Teladoc Health™

Analytics Module™

User Guide

P/N: MA-20188-002

Release: 1

Table of Contents

Copyrights

Patent(s):

https://teladochealth.com/patents/

Last updated: April, 2022

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.

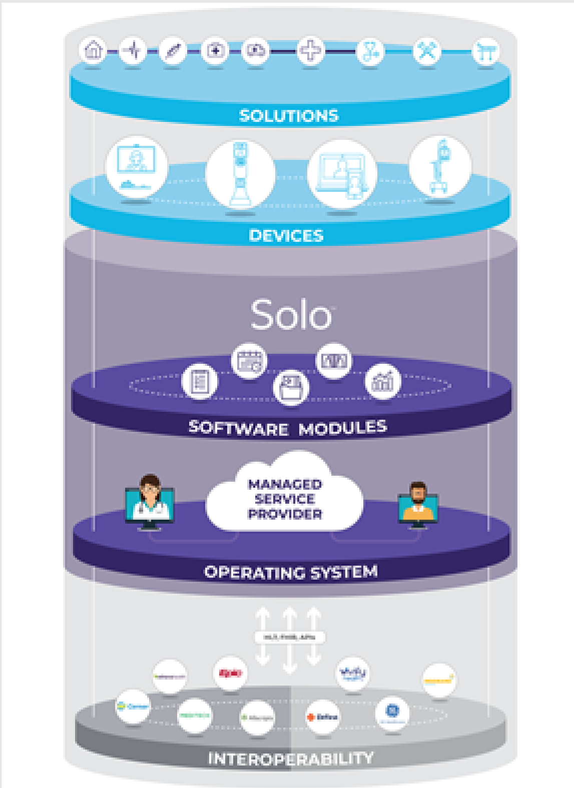
Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere 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.

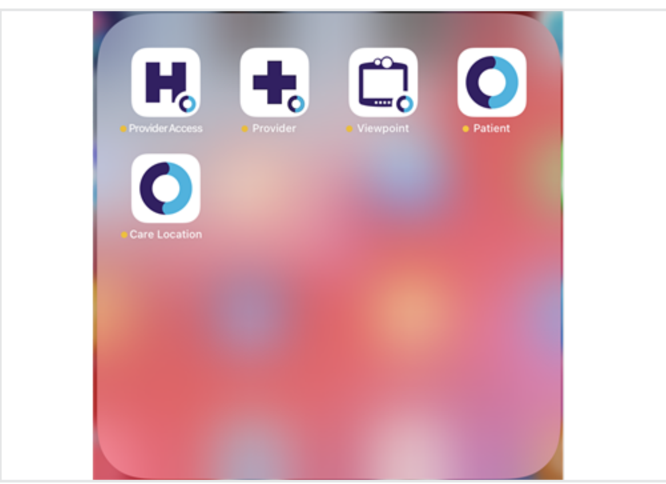
Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our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

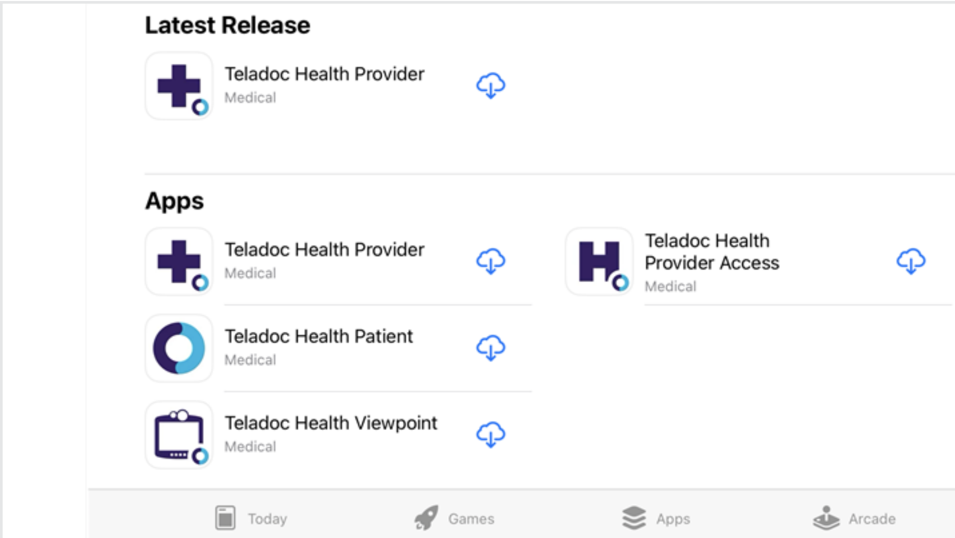
With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users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



Mobile Applications

Teladoc Health provides several mobile applications for our users, as described below:




Latest Release
Teladoc Health Provider
Medical
Apps
Teladoc Health Provider
Medical
Teladoc Health Provider Access
Medical
Teladoc Health Patient
Medical
Teladoc Health Viewpoint
Medical
Today
Games
Apps
Arcade

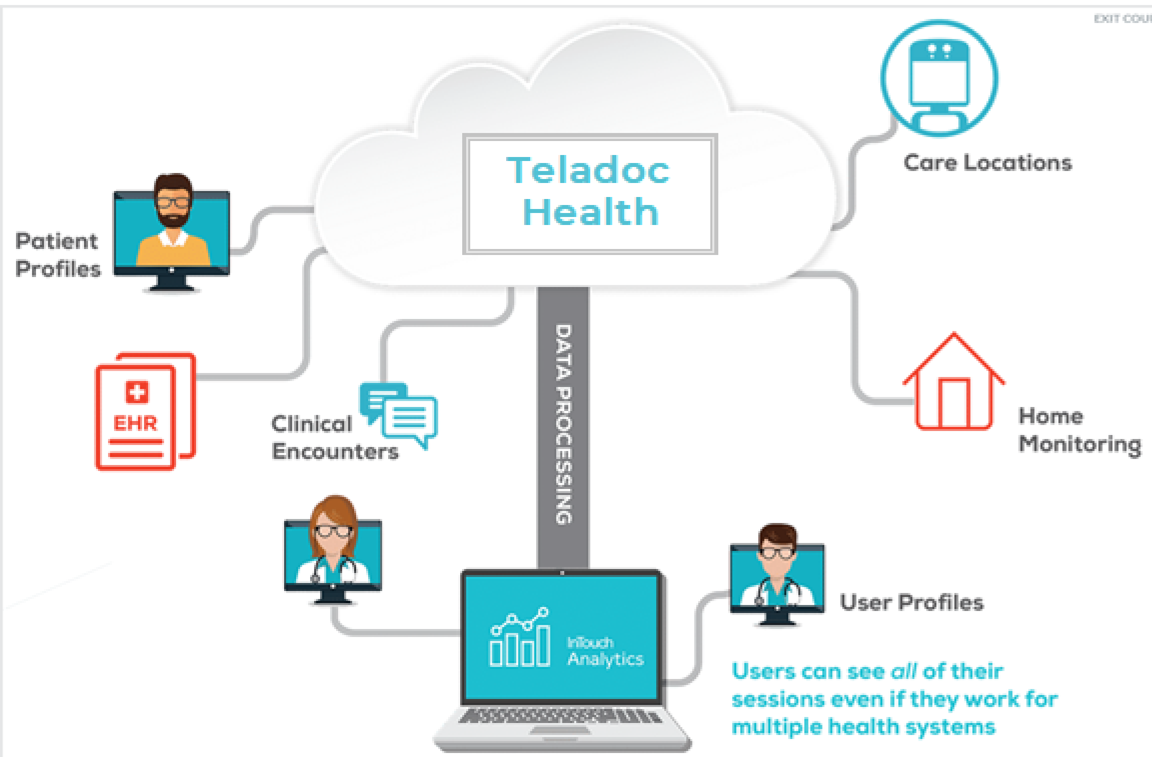
Overview

The Teladoc™ Health Analytics Module empowers a practice with a complete single source of truth. It collects all information necessary for administrators and coordinators to analyze their telehealth program. It consists of the Analytics Portal, Performance Report, and Automated Delivery Service.

NOTE: Access the Analytics portal at https://analytics.intouchhealth.com/

NOTE: For assistance with Solo™, see the Analytics ModuleTeladoc Health's user guides: MA-20165 Practice Admin and MA-20171 Practitioner-Scheduler User Guides.

Click here to download a copy of the Analytics User Guide.



Activity data is used to provide a snapshot of a provider's historical interactions. Then, in conjunction with Smart Notes, program directors can track clinical performance to determine best practices to improve patient care.

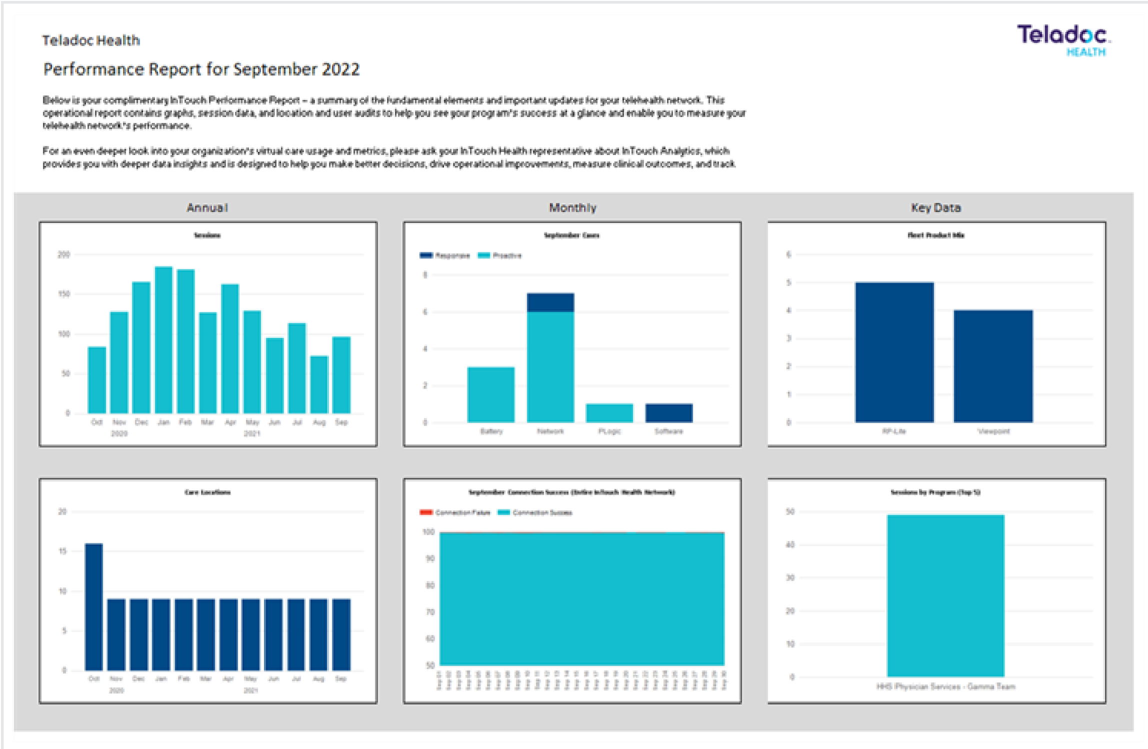
NOTE: For assistance with Solo™, see the Analytics ModuleTeladoc Health's user guides: MA-20165 Practice Admin and MA-20171 Practitioner-Scheduler User Guides.

Analytics Portal

The Analyitcs Portal provides visual analytics and interactive dashboards to enable users to spot patterns and trends quickly; revealing everyday opportunities and hidden insights.

Performance Report

The Performance Report provides a high-level snapshot of your telehealth program. It enables tracking of clinical performance for improved patient care, based on the products the customer owns.



Automated Delivery Service

The Automated Delivery Service allows users to access their own proprietary analytics in an automated fashion by transferring files on a daily basis via secure file transfer protocol (sFTP). Users can then manipulate their daily raw data using their own internal tools.

- For Appointments, 3 years of data is based on Appointment Time (Universal Time Coordinated (UTC)).
- For Cases, the 3 years of data is based on Created Dates.
- For Sessions, the 3 years of data is based on Start Time (Universal Time Coordinated).
- For Stroke Notes, the 3 years of data is based on Appointment Time (Universal Time Coordinated).

- For Device Uptime, the 3 years of data is based on an Uptime Date.

Intended Use

The Analytics Module is intended to provide visual analytics and interactive dashboards that allow the user to spot patterns and trends quickly, revealing everyday opportunities and hidden insights.

Requirements

The Analytics Module is designed to run under the Teladoc Health Solo platform.

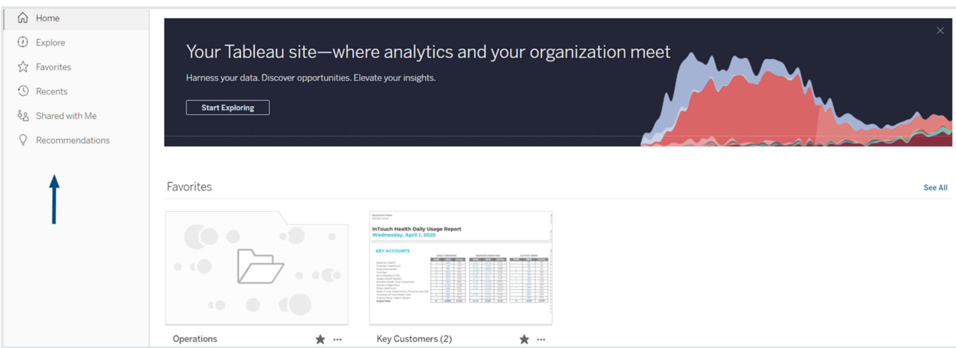
NOTE: Refer to Teladoc Health Practitioner-Scheduler User Guide MA - 20171.

Click here to view the browser requirements.

Set Up

From the Solo dashboard, select **Analytics** from the left navigation panel.

The main Analytics dashboard will load and display.



The options are:

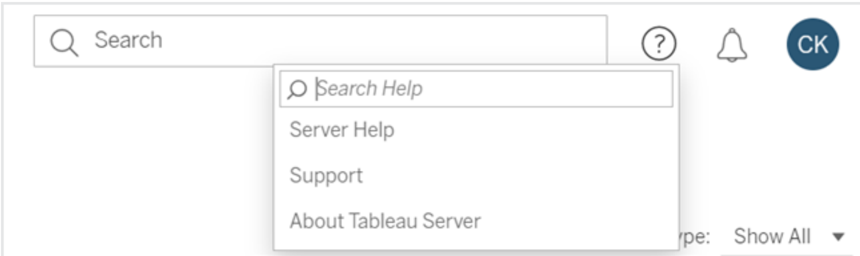
- Search
- Help
- Notifications
- Profile

Search

Search the entire site using the Search bar that expands upon selection.

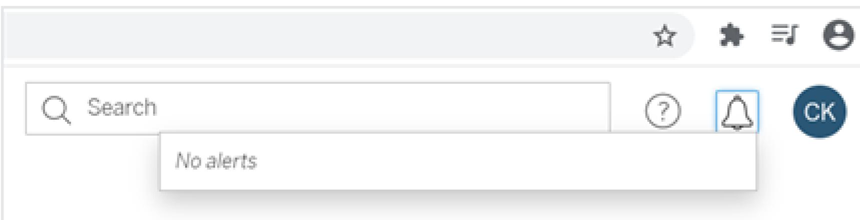
Help

Select question mark for **Server Help**, **Support**, and **About Tableau Server**.



