Teladoc Health™

iOS Provider Access Software

User Guide

P/N: MA-16236-026

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Release: 45

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Patent(s):

https://teladochealth.com/patents/

Teladoc Health utilizes the open source FFmpeg license to allow for recording of audio and video during MultiPresence session. As an open source project, users are free to make changes to FFmpeg. The software uses code of FFmpeg licensed under the LGPLv2.1 and its source can be downloaded from the Teladoc Health software download portal.

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Last updated: October 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.

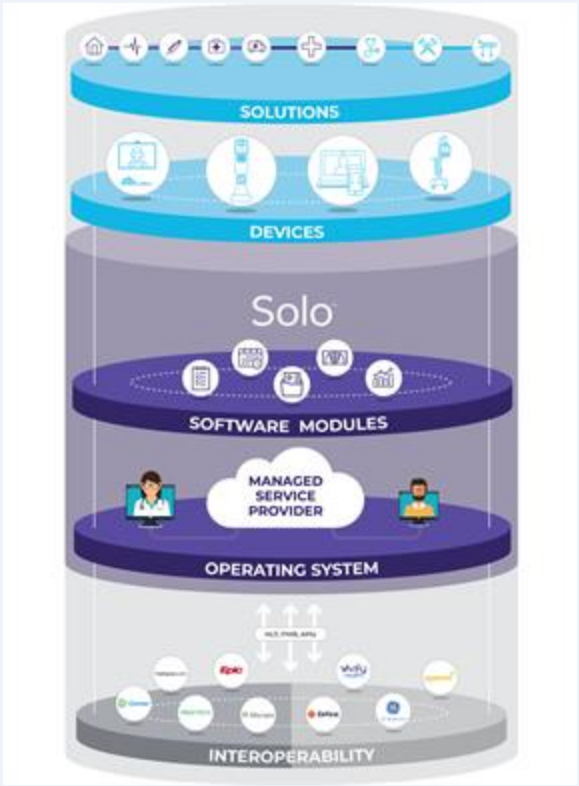
Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere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

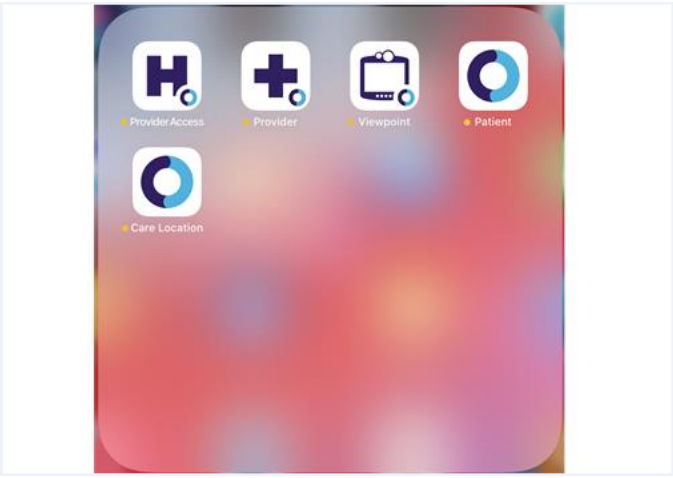
Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our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

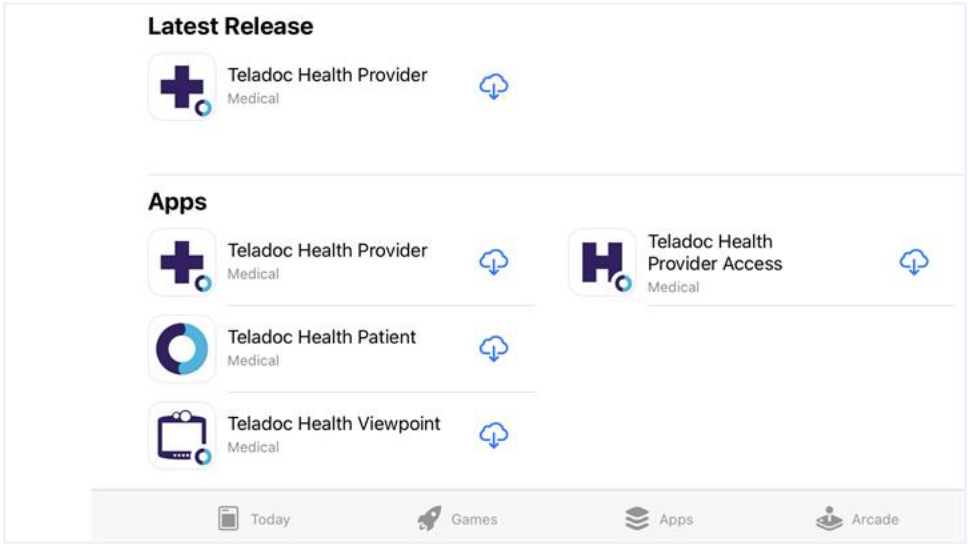
With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users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



Mobile Applications

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

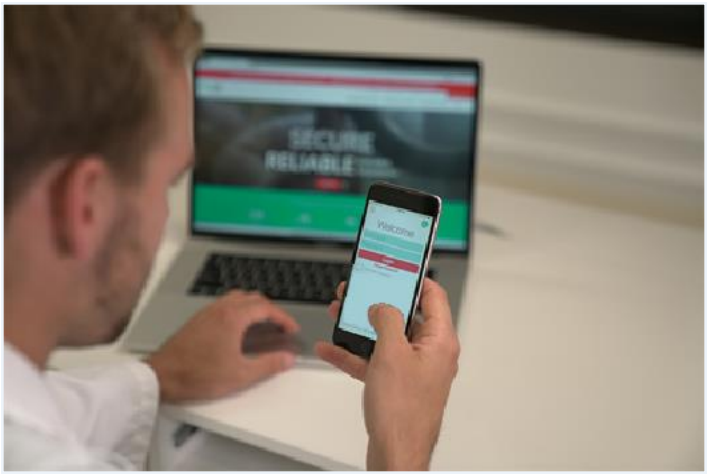



Latest Release
Teladoc Health Provider
Medical
Apps
Teladoc Health Provider
Medical
Teladoc Health
Provider Access
Medical
Teladoc Health Patient
Medical
Teladoc Health Viewpoint
Medical
Today
Games
Apps
Arcade

Overview

The iOS Provider Access software allows users to connect with a Care Location for on-demand sessions for practitioners with an iOS device for ease of use and mobility.

NOTE: The term virtual encounter is equivalent to the terms session, consult, and call.



Intended Use

The Teladoc Health Provider Access software for iOS intended use is to provide high quality HIPAA compliant audio and video sessions for practitioners using an iOS device over the Teladoc Health Telehealth Network.

Accessories and Features

Teladoc Health recommends the following products to enhance usability of your Provider Access software. Recommendations are subject to change.

EarPods or AirPods

Headset

Remote auscultation requires high-quality headsets, such as the Sennheiser PX-200-IIi. For a list of validated headsets, request the publication

Remote auscultation requires high-quality headsets, such as the Sennheiser PX-200-IIi. For a list of validated headsets, request the publication Teladoc Health Communication Device Recommendations.

Dock and Charger

Center your face with the iPad camera to ensure that you are looking directly at the Provider' Access device screen. Use the 10W USB power adapter and USB dock connector to power and charge your iPad.

Center your face with the iPad camera to ensure that you are looking directly out of the Patient Access device screen. Use the 10W USB power adapter and USB dock connector to power and charge your iPad.

Features

Teladoc Health Provider Access Software for iOS has the following features.

Remote controls

- Pan, tilt, and zoom cameras
- Ability to switch between cameras on supported devices
- Optional Stethoscope auscultation with supported, optional third party devices.
- Manual, point-to-point, and untethered driving controls for the Teladoc Health VITA

Local controls

- Ability to switch between front and back cameras, and speakers
- Ability to switch between microphones
- Ability to mute your audio and video
- Ability to enable and disable Picture-in-Picture thumbnails

Media Controls

- Capture images and record video
- Automatic bandwidth and video quality optimization
- Asynchronous control of brightness and speakers
- Standards based H.264 Advanced Video Coding (AVC) connections.

Requirements

The following are the basic requirements for the iOS Provider Access software.

Broadband Speed

The bandwidth upload and download speeds should be above 300 kbps during busy times. If either is below 300 kbps, upgrade to a higher bandwidth. Data requirements can only be achieved over 4G networks. The maximum roaming time must be less than 150 milliseconds. The cloud based Video-as-a-Service remote presence network provides seamless connections to enable adaptive, bandwidth, frame rate video resolution optimization, and latency and jitter handling. environments.

> **NOTE:** Websites like https://www.pcmatic.com/company/speed.asp or https://www.speakeasy.net/speedtest/ can be used to run upload and download broadband tests.

Regulatory Compliance

- HIPAA Compliant
- GDPR Compliant

Security Measures

Provider Access software complies with the following security measures:

- Strong password requirements
- Certified HITRUST
- Auto Logout
- Encryption in the form of AES 256 Bit, TLS, SRTP, HTTPS
- Privacy Mode supporting integrated privacy handsets
- NAT/Firewall Traversal using a cloud based Remote Presence network for secure connections from most any Internet connection.

Supported Devices

- iPad – 5th Generation or newer
- iPad Air 2 – or newer
- iPad Pro – 1st Generation or newer
- iPad Mini – 4th Generation or newer
- iPhone 6S or newer

Supported Operating Systems

Supported operating systems includes:

- iPad: iOS 13 and above
- iPhone: iOS 13 and above

Refer to the iPad and iPhone User Guides : to the http://support.apple.com/manuals/ipad and http://support.apple.com.manuals/iphone for more information.

Getting Started

The Teladoc Health Provider Access software for the iOS is available from the Apple App store.

Download

To download from the Apple store:

1. Obtain an Apple ID to download from https://appleid.apple.com
2. Download the Teladoc Health iOS Provider Access software. https://apps.apple.com/us/app/intouchhealth/id566427448
3. Select the **GET** icon next to the App to download it.
4. Select **Open** to open the Provider Access software App.

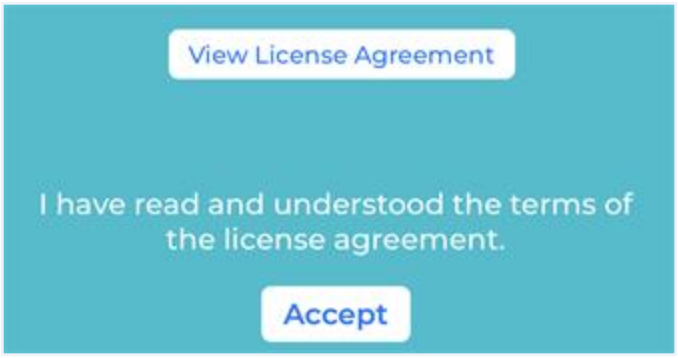
5. Request a username and password from your Teladoc Health representative.

