Teladoc Health™

Imaging

User Guide

P/N: MA-20079-003

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Patent(s):

https://teladochealth.com/patents/

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Last updated: October, 2021

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.

Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our software modules; creating a solution unique to you.

With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users with an immersive, patient-centric view of their clinical work flows.

SOLUTIONS
DEVICES
Solo
SOFTWARE MODULES
MANAGED SERVICE PROVIDER
OPERATING SYSTEM
INTEROPERABILITY

Teladoc Health Imaging Overview

Teladoc Health Imaging is a single portal to quickly access DICOM imaging at any of the sites running the Mach7 Technologies eUnity DICOM viewer .

> **NOTE:** Any and all names used in this document are only used as examples. They do not represent true persons.

> **NOTE**: This User Guide does not document how to use or configure the eUnity DICOM viewer from Mach7 Technologies. Please refer to their documentation for using their DICOM viewer.

Feature Overview

Multiple PACS, One Viewer

Securely access full-fidelity DICOM images with unprecedented performance using nothing more than a common web browser. Access multiple PACS and sites using Teladoc Health Imaging.

EMR Integration

Integrate Teladoc Health Imaging as a part of your EMR or clinical web portal. Users no longer need to look for dedicated PACS workstations.

Outstanding Performance

Supported by our unique server technology, the Teladoc Health Imaging portal is the fastest zero-footprint Imaging portal available today.

Intended Use

Teladoc Health Imaging is a portal that accesses clinical data associated with patients and performs operations relating to the transfer and storage of Imaging data. The Mach7

Technologies eUnity DICOM viewer displays medical image data and performs operations relating to measurement of image data.

Other

Refer to **"eUnity DICOM Viewer Contact Information" on page 31** and **"Using eUnity Online Help" on page 31** for more information about the Mach7 Technologies eUnity DICOM viewer.

Requirements

Imaging Browser Requirements

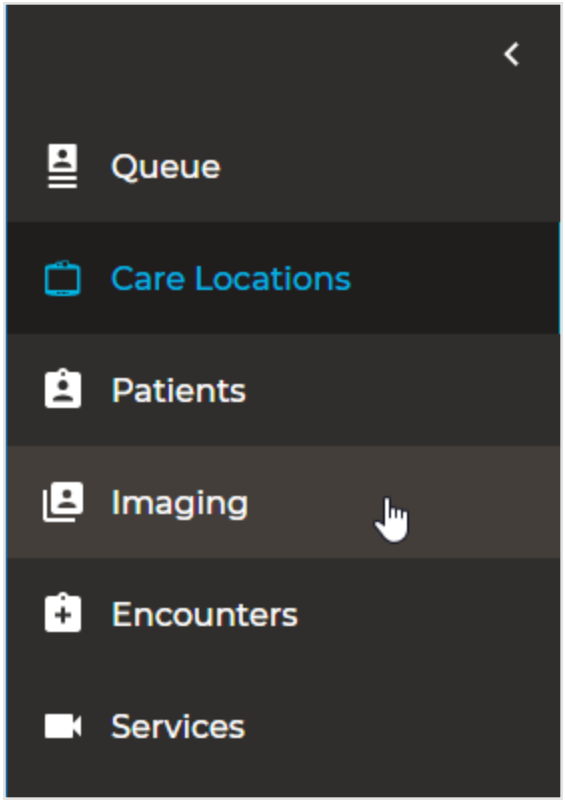
NOTE: Browsers more than a year old are not supported.

Browser	Version	OS
Chrome	86.0 and later	Mac OS 10.14 and later Windows 10 Android 7.0 and later
Safari	14 and later	Mac OS 10.14 and later iOS 12.1 and later
Safari (In-App)	13	iOS 13.1 and later
Firefox	78 and later	Windows 10
Edge	88	Windows 10
IE	Not supported	N/A