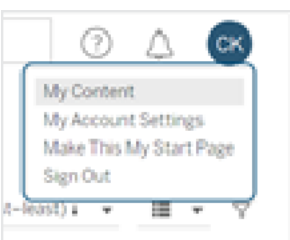
Notifications

Access your alerts and notifications



Profile

Configure for **My Content**, **My Account Settings** and **Make This My Start Page**.

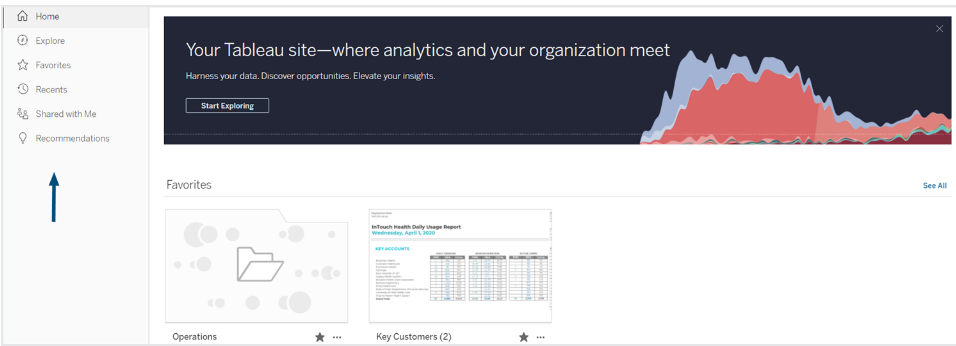


Analytics Portal

The Analytics portal provides visual analytics and interactive dashboards to enable users to spot patters and trends quickly; revealing everyday opportunities and hidden insights

As a Practice Admin (i.e. Admin Role) use the left navigation panel to select the options **Home**, **Explore**, **Favorites**, **Recents**, **Shared with me**, and **Recommendations**.

NOTE: Select the Practice Admin role from the pull down in the upper, right corner.



Explore

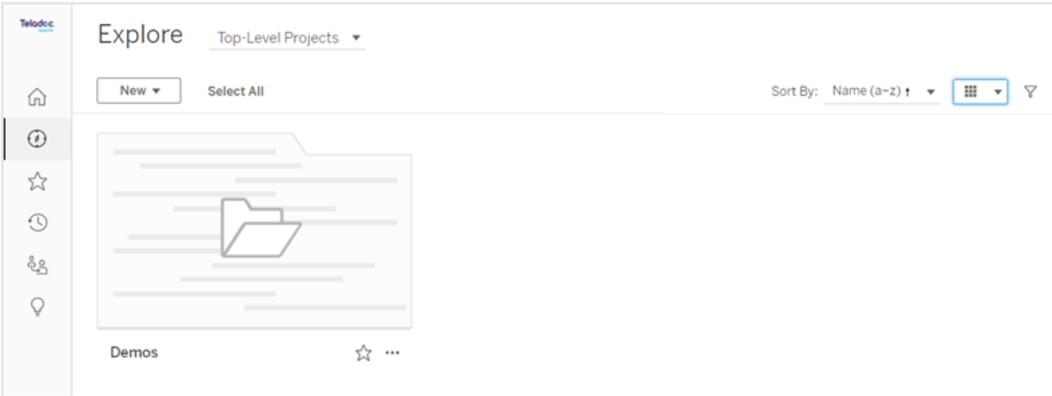
Select **Explore** from the left navigation panel to explore all of your projects, workbooks, and analytics for your practice. You can view each dashboard in a list or grid view.

The dashboards to explore include:

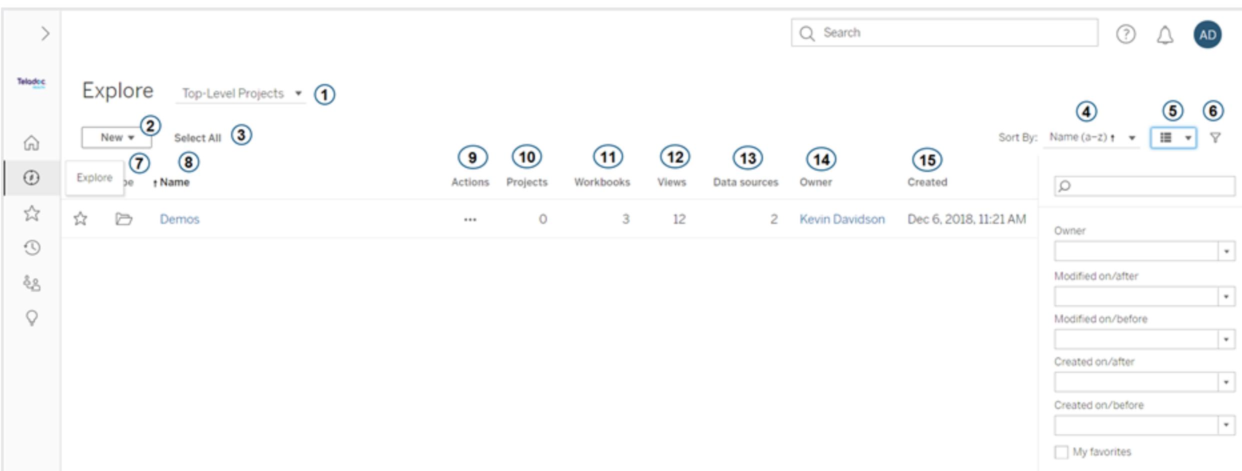
- Explore
- Owner
- Project

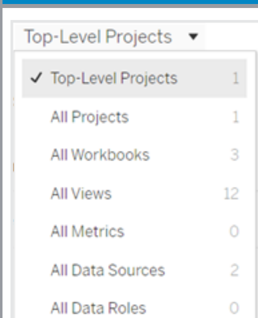
Explore Dashboard

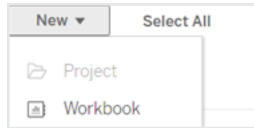
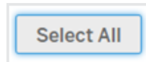
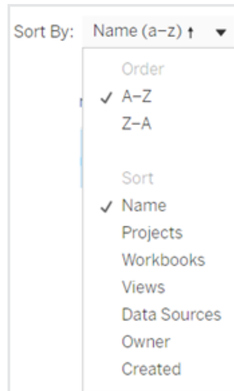
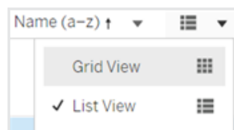
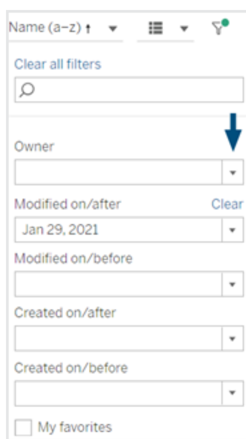
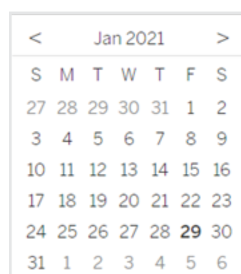
Grid View

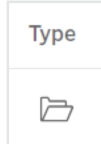
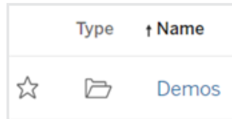
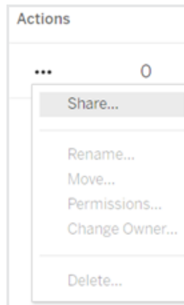
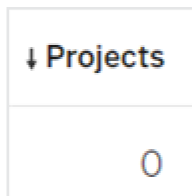
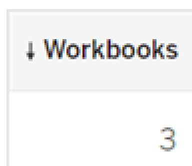


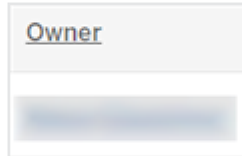
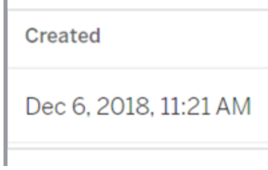
List View



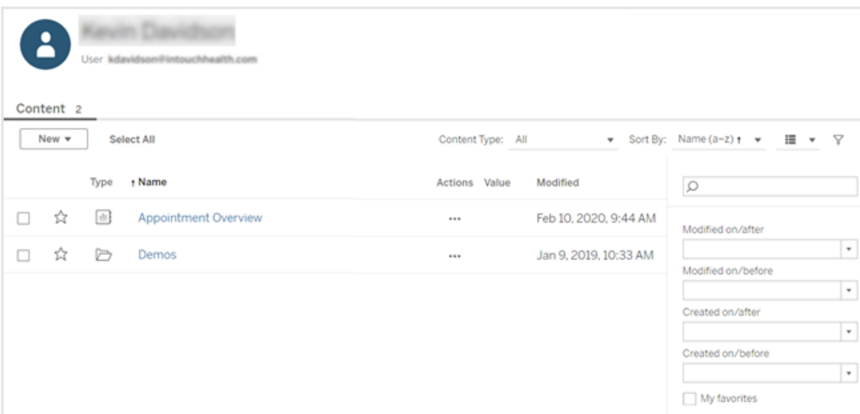
Key	Name	Icon	Description
1	Top Level Projects		Search using the **Top-Level Projects** drop down menu. Select from **All Projects**, **All Workbooks**, to **All Data Roles** using the drop down.

Key	Name	Icon	Description
2	New		Select the **New** drop down to choose a **Project** or **Workbook**
3	Select All		Select all projects under **Name** by clicking on the **Select All** button. When selected, a **Clear All** button will be activated, as well as an **Action** drop down menu on the right to **Share**, **Move**, **Rename**, **Permissions**, **Change Owner**, and **Delete**.
4	Sort by Name		Select the drop down to sort by **Name (A-Z)**, **Projects**, **Workbooks**, and more.
5	Sort by View		Select **Grid View** or **List View** using the View icon. **View icon:** 
6	Sort by Filter		Select the filter icon to filter by **Owner**, **Modified on/after**, and more. The Owner must exist. **Filter icon:** Click on the arrow next to the filter selection to use the calendar. 

Key	Name	Icon	Description
7	Type		The heading for **Type** describes the type of project.
8	Name		Search for the project **Name.** Configure your list in asending or descending order using the arrow to the right of the **Name** header. Click on the start icon to designate it as your favorite.
9	Actions		Select the three (3) ellipsis under **Actions** to use the drop down menu to manage **Actions** to **Share**, **Rename**, **Move**, **Permissions**, and more.
10	Projects		Select the arrow to the left of the **Projects** heading to list your projectin ascending or descending order. The number below is the number of projects.
11	Workbooks		Select the arrow to the left of **Workbooks** to list them in ascending or descending order. The number below is the number of workbooks.
12	Views		Select the arrow to the left of **Views** to list them in ascending or descending order. The number below the **Views** heading is the number of views.
13	Data Sources		Select the arrow to the left of **Data Sources** to list them in ascending or descending order. The number below is the number of data sources.

Key	Name	Icon	Description
14	Owner		The names of the owners will appear below the **Owner** heading. Click on the owner name to view their dashboard. See below.
15	Created		Under the **Created** heading are the dates your projects were created.

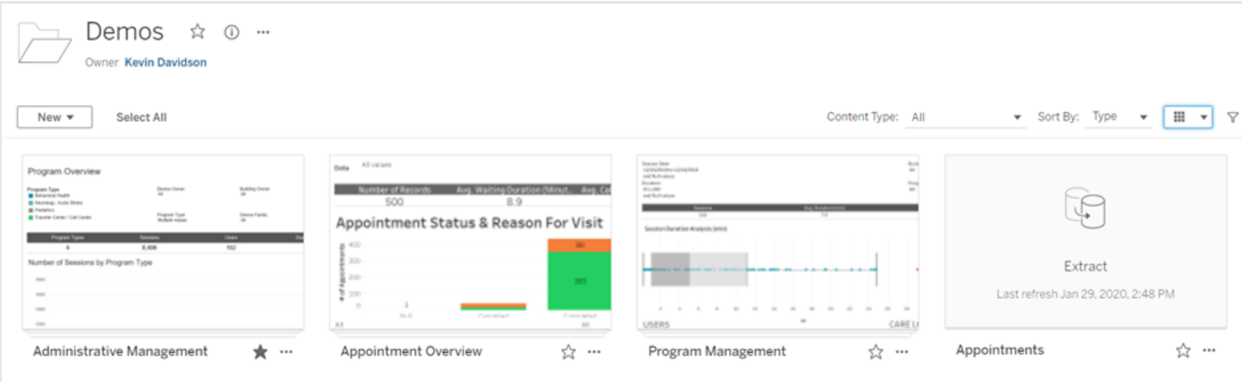
Owner Dashboard



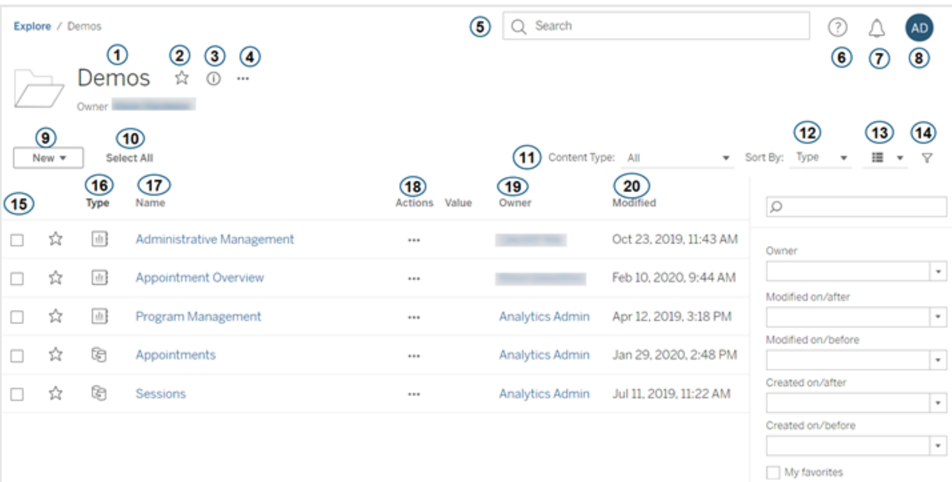
Project Dashboard

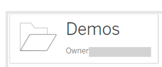
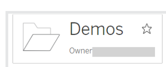
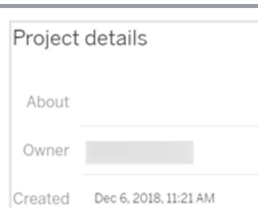
Click on the project name from the Analytics Portal dashboard to open a project dashboard.