> **NOTE:** Once your account has been approved, an email will be sent with instructions on how to create a password..

6. Enable your camera, microphone and other settings using Settings on your iOS device.

License Agreement

First time users will be presented with a License Agreement. Select **Agree** to continue.



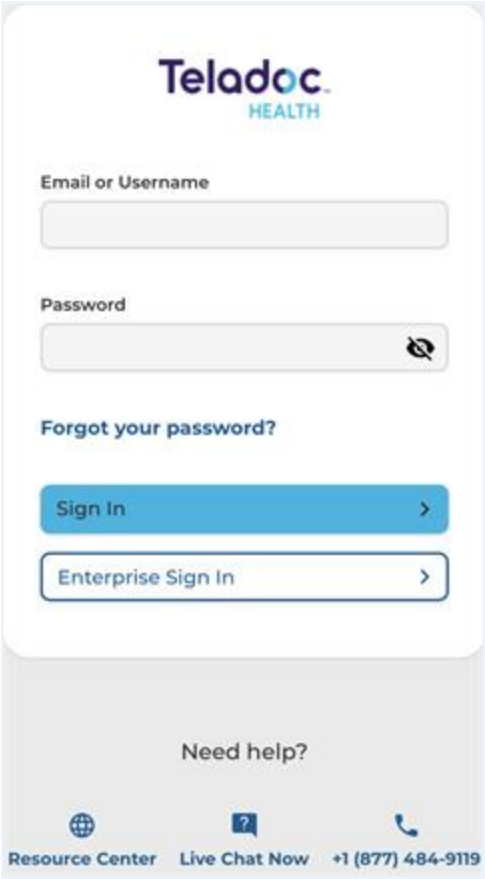
Download Updates

A number in the top right corner of the screen represents how many updates are available. Visit the Apple App Store to download updates.

Log-In

Tap the Teladoc Provider Access icon to launch the App and log-in

1. Enter your Username and Password and then, tap **Login**. You can login with your Touch ID Fingerprint(s) or Face ID.
    - If you forgot your password, tap **Forgot Password?**
    - To call Technical Support, tap the support phone number.
    - To open a live chat in the web browser, tap the Live Agent link.



Enterprise

Enterprise login is enabled for specific hospitals that have been provisioned for the Teladoc Health Network.

1. Enter the domain name provided to you by Teladoc Health.
2. Select the **Continue** button
3. Sign in using your hospital credentials. If you forget your Enterprise user name or password, contact your institution.
4. You can also login with your Touch ID Fingerprint(s) or Face ID.

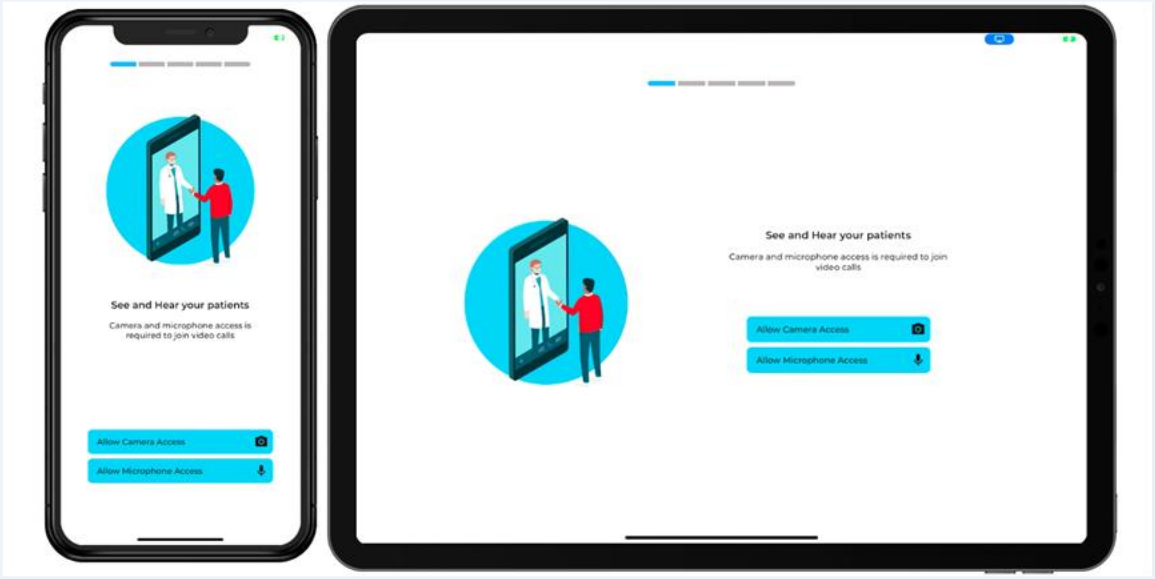
> **NOTE:** Not all devices support Touch ID or Face ID.

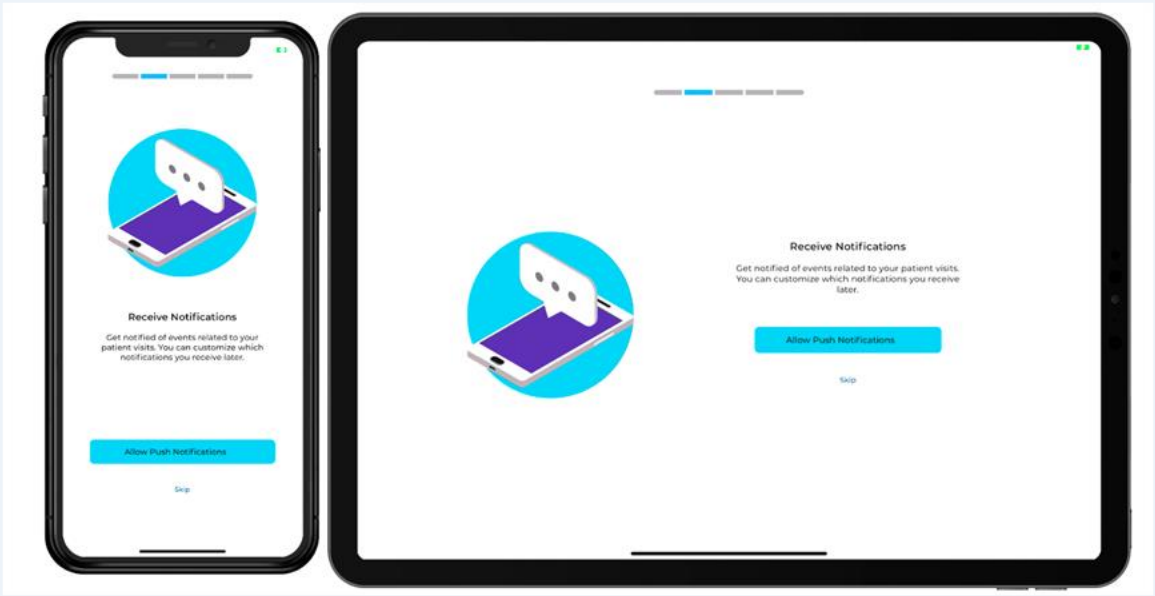
Onboarding

During a fresh install, uses are presented with a set of onboarding screens that request required permissions during a session.

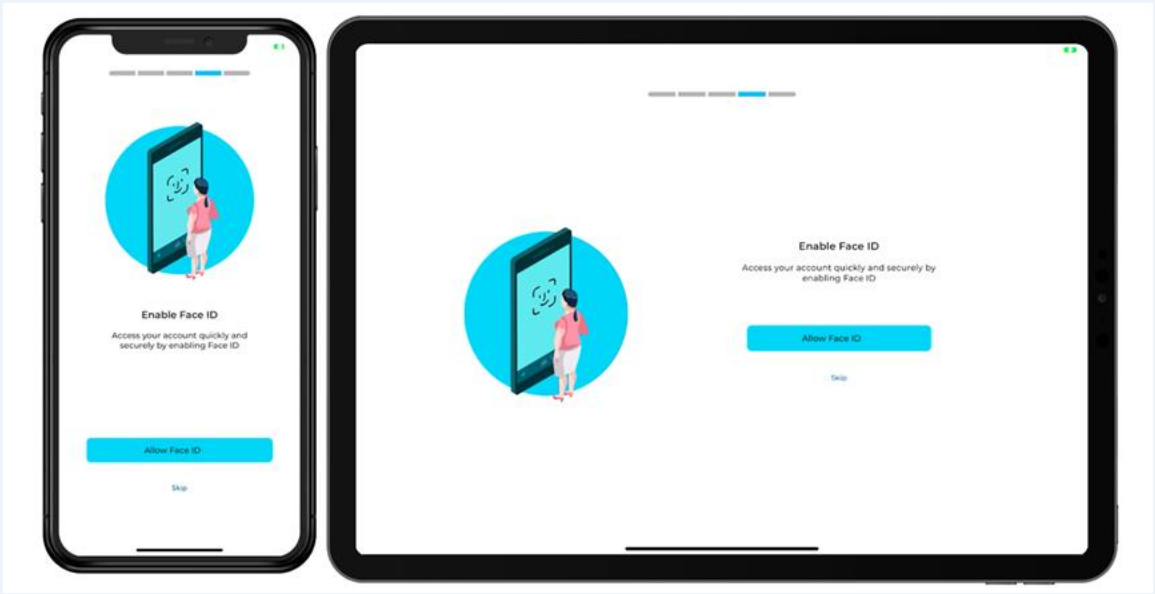
These permissions include:

1. Camera and microphone
2. Notification
3. Local Network Access
4. Biometrics

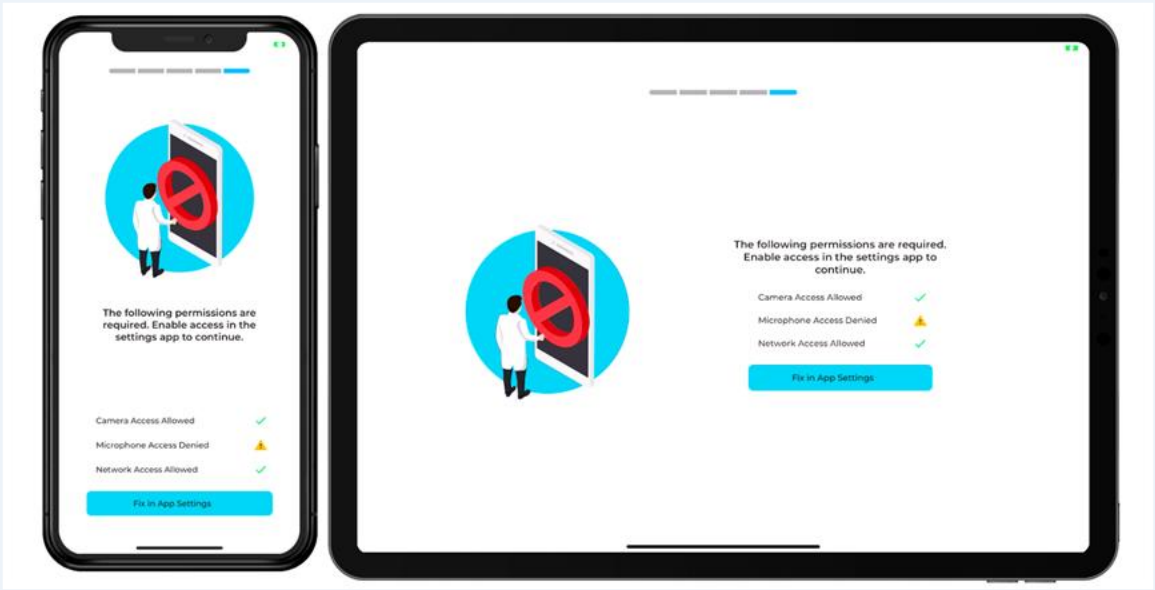



Receive Notifications
Get notified of events related to your patient visits. You can customize which notifications you receive later.
Allow Push Notifications
Skip
Receive Notifications
Get notified of events related to your patient visits. You can customize which notifications you receive later.
Allow Push Notifications
Skip

Enable Direct Calling
Improve the quality of your video calls by allowing direct connections on your local network. This permission is required to continue.
Allow Local Network Access
Enable Direct Calling
Improve the quality of your video calls by allowing direct connections on your local network. This permission is required to continue.
Allow Local Network Access


Enable Face ID
Access your account quickly and securely by enabling Face ID
Allow Face ID
Skip
Enable Face ID
Access your account quickly and securely by enabling Face ID
Allow Face ID
Skip

Teladoc
HEALTH
Get Started
Teladoc
HEALTH
Get Started


The following permissions are required. Enable access in the settings app to continue.
Camera Access Allowed
Microphone Access Denied
Network Access Allowed
Fix in App Settings
The following permissions are required. Enable access in the settings app to continue.
Camera Access Allowed
Microphone Access Denied
Network Access Allowed
Fix in App Settings

Connect

Users will be directed within the App when they click on the **Provider Access** icon. Allow the Teladoc Health device to hear and see this user.

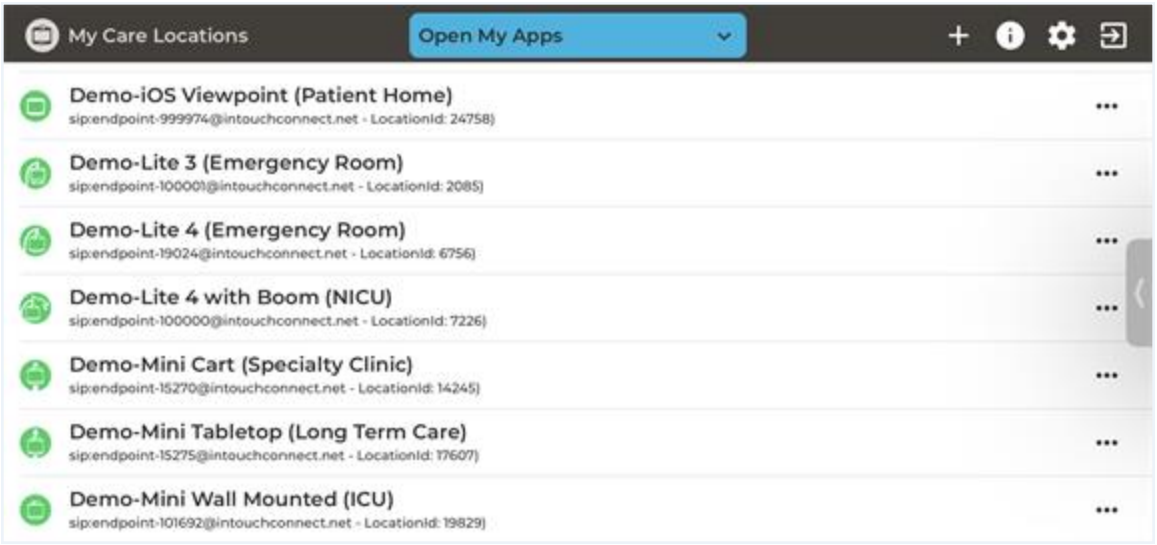
> **NOTE:** The reference to device here is for a non-medical device.

Care Location

Once logged in, a list of Care Locations will be displayed; sorted alphanumerically. Patients should see their practitioner's video on their screen when they join a session.

> **NOTE:** Sessions are limited to 18 hours. To disconnect from the session and reconnect. **Select the live Help button** for technical support 24/7.

> **CAUTION:** A tested backup method of communication should be available in case network communication is lost.



Select a Care Location by:

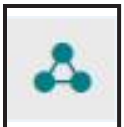
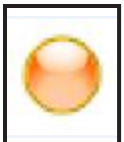
1. Tap in the Search field to open the keyboard. Clear search.
2. Browse your list by pressing and dragging your finger up and down the list. The colored

icon next to the Patient Access device name indicates its status.

3. Select your Patient Access devices or Care Location.

Status Guide

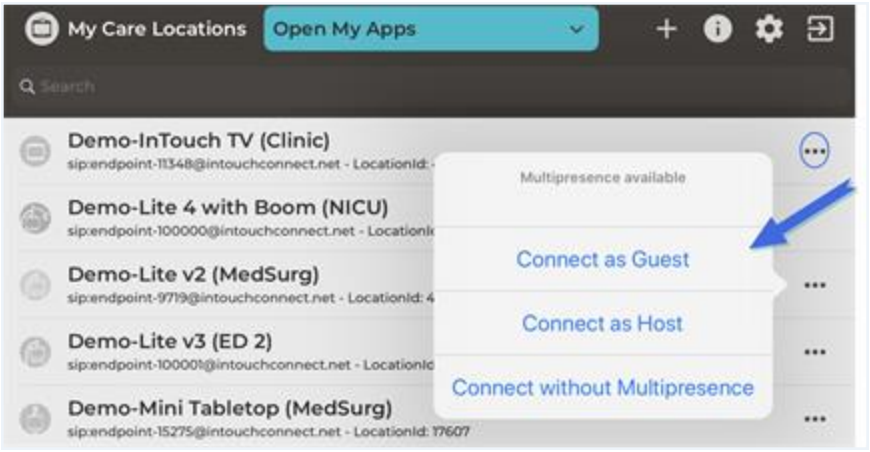
The following status codes allow users to determine the status of their Care Location or device.

	Ready.
	Busy.
	MultiPresence® session. Request to join.
	Configured for a private connection, not the Teladoc Health Telehealth Network.
	Initializing.
	Offline.

Multipresence

Providers can use Teladoc Health's Multipresence from their iOS device to connect.

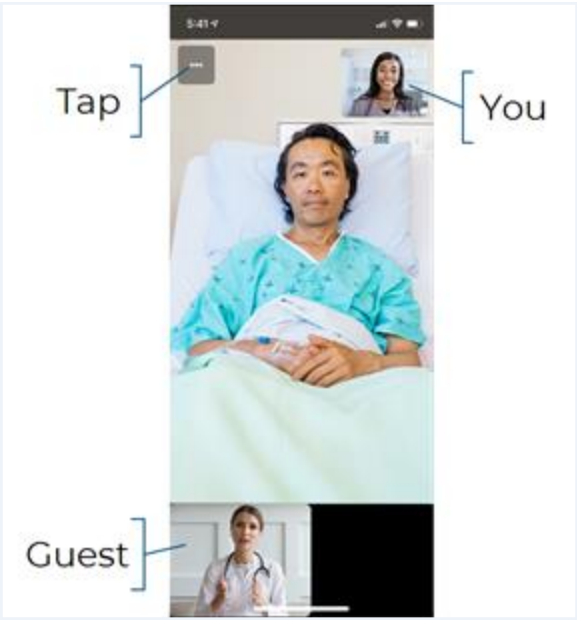
1. Select the ellipsis (three dots) next to a Care Location to open MultiPresence.
2. Select from one of three options.



Connect as Host

Use the ellipsis (i.e. three vertical dots) to **Connect as Host**, which is the default user setting.

CAUTION: The host can't transfer the Host role to a user with the Guest only role.



Host Controls

Host controls, including camera movement and zooming, and other views, are displayed on the Guest's device.

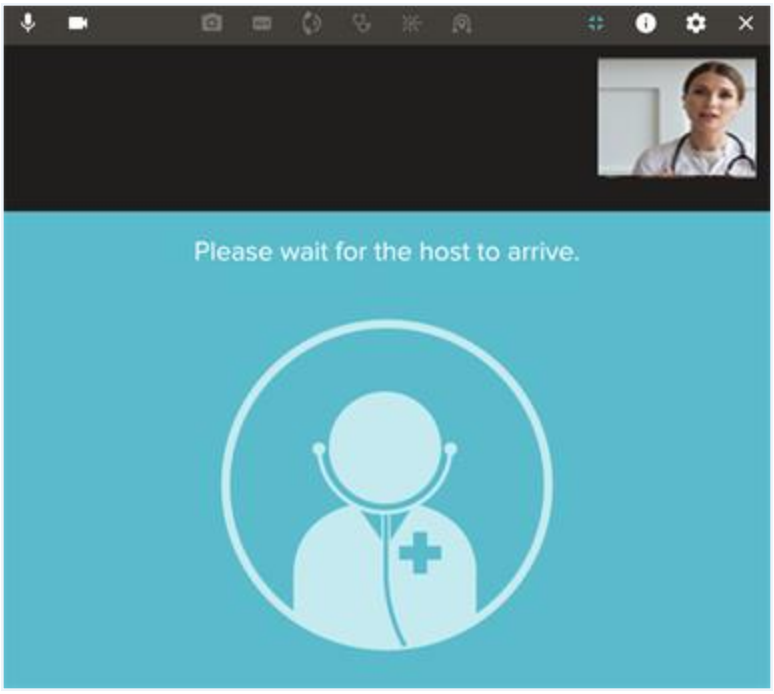
Guest audio and video	Allows the host to toggle selected guest audio and video on the remote device.
Make user the host	Change the options for a Multipresence guest by tapping on the guest's image. Transfer the host role to a guest role. **NOTE**: The Host won't be able to transfer a 'Host' role to a user that is set to the 'Guest only' role by the Practice Admin.
Disconnect user	Disconnects the selected guest from the current Multipresence virtual encounter.