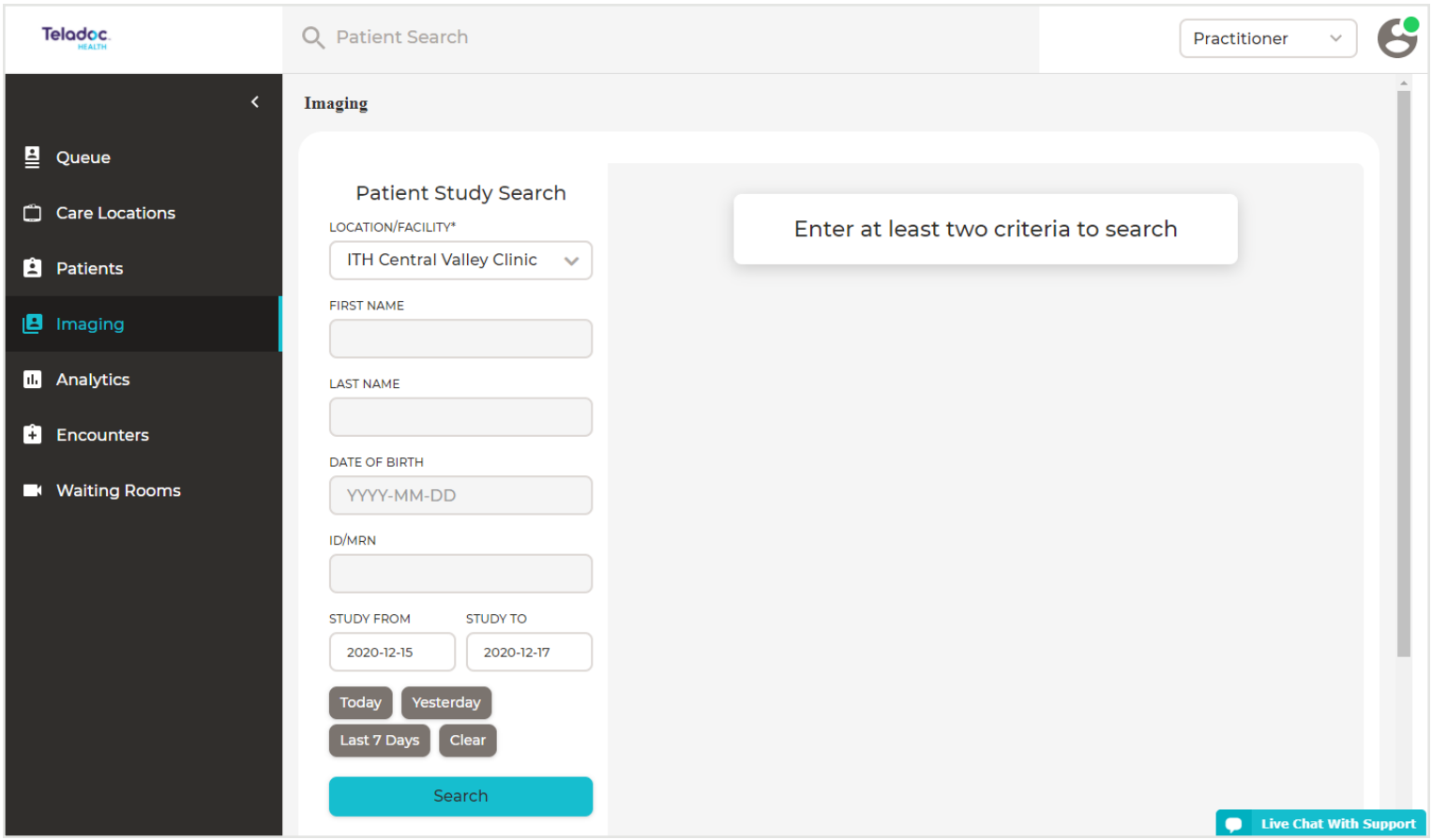
Accessing Teladoc Health Imaging

Accessing Imaging from Solo

1. Log into Solo.
2. Click **Imaging** in the left-hand panel as shown below.

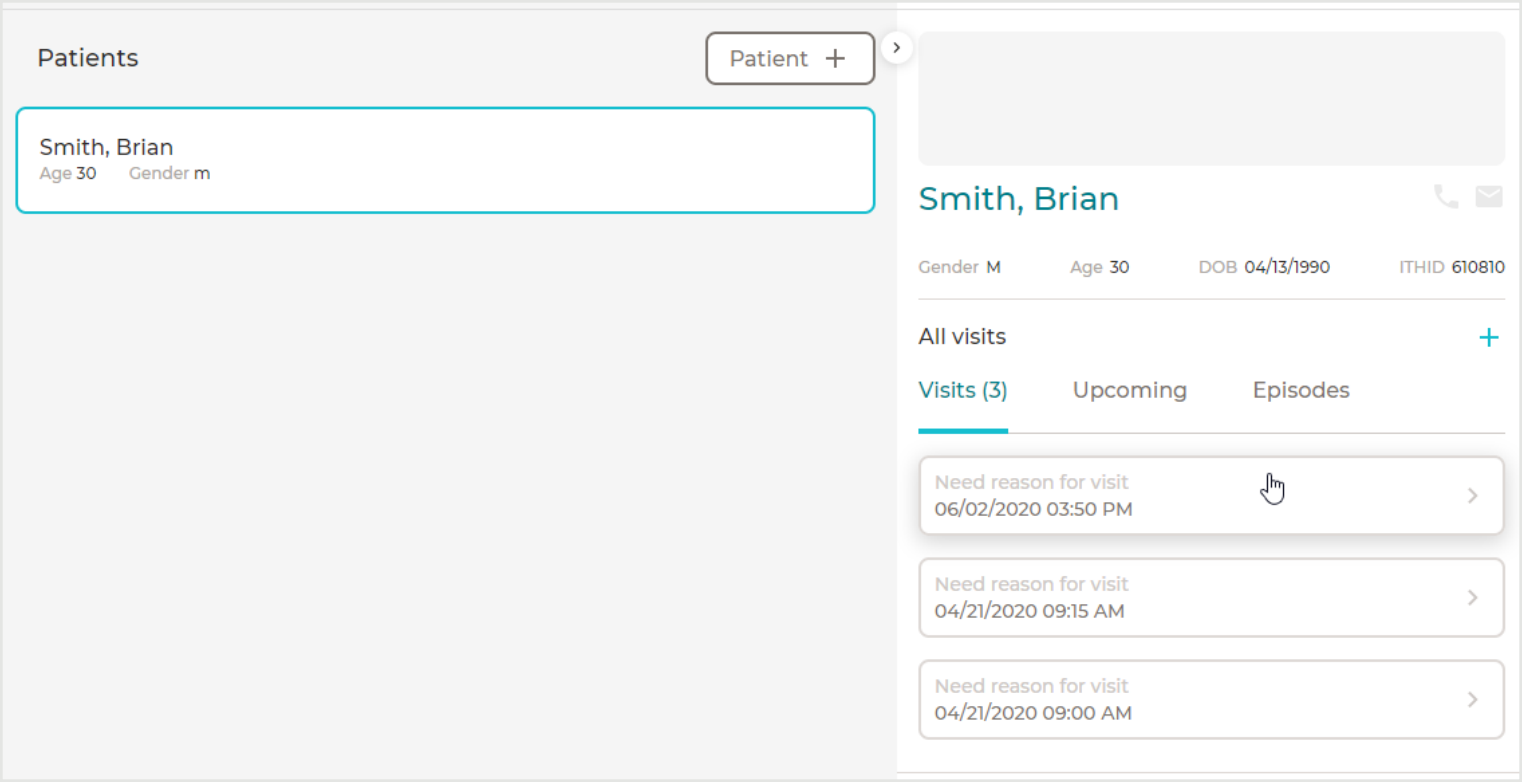


The following will be displayed to search for patient studies. (See **"Study Searching" on page 20** for more information.)

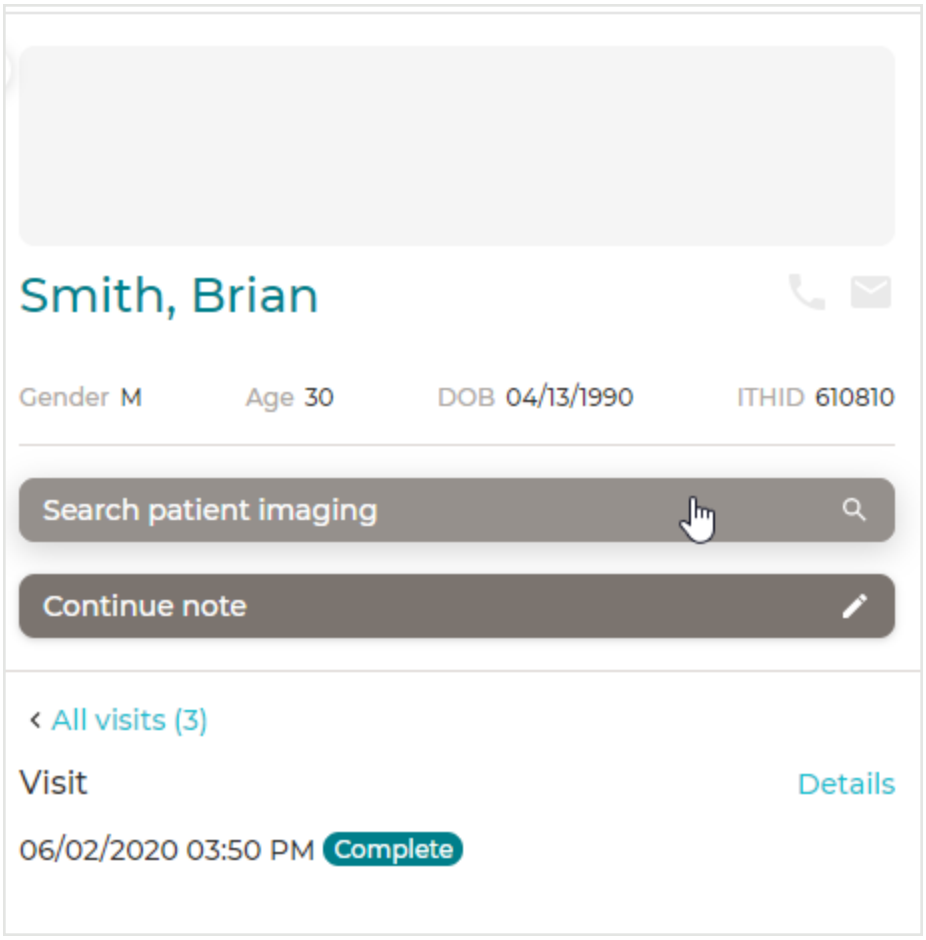


As an alternative, you can directly select a patient study by following the steps below.

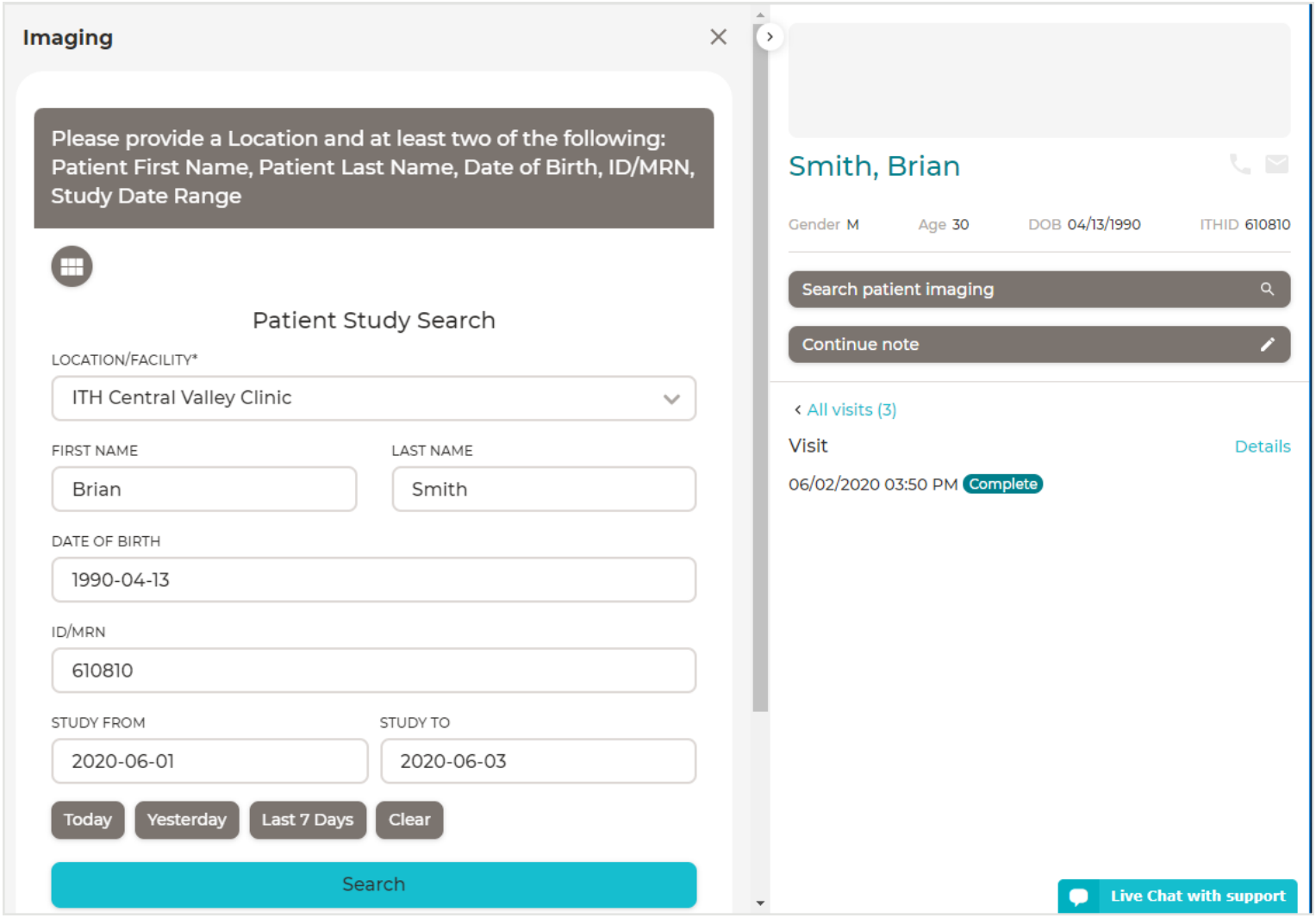
1. Select the patient by entering their name in the search bar or clicking their appointment bar as shown below.



