



InTouch Lite™ V3

Nursing Reference Guide

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Nursing Staff Orientation

1. Overview and purpose

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

2. System basics

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

3. Application protocols

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

General etiquette:

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

4. What to do for support

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

5. Other concerns

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

HIPAA Compliance

HIPAA Policies and Procedures

As a business associate, InTouch Health is subject to the compliance of the law under §164.308 (Administrative Safeguards), under §164.310 (Physical Safeguards), and under §164.312 (Technical Safeguards) in that we maintain and transmit health information in electronic form in connection with transactions performed by the customer (covered entity). The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in a manner that would violate the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

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

Recommended Guidelines For HIPAA Compliance

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

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines below may not cover all situations as they apply to a specific organization. Further, from time to time automatic software upgrades may be downloaded which may contain new features. InTouch Health will inform users of significant features as they are added, and the impact of these features and how they may affect HIPAA policies, procedures and safeguards should be considered.

Access to Provider Access Software

The computer using the Provider Access Software should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access Software access is password protected via Windows user account control and the Provider Access Software password feature. Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures.

Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images, and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

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

HIPAA Compliance

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

Stored Images and Video Files

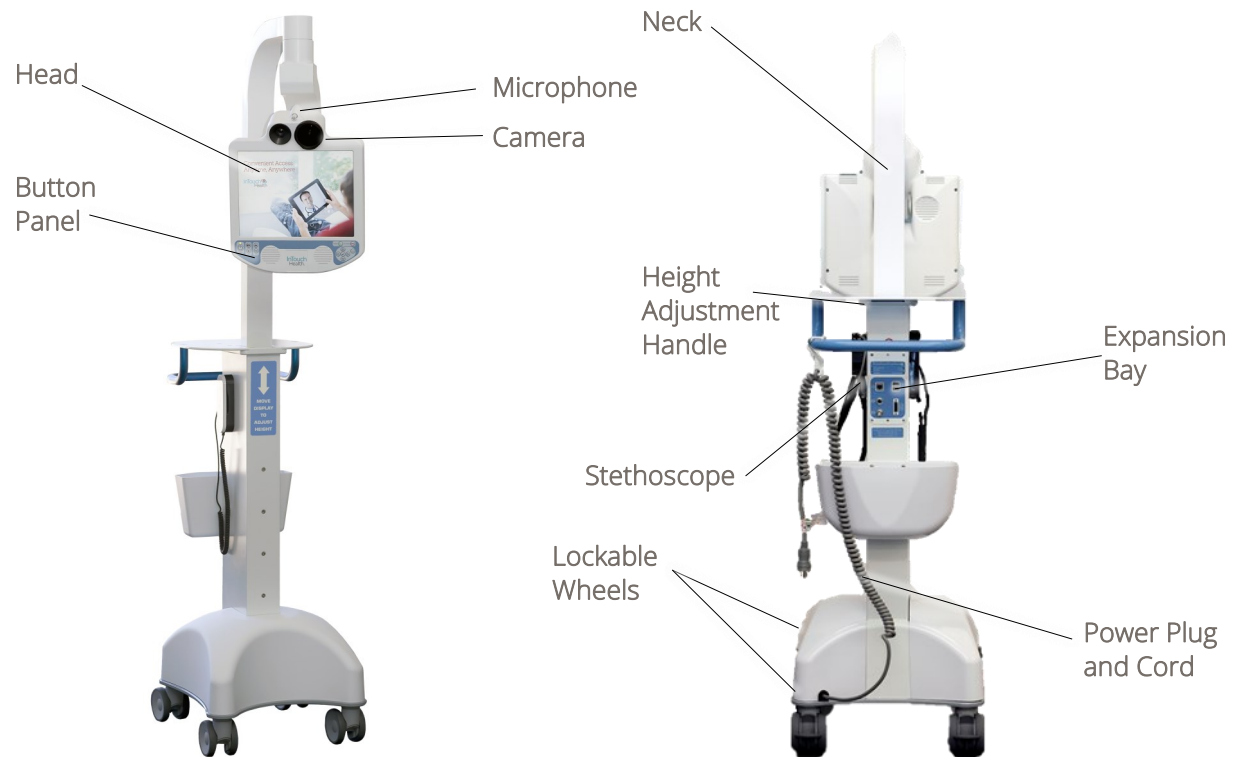
By default when saved, all captured images and video files are stored as encrypted files viewable only by the Provider Access Software user who captured them. All files whether encrypted or not should also be saved in the user's InTouch Health Media Vault (folder) to provide added protection.