Disconnect as a Host

Tap **End** to end the session for everyone, or transfer the Host role to a selected Guest.

Connect as Guest

1. Select **Connect as Guest** from the pop-up menu. You will be asked to wait for the Host.



Guest Shared Screen

Guest users joining a session can view a shared screen with a Host. The patient video is placed within the list of thumbnails. Guest users use gestures, such as pinch in-out and pan by swiping. Double-tap will take the user to the default view of the shared screen.

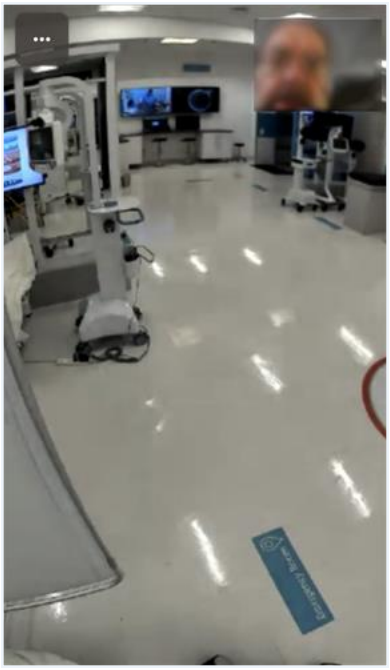
Connect without Multipresence

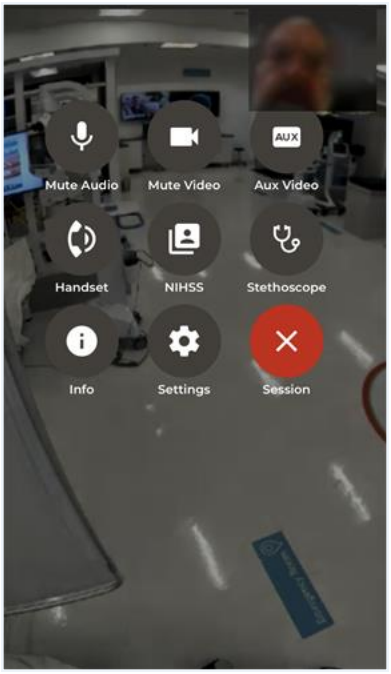
Tap on the Patient Access device name by using the ellipsis (i.e. three dots).

Dashboard

When your telehealth session starts, the iOS Provider Access software interface will display your session from your Provider Access device. The video is through the front facing camera in a thumbnail or PIP.

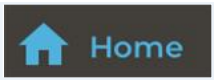
iPhone Dashboard





Elements

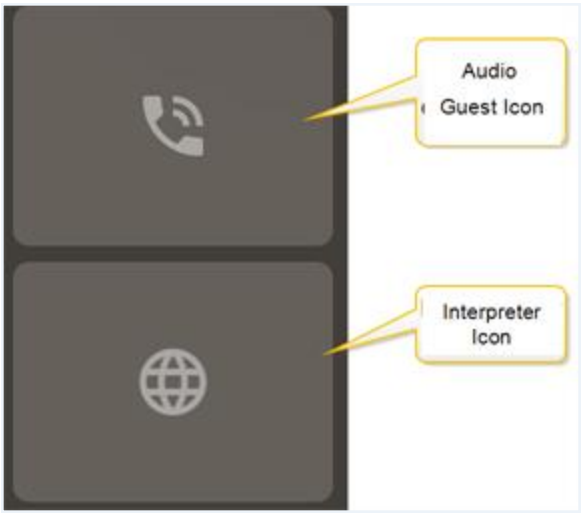
Element	Icon	Description
1		**Mute Audio: Microphone:** Tap the Microphone icon to mute it. When muted you will not be heard. The microphone is muted by default, so they can interact and do demos, training, etc, without non-essential interruption and background noise.
2		**Video**: Tap the Mute Video icon to stop displaying your video on the Patient Access device.
3		**Camera:** Tap the Camera icon to take a snapshot of the Remote Camera view. Use the Media button on the Tab Bar to view, sort, edit, share, and delete snapshots. This option is only available on the iPad.
4		**Aux Video:** Tap the Aux Video button to switch the Remote Camera view to a different camera on the Patient Access device.
5		**Privacy Handset**: Tap the Privacy Handset button to turn it on. The standard Provider Access device audio system will be disabled. The handset is for conversations that require privacy and understandability in a noisy environment. When the Handset is turned off, the audio system is transferred from the handset, back to the Patient Access device.

Element	Icon	Description
6		**Stethoscope**: Patient Access devices with the optional Stethoscope allows for remote auscultation. If you have connected to a device with a stethoscope, the stethoscope button will be lit. When turned on, the stethoscope button is blue. This option is only available if the Stethoscope is plugged in.
7		**Laser Pointer**: Several Patient Access devices have a laser pointer that allows the remote user to point out items or areas of interest. If you are connected with a laser pointer, the Laser Pointer button will be enabled. When the laser is turned on the Laser Pointer button will turn red. This option is only available for iPad.
8		**Automatic Drive:** The **Auto Drive** button will be disabled until the remote camera view is returned to the Main view. This option is only available for iPad.
9		**Full-Screen Video:** Tap the **Full-Screen** button to maximize the video to fit the entire screen. The Tool Bar is still available, but the Tab Bar is not. To return to the Normal Interface, tap the Normal-Screen button. This option is only available for iPad.
10		**Info Menu**: Tapping the **Info** button, located on the Tool Bar, opens the Info Menu. Tap on any menu option to open it. Tap elsewhere on the Multi-Touch display to close the menu. Clinical applications are only available on iPad.
11		**Settings:** Tap the **Settings** button to open its menu. Tap elsewhere on the display to close the menu. See the Settings Menu section.
12		**End session** Tap the **End** button to disconnect from a virtual encounter. You will be prompted to confirm that you wish to disconnect. Tap, Yes to disconnect.
13		**Thumbnail:**: The video taken by the selected camera of your iPhone or iPad will be displayed in a Thumbnail (i.e. PIP).
14		**Home:** Return to **Home** Page. While connected to a Provider Access Device, you can access other apps and make or accept calls by pressing **Home**. To return, tap the red bar at the top of your iOS screen.
15		**My Apps:** Select from a variety of Teladoc Health apps, such as Imaging, Analytics, Smart Notes, and more. This option is only available for iPad. An alternative interface is available when running one of these apps; to display a much larger Advanced Controls area.

Element	Icon	Description
16		**Driving:** Tap the Driving button to use your iPhone to operate a drivable Patient Access Device. To drive using an iPad. Select the Driving Tab in the iPad Tab Bar.
17		**Media** for iPad: Edit images using Provider Access.

Guest and Interpreter Icon

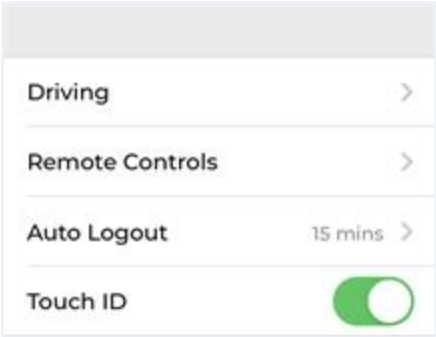
When a guest or interpreter is requested, an audio guest or Interpreter icon will appear.



Settings

Select the Settings icon to configure driving and remote controls, logout, volume, and Touch ID.

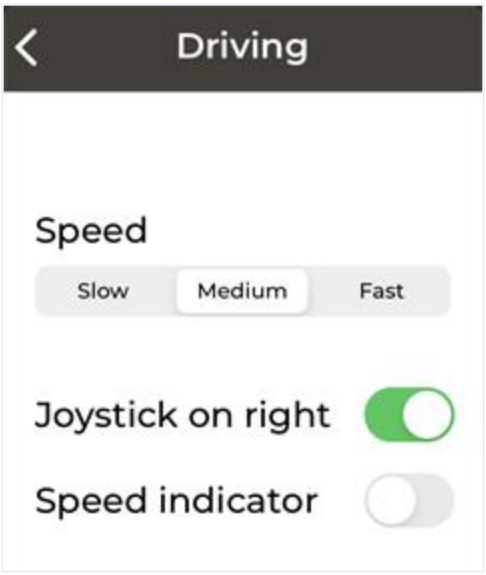
1. Tap on the **Settings** icon (⚙) to open the Settings Menu.
2. Tap elsewhere on the iPad / iPhone to close the menu option.



Driving

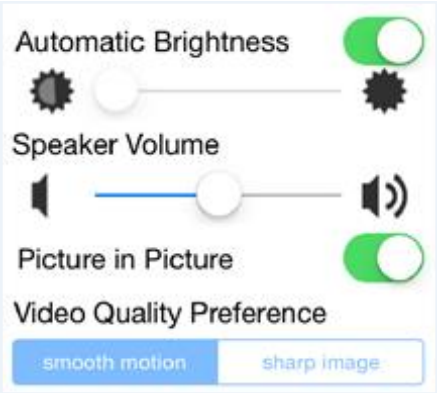
Set up the driving speed, the speed indicator, and the Joystick.

1. Select Slow, Medium, or Fast by tapping on the appropriate button.
2. Slide the toggle **Joystick on right** to enable it.
3. Slide the toggle **Speed indicate** to enable it.



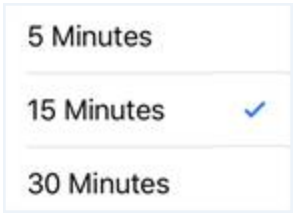
Remote Controls

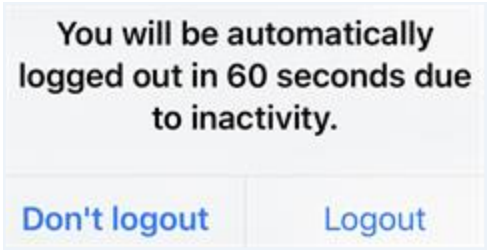
Remote Controls are not available until you connect to a Patient Access device or Care Location using the Provider Access software. Configure Automatic Brightness, Speaker Volume, Picture in Picture (i.e. thumbnails), and the Video Quality Preferences.



Auto Logout

To protect against unauthorized access, Teladoc Health requires that all users use **Auto Logout,** which is disabled when in a session.