2. Click **Search patient imaging** as shown below.

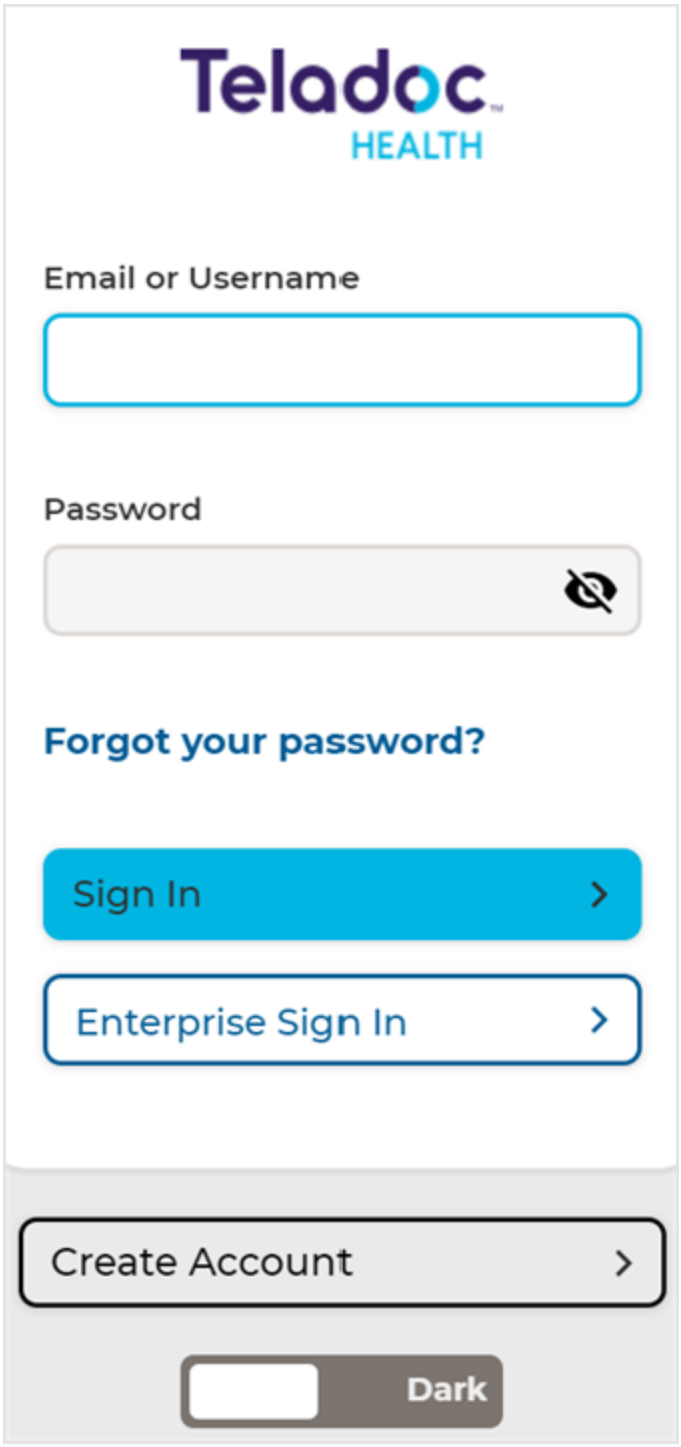


The following will be displayed.



Logging In (Browser)

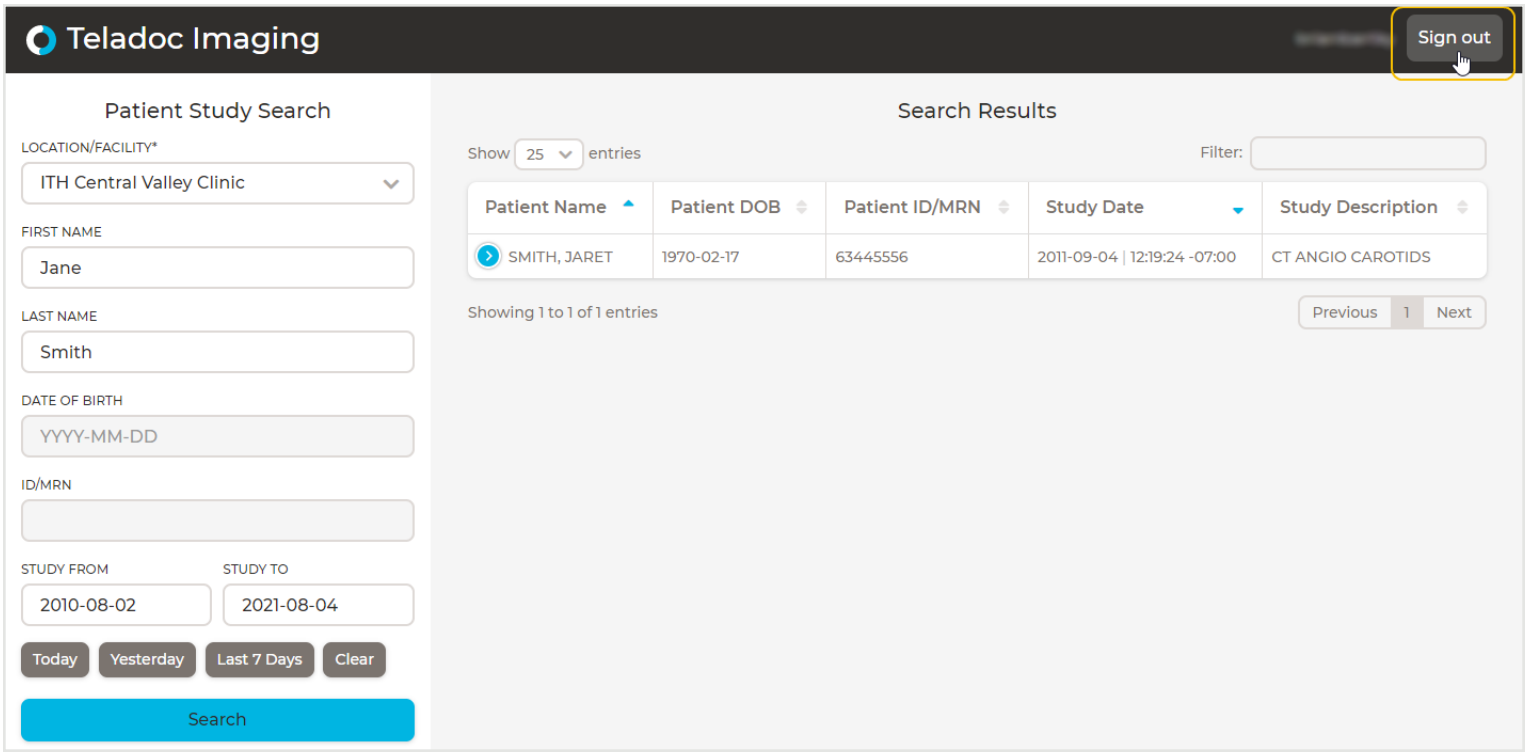
1. Open your browser and enter the URL that was provided to you by your Teladoc Health representative. An example is: https://MyClinic.VisitNow.org.



2. Enter your username and password.
3. When done, select **Sign In**.

Signing Out on a Web Browser

To sign out from Imaging on a web browser click **Sign out** next to your username in the upper right-hand corner of the window as shown below.

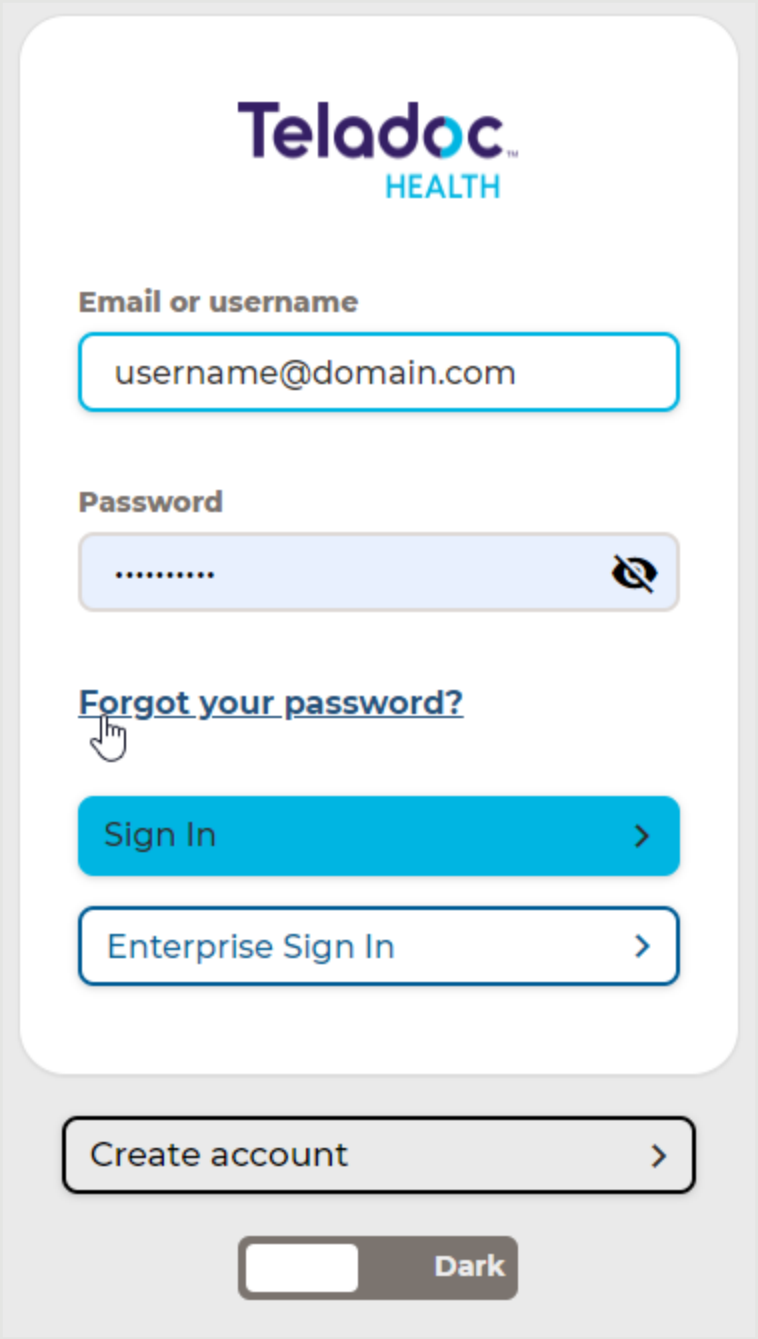


You will be signed out immediately.

