



InTouch Vici™

Nursing Reference Guide

Table of Contents

3	Nursing Staff Orientation
4	HIPAA Compliance
6	InTouch Vici Overview
7	Getting Started
8	InTouch Vici Features
8	Moving InTouch Vici
9	InTouch Vici Display
9	Adjusting the Head Height
10	Tilting the Display Monitor
10	Adjusting Speaker Volume and Muting Microphone
11	Battery Status Monitor
11	Power Cord Hook
11	Pan Tilt Zoom Camera
12	Storage Drawer Feature & USB Interfaces
13	Stethoscope Accessory (Optional)
14	Cleaning Procedure
15	Troubleshooting and Error Messages
17	Contact Information
17	Live Phone Support 24 x 7
17	E-mail Support
17	Live Chat Support

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 Vici should always remain on and **plugged in** when not in use. Diagnostic information is constantly being sent to InTouch Health to assure functionality.
- b. Video from camera is only captured when the remote user is logged in.
- 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 Vici.
- 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 Vici 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

Discussion and Display of PHI (Continued)

- 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 Vici Overview

InTouch Vici Anatomy and Components



1	Echo Cancelling Speaker and Microphone	Enhanced audio for speaking and listening to the whole room.
2	Pan Tilt Zoom Camera	Captures remote video for viewing at the Provider Access up to 720p HD.
3	Display Tablet	Displays Provider Access Software user's face on the InTouch Vici tablet.
4	Base Battery Indicator	Base battery indicator with LED lights near the column
5	Storage Drawer	Sliding, lockable drawer for storage .
6	USB Ports	Ports for service and peripheral device usage .
7	Wheel Locks	Locks each wheel in place when stationary (four wheels).
8	Rocker Switch	Located under the base, next to the wheel to disengage power from battery (power off only when instructed by InTouch personnel)
9	Power Plug and Cord	Used to power the InTouch Vici and recharge the batteries.
10	Power Cord Hook	Secures the power cord when moving the InTouch Vici to a new location.
11	Nameplate	Specifies the manufacturer, model, serial number, regulatory body markings, WEEE trash symbol, patent numbers, and power ratings.
12	Height Adjustment	Adjust height of camera and tablet by pulling column up or down
13	Tablet Power Button	Powers on/off the tablet

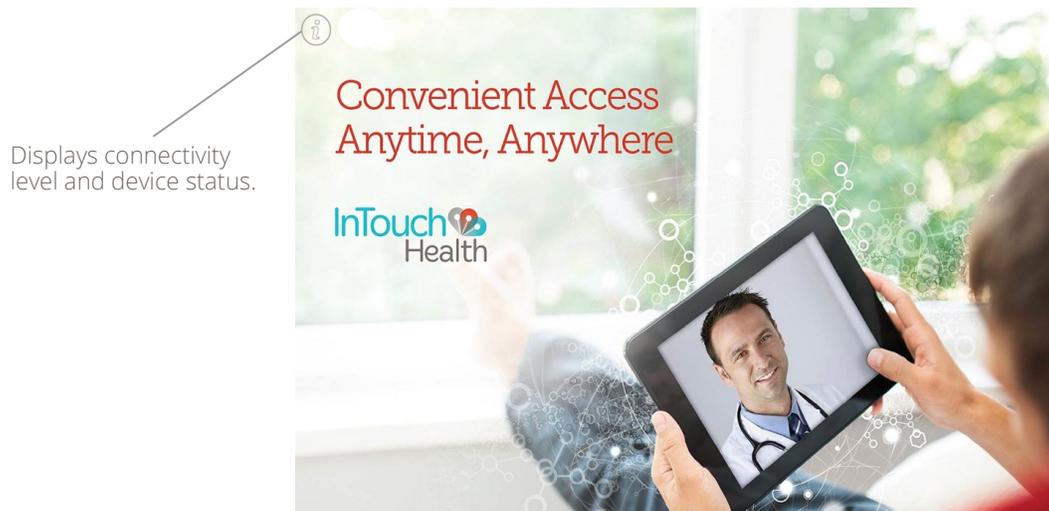
Getting Started

1. Turn on InTouch Vici Tablet

Software is pre-installed on InTouch Vici tablet and will launch on startup. The screen below will display when tablet is on.

CAUTION: If InTouch Vici is not plugged in, plug the power cable into a hospital grade electrical outlet. Within 2-3 seconds an audible tone will come from the base of the Vici. Then turn on the InTouch Vici tablet.

CAUTION: The InTouch Vici device should be plugged in whenever possible so it is fully charged and ready for a consult.