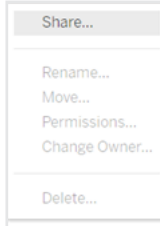
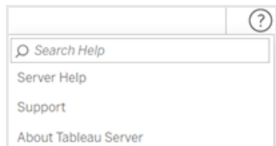
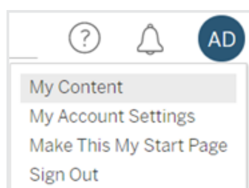
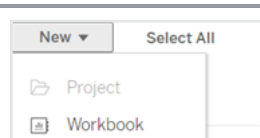
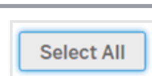
Grid View

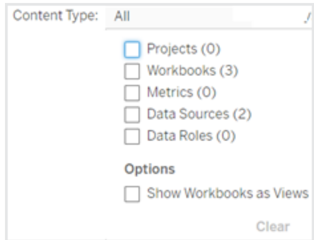
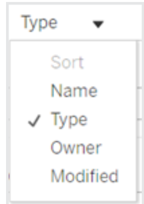
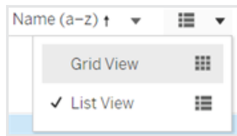
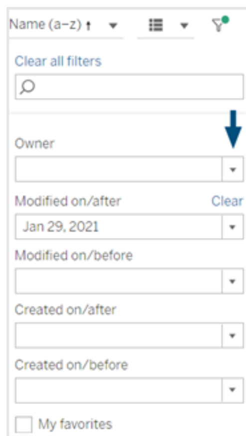
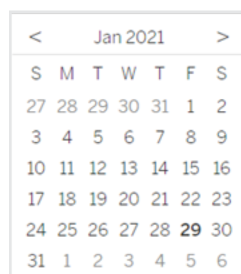
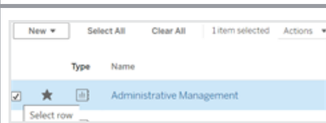


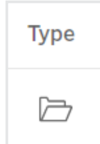
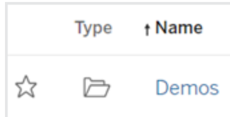
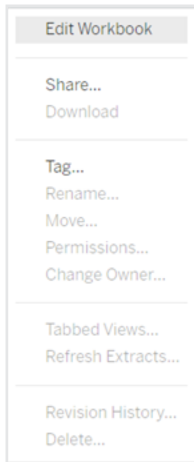
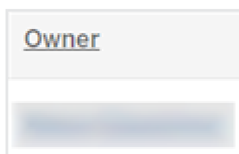
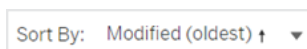
List View



Key	Name	Icon	Description
1	<Project Name>		Name of Project and **Owner** name.
2	Favorites		Click on the start icon to make this project one of your favorites.
3	Project Details		Select the **Project Details** icon to open up it's dialog to view project information. **Project Details icon:**

Key	Name	Icon	Description
4	Ellipsis		Select the three dots (**...** ellipsis) to **Share**, **Rename**, and more.
5	Search		Enter the name of your project in the **Search** field to search.
6	Help		Type a key word in the *Search Help* field for **Server Help**, **Support**, and more. **Help icon:** 
7	Alerts		Select the Alerts icon to check your alerts. **Alert icon:** 
8	Profile		Select the colored profile circle to manage **My Content**, **My Account Settings**, and more **Profile icon:** 
9	New		Select the **New** drop down to create a new **Project** or **Workbook**
10	Select All		Select all projects under **Name** by clicking on the **Select All** button. When selected, a **Clear All** button and an **Action** drop down menu will be activated for you to **Share**, **Move**, **Rename**, and more.

Key	Name	Icon	Description
11	Content Type		Select **All** or put a check in the box in front of the content type from the **Content Type** drop down.
12	Sort by Type		Select the **Type** drop down to sort by **Name**, **Type**, **Owner**, and **Modified**.
13	Sort by View		Select a **Grid View** or **List View** using the View icon. **View icon:**
14	Sort by Filter		Select the Filter icon to filter by **Owner**, **Modified on/after**, and more. The owner must exist. **Filter icon:** Click on the arrow next to the filter selection to use the calendar. 
15	Select Row		Click on the **Select Row** box to enable **Actions** for your workbook

Key	Name	Icon	Description
16	Type		**Type** describes the type of workbook.
17	Name		Search for a **Name.** Configure your list in ascending or descending order using the arrow to the left of the **Name** header. Click on the star icon to designate it as a favorite.
18	Actions		Select the three (3) ellipsis under the **Actions** heading to use the drop down menu to **Workbook**, **Share**, **Download**, **Tag**, and more.
19	Owner		The names of owners appear below the heading **Owner**. Click on an owner's name to view their dashboard, as seen above.
20	Modified		The dates your workbooks were modified are listed under the **Modified** heading. Use the arrow to the right to configure your projects in ascending or descending order.

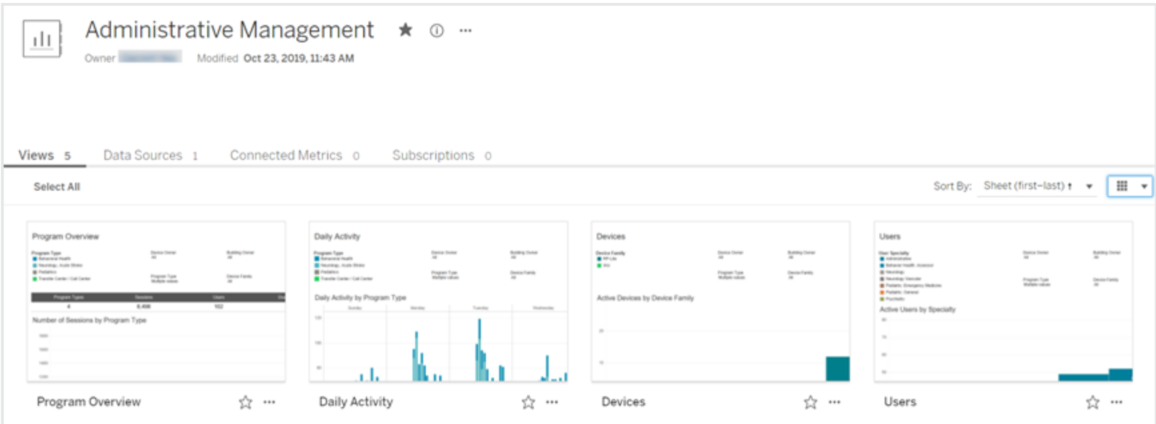
Workbook Dashboard

Select a Projects **Name** from the Analytics Portal dashboard to open a Workbook dashboard.

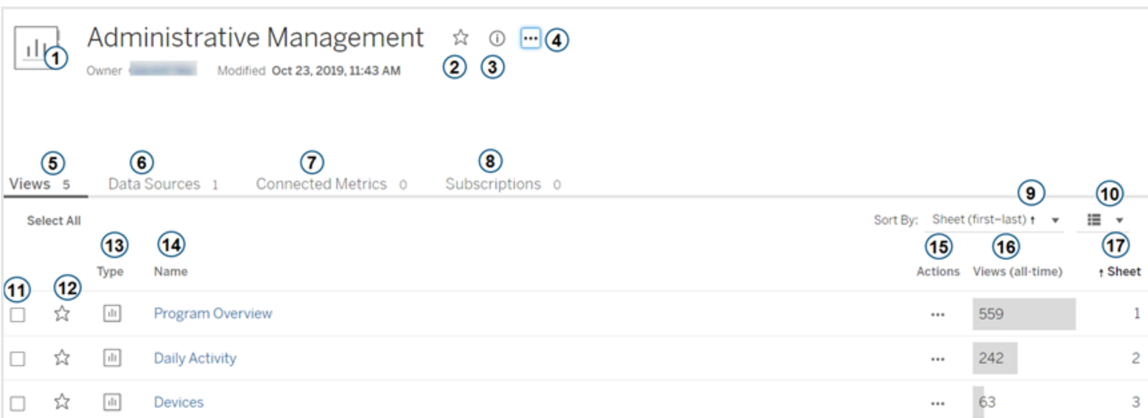
The options are:

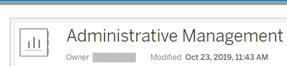
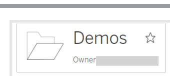
- Views
- Data Sources
- Connected Metrics
- Subscriptions

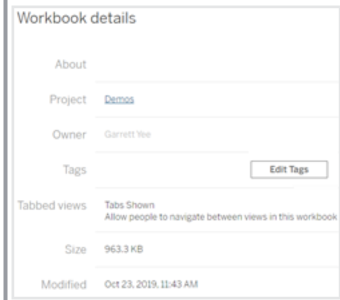
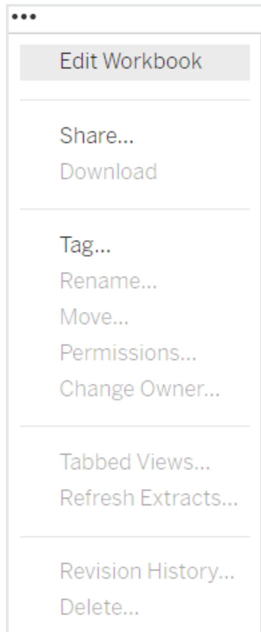
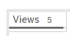
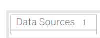
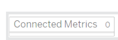
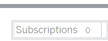
Grid View

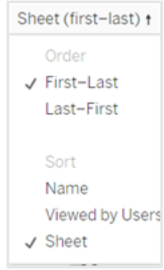
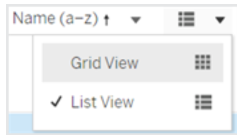
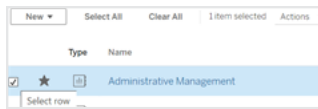
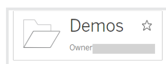
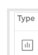
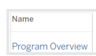
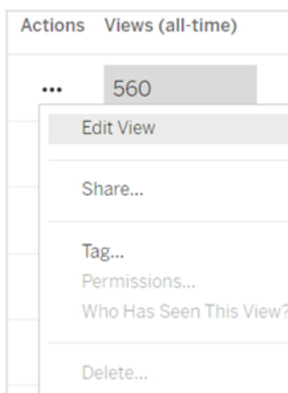


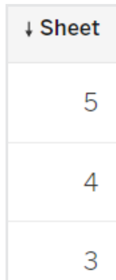
List View



Key	Name	Icon	Description
1	<Workbook Name>		Name of Workbook and **Owner** name.
2	Favorites		Click on the star icon to make this workbook one of your favorites.

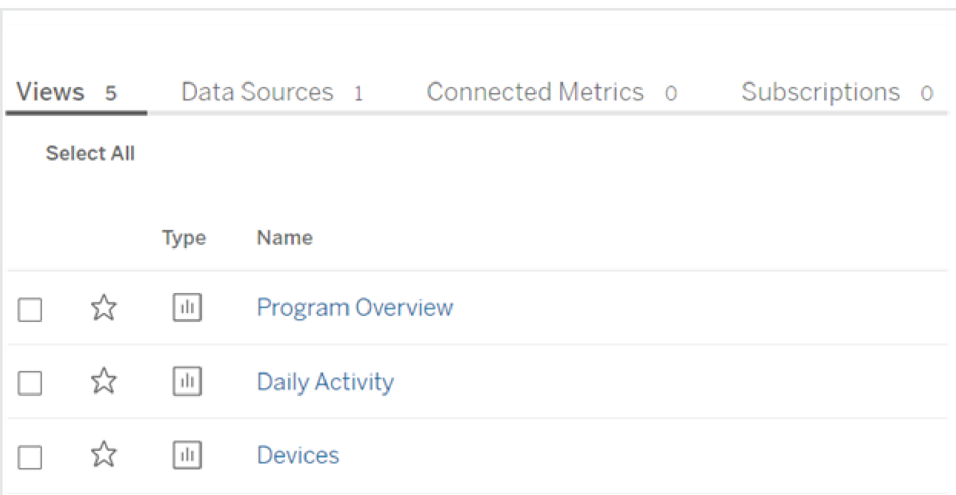
Key	Name	Icon	Description
3	Workbook Details		Select the **Workbook Details** icon to open up it's dialog to view workbook information. **Workbook Details icon:**
4	Ellipsis		Select the three dots (**...** ellipsis) to **Share**, **Rename**, and more.
5	Views		Select **Views** to view workbooks. The number to the right is the number of workbooks.
6	Data Sources		Select **Data Sources** to view data sources for your workbook. The number to the right is the number of data sources.
7	Connected Metrics		Select **My Connected Metrics** to view metrics regarding your connection. The number to the right is the number of connected metrics.
8	Subscriptions		Select **Subscriptions** to view users subscribed to this net-work. The number to the right is the number of sub-scriptions.

Key	Name	Icon	Description
9	Sort by Workbook		Sort by **Workbook** sheet and more.
10	Sort by View		Select a **Grid View** or **List View** using the View icon. **View icon:** 
11	Select Row		Click on the **Select Row** box to enable **Actions** for your workbook
12	Favorites		Click on the start icon to make this project one of your favorites.
13	Type		**Type** describes the type of workbook.
14	Name		List of **Name** of your workbook.
15	Actions		Select the three (3) ellipsis under the **Actions** heading to use the drop down menu to to **Edit View**, **Share**, **Tag**, and more.

Key	Name	Icon	Description
16	Views		The number below the **Views** heading is the number of views for your workbook. Use the arrow to the right to configure your view in ascending or descending order.
17	Sheets		**Sheets** is the number of sheets used in your workbook. Use the arrow to the right to configure your view in ascending or descending order.

Views

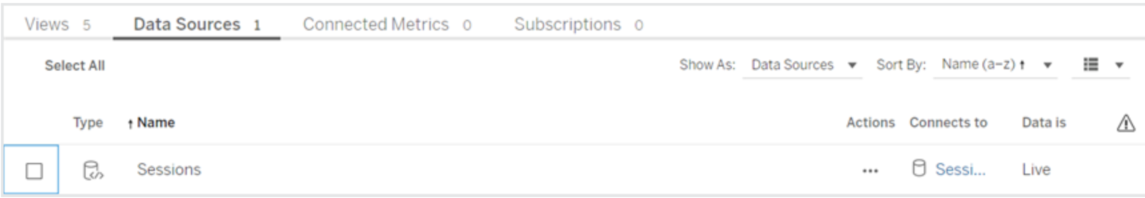
Select the Views header to view a list of items. In the example below, there are 5 **Views**.



Data Sources

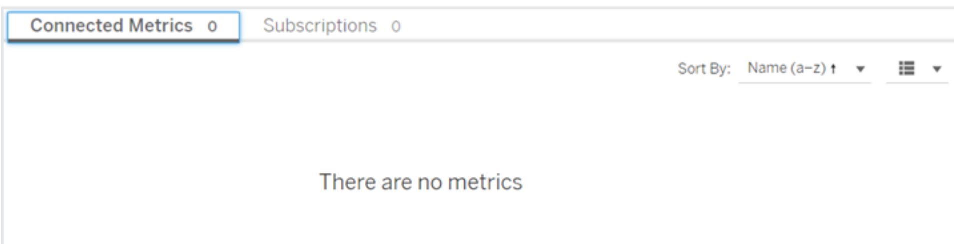
Select to view the data sources used for your workbook and projects. In the example below, there is 1 **Data Sources**.

NOTE: Starting September 1, 2021, all data sets will be limited to 3 years to improve performance and scalability of the analytics site.



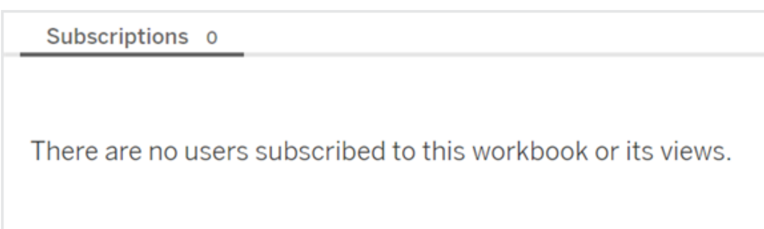
Connected Metrics

Configure various metrics for your item. In the example below, there are 0 **Metrics**.