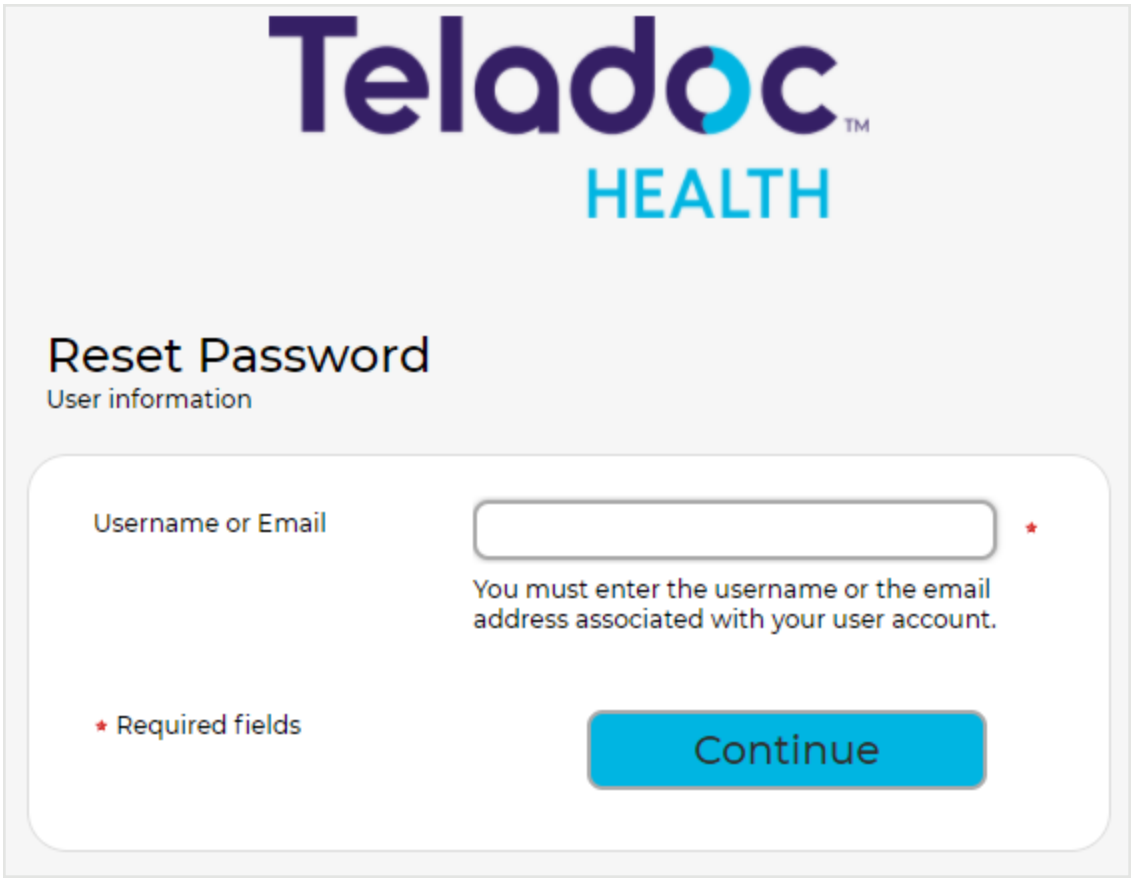
Forgot Password

If you know your **Username** but forgot your password, click **Forgot Password?**

If you do not know your **Username**, call Technical Support or open a chat session by clicking the **Chat with a Live Agent** link. Once you have your **Username**, click on **Forgot Password?** to open the Reset Password link.



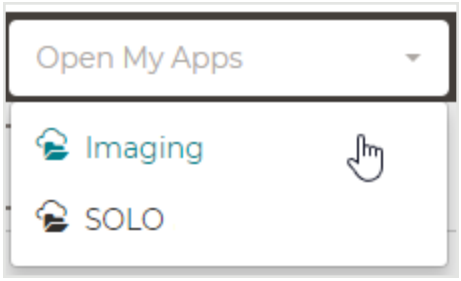
Enter your **Username** and email address and click **Continue**. A link will be sent to your email to allow you to select a new password.



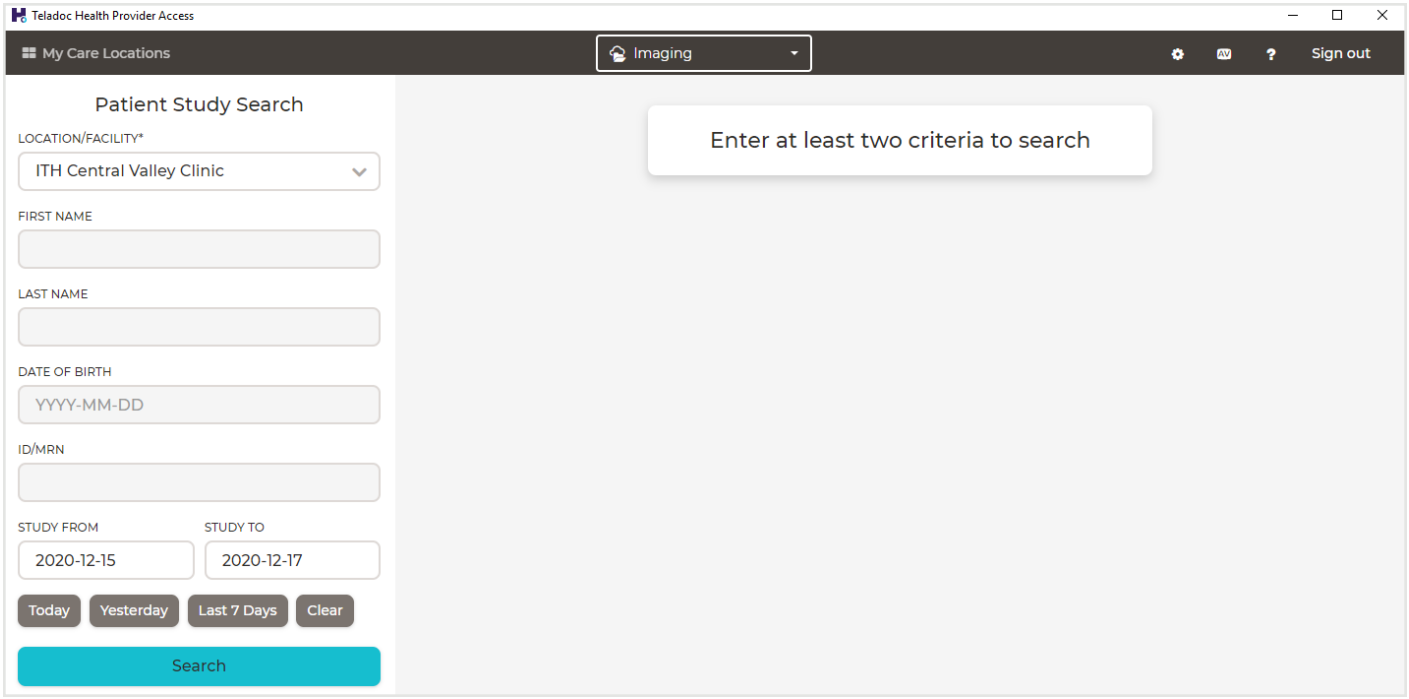
Open the email you receive, click the link provided, and follow the instructions.

Accessing from Windows or iOS Provider Access Software

1. Log into the Provider Access Software application.
2. From the Open My Apps dropdown select **Imaging** as shown below.



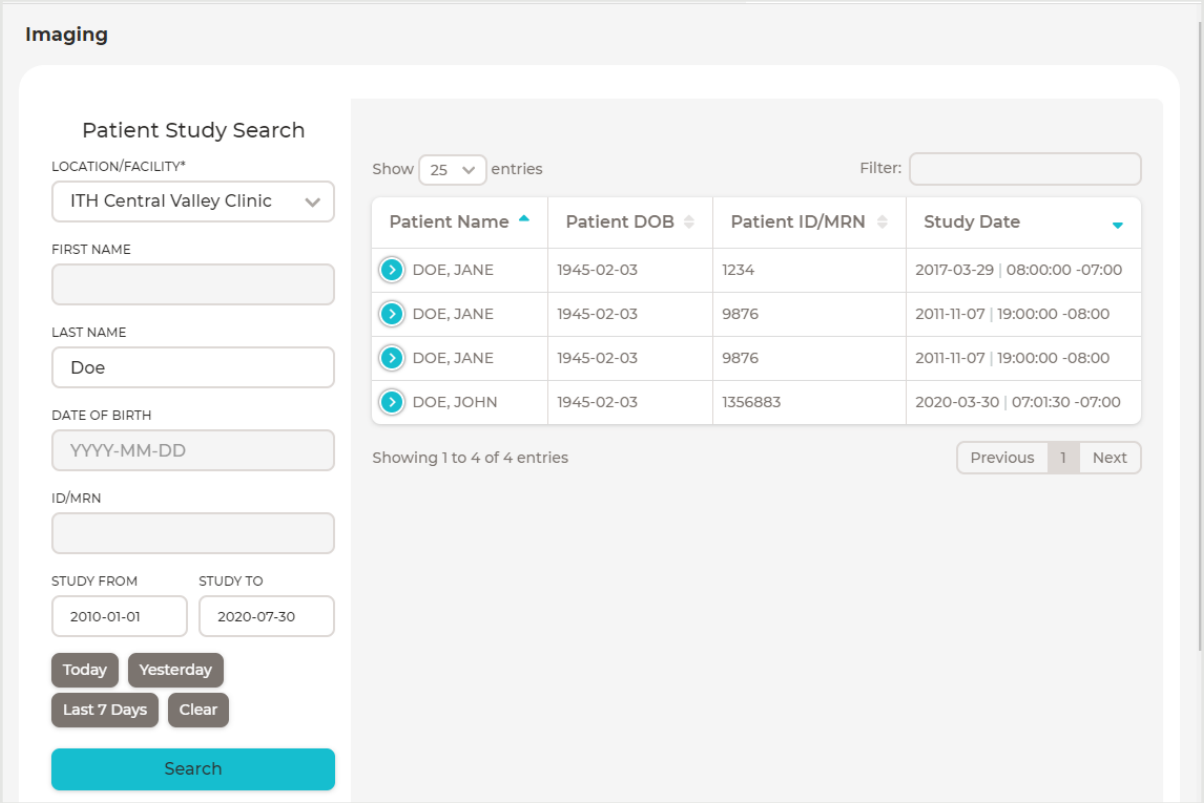
The following will be displayed.