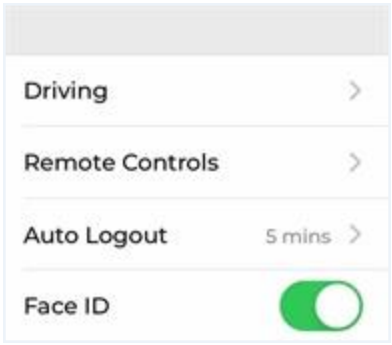
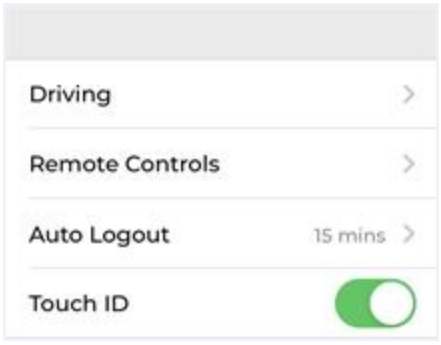




Touch or Face ID

Enable **Touch ID** or **Face ID** if your device supports it, using your iOS device's Touch ID or Face ID to log in. Contact your Teladoc Health representative.

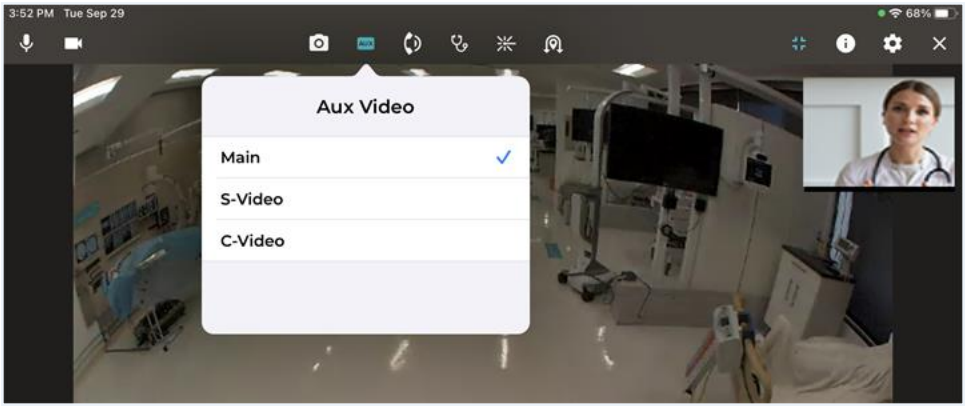
1. Slide the **Touch ID** or **Face ID.** When on, it will turn green.

Face ID	Touch ID
	

2. Login to iOS Provider Access with your recognized Fingerprint(s).
3. Press the pink fingerprint next to the **Login** button.

Aux Video

Tap **Aux Video** to switch the remote video source to a different camera.

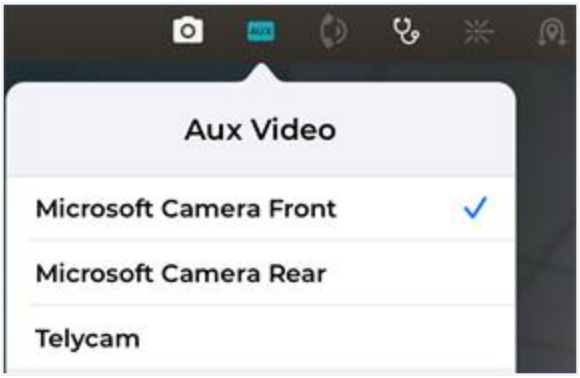


Night Mode

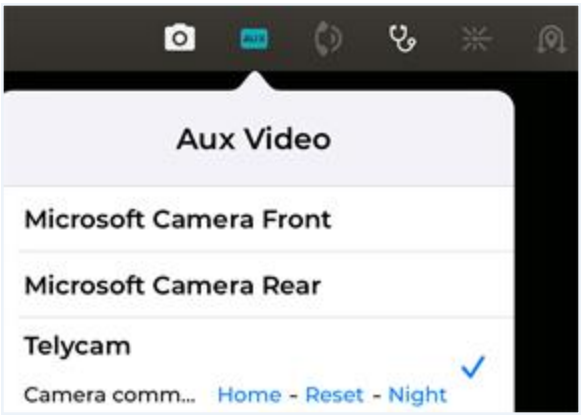
On supported cameras, including the Sony SRG-X400, SRG-360SHE, Sony EVI-H100V, Sony EVI-D70, and Telycam TLC-300-U2-10-IR, manually enable night and day modes.

> **NOTE**: The night and day modes for selection will not appear if the camera doesn't support night mode. For Sony SRG-X400 and SRG-360SHE cameras, contact Teladoc Health Technical Support.

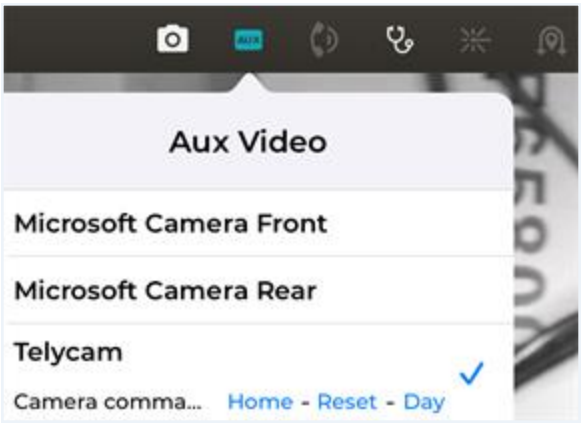
1. Tap **AUX** in the tool bar.
2. Tap the camera from the left.



3. Tap **Night** to switch to Night mode.



4. Tap **Day** to switch Day mode.



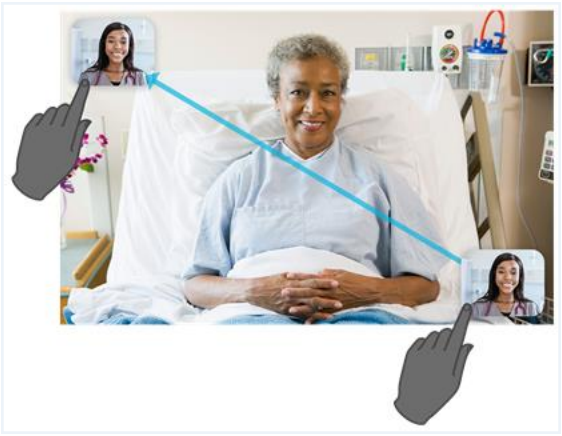
Thumbnail

Tap the Thumbnail or Picture In Picture (PIP) to display the following options. Position your iPhone or iPad so that your face is centered in the thumbnail.

Button	Function
Hide/Show	Hide or Display the PIP thumbnail on your iPhone or iPad.
Fullscreen	Display the PIP thumbnail in full screen mode.
Disable/Enable Remote PIP	Disable or Enable the PIP thumbnail on the remote device.
Switch Camera	Switch between the front and back cameras on your iPhone or iPad.

A separate thumbnail is shown on the Provider Access device display for all users.

1. Move the thumbnail by pressing and dragging it.

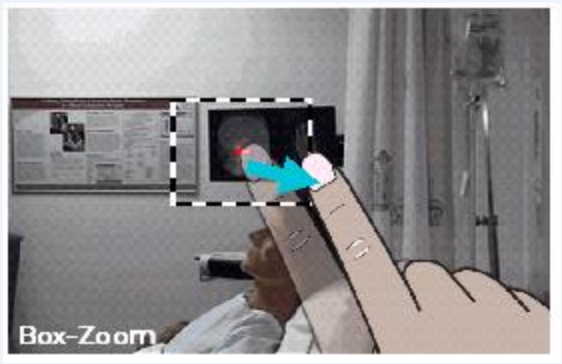


2. Turn it on and off from the **Settings** Menu.

Camera Control

The Teladoc Health Provider Access software controls pan, tilt, and zoom features using gestures. Control the head motion of your device; not just the camera.

NOTE: If using an iPad, tap the Quick Help button in the Info Menu for help.



Spread (Zoom In)

Gently press with two fingers and spread them apart until you zoom in to your desired level. The zoomed video will take a second to appear after you remove your fingers. Both fingers must remain in contact with the display in full screen or normal.

Pinch (Zoom Out)

Gently press with two fingers and pinch them together until you zoom out. This will take a second to appear after you remove your fingers. Both fingers must remain in contact within the remote display view in full screen or normal.

Box-Zoom (Zoom In)

Press and drag with a single finger to make a zoom box. Start with your finger in the center of the view and drag it until the box includes all that you want to see. The box-zoom outline will follow your finger.

Double-tap (Zoom Out)

When you double-tap (i.e. press and release twice) in the live Remote Camera view, the Provider Access device will return to full view while remaining focused on the same spot.

Triple-tap (Zoom Out and Center Head)

Gently and quickly press and release three times with a single finger. When you triple-tap in the live Remote Camera view, the Provider Access device will return to full view from any zoom level and return to its home head position. The home head position is typically level and facing straight forward.

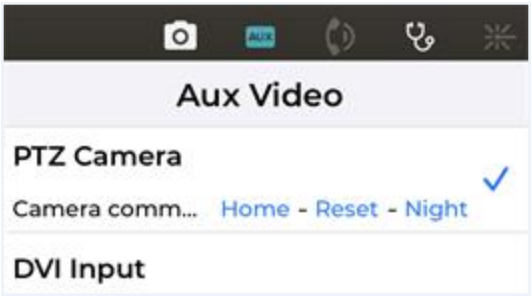
Pan and Tilt

For most remote cameras, perform the following to pan and tilt:

- Tap the top and bottom of the screen to tilt up and down.
- Tap the left and right of the screen to pan left and right.
- Triple-tap the center of the screen to center.

PTZ Cameras

For Pan-Tilt-Zoom cameras, including the Sony SRG-X400 and SRG-360SHE, Teladoc Health does not support box zoom. Instead, spread and pinch gestures are used. To reset the camera's zoom, tap **AUX** and **Reset**.



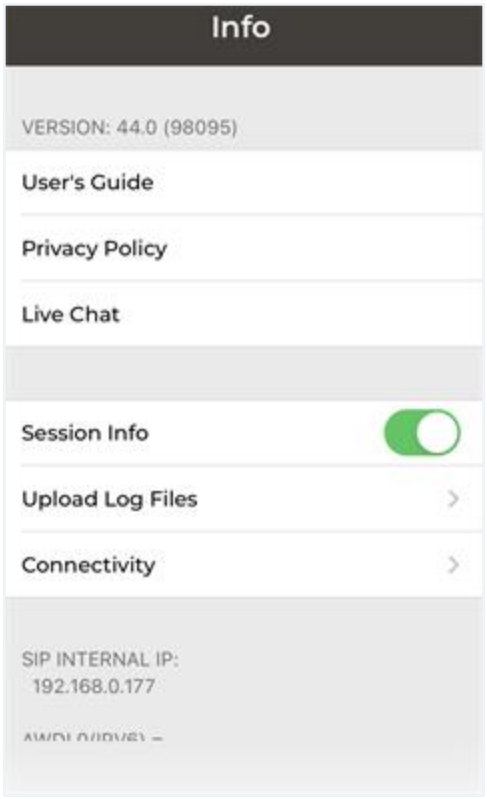
1. Tap the top and bottom arrows to tilt up and down.
2. Tap the left and right arrows to pan left and right.
3. Tap **AUX** and then tap **Home** to center.