Subscriptions

Configure Analytics to receive subscriptions. In the example below, there are 0 **Subscription.**

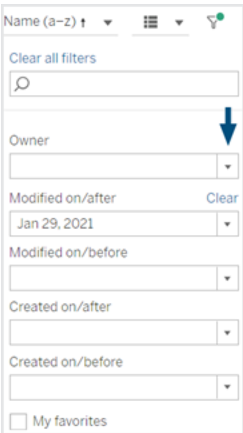


Filters

Navigate using interactive and dynamic data portal charts, filters, and metrics using filters to drill down into specific metrics, such as:

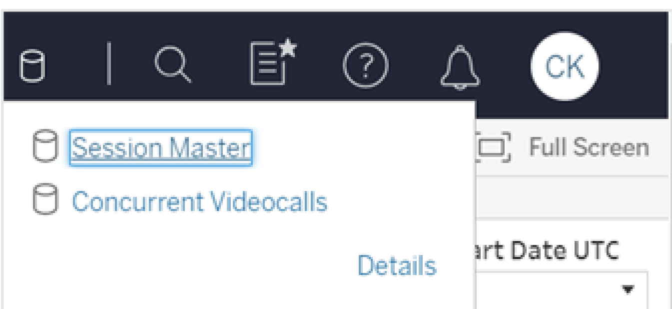
- Date range
- Device owner
- Service provider

- Program owner and type
- Device family
- User specialty
- Care location type summary box
- and more



Sessions

View your workbook's data sources

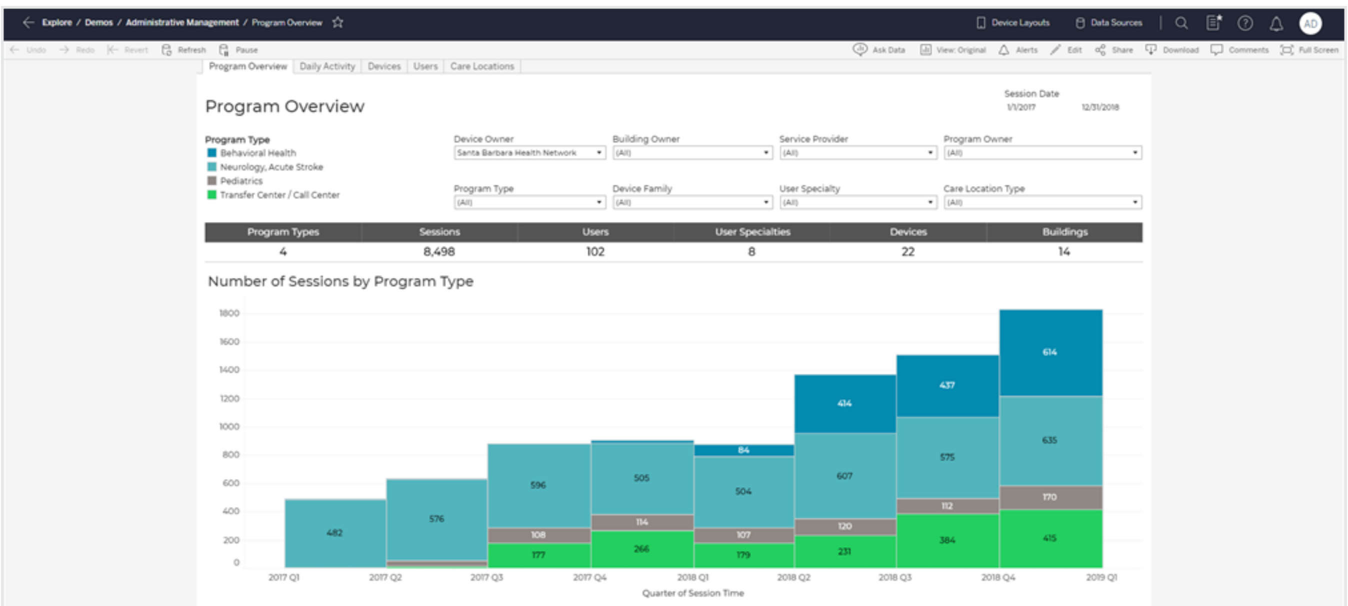


Worksheet Dashboard

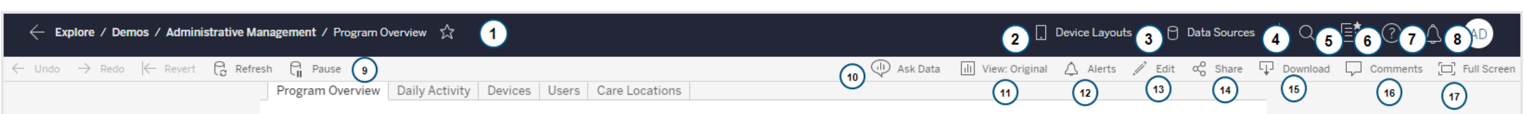
Click on a **Name** of a Workbook dashboard to open a Worksheet dashboard. In the example below the worksheet **Program Overview** is open.

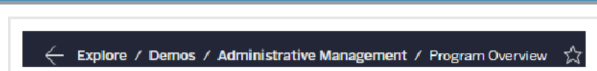
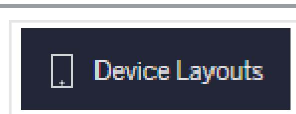
The options are:

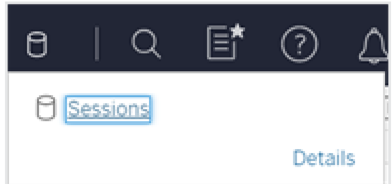
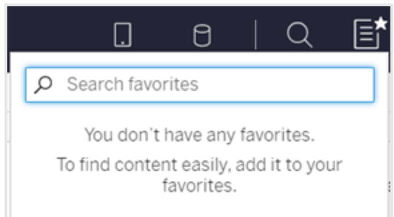
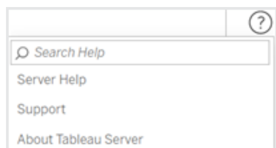
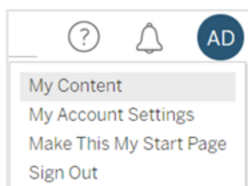
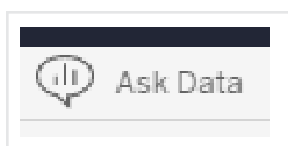
- Toolbar
- View Device Layout
- Ask Data
- Custom Views
- Alerts
- Share View
- Worksheet

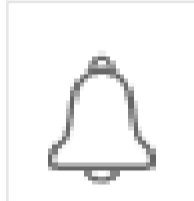
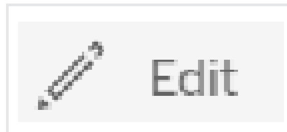
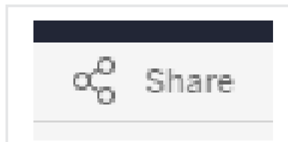
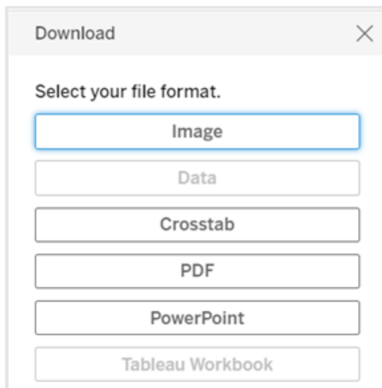


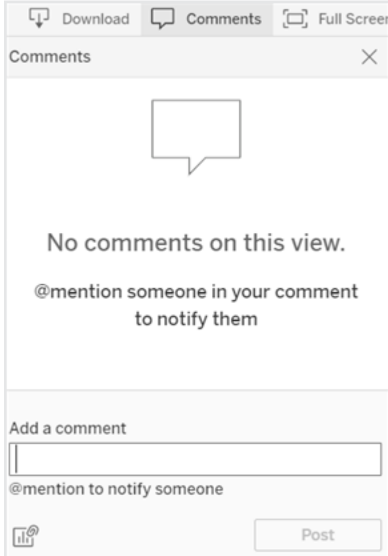
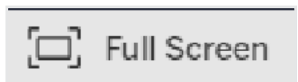
Tool Bar



Key	Name	Icon	Description
1	<Sheet Name> and Favorite		Name of Sheet and Favorite status.
2	View Device Layout		Select **View Device Layout** to configure your view on the Desktop, iPad, or iPhone.

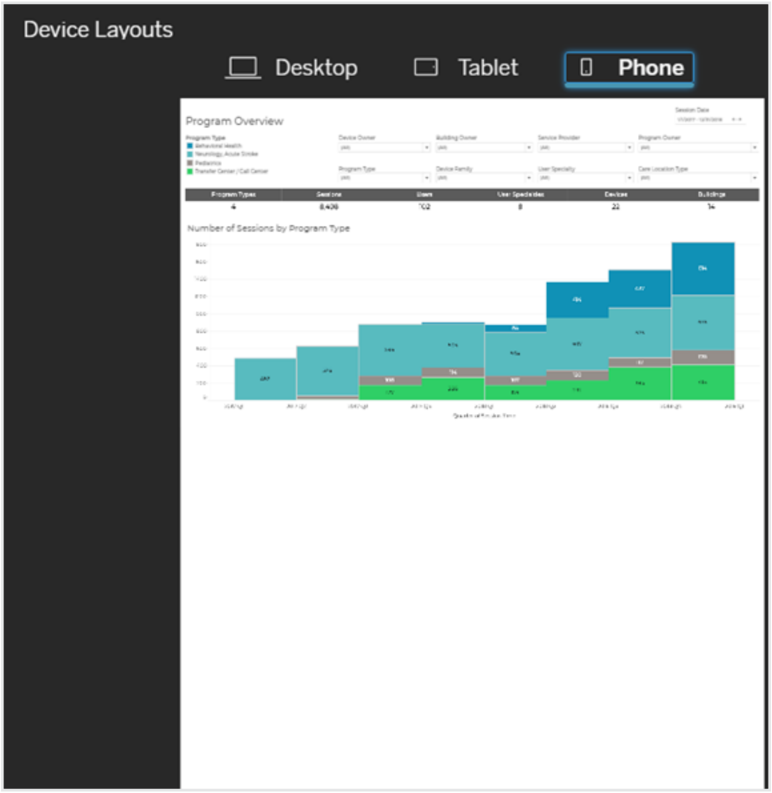
Key	Name	Icon	Description
3	View Data Source		Select the **View Data Source** to view the data sources for this workbook.
4	Search		Select the search icon to search this worksheet. Enter text in the **Search** box.
5	Search Favorites		Select **Select Favorites** to view favorites
6	Help		Type a key word in the *Search Help*field for **Server Help**, **Support**, and more.
7	Alerts		Select the Alerts icon to check your alerts.
8	Profile		Select the colored profile circle to manage **My Content**, **My Account Settings**, and more
9	Controls		Controls for XX
10	Ask Data		Select **Ask Data** to query information from your workbook data.
11	View Original		Select the **View Original i**con to configure and save custom views.

Key	Name	Icon	Description
12	Alerts		Select **Alerts** to view and configure your alerts.
13	Edit		**Edit** is not available to users at this time.
14	Share		Select **Share View** to share your view with others.
15	Download		Select Download icon and the format from the drop down menu **Download.**

Key	Name	Icon	Description
16	Comments		Select the **Comments** icon to view, edit, and add comments.
17	Full Screen		**Select Full Screen** to view your screen in full view without the tool bar and any footers.

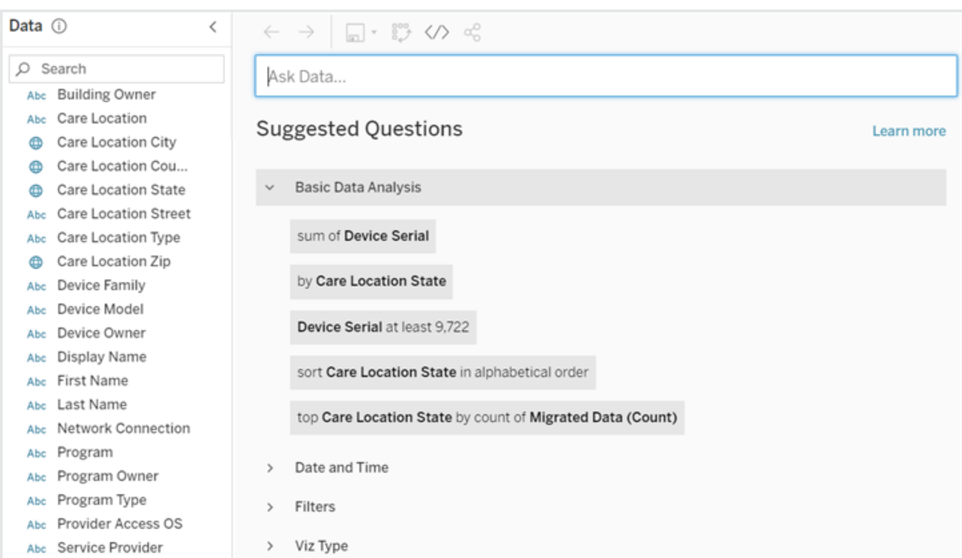
View Device Layout

Select the View Device Layout to configure your view for your Desktop, iPad, or iPhone. The following is a view of the sheet called Program Overview on your iPhone.

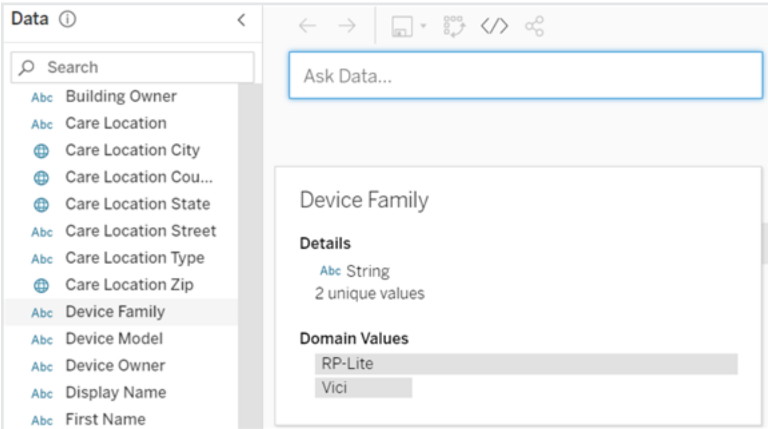


Ask Data

The list of data session categories are listed on the left. This left panel scrolls.

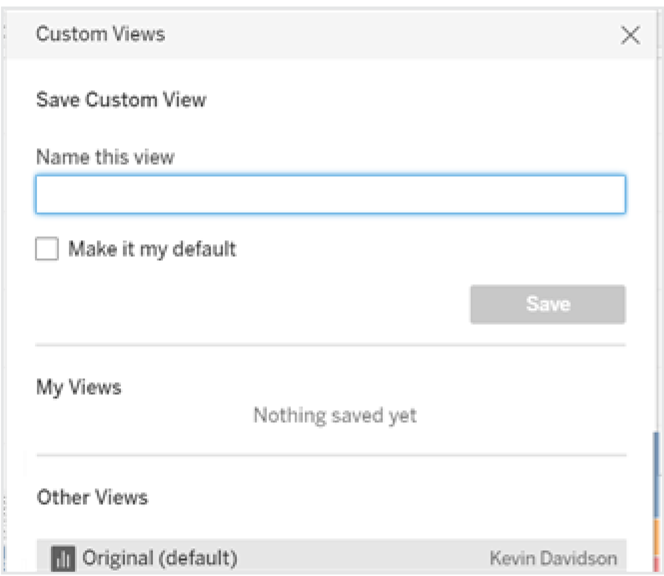


Use your mouse to scroll thru the categories. A dialog for each category will appear as you scroll thru the list and hover over a category.