NOTE. See the Provider Access Software for Windows User Guide and the Provider Access Software for iOS User Guide for more information about the Provider Access applications.

Study Searching

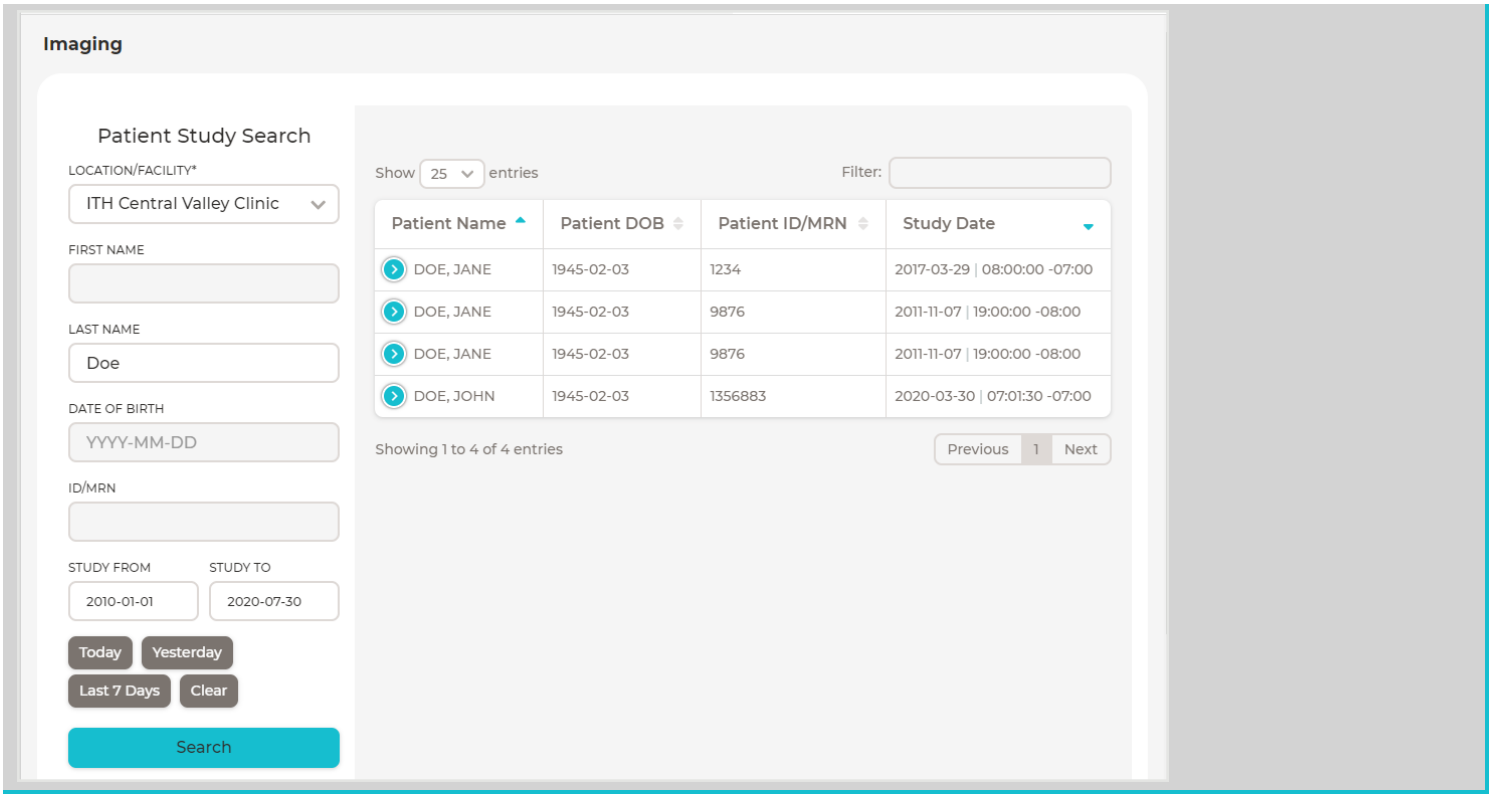
Once you have displayed the Teladoc Health Imaging search screen follow the steps below.

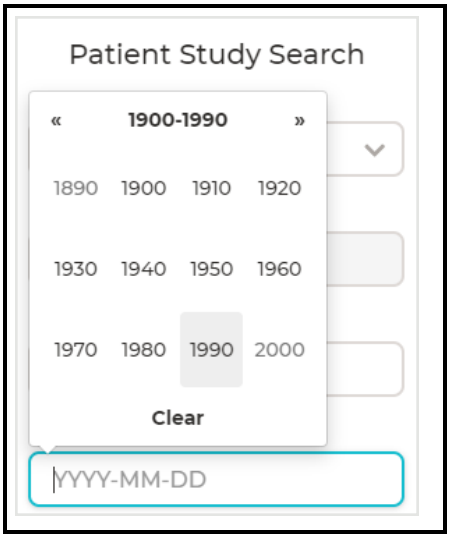


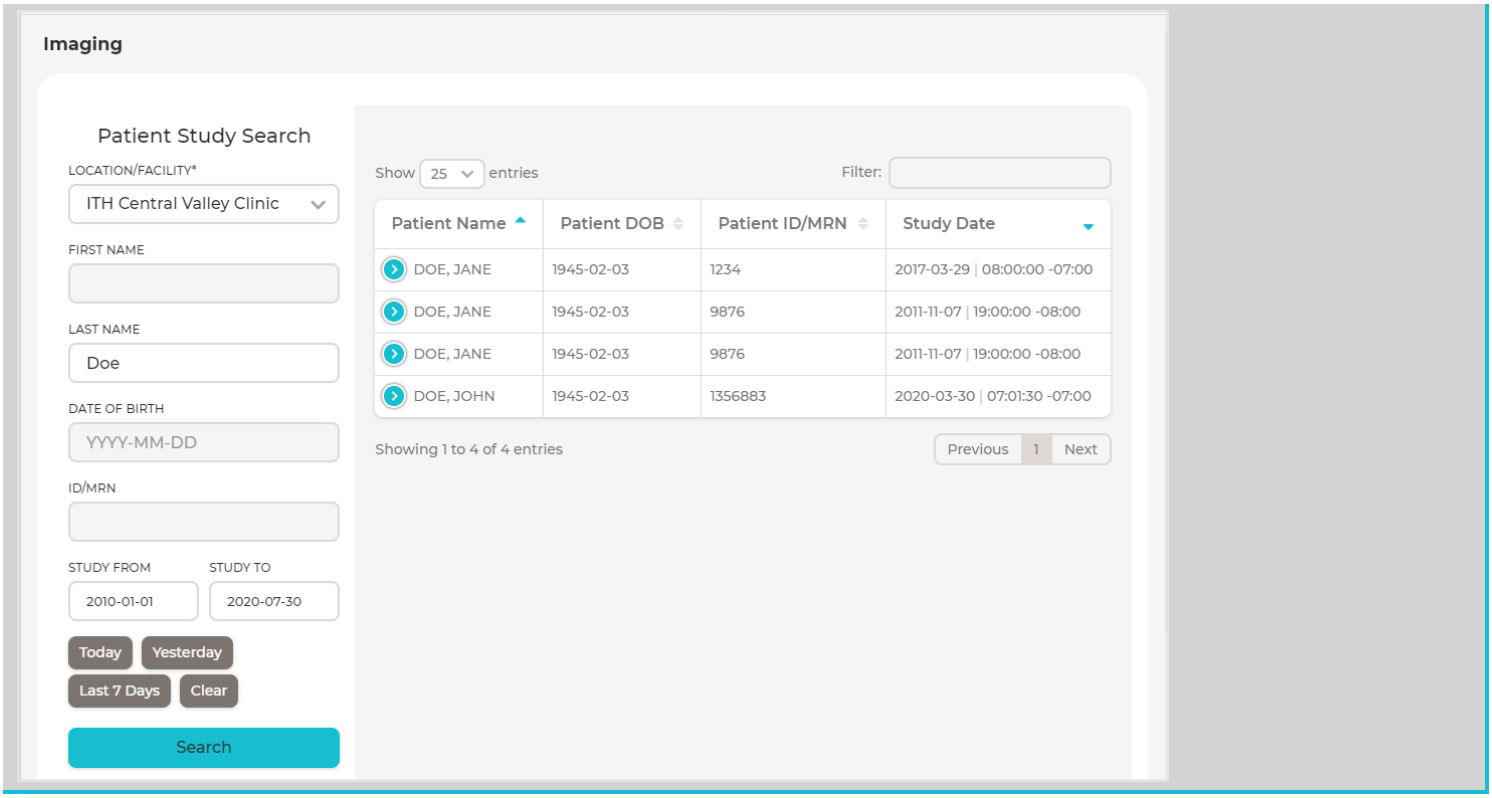
1. Select the Location/Facility from the dropdown.
2. Enter two or more search criteria (e.g., last name, date of birth).
3. Enter a date range or click **Today**, **Yesterday**, or **Last 7 Days**.
4. Click **Search**.

