Twist the battery cap on the head of the Stethoscope counter-clockwise and remove it.</li> <li>2. Inset the new battery (<b>AA alkaline</b>) with the positive end pointing outward.</li> <li>3. Twist the battery cap clockwise to close.</li> <li>4. Make sure the marks align near the opening of the cap.</li> </ol>

# Cleaning Procedure

## Cleaning the InTouch Xpress

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

- Prior to cleaning, make sure the InTouch Xpress is unplugged. It is recommended that the Xpress also be powered off.
  - If only using cleaning wipes without heavy solution, the Xpress 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 Xpress 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 Xpress. 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 IMMERSE the Xpress. DO NOT ALLOW cleaning solution inside InTouch Xpress. Avoid excess solution which may enter InTouch Xpress openings.

**CAUTION:** InTouch Xpress 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](mailto:ITHSupport@intouchhealth.com)

For more about InTouch Health, visit our website at [www.intouchhealth.com](http://www.intouchhealth.com).

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