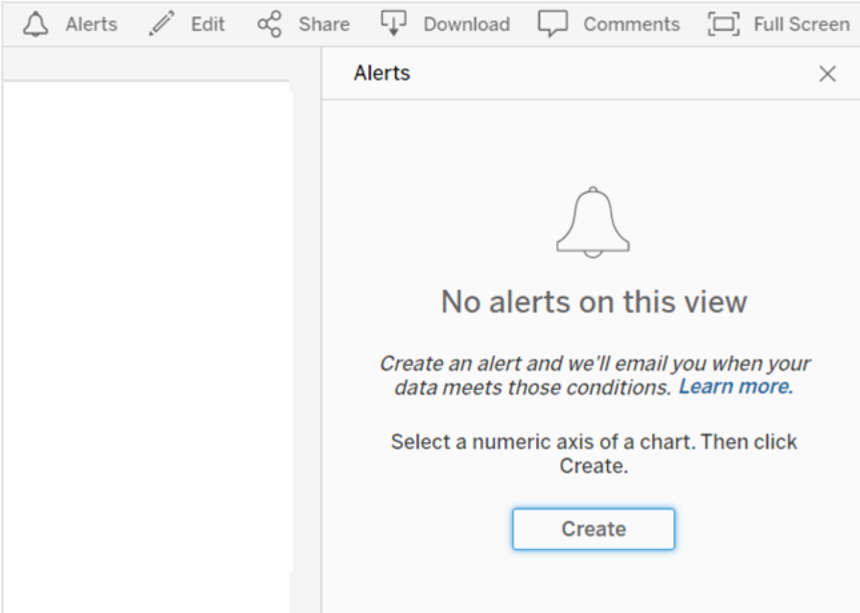
Custom Views

Select the **View Original** icon to open a dialog to configure custom views.



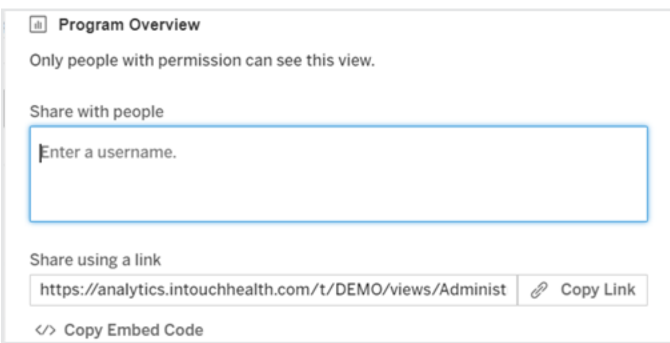
Alerts

View and customize your Alerts using the Alert icon on the tool bar.

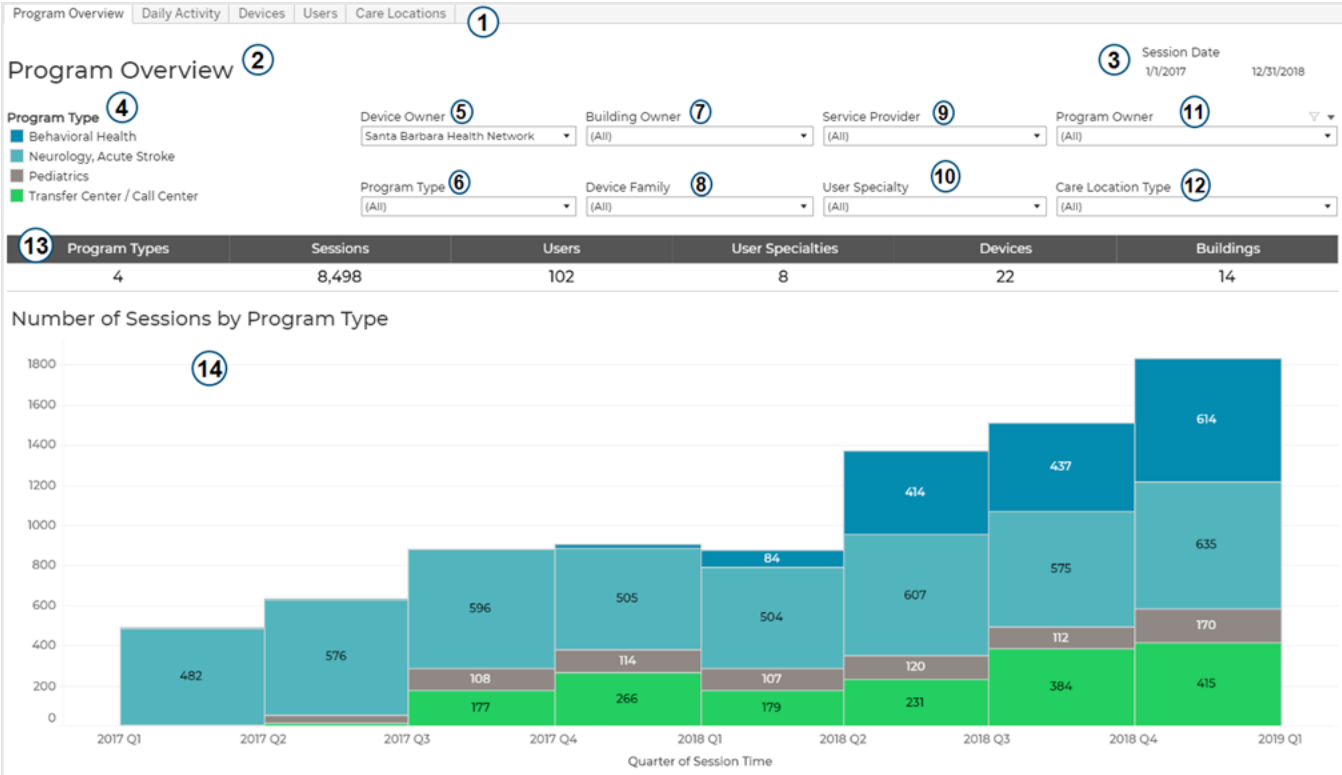


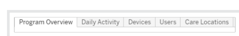
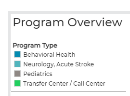
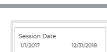
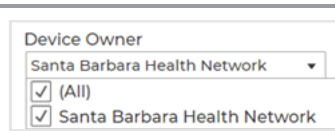
Share View

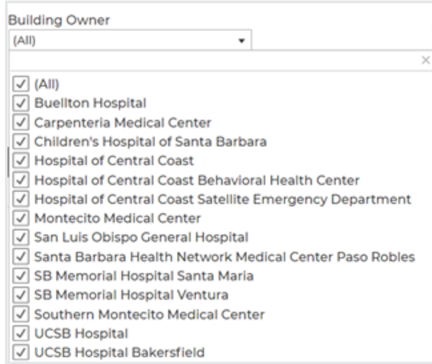
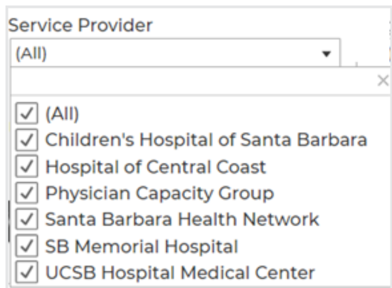
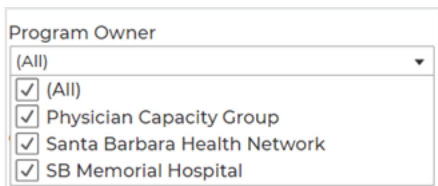
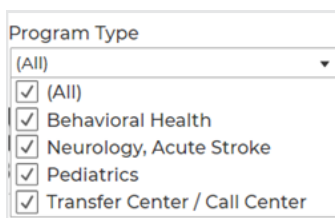
Select the Share icon on the tool bar to share your views with others.

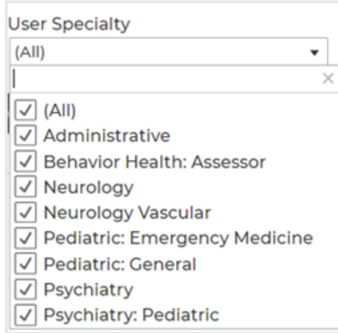
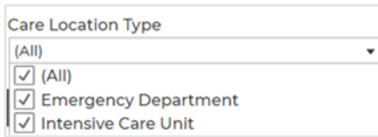
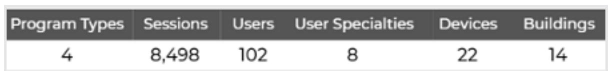
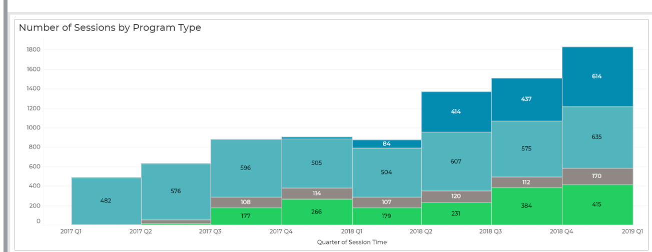


Worksheet



Key	Name	Icon	Description
1	Worksheets		Select one of your worksheets from the list located on the tab.
2	<Worksheet Name>		Name of worksheet and it's **Program Types** below.
3	Session Date		The **Session Date** and the date range for the data.
4	Device Owner		Select a **Device Owner** using the drop down menu. Choose by selecting the box to the left of the element.

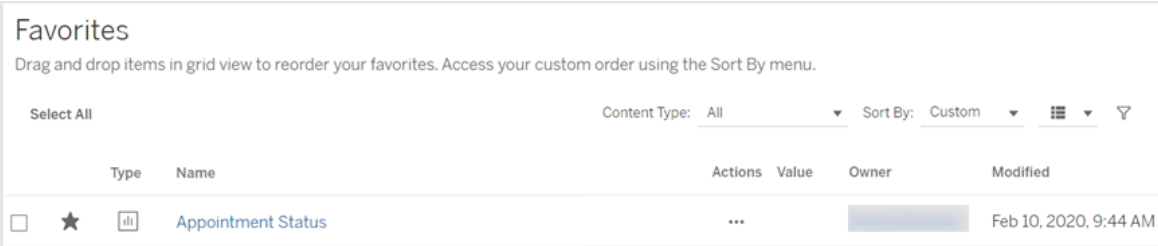
Key	Name	Icon	Description
5	Building Owner		Select **All**, one, or many **Building Owner** from the drop down menu, to configure the locations for your worksheet. Choose by selecting the box to the left of the element.
6	Service Provider		Select **All**, one, or many **Service Provider** from the drop down menu, to select a service provider for your worksheet. Choose by selecting the box to the left of the element.
7	Program Owner		Select **All**, one, or many **Program Owner (s)** from the drop down menu, to select a program owner for your worksheet. Choose by selecting the box to the left of the element.
8	Program Type		Select **All**, one, or many **Program Type(s)** from the drop down menu, to select a program type for your worksheet. Choose by selecting the box to the left of the element.
9	Device Family		Select **All**, one, or many **Device Family(s)** from the drop down menu, to select a device family for your worksheet. Choose by selecting the box to the left of the element.

Key	Name	Icon	Description
10	User Specialty		Select **All**, one, or many **User Specialty(s)** from the drop down menu, to select a user specialty for your worksheet. Choose by selecting the box to the left of the element.
11	Care Location Type		Select **All**, one, or many **Care Location Type(s)** from the drop down menu, to select a Care Location type for your worksheet. Choose by selecting the box to the left of the element.
12	<Worksheet information bar>		View the number(s) of **Program Types**, **Sessions**, **Users**, **User Specialties**, **Devices**, and **Buildings**. The number of each are listed below their respective heading.
13	<Graph>		The center of the worksheet screen contains a graph - **Number of Sessions by Program Type** vs. **Quarter of Session Time**.

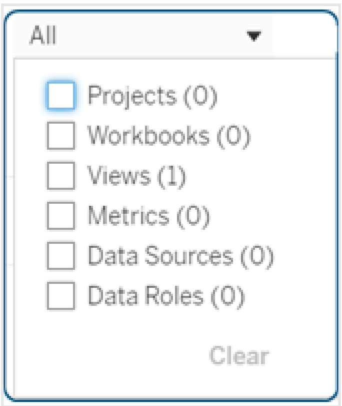
Favorites

Select your favorite workbooks and projects by selecting the star icon from the left navigation panel.

1. Select the star icon next to **Type** within the dashboard to activate it as a favorite.
2. Check the box next to a workbook or project to enable the **Actions** drop down.

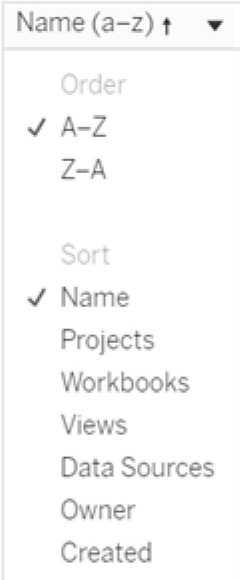


3. Select the type of content using the **Content Type** drop down.



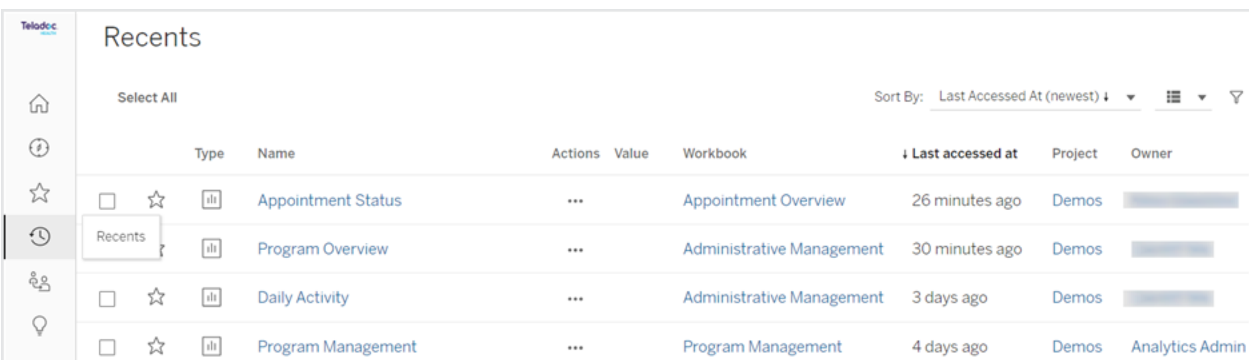
4. Customize your favorites by **Name**, **Type**, when **Modified**, **Date Added**, and **Custom**.

5. From **Actions** (...); **Edit**, **Share**, **Tag**, set **Permissions**, **Who Has Seen This View** or **Delete**.

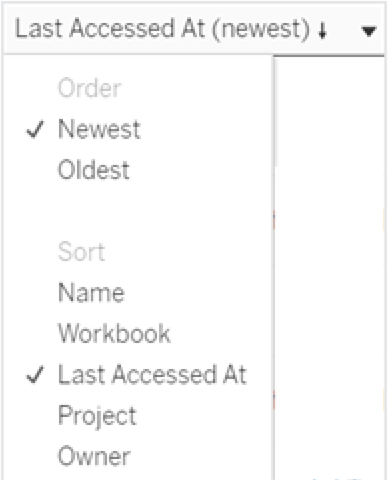


Recents

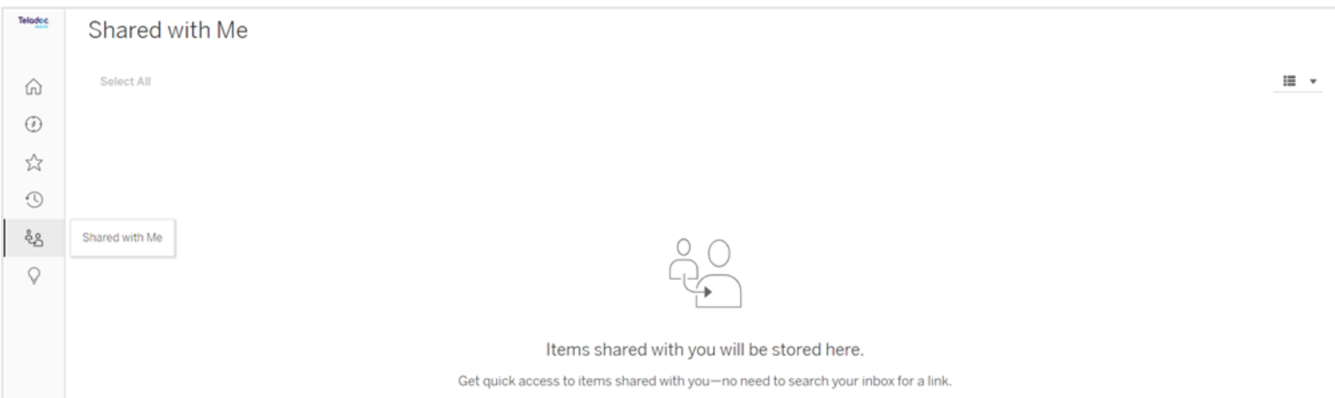
Easily access your recent work to take **Action**, or view a **Workbook**, **Last accessed at** information, and **Project** and **Owner** information by selecting **Recents** from the left navigation panel. Check the box next to a workbook or project to enable the **Actions** drop down menu.