See **"Teladoc Health Imaging Search Screen" on the next page** for more information on search fields and the search results table.

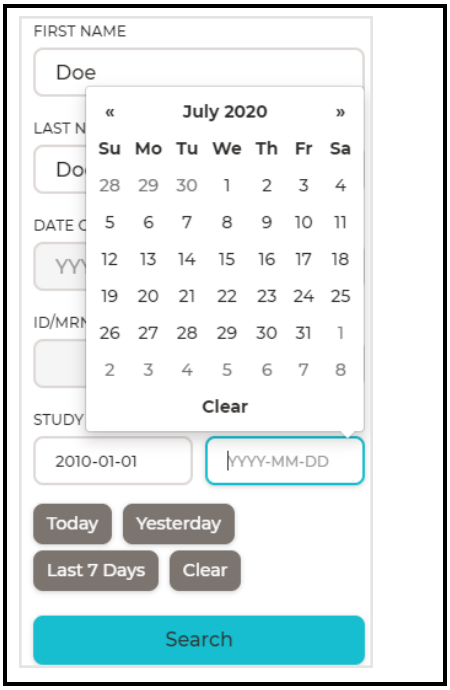
Teladoc Health Imaging Search Screen

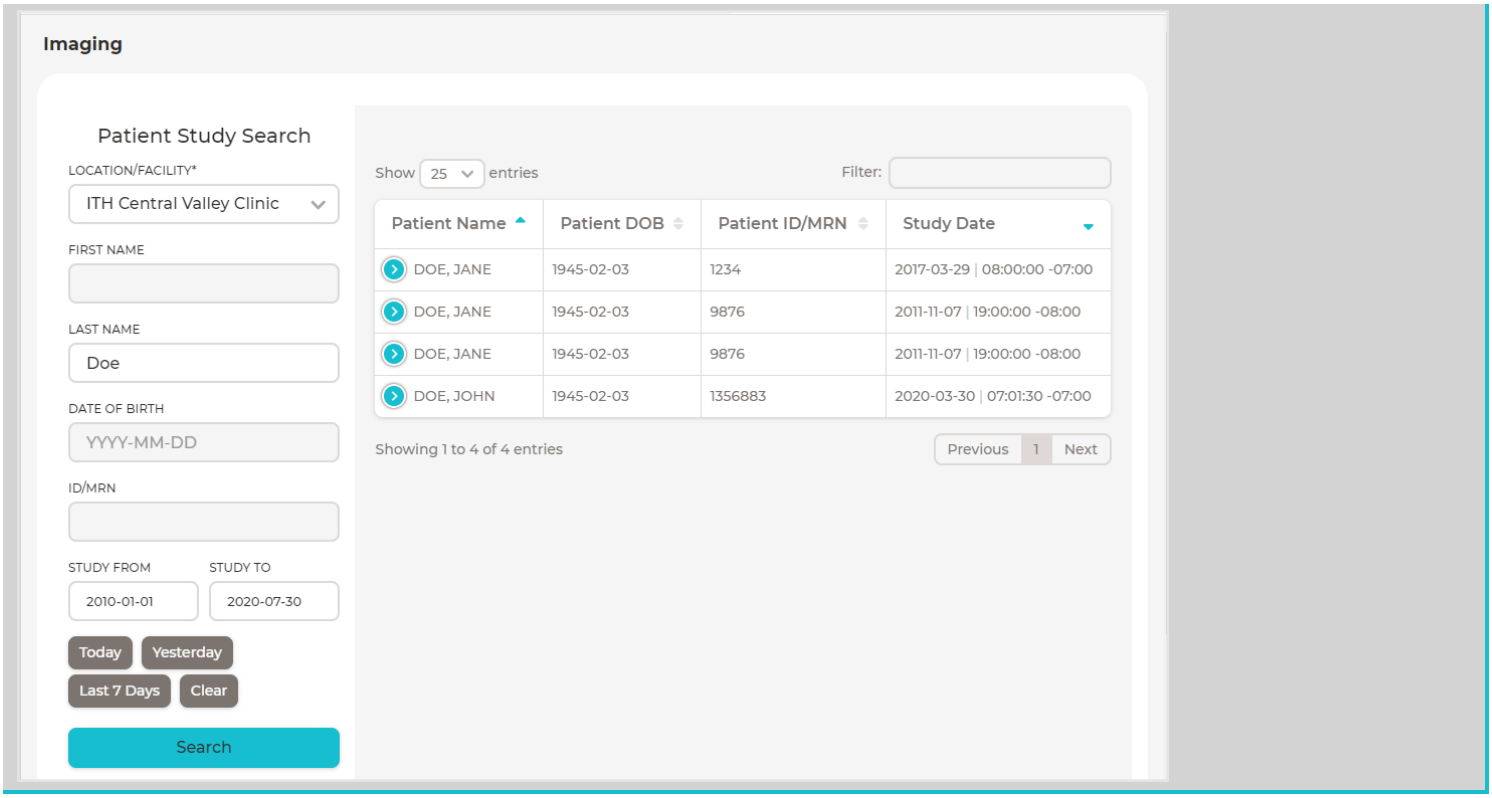


Item	Description
Location Facility	From the dropdown select the facility. You can select over 100 locations with your Teladoc Health license. Locations are listed alphabetically.
First Name	Optional. Search using at the patient's last name.
Last Name	Search using at least the patient's last name.
Date of Birth	Select a date of birth from the calendar. 
ID/MRN	Search using the patient's ID or Medical Record Number (MRN).Using only the start



Item	Description
	of an MRN should find the patient.
Study From/Study To	Select a date range by selecting a start and end date for the range from the calendar.
Search	Executes the search based on the parameters entered.





Item	Description
Clear	Clears the current search.

Teladoc Health Imaging Portal Searching

To find studies using Teladoc Health Imaging search, enter applicable criteria in any combination of the available search fields:

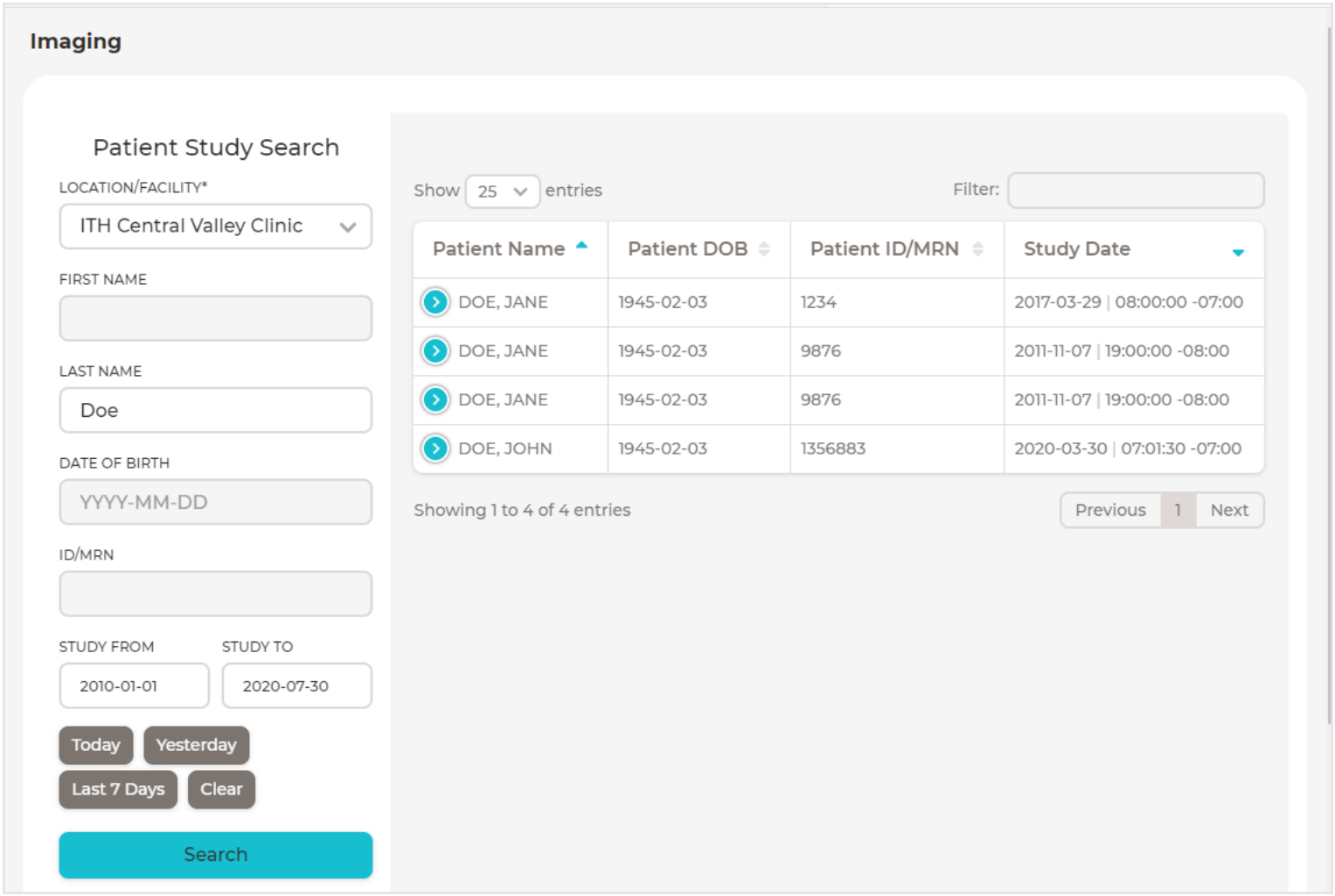
- Location Facility
- Patient First Name
- Patient Last Name
- Patient Date of Birth
- Patient ID/Medical Record Number (MRN)
- Study Date