Disclosure of PHI

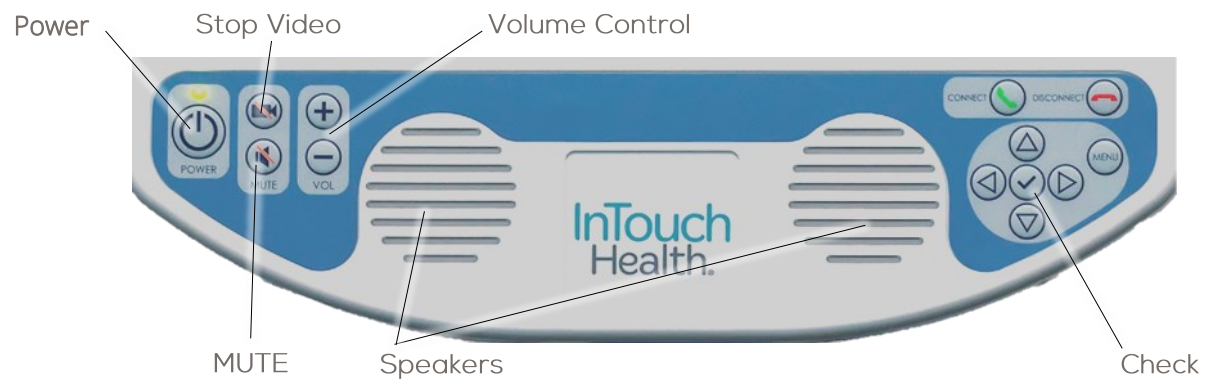
If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted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

InTouch Lite Overview

InTouch Lite V3 Anatomy and Components



InTouch Lite V3 Button Panel



InTouch Lite Power Sequences

Power On Sequence

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

1. Plug in the power cord:

Ensure that the power cord is plugged into an approved wall socket.

2. Turn On the Power at the Button Panel:

Press the power button once.

After a short period of self-testing (1-2 minutes), a screensaver should appear on the Lite Display.

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



POWER

Button Panel

Power Off Sequence

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

1. Turn Off the Power at the Button Panel:

Press the power button once.

Press the check button within seven seconds after the "Do Not Turn Off" message appears.

Confirm shutdown as indicated by the screen going black after approximately 30-45 seconds.