Get the **Last Accessed**

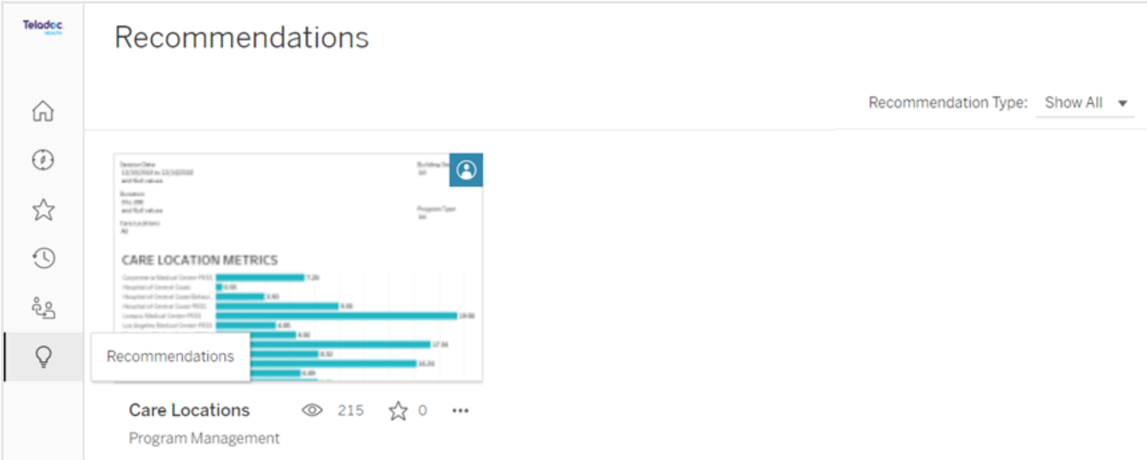


Shared with me

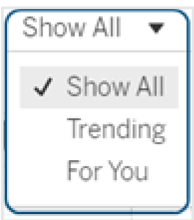


Recommendations

Teladoc Health provides recommendations for various templates to make your practice productive with analytical insights.



Use the **Recommendation Type Show All** drop down menu for recommendations.



Analytics Dashboards

The Analytics Portal dashboards have multiple easy to use dashboards for analysis and specific for administration, program management, reliability, appointment overview, and stroke timelines.

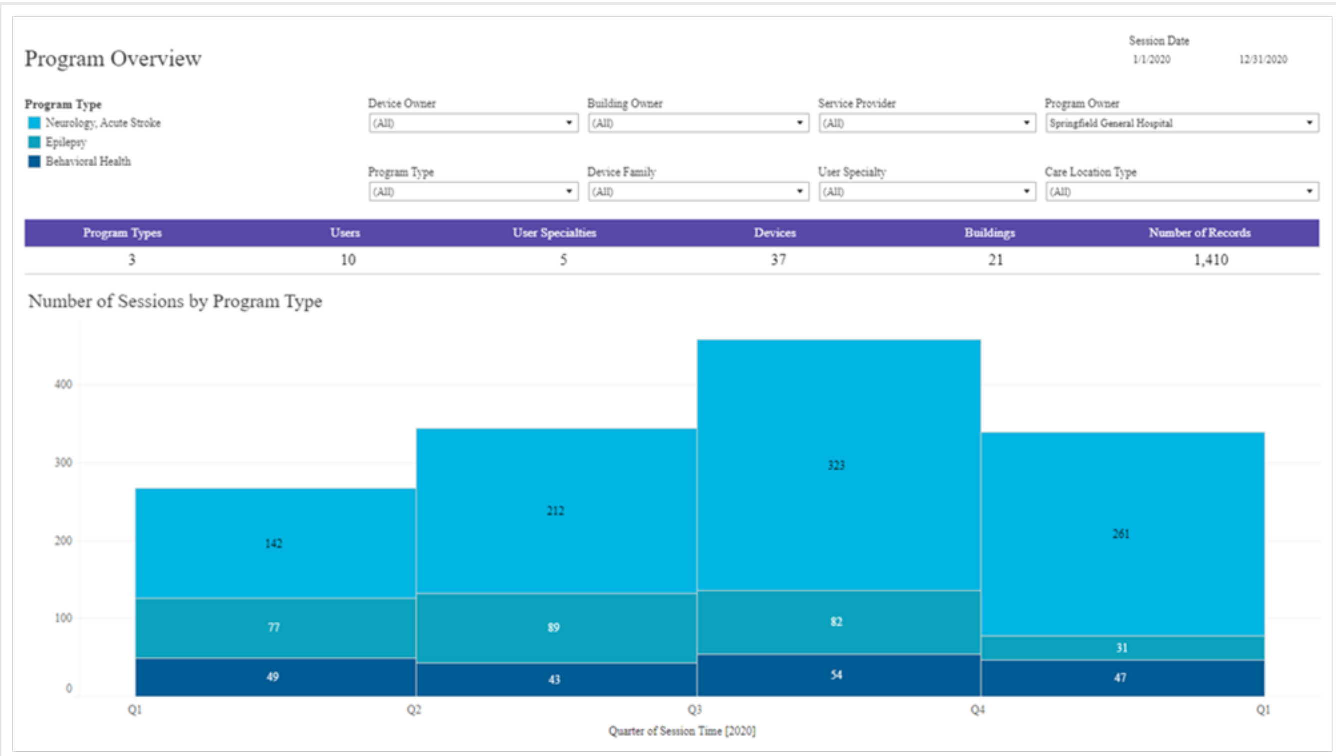
NOTE: Time displays on all bars used for dashboards are in the format of hh:mm:ss. This applies to the Program Management and Stroke dashboards.

- Administrative Management
- Program Management
- Reliability
- Appointment Overview
- Stroke Timeline

Administrative Management

The Administrative Management dashboardis allows stackholders to plan and oversee overarching business decisions toward the success of their telehealth program. Stackholders can view monthly, quarterly and annual trends around the number of virtual encounters, device usage, and staffing.

NOTE: Only device based virtual encounter data is provided; no WebApp data.

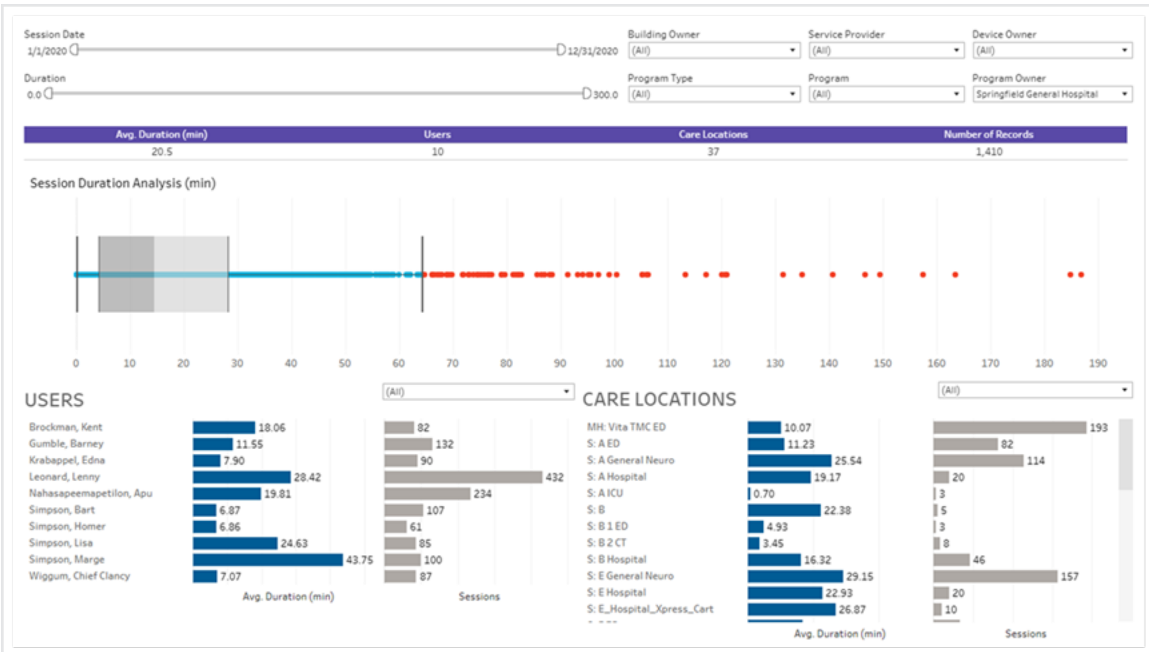


Program Management

The Program Management dashboard is generally used by program managers, clinical coordinators, and schedulers to drill down to a per session level. This dashboard allows for a more granular approach for allow users to view their virtual encounters, care locations, and more by standard KPIs, such as the number of virtual encounters or average virtual encounter length.

NOTE: Only device based virtual encounter data is provided; no WebApp data.

This Program Management dashboard provides the tools for users who want to continuously improve the efficacy of their telehealth program. It allows users to see what their average session length is per service line to locate spot outliers and/or new patterns. As an example, if a typical stroke call is 9 mins, yet a stroke session takes 35 minutes, the program manager could drill down into the 35 minute outlier to discover who the physician was, etc. to form a hypothesis as to why it took significantly longer than normal.



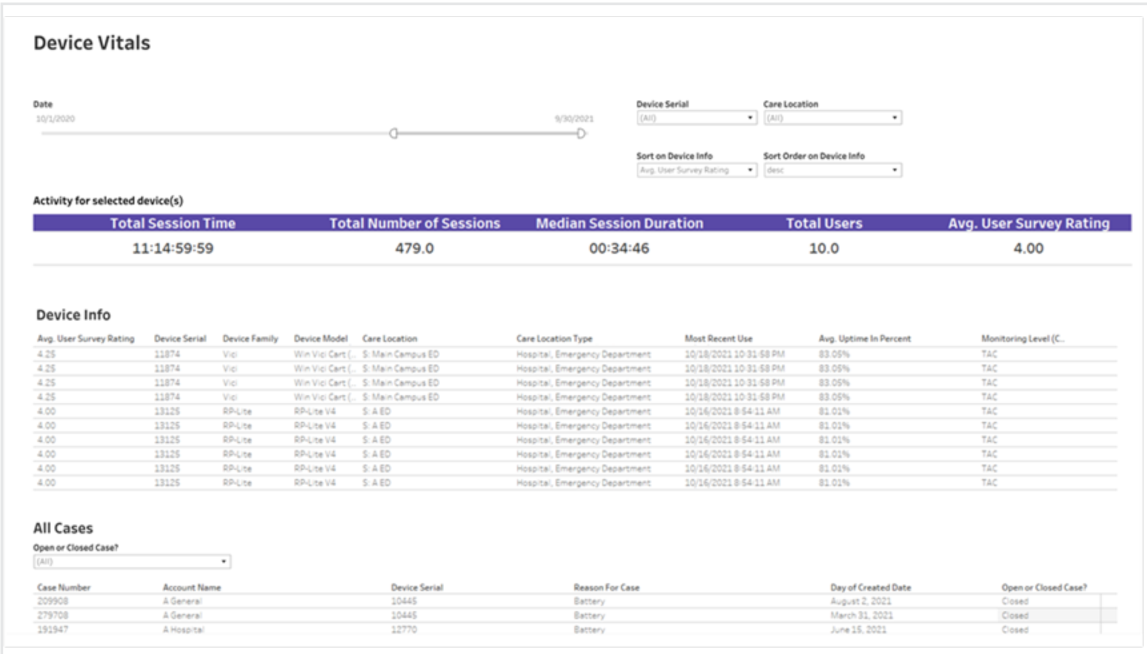
Reliability

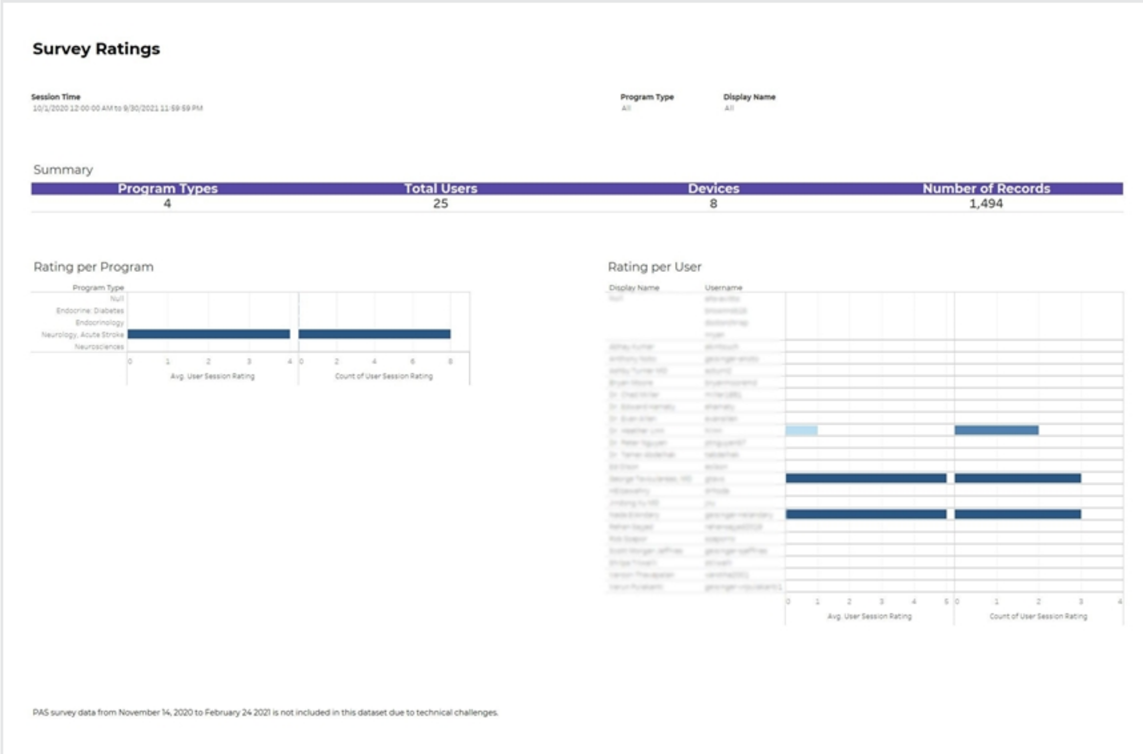
The Reliability dashboard is generally used by program, technical, and operation managers to verify that their fleet of devices are "healthy". This Program Management dashboard allows users to see what their average session length is per service line in order to locate spot outliers and/or new patterns.