The following search fields can also be configured by your site administrator:

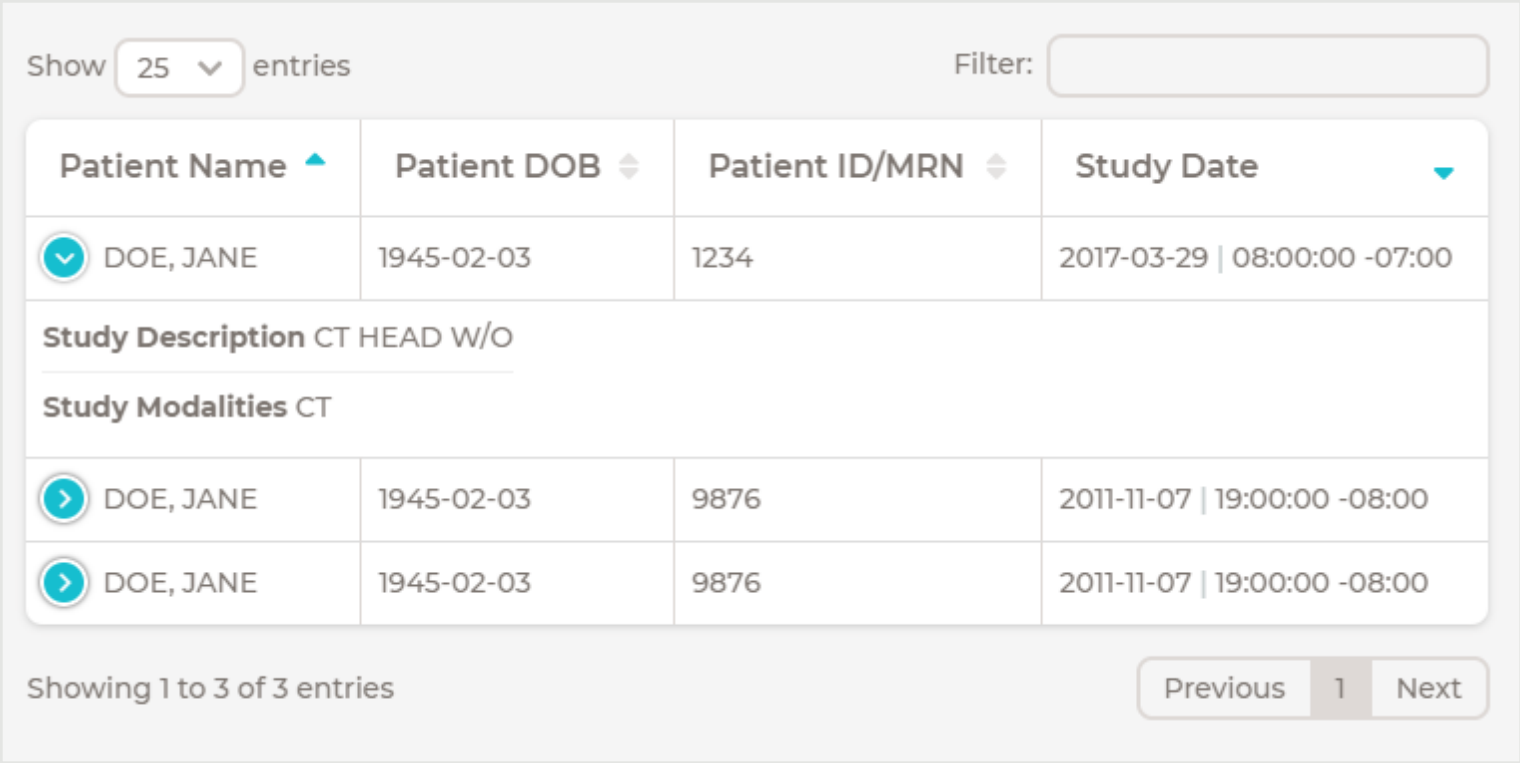
- Referring Physician

NOTE: You must enter at least two search criteria.

The results present Patient and a Study description within the search results area. If there are multiple pages of information users can page through results using the **Previous** and **Next** buttons at the bottom of the screen. The default page sizes are set to 25 entries.



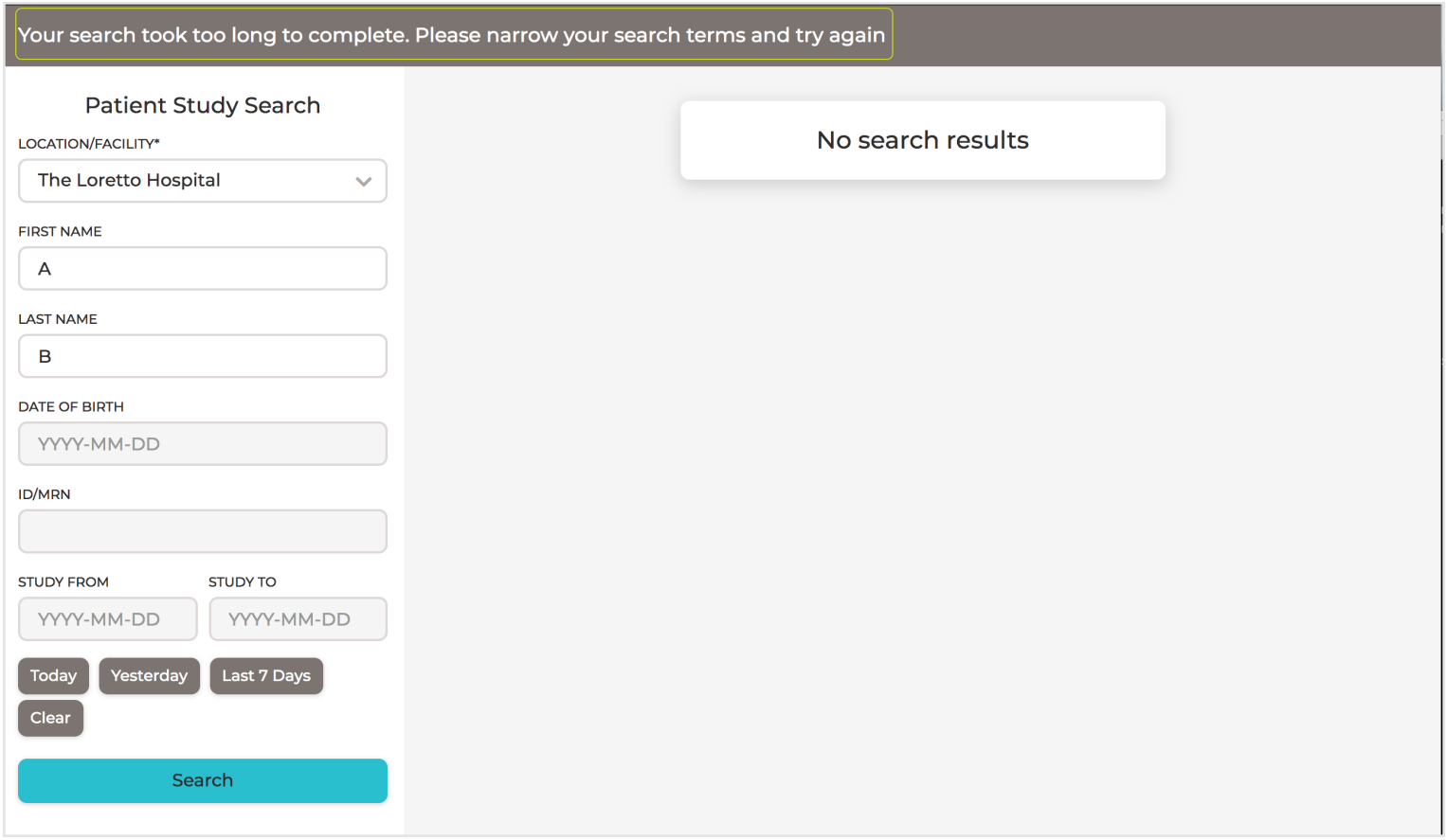
Depending on your window size some columns may be collapsed. Click the expand row button ( ) to display these columns.



Click it again ( ) to close the row. The fields displayed in the search results table are described below.

Field	Description
Patient Name	The patient's name in last name, first name order.
Patient DOB	The patient's date of birth displayed in year-month-day format
Patient ID/MRN	The patient's ID number or medical record number (MRN).
Study	The day and time of the study. The time is displayed in your local timezone.
Study Description	A brief description of the study.
Study Modalities	The study's file formats, which can be Computed Tomography (CT), Magnetic Resonance (MR), and so forth.

If the search takes too long a message will be displayed as shown below.



Filtering Study Search Results

You can filter results by column by entering text in the Filter text box. For example, if you enter **123** only results with "123" in a column will be displayed.

If needed, you may use the * (asterisk) wildcard character in search fields to broaden search results. For example, entering 123*5 in the Patient ID field returns all patients whose ID begins with 123 and end in 5. The wildcard character can be at the start or middle of the string.

> **NOTE**: The Search automatically places an asterisk at the end of patient name and patient ID searches.

Sorting Study Search Results

Results can be sorted by any column. By default, results are sorted by patient last name in ascending order and then by study date in descending order. Sorted columns will have a bold arrow ( ) while non sorted columns will have a gray arrow ( ).

To sort by another column, click its header. A bold arrow next to the header will denote which column the results are sorted by. An arrow with an increasing slope ( ) denotes an ascending sort. An arrow with a decreasing slope ( ) denotes a descending sort.