Info Menu

Use the **Info** icon to select the dropdown to access to Teladoc Health's online help, privacy policy, access to real-time chat, session information, connectivity status, and upload log files.

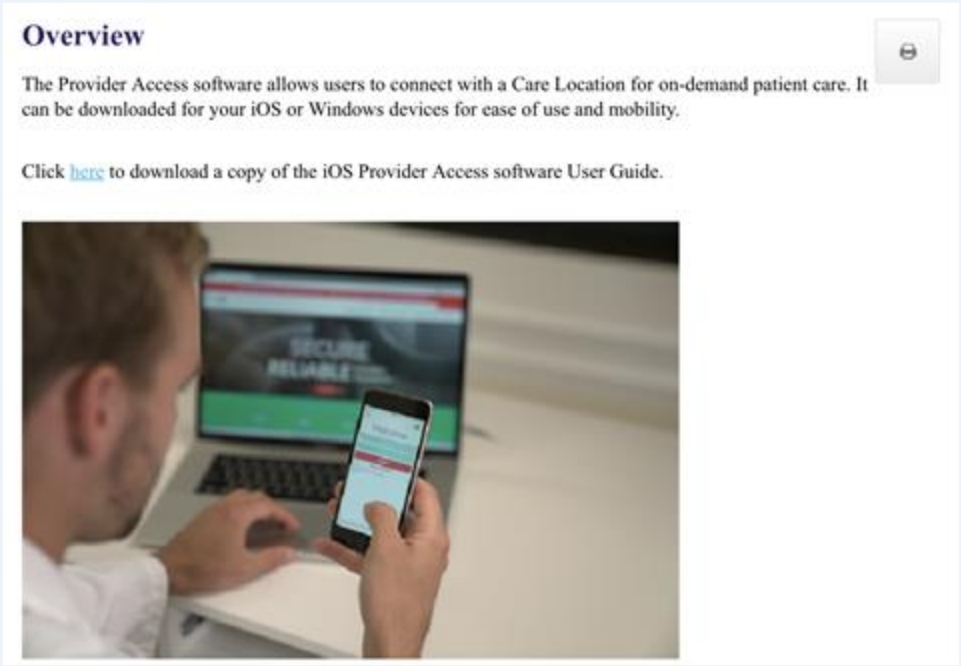
> **NOTE:** The Info icon is available from the Care Location selection screen, connection screen, and device dashboard.

1. Tap **Info** from the Tool Bar to open the Info Menu and select your option.



User's Guide

Select User's Guide to open Teladoc Health's online help page.

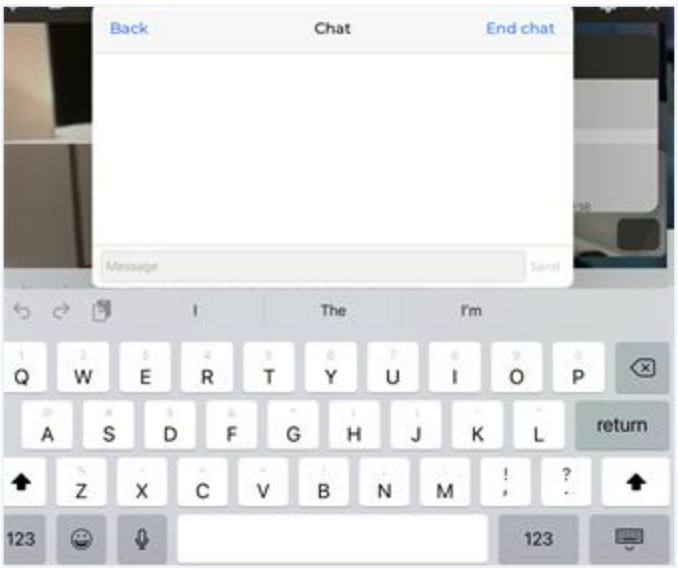


Privacy Policy

The Teladoc Health Privacy Policy Teladoc Health Privacy Policy is provided below.

Live Chat

Chat live with the Teladoc Health Technical Assistance Center (TAC) by tapping on **End Chat** when done.

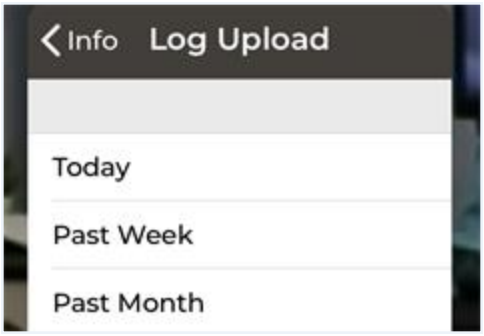


Session Info

Tap the **Session Info** slider to turn it on during a session.

Upload Log Files

Select **Upload** to upload the Log Files for Teladoc Health Technical support.

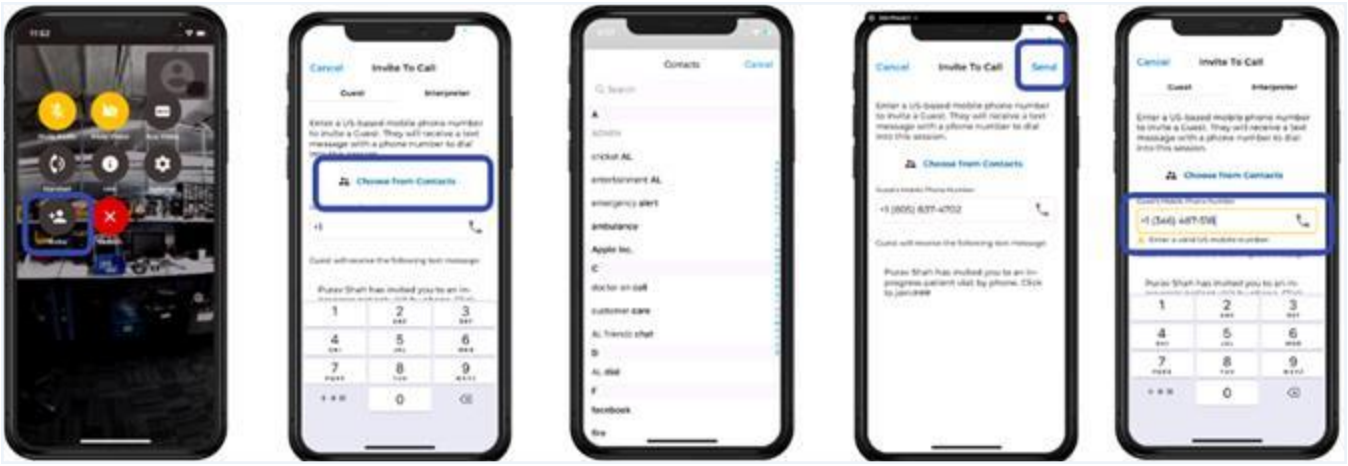


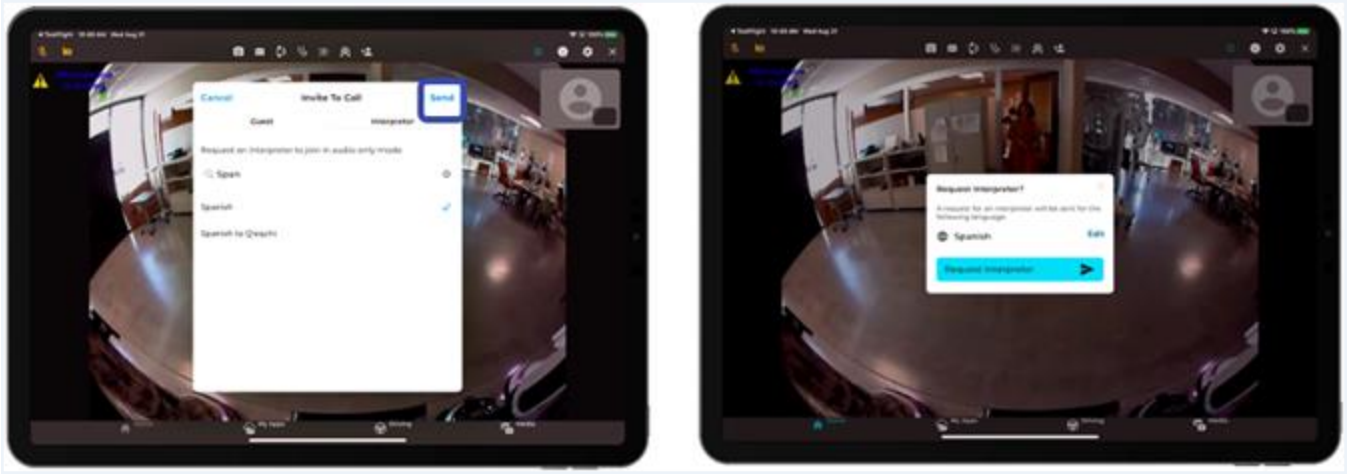
Connectivity

Information is provided about the connectivity of Teladoc Health servers. Press and drag the scroll bar to view additional information.

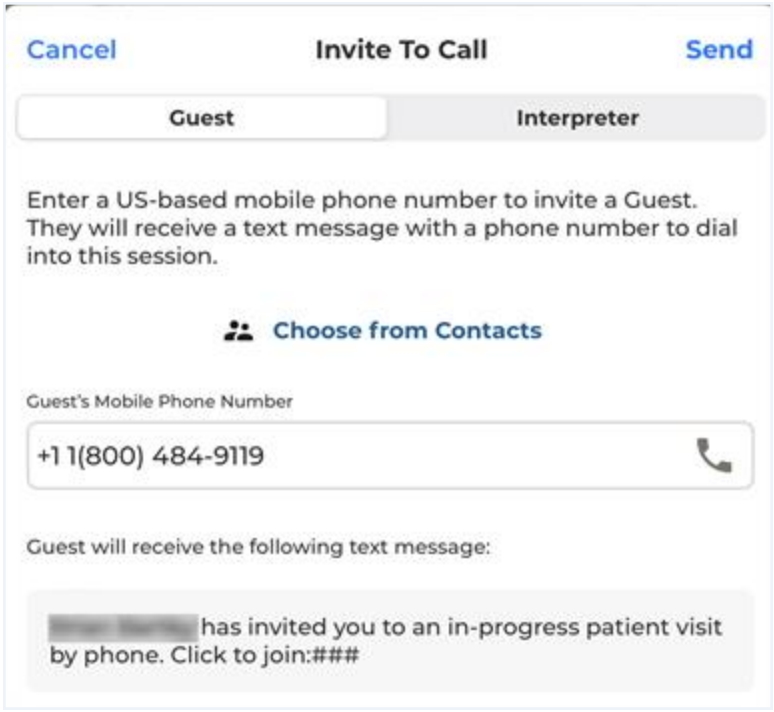
Invite Guest

A practitioner only as a host, can invite unauthenticated guests to a session.