> **NOTE:** An additional tab has been added to the Reliability Dashboard allowing users to investigate device survey data and view results by both the program and users.

For example, a user can quickly view that all devices are up and running smoothly. If one goes down, they can open a ticket up with our Technical Assistance Center and track the case to ensure that the problem has been resolved.

- This dashboards gives users real time analysis to perform the functions described below.:
- View results for both the program and users.



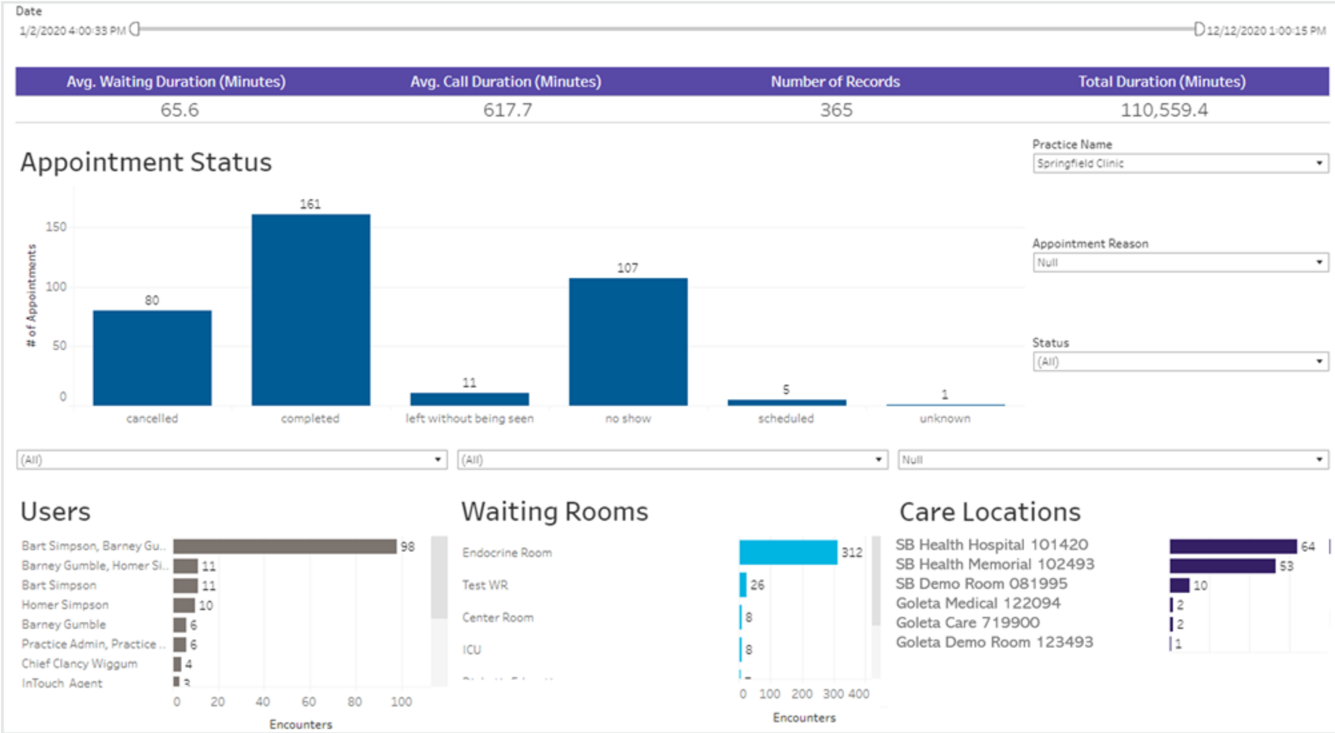


- validate their devices are running in the correct departments
- validate their devices are operating with high uptime percentages
- track open cases
- analyze survey ratings

Appointment Overview Dashboard

The Appointment Overview dashboard is generally used by multi-level executives and directors, and program managers to track virtual encounters conducted using Teladoc Health's Web App. Stakeholders can identify whether an encounter was completed, incomplete, left without being seen, etc, and who the physicians were on the call.

> **NOTE:** Only WebApp data is provided; no device based virtual encounter data.

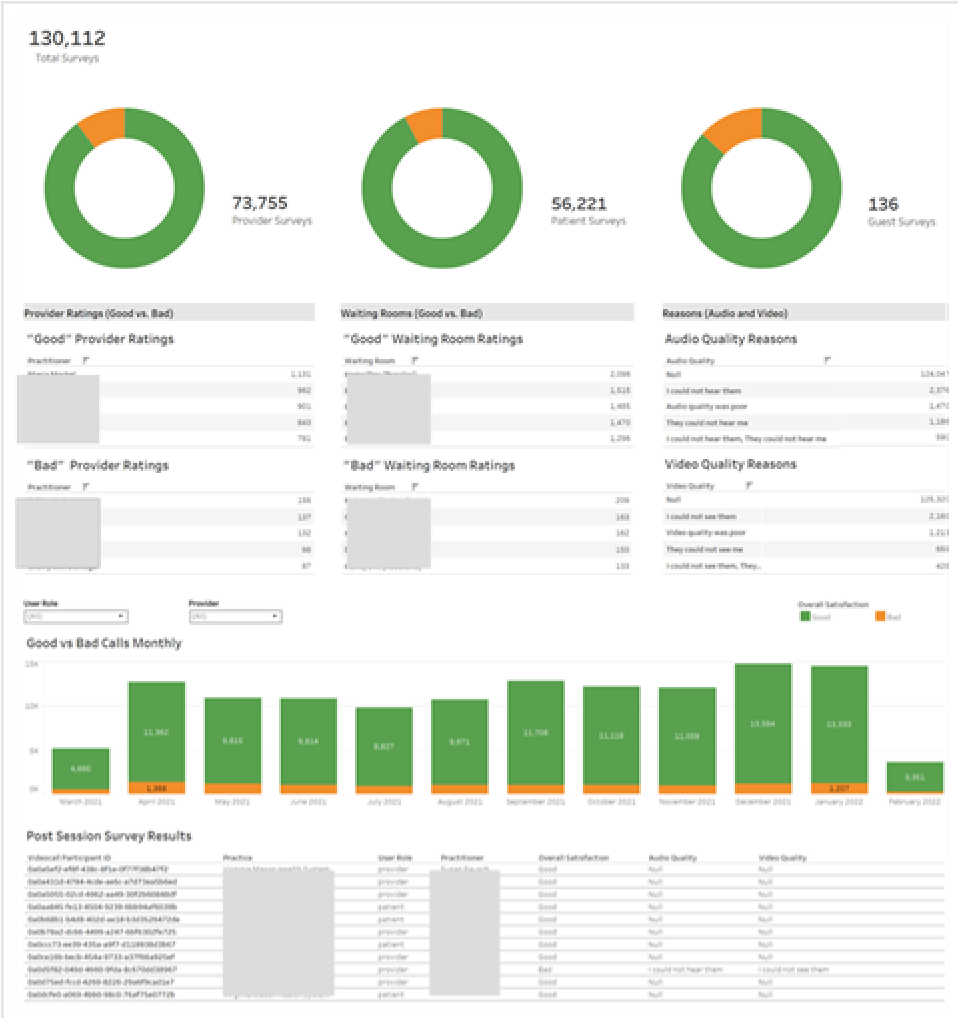


This Appointment Overview dashboard takes a hybrid approach for Administrative Management and Program Management. Using the Analytics dashboard enables users to view high-level analytics and to drill down to view analytics specific to a virtual encounter.

A/V Quality Survey Result

The AV Quality Survey dashboard allows customers to view their mandatory (thumbs up vs thumbs down) survey results to better understand what they are doing well and where they can improve.

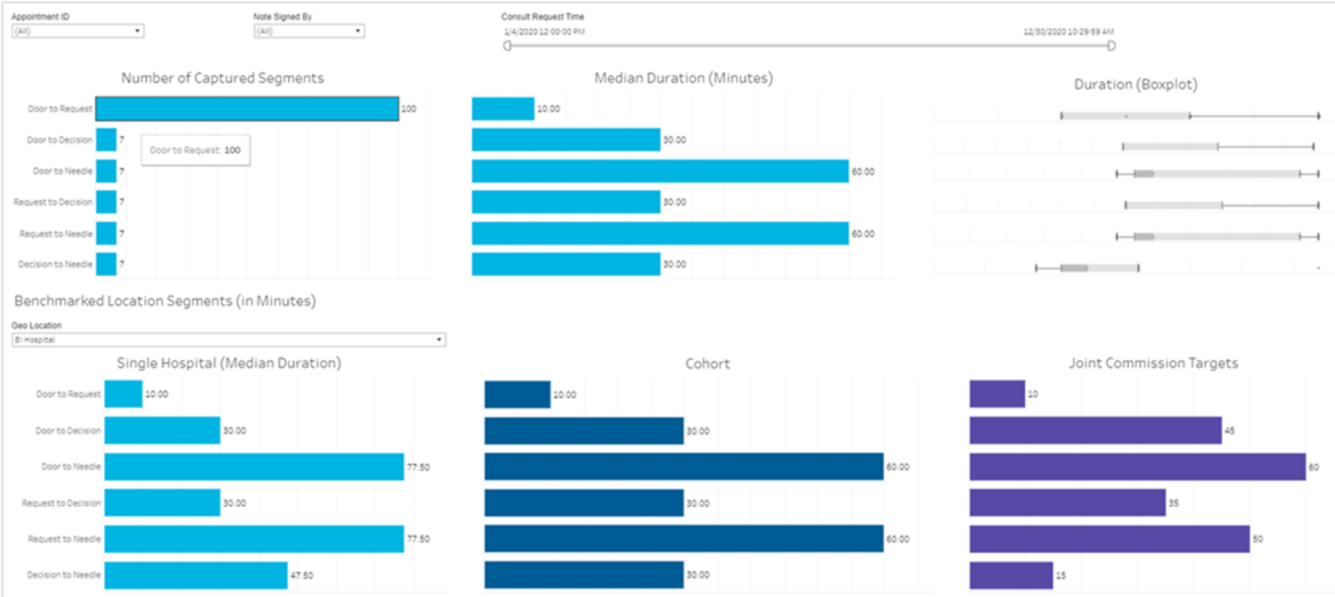
1. The following metrics are provided:
2. Total survey count split up by Provider, Patient, and Guest
3. Provider, Patient, and Guest Survey Results
4. Top 5 Good vs Bad Provider Ratings
5. Top 5 Good vs Bad Waiting Room Ratings
6. Top 5 Audio and Video Quality Reasons
7. Good vs Bad Calls Trended Monthly
8. Raw Survey Results for Greater Analysis



Stroke

The Stroke dashboard is used by program managers and clinical coordinator to extract, aggregate, and compare stroke data to other programs in their health system, as well as against a set of Joint Commission's standardized performance measures to identify areas of improvement as patients move across the care continuum.

> **NOTE:** Customer must have a SmartNotes 4 stroke template to use this dashboard. It is compatible with the Smart Notes 4 template.


Appointment ID
(All)
Note Signed By
(All)
Consult Request Time
Number of Captured Segments
Door to Request
Door to Decision
Door to Needle
Request to Decision
Request to Needle
Decision to Needle
100
7
Door to Request: 100
Median Duration (Minutes)
10.00
30.00
60.00
Duration (Boxplot)
Benchmarked Location Segments (in Minutes)
Geo Location
Single Hospital (Median Duration)
77.50
47.50
Cohort
Joint Commission Targets
10
45
60
35
50
15

Sharing and Saving

Download the raw data associated with a specific filtered view.

1. Image: Download an image of the view in .png format.
2. Data: Open a new window and preview data in summary and full data view.
3. Crosstab: Cross tab downloads of the current view as .csv files.
4. PDF: Download a PDF of selected views.
5. PowerPoint: When you export a workbook to Microsoft PowerPoint format, selected sheets become static PNG images on separate slides. If you export a story sheet, all story points export as separate slides. Any filters currently applied in the Analytics Portal are reflected in the exported presentation.

The options are:

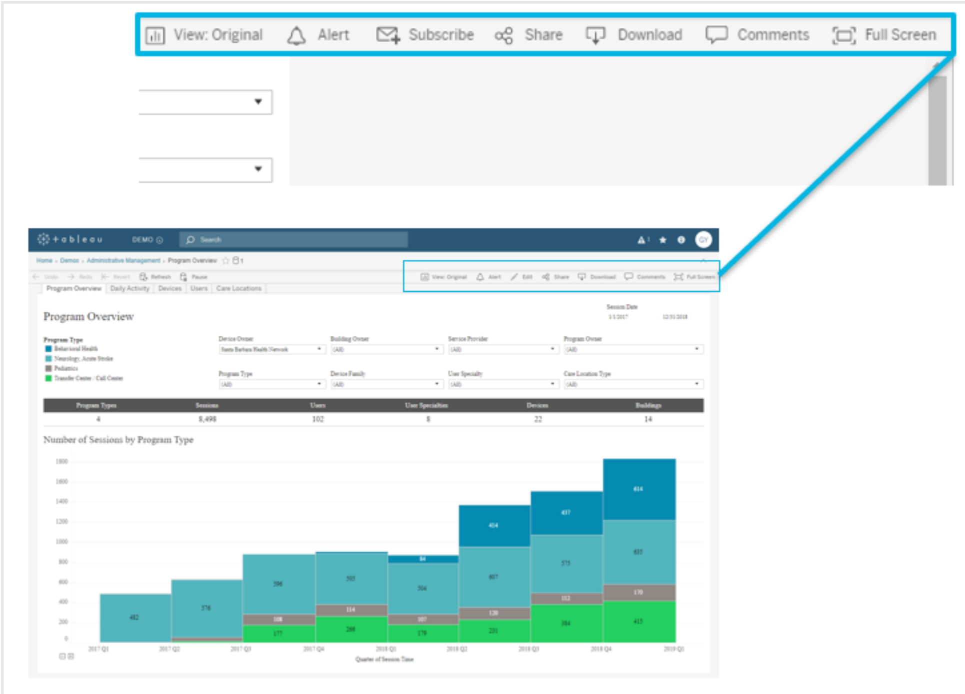
View Original

Alert

Share

Download

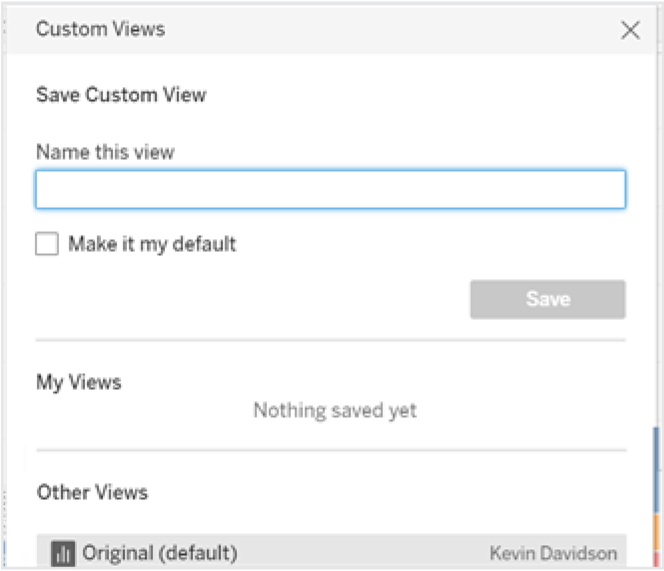
Comment



View: Original

The Original tab allows you to save the current filtered view so you can get to your starting point quickly. Save the current filtered view so you can revert back to an exact view at a later time.