How to Move the InTouch Lite

Moving the InTouch Lite

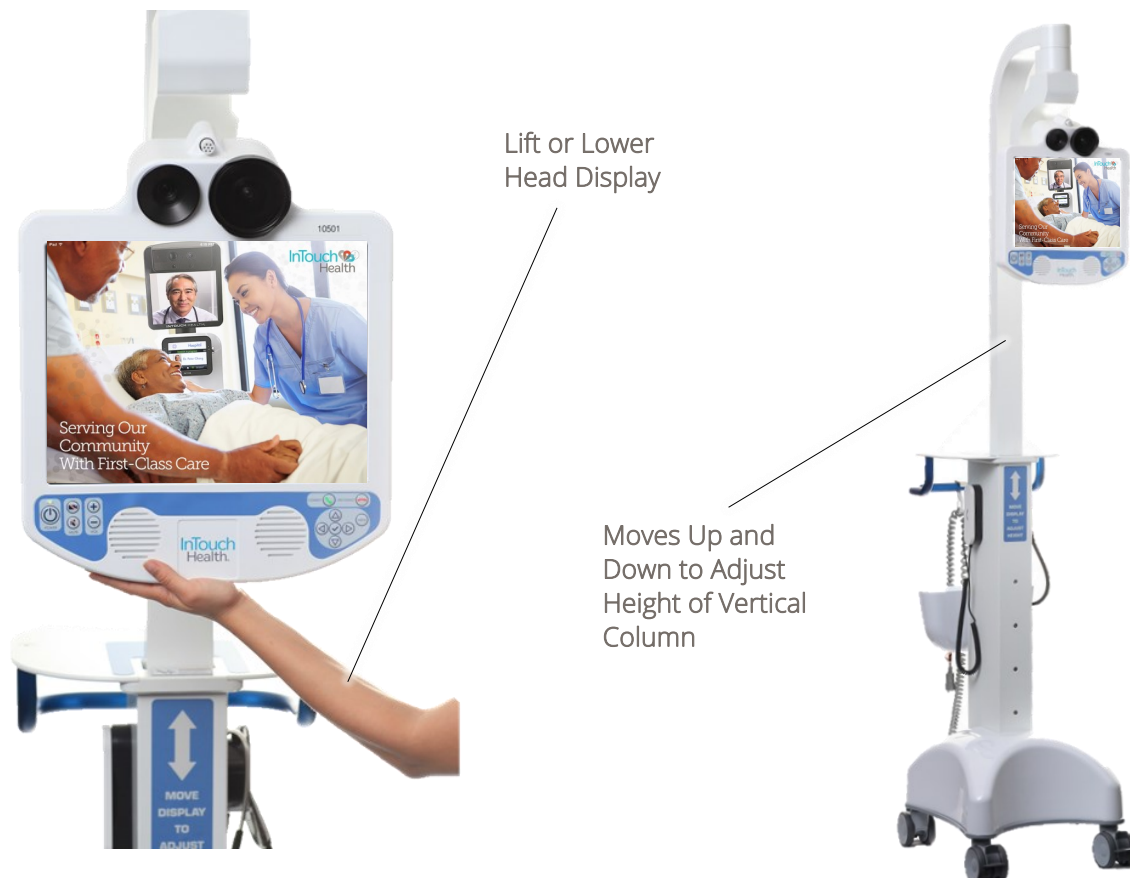
The InTouch Lite is designed to be moved by hospital staff into a broad array of locations ranging from clinics, emergency rooms, rural hospitals, long-term care communities and more. The requirement for operation is a standard grounded AC outlet supplying a minimum of 100-240 VAC, 50/60 Hz, 6.5A (International). A battery charge lasts an estimated 7 hours.

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

Adjusting the Height

The InTouch Lite head can be placed between 54.5 inches and 76 inches off the floor.

- Lift or raise the head to adjust the height.



InTouch Lite Basics

Battery Charge Indicator

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



Wireless Network Signal Strength Indicator

- If Indicator states **Fair** user may experience video problems
- When Indicator states **Weak** the Robot may lose the connection—it is best to return to a stronger signal area immediately.

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

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

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

Privacy Handset Device

The Privacy Handset is for use in conversations that require privacy or understandability in a loud environment.

When the Privacy Handset is enabled, the standard Lite audio system is disabled. This means the Lite microphone is not active, and the Lite speaker is not active.

When the Privacy Handset is disabled, the audio system is transferred from the phone, back to the standard Lite audio system.

It is important to return the Privacy Handset to the hook on the Lite. Ask someone on the Lite-side to return the Privacy Handset to the hook.



NOTE: Do not allow the Privacy Handset to hang off the Lite. It must be placed on the hook after use.

InTouch Lite Basics

Auxiliary Video Ports

The Lite's expansion bay includes two Auxiliary Video Input Ports: S-Video and Composite Video. The Lite (US) supports NTSC video; the Lite (International) supports PAL video. The Lite V3 supports DVI inputs. This allows for a variety of devices to be connected for the remote physician to view through the Provider Access Application.

NOTE: If you wish to view streaming video from external inputs in 720p HD quality, please ask Technical Support to reconfigure the bandwidth settings on your account.