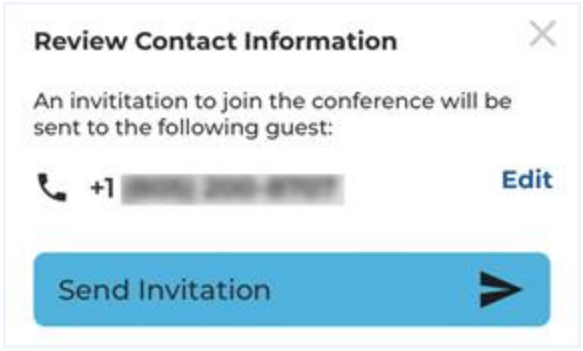




1. Select to invite a **Guest** to a session.
2. Use the **Contacts** drop down to choose a contact.



3. Review the contact information before sending an invite.



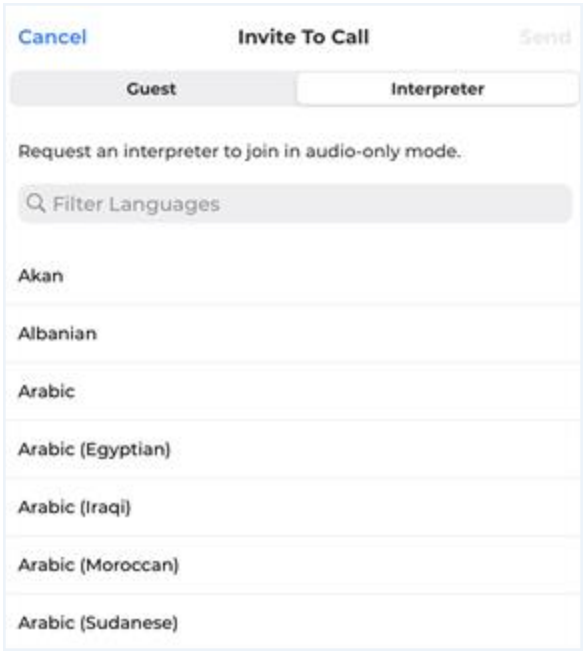
Invite Interpreter

A practitioner only as a host, can invite an interpreter to a session.

1. Select to invite an **Interpreter** to a session. A Host can invite an Interpreter to join a session on a device from their phone. (PSTN-Audio only).

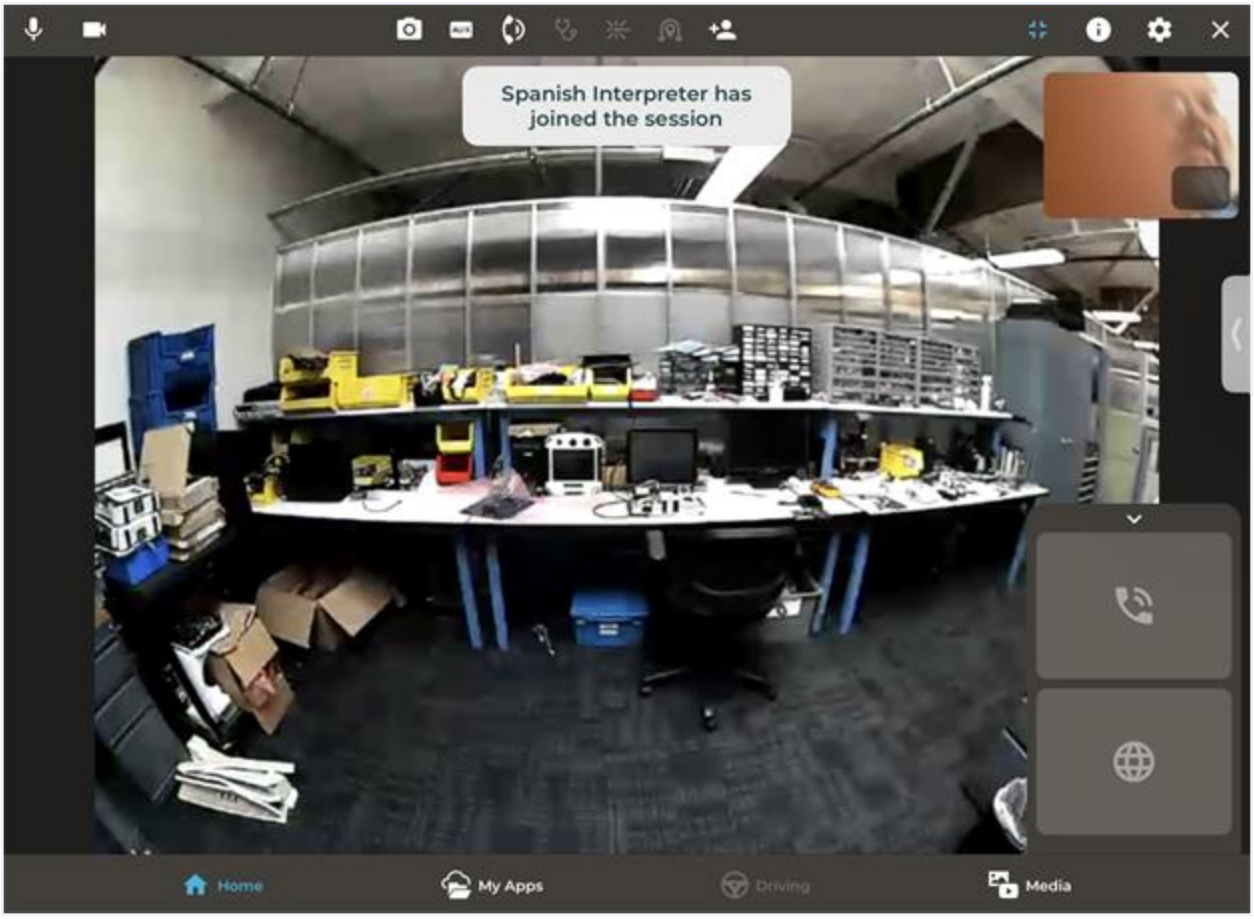
   NOTE: Interpreter service can be configured with Voyce or Language Line or manual outbound. A contract with one of two interpretive services is required. This feature is only supported in a Multipresence session.

1. Select a Language for the Interpreter.



2. Request an Interpreter

3. A message will display on the screen when the Interpreter has joined the session.


Spanish Interpreter has joined the session
Home
My Apps
Driving
Media

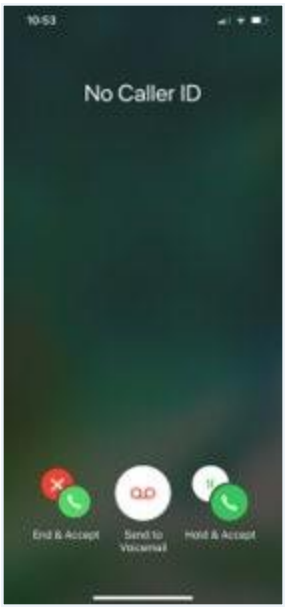
Manage Sessions

Users are presented with an Apple default interface when they receive a phone call while in a session. and three options when they receive the phone call.

> **NOTE:** When a practitioners connects to a Teladoc Health device in the Experience Center for a demo or training, their microphone will be automatically muted.

The options are:

1. **End & Accept:** End the session and accept the incoming phone call.
2. **Send to Voice mail**: Send the incoming phone call to voice mail.
3. **Hold & Accept:** Put the session on hold and start the phone call. When the user selects **Hold & Accept**, they are taken to the Apple default interface where they can manage two different calls at the same time. In this interface at the top, users can see the active call (i.e. session) and the call on hold.

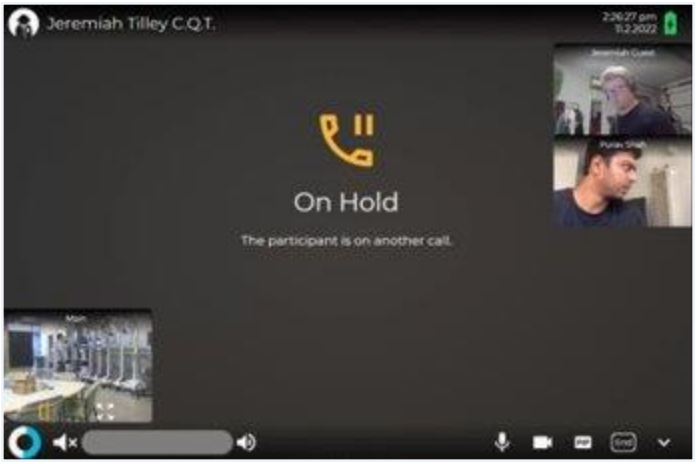


Swap between different sessions and/or two calls

4. Users can mute and unmute their microphone when they are in an active session by selecting the mute icon.

5. Users can place participants On-Hold when in a session by opening the iOS PAS App. They will be presented with an On-hold message. The user can't resume until they end the other ongoing session. The other user in the initial session will be presented with a message of on-hold until the session is resumed.

On Hold
End your other call to continue this session.
End Session


Jeremiah Tilley C.Q.T.
On Hold
The participant is on another call.

Driving

The three driving modes are:

- manual driving
- point-to-drive video-based driving
- auto-driving.

The head of your device will automatically look in the forward direction when you drive in the forward direction. When driving backwards, your device will look backwards and down.

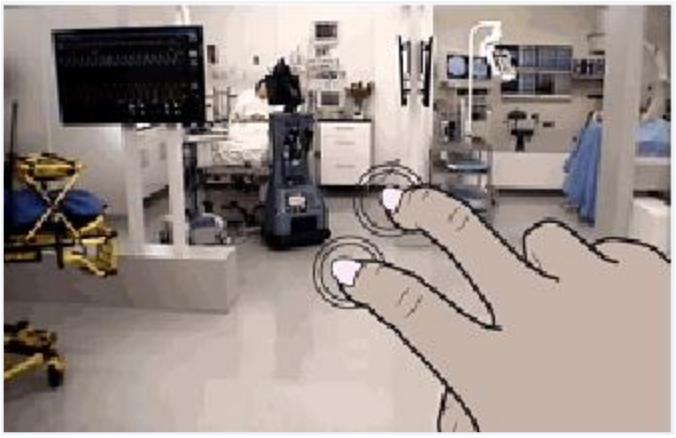
> **NOTE:** Only the Teladoc Health VITA device can be driven. You will receive a message when your device is docked.