1. Open the View: Original tab
2. Title your view in the text box
3. Check off “Make it my default” to makes this filtered view your landing page or “Make it public” to make this view public for all other teammates with access to the Portal.
4. When finished, select Save



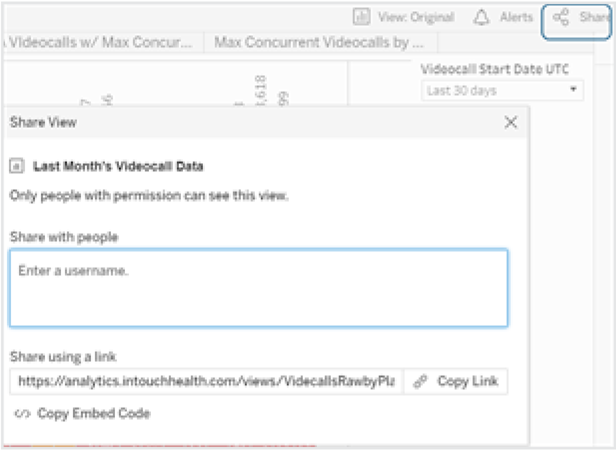
Alert

The Alert tab enables a condition and threshold for data that passes a set threshold, to be set and sent to users thru email.

1. Open the Alert tab
2. Set the following commands:
   - Condition: Set terms
   - Threshold: The magnitude or intensity that must be exceeded for a certain reaction
   - Subject: Name your Alert
   - Send Email: When the condition is true, determine how often you want to see the alert
   - Recipients: Add recipients who need access and notifications.

Share

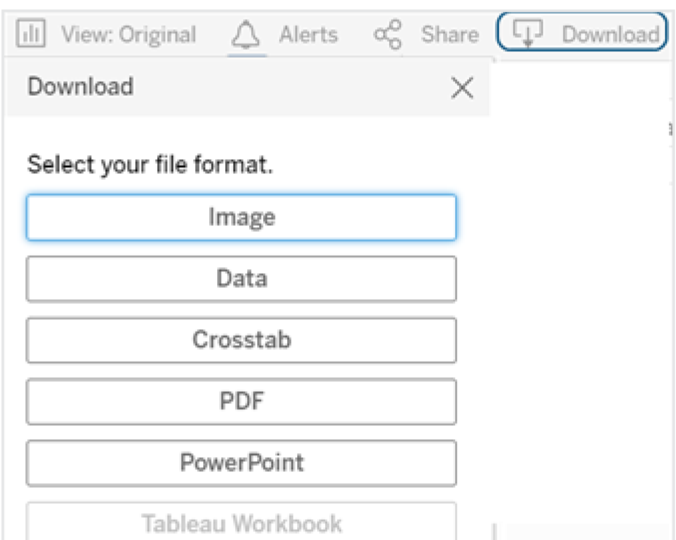
Share the dashboard with other users using embedded code or copy and paste a link into your personal web page, blogs, wiki pages, and other web applications. Once you select an option of either Embed Code or Link, select “Email” for a new email with a subject of the title of your dashboard and the link contained in the body of the email.



Download

Download the raw data associated with a specific filtered view.

1. **Image**: Download an image of the view in .png format.
2. **Data:** Open a new window and preview data in summary and full data view.
3. **Crosstab:** Cross tab downloads of the current view as csv. files
4. **PDF:** Download a PDF of selected sheets

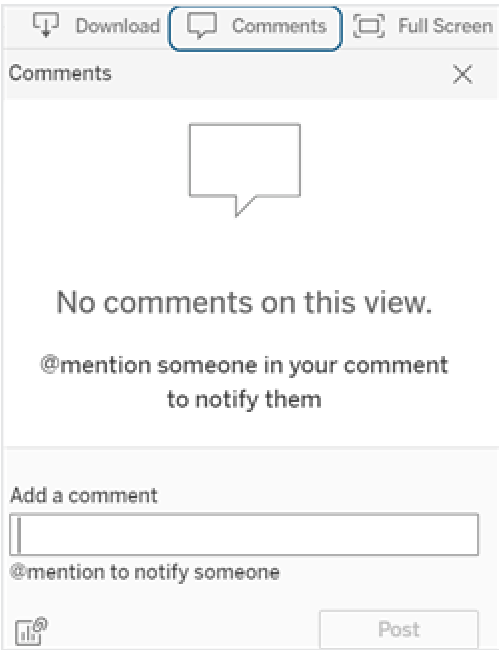


5. **PowerPoint:** When you export a workbook to Microsoft PowerPoint format, selected sheets become static PNG images on separate slides. If you export a story sheet, all story

points export as separate slides. Any filters currently applied in the Analytics Portal are reflected in the exported presentation.

Comment

Comment on the current filtered view so other users can converse with you.



Automated Delivery Service

For customers who have their own analytics team and just want raw data, the Teladoc Health Automated Delivery Serviceprovides automated data sharing with secure file transfer protocol. If applicable, files will include Patient, Provider, and Binary Survey Data.

The daily .csv file includes raw data from the previous day (near-real time).

The data sets we provide are:

- Sessions (Device Only)
- Appointments (Solo)
- AV Quality Surveys
- Patient Surveys (custom)
- Provider Surveys (custom)
- Smart Notes 4 Template (coming soon)

Resources

Whether you are a novice or an advanced user, there are many ways to learn more about how to interact and utilize Tableau's and Teladoc Health's Solo™ powerful features.

Tableau

Below are just some of the resources you can explore:

- Tableau Starter Kits: Practice authoring, interacting, publishing, and administering Tableau
- Tableau Training: Training videos, live online training, classroom training, eLearning, whitepapers, and more
- Tableau Public Resources: Explore and play with publicly available resources including data sources
- Tableau Gallery: Get inspired by featured data visualization examples
- Tableau Events: Conferences, road shows, seminars, webinars, and more. Register for on demand annual conference videos and materials
- Tableau Support: Connect with support for specific questions or troubleshooting issues

Analytics Glossary

The following terms are used in the document to describe the Analytics Module.

Terms for Sessions

Field	Definition
Building Owner	A health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Building Owner City	City in which health care organization owns the care location of the InTouch Health device
Building Owner Country	Country in which health care organization owns the care location of the InTouch Health device
Building Owner State	State in which health care organization owns the care location of the InTouch Health device
Building Owner Street	A health care organization's ID that owns the care location of the InTouch Health device
Building Owner Zip	Zip code of which health care organization owns the care location of the InTouch Health device
Care Location	Specific location associated with an InTouch Health device where care can occur (if there are products associated with one location, we count that location 3 times)
Care Location ID	ID of the location associated with an InTouch Health device where care can occur (if there are products associated with one location, we count that location 3 times)
Care Location Type	Describes the setting in which the device operates
Device Family	Type of device
Device Model	Sub-type of device
Device Operating System	Operating system used by the device
Device Owner	Health care organization that owns the InTouch Health device
Device Serial	Serial number of the device
Device Software Version	Version of software used by the device
Display Name	Name of user as it appears on Provider Access
Duration (minutes)	Duration of session in minutes
Duration (seconds)	Duration of session in seconds
First Name	First Name of User
Internet Connection Type	Wired, WiFi, or Cellular
Last Name	Last Name of User
Monitoring Level	TAC (Technical Assistance Center) helps monitor the device (Monitor, Limited Monitoring, Corporate Monitoring, Not Monitor)
Multipresence	One provider access software user connecting to multiple remote presence devices

Field	Definition
Network Connection Type	Type of network connection used by the device
Program	Clinical category that a session was conducted for (Access Group)
Program Owner	Owner of clinical category that a session was conducted for
Program Owner ID	ID of owner of clinical category that a session was conducted for
Program Type	Type of clinical category that a session was conducted for
Provider Access Software Device Type	Software device type a provider (usually a physician) uses to access a remote presence device.
Provider Access Software Operating System	Software operating system a provider (usually a physician) uses to access a remote presence device.
Provider Access Software Version	Software version a provider (usually a physician) uses to access a remote presence device.
Salesforce Region	Potential sales opportunities for various customers
Service Provider	Care provider
Service Provider ID	ID of care provider
Session Health	Initially defined as 100, decreases as audio loss and ping average increases
Session ID	ID of a session
Session Time	Time of session
Session Time (UTC)	Time of the session (Coordinated Universal Time)
TIC Robot	A session from any user to a TIC location that is 1 minute in length or longer (Robot_IsDemo = 1)
User Group	Grouping of users
User ID	Unique identifier for the user
User Specialty	The user-selected area of medical expertise (for reference purposes only)
Username	Login used by person with access to the InTouch Health network

Terms for Device Time

Field	Definition
Asset Product Specialist	Caretaker of robot in terms of general oversight and technical development
Building Owner Account ID	Unique identifier of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Building Owner Name	Name of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Care Location	Specific location of an InTouch Health device, within a Care Network
Care Location ID	Specific location ID of an InTouch Health device, within a Care Network

Field	Definition
Device Family	Type of Device
Device Model	Sub-type of device
Device Owner Account ID	Unique identifier of a health care organization that owns the InTouch Health device (Name of the Salesforce account that's linked)
Device Owner Name	Name of the health care organization that owns the device at the care location
Device Owner Product Specialist	Product specialist of the health care organization that owns the device at the care location
FMS Product Specialist Current	Fleet Management Service Current Program Types, Location Types, and User Specialties
FMS Product Specialist Historical	Fleet Management Service Past Program Types, Location Types, and User Specialties
Monitoring Level	TAC (Technical Assistance Center) helps monitor the device (Monitor, Limited Monitoring, Corporate Monitoring, Not Monitor)
Serial Number	Unique number given to a device
Uptime Date	Date in which robot is available for a session
Uptime Day	Day in which robot is available for a session
Uptime in Hours	Hours in which robot is available for a session
Uptime in Percent	Percentage of time that a robot is available for a session
Uptime in Seconds	Seconds in which robot is available for a session
Uptime Month	Month in which robaot is available for a session
Uptime Quarter	Quarter in which robot is available for a session
Uptime Weekday	Weekday in which robot is available for a session
Uptime Year	Year in which robot is available for a session

Terms for Cases

Dimension/Measure	Definition
Account ID	Unique alphanumeric identifier for an account (Name of the Salesforce account that's linked)
Account Name	Name of account (Name of the Salesforce account that's linked)
Age Days	Number of days the cases have been open
Building Owner	An organization that owns the facility where the device is located
Building Owner ID	Unique alphanumeric identifier of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Case Number	Case number of the uptime failure
Closed Date	Date and time the case was closed
Corrective Action	Action was taken by InTouch Health to resolve uptime failure

Dimension/Measure	Definition
Created by ID	Unique alphanumeric identifier of individual who created case
Created Date	Date and time the case was created
Customer Demo	Indicator of whether the demo was by a customer
Customer Involved	Indicator of whether the customer who experienced the issue was involved
Date Time Resolved	Date and time that issue was resolved
Description	Reason why case was reported
Device Owner	Owner of device that experienced uptime failure
Device Owner ID	Unique alphanumeric identifier of the owner of the device that experienced technical difficulties
Failure Sub Types	Sub type for uptime failure
Failure Types	Reason for the uptime failure
Is Closed	Indicator determining whether the case is closed
Last Modified by ID	Unique identifier of individual who last modified case
Last Modified by Date	Date and time of last modification to case
Location ID	Unique identification of the location
Origin	The root of the uptime failure
Out of Box Failure	Indicator of whether the product failed upon first use
Owner ID	Unique alphanumeric identifier created for the owner of the case
Owner Name	Name of the owner who opened the case
Preventative Action	What can be done in the future to prevent this failure
Priority	Fact or condition of being regarded or treated as more important.
Proactive or Responsive	Type of preventative or responsive action taken by InTouch Health team
Product Specialist	Individuals who control a set of assets (devices)
Product Sub-Types	Type of Device Model
Product Types	Type of Device Family
Reportable Event	Indicator of whether the event was reportable
Reported By	Individual who reported case
Resolution	Statement of how the case was solved
Robot Software Revision	Type of software robot has been revisioned on
Root Cause	Main problem of uptime failure
Serial Number	A number showing the position of a device in a series
Service Provider	An organization that employs the user

Dimension/Measure	Definition
Service Provider ID	Unique identifier of an organization that employs the user
Service Type	Type of service used to resolve the case
State Province	State and province of case
Status	Indicator of whether the case is still open or closed
Subject	Short summary stating why the case was opened
Sure PACS	Unique identifier used to determine the type of SurePACS
Username	Login used by a person with access to the InTouch Health network

Terms for Appointments

Field	Definition
Appointment External ID	Unique identifier that links an organization to the connected EMR
Appointment Fee	Amount charged for the visit
Appointment ID	Unique identifier created once an interaction between a patient and healthcare provider(s) takes place
Appointment Reason	Diagnosis describing the patients stated reason for seeking medical care
Appointment Status	Official classification is given to the standing of the visit
Appointment Created By	The entity that created the appointment
Appointment Created Time UTC	Time and date of when the appointment was created
Appointment Duration	Total time of the appointment in seconds
Appointment End Time UTC	Time and date of when the appointment ended
Appointment Number	Unique Identifier for an appointment
Appointment Start Time UTC	Time and date of when the appointment was started
Appointment Time UTC	Time and date of the appointment
Care Location Name	Specific location associated with an InTouch Health device
Department ID	Unique identifier for a department
Department Name	Name of the department
Has Multiple Practitioners	Indicator determining whether the organization has enabled multiple prac-titioners on a call
Has Patient On Videocall	Indicator determining whether an organization had a patient on a videocall and an attempt was made
Has Patient Notifications	Indicator determining whether the organization has enabled patient notifications
Is Group Appointment	Indicator determining whether the organization has enabled group appointments

Field	Definition
Is Scheduled Appointment	Indicator determining whether the organization has enabled scheduled appointments
Organization ID	Unique identifier for an organization
Organization Name	Name of the organization
Patient Last Response Time UTC	Time and date of when a patient last responded
Patient Online Checkin Status	Status stating whether a patient has completed their online check-in status
Payment Amount	Total amount paid for the visit
Payment ID	Unique identifier for a monetary transaction for one or more services
Payment Status	Official classification is given to the standing of the payment
Payment Time ET	Time and date in Eastern Time Zone of when the payment occurred
Practice ID	Unique identifier of the practice
Practice Name	Name of a grouping of Users, Locations, and Patients
Practitioners by Name	Name of provider(s) that were on the call
Practitioners by Email	Provider(s) that conducted the call
Scheduled Duration	Time in seconds of how long an appointment was scheduled
Service	Standard healthcare category of services that are provided by an organization at a location
Service Line	Standard healthcare sub-category of services that are provided by an organization at a location
TokBox Session ID	Unique identifier of the session
Video call ID	Unique identifier of the call
Video call Duration	Total time of the videocall
Video call End Time UTC	Time and date of when the videocall ended
Video call Start Time UTC	Time and date of when the videocall started
Wait Duration	Total time of the waiting period in seconds; Wait End minus Wait Start
Wait End Time UTC	Time and date of when the patient ended waiting
Wait Start Time UTC	Time and date of when the patient started waiting
Waiting Room ID	Unique identifier for waiting room
Waiting Room Name	Virtual container where users wait before an appointment or session.

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.

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.

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

+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/

Please contact your Teladoc Health Account Representative for product User Manuals

Sales & Product Demos

(805) 562-8686

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