2. Connect to WiFi

NOTE: InTouch Vici WiFi will automatically connect to known WiFi profiles. Initial setup of the profiles will be handled with the assistance of InTouch personnel.

3. Request a Remote Consult

NOTE: You must use your standard mechanism to request a connection from a remote Provider such as a page or telephone request.

Once the remote provider has been notified, simply position the Vici in an orientation where the Patient can see the Provider's face on the tablet screen.

When the connection is established, the video feed of the Provider will populate the main screen, and the provider's view of the patient will display in the lower left-hand corner.

InTouch Vici Features

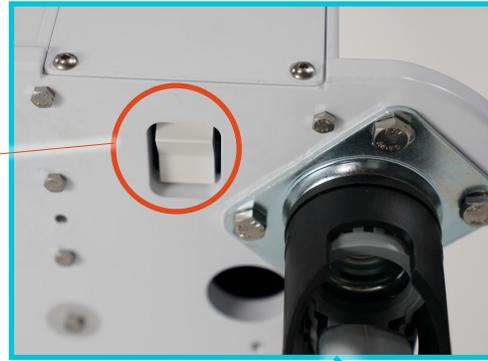
InTouch Vici is an InTouch Health Patient Access Device. Using InTouch Vici, patients can receive HIPAA compliant audio and visual medical consults from healthcare Providers using the InTouch Telehealth Network.

Rocker Switch

(Pictured in ON position)

Rocker switch is located on the underside of InTouch Vici, near base of right wheel. The on position is depressed toward the back of the InTouch Vici.

Rocker switch will not be used in day to day operation. It is only necessary in certain situations, e.g. when powering on for the first time, when moving to a new permanent location, or if battery was fully drained during the last use.



Moving the InTouch Vici

The InTouch Vici is designed for convenient mobility within care locations ranging from clinics, urgent care, skilled nursing facilities, specialty clinics, and more.

- I. Ensure InTouch Vici is set at its lowest height/position.
- II. Ensure any auxiliary devices attached to InTouch Vici are unplugged.
- III. Ensure the power cord is unplugged and secured on power cord hook.
- IV. Ensure the wheels are unlocked before moving.
- V. Exercise caution when encountering thresholds.
- VI. Move it to the desired location.
- VII. Lock the wheels.
- VIII. Plug in the power cord.

WARNING: Wheels may lock when Vici is in motion if lock is engaged accidentally.

WARNING: InTouch Vici may tip forward if pushed with too much force when wheels lock. Please take care when moving to avoid damage or injury.



Wheels locked (brake lever pressed down)

Wheels unlocked (brake lever lifted off)

InTouch Vici Features

InTouch Vici Display

When the InTouch Vici is not actively connected to Provider Access Software, a screen saver will appear. Network and system readiness can be displayed by pressing the "i" button located on the upper left-hand corner of the screensaver.

CAUTION: Vici tablet can be removed using a 4mm Hex Allen Wrench. It is recommended to leave the device locked in place.



Adjusting the Height

The height can be adjusted by manually guiding the column up or down with gentle force.



InTouch Vici Features

Tilting the Display Monitor

The tablet can also be adjusted for easier viewing. This can be done by manually tilting the monitor backward or forward.



Adjusting Speaker Volume and Muting Microphone

The InTouch Vici speaker volume may be adjusted directly from the Integrated Speaker Microphone. Simply press the up and down volume buttons.

The microphone can be muted by pressing the center button. The lights on the device will flash when microphone is muted.



InTouch Vici Features

Battery Status Meter

Battery Status Meter shows current status of battery and charging system internal to the InTouch Vici. If system is fully charged and not connected to a power source, the battery can last over 5 hours.



Power Cord Hook

InTouch Vici is equipped with a hook for securing the power cord when in transit.

WARNING: The power cord may pose a trip hazard if not properly secured prior to moving the InTouch Vici.

Pan Tilt Zoom Camera

The InTouch Vici is equipped with a 12x Optical Zoom camera that is capable of 1080 p video. It has a tilt range of 85 degrees +/-, and a pan range of 170 degrees +/- . The provider remotely controls the camera.

WARNING: Avoid manually adjusting the camera's position. Doing so will reset the camera's default "Home", or resting, position. This can only be restored to the original front-facing centered view through the Provider Access Software.



InTouch Vici Features

Storage Drawer Overview

The InTouch Vici has a work surface and storage drawer. The storage drawer can be locked using a 4mm Hex Allen Wrench.



S.W.L.
1 kg

NOTE: The Safe Working Load (S.W.L.) for the drawer is 1 kg.