Using Teladoc Health Imaging

General Imaging Features

Imaging Study Notifications in Your Queue

Imaging status is displayed as a visual queue (badge) on the Encounter dashboard and indicates when a study is being searched for or become available to be reviewed.

When the results of a patient study becomes available, the practitioner users whose user settings have been correctly configured, will receive an imaging browser notification pop-up, which once clicked on, launches them to the study results.

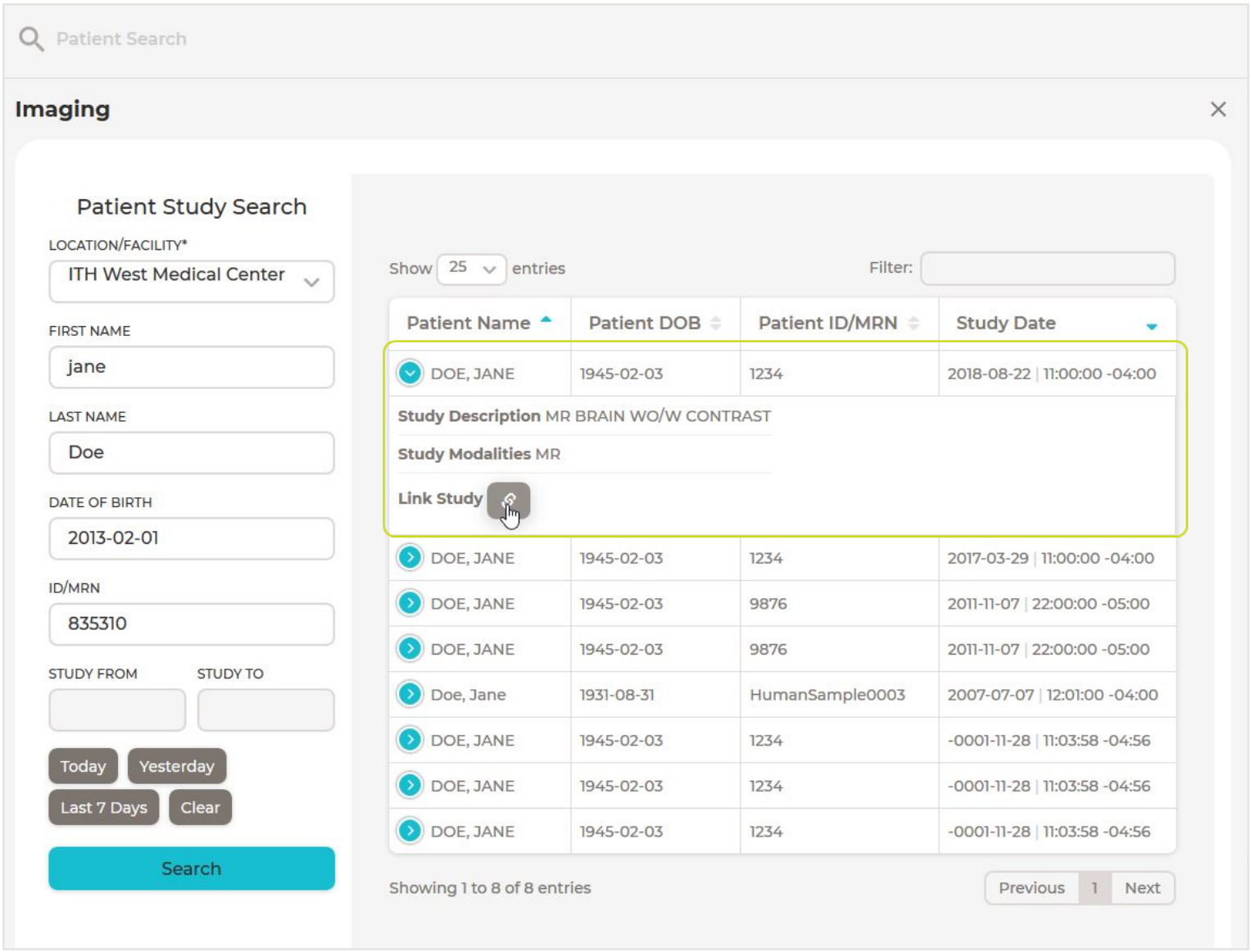
Audit Logs

Audit Logs capture and display when you review and link to a patient's study. The Encounter Audit Log will display the user who accessed a patient's study and information pertaining to the viewed and linked patient study (e.g., patient ID, DOB, encounter ID, Study UID, study date, study description). If you unlink a patient study to a virtual encounter, these events will also be captured and displayed in the virtual encounter Audit Log.

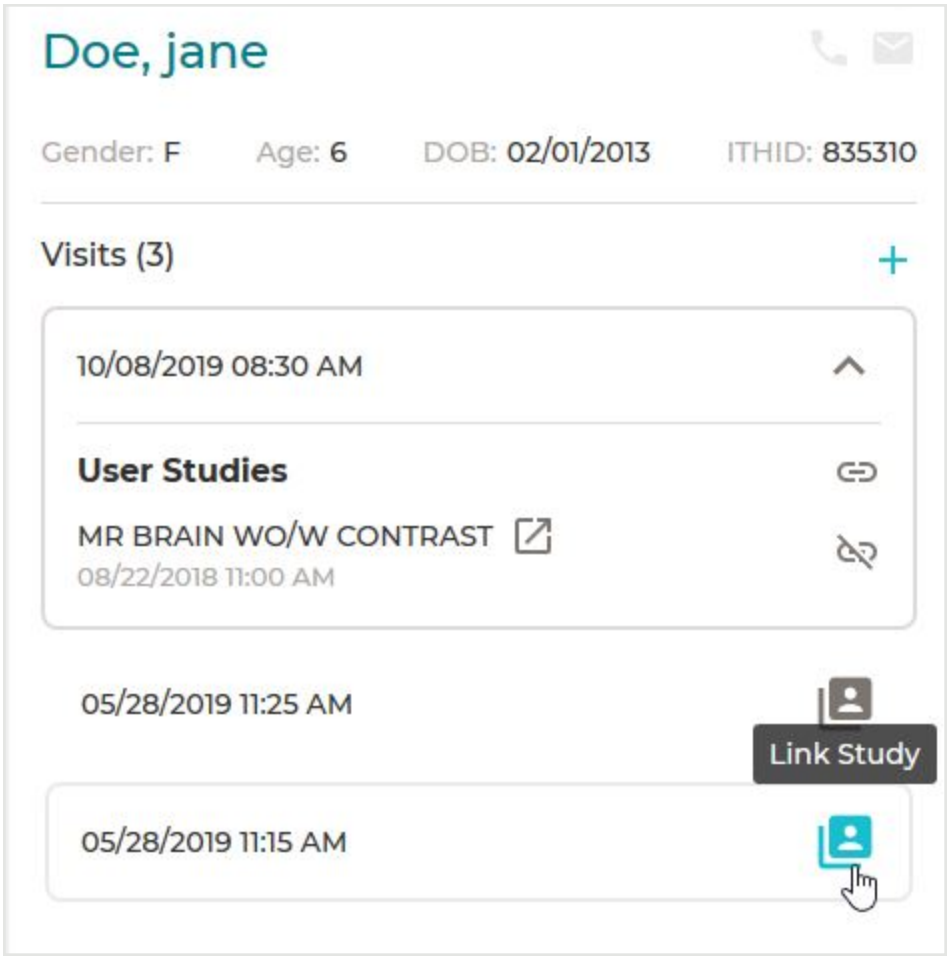
During an emergent Encounter, you will receive a notification in the Encounter queue for studies that match your search criteria.

Linking an Imaging Study to an Encounter from Solo

When practitioners search for a study using the Imaging portal within Solo and they determine it is a match for their patient, they can link the study to a patient’s Encounter as shown below.



The next time a practitioner views that encounter, they can click a link to view the study without the need to search for the study again as shown below. If needed, practitioners can unlink the study from the encounter.



NOTE: Smart Notes encounter Audit Logs capture and display when a user reviews and links to a patient's study.

Viewing a Study

When you click a study in the search results table the study will open in a new tab or window. Teladoc Health Imaging supports multiple concurrent viewing sessions and multiple tabs to see various studies at once.

Third-Party Portal Help and Contact Information

Using eUnity Online Help

When viewing a study you can view eUnity's online help by clicking the help button ( ) in the upper left-hand corner.

> **NOTE**: The eUnity imaging viewer is a product from Mach7 Technologies and not Teladoc Health.

eUnity's online help operates similarly to Teladoc Health's online help. Use the left navigation bar or enter terms in the search text box to view help topic. Click **Home** to return to the home screen.

eUnity DICOM Viewer Contact Information

Mach7 Technologies
103 Bauer Place, Suite 3
Waterloo, ON
Canada N2L 6B5
T: +1.519.342.3049
Support: +1.866.781.6387 ext. 1
Support Portal: https://helpdesk.mach7t.com/portal/en/signup
Email address: support@clientoutlook.com

HIPAA Procedures

NOTE: This section only applies to the Teladoc Health Imaging portal. It does not apply to the Mach7 Technologies eUnity DICOM Viewer.

As a business associate, Teladoc Health is subject to compliance of the law under §164.308 (Administrative Safeguards), under §164.310 (Physical Safeguards), and under §164.312 (Technical Safeguards) to 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 be in compliance with HIPAA regulations. Teladoc Health is providing the following 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, but they 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.

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 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 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.

Contact Information

24/7 Live Technical Support

+1 (877) 484-9119

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/

Sales & Product Demos

(805) 562-8686

Teladoc Health Imaging Manufactured by

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LEARN MORE

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Teladoc 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.

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