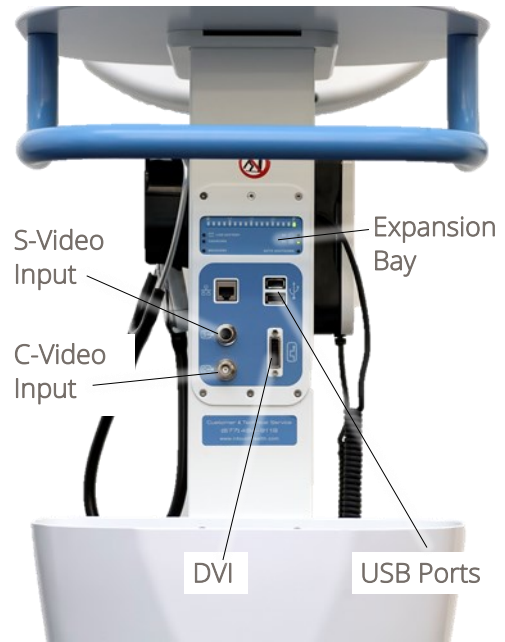
WARNING: The video images transmitted to and displayed on the Lite and Provider Access may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result information in the original scene may be lost.

WARNING: Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.

WARNING: Clinical judgment and experience are required to review and interpret images and information transmitted via the Lite and Provider Access Software.

CAUTION: Adding third party software or hardware to the Lite may cause it to malfunction or operate erratically. Excluding those devices designed for connection through existing hardware ports, InTouch Health does not support the addition of third party software or hardware to the Lite. Please check with Technical Service PRIOR to installing any other third party devices.

CAUTION: Do not leave video equipment connected to the Auxiliary Video Input. The equipment and/or the Lite may be damaged if the Lite is moved with equipment connected to the Input.



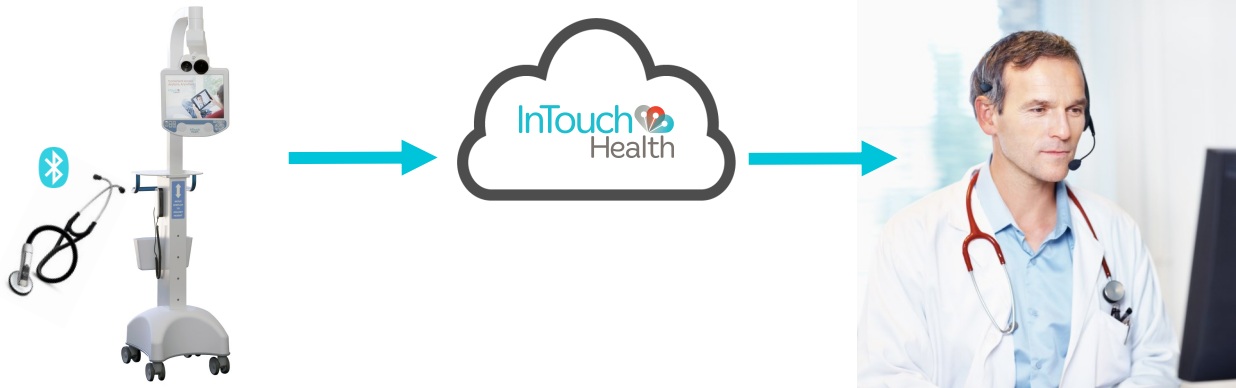
Battery Charge Indicator



Stethoscope Feature

InTouch Lite V3 Littmann Bluetooth Stethoscope Workflow

The Lite V3 supports Bluetooth Stethoscope technology, sold as an optional accessory by InTouch Health. Providers will be able to connect remotely to the Stethoscope on an InTouch Lite V3 endpoint through the Provider Access Software.



Patient Access Device

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

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

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



Provider Access Device

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

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

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

Troubleshooting—Littman Bluetooth Stethoscope

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

Cleaning Procedure

Cleaning the InTouch Lite

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

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

Additional cleaning recommendations:

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

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

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

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

Contact Information

24/7 Live Chat

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

24/7 Live Phone Support

(877) 484-9119

24/7 Live Remote Assistance

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

E-mail Support

ITHSupport@intouchhealth.com

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

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