CAUTION: InTouch Health does not support the addition of third party software to an InTouch Vici. Adding third party software (especially for video conferencing) to the computer can cause the InTouch Vici to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.

CAUTION: InTouch Health has not performed safety and efficacy testing for many peripheral USB devices being used with the InTouch Vici. Customers must test and validate medical peripherals for their own use cases and environments.

CAUTION: Ensure external USB devices are disconnected prior to moving the InTouch Vici.



Stethoscope Accessory (Optional)

Electronic Bluetooth Stethoscope

InTouch Vici supports Bluetooth Stethoscope technology, sold as an accessory by InTouch Health. Providers are able to connect remotely to the Stethoscope on a InTouch Vici through Provider Access Software.

Stethoscope Battery Installation

To install or change the AA battery on the Stethoscope:

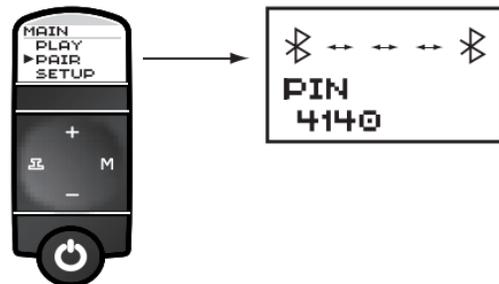
1. Twist the battery cap on the head of the Stethoscope counter-clockwise and remove it.
2. Insert the new AA battery with the positive end pointing outward as indicated inside the stethoscope.
3. Twist the battery cap clockwise to close.
4. Make sure the marks align near the opening of the cap.



NOTE: The battery life is approximately 50-60 hours or 3 months for average clinical use. Please check the battery indicator on the stethoscope for power remaining before changing the battery.

Bluetooth Stethoscope Pairing Process

1. To begin, insert the included battery into the Stethoscope before turning on the device. Turn on and setup the device by following these steps:
2. Click (M) to view the MENU. Scroll down (using + and -) this Main Menu and select PAIR by pressing (M). This will bring up the menu shown.
3. Ask TAC to enter the PIN shown on the Stethoscope into the InTouch Vici endpoint and pair the two devices.



NOTE: Please contact TAC at (877) 484-9119 for any assistance with pairing your devices.

Cleaning Procedure

InTouch Vici Cleaning Procedure

It is recommended that the outer surfaces of the InTouch Vici be cleaned when visibly soiled and/or after contact with any contaminated surface.

- Prior to wiping off InTouch Vici tablet display, make sure the display is OFF.
- Prepare disinfectant cleaning wipes or a cloth and hospital grade environmental disinfectant solution (such as a quaternary ammonium) **and wring out before use on surfaces.**

CAUTION: Avoid concentrated bleach as a cleaning agent for InTouch Vici.

- Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution which may enter the InTouch Vici through its openings.
- Allow to air dry.
- To clean the monitor, use an LCD computer screen cleaner to prevent craze, staining or discoloration.
- Prior to cleaning camera lens, please use optical lens paper

WARNING: Do not attempt to open or remove any parts of the InTouch Vici. 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 InTouch Vici. DO NOT ALLOW cleaning solution inside InTouch Vici. Avoid excess solution which may enter InTouch Vici openings.

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

Troubleshooting and Error Messages

Checking InTouch Vici Status Screen

This will display WiFi connection, battery charge, and status:



Troubleshooting and Error Messages

Symptom	Action
InTouch Vici cannot connect to Wi-Fi.	Contact InTouch Health Technical support to assist in configuring WiFi.
InTouch Vici screen is black/blank.	<ul style="list-style-type: none">• Verify that the InTouch Vici is plugged in.• Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on- See "Turning on InTouch Vici".
InTouch Vici says "Please plug me in."	<ul style="list-style-type: none">• Plug in the device. It is low on battery.

NOTE: InTouch Health offers 24/7 support by phone, email or live chat. See page 17 for Contact Details. Please contact TAC (Technical Assistance Center) at any time if you need assistance with InTouch Vici.

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

Authorized Representative in the European Union:

EC	REP	MT Promedt Consulting GmbH Altenhofstraße 80 66386 St. Ingbert Germany Tel: +49 (0)6894 / 58 10 20 Fax: +49 (0)6894 / 58 10 21 Email: info@mt-procons.com
-----------	------------	--



Last Updated: April 2017



InTouch Health
7402 Hollister Avenue
Santa Barbara, CA 93117
Ph: 805.562.8686 • Fax: 805.562.8663
www.intouchhealth.com