Manual

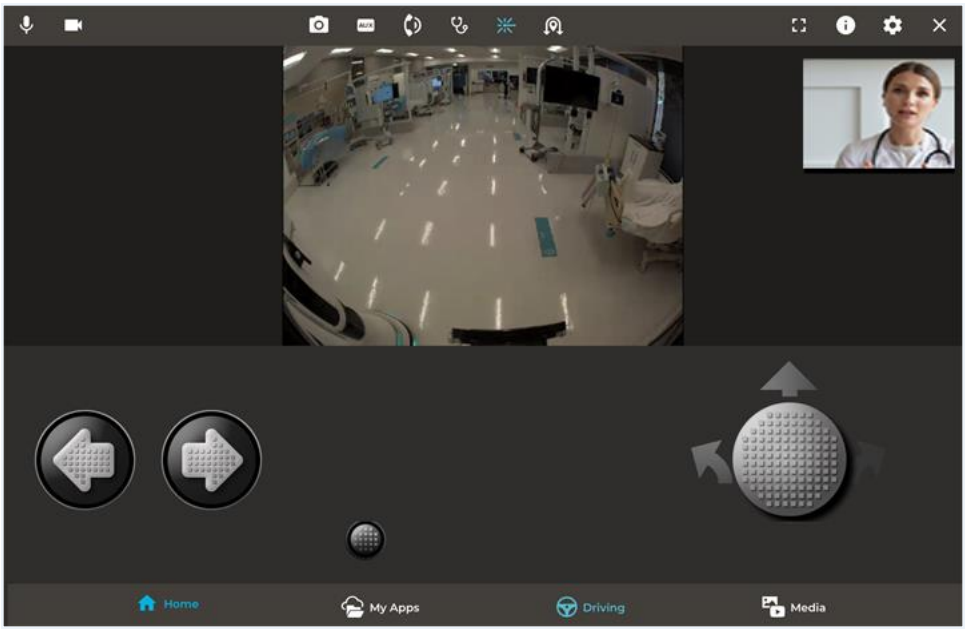
Gestures are used to manually control drivable Patient Access devices

> **CAUTION:** For a Patient Access device that is plugged into a wall outlet, driving away at an angle could prevent the plug from releasing properly; resulting in damage.

1. Use a single-finger to triple-tap gestures to return the Patient Access device to fully zoom out and return to its home head position facing straight forward.



2. To drive, tap the driving icon and use the driving controls.



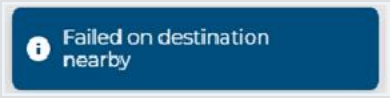
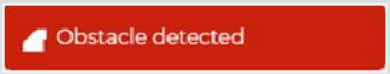
Point-to-Drive

Teladoc Health VITA Point-to-Drive feature allows a remote driver to command the VITA to a selected spot displayed on the remote camera view. When a valid location is selected; the VITA will travel to that spot under **AutoDrive**.

1. Press a spot on the screen for two seconds..
   - If the location is valid, a green target will be shown on the display and the Teladoc Health VITA will attempt to Auto Navigate to the spot.
   - If the location is not valid, the icon will show.

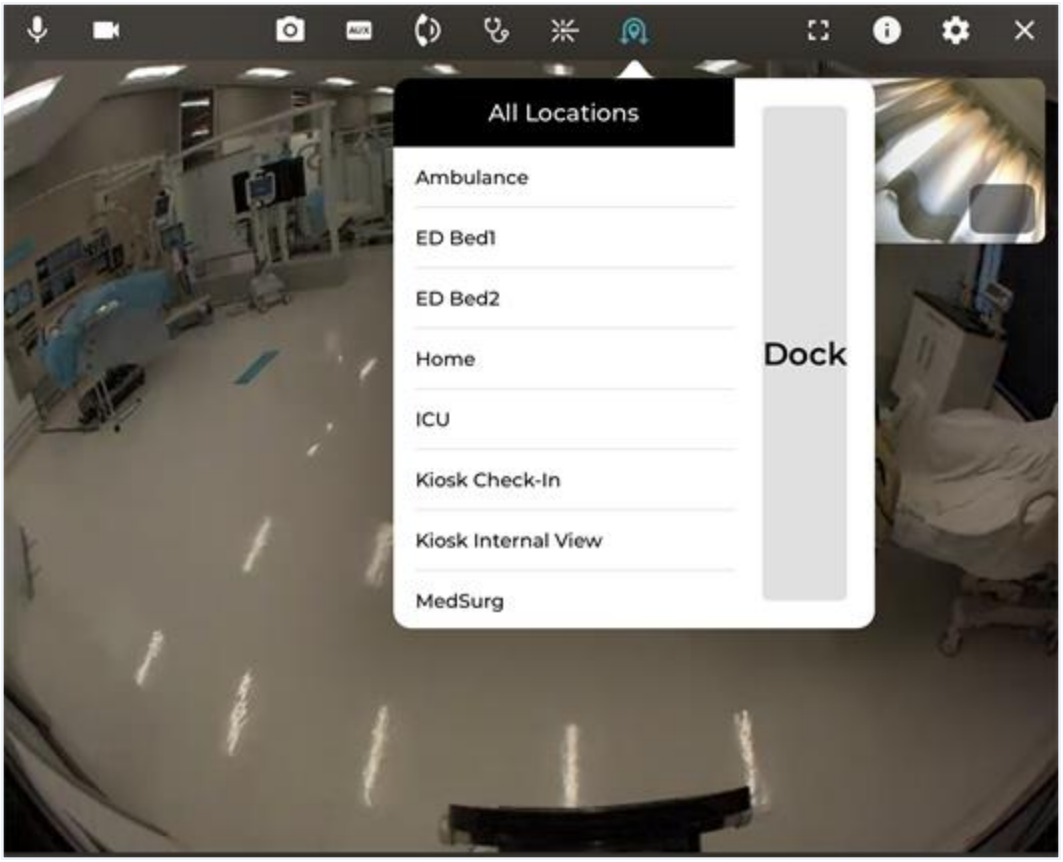
2. Monitor the VITA's progress by following the message prompts that appear.
3. Tap STOP on the display message to stop the VITA.
4. Other messages include the following:

	You have selected a location on the remote camera view that is not located on the floor or outside the area VITA is allowed to go.

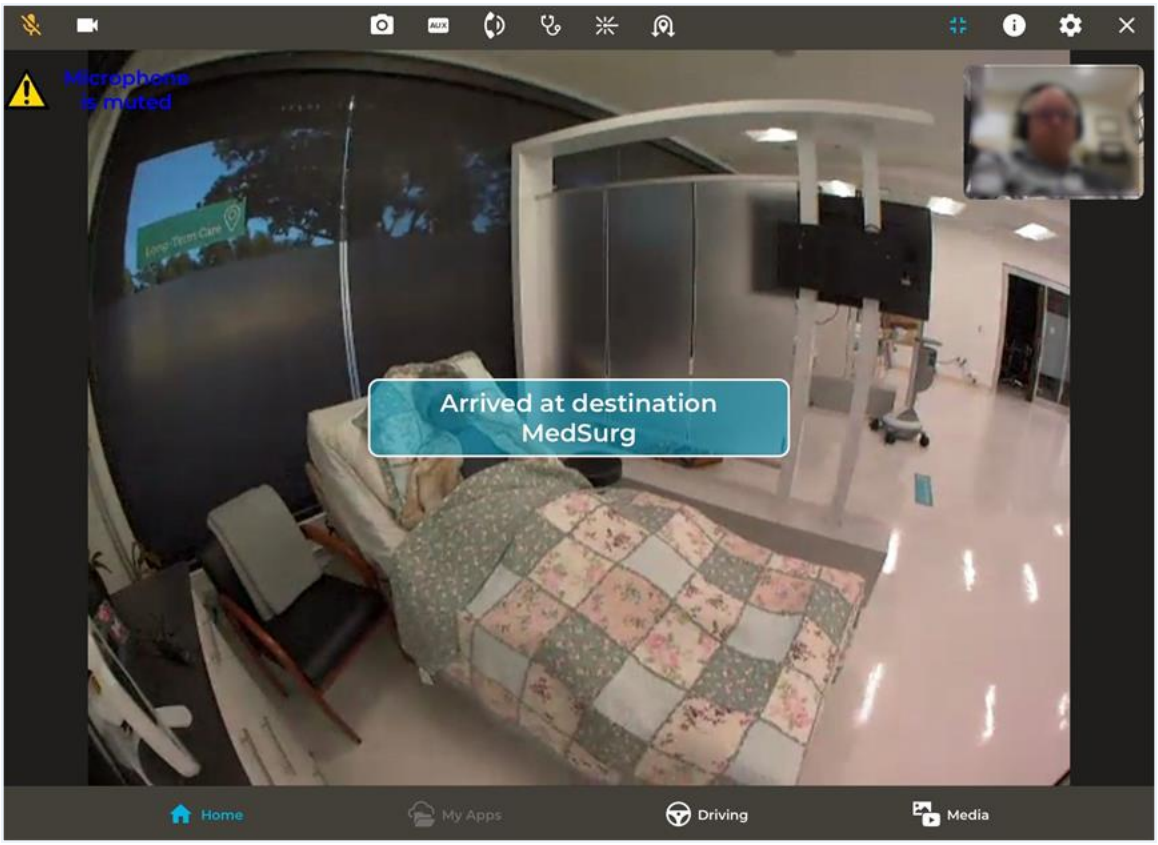
	You can stop the Teladoc Health device at any time while driving by selecting the Stop button.
	Teladoc Health VITA has reached its destination.
	Teladoc Health VITA has tried and failed to reach a set destination. This could be the result of an obstruction in the path.
	While driving the VITA has detected an obstacle.

Auto Drive

Each Teladoc Health VITA must have an internal programmed map of its clinical area with predefined destinations defined. The VITA can detect its location in relation to the map and move between destinations. Use the **All Locations** to select the location of the Provider Access software docket.

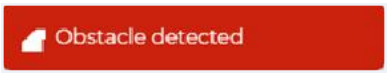


1. Tap the **AutoDrive** button on the tool bar to display a list of predefined destinations.
2. Tap on your desired destination in the list. VITA will begin navigating to the selected location and the message **<Driving to destination>** will be shown .
3. Tap the **STOP** button to stop your VITA.
4. The message <Arrived at destination> will be shown.



Collision Avoidance

An array of sensors is placed on the Patient Access device's waist and base to help the driver detect objects. The user is provided with a message when obstacles are detected.



WARNING: Collision avoidance sensors do not serve as a substitute for safe driving. Do not drive the Patient Access device down stairs. Exercise extreme caution.

Collision Avoidance Override (Nudge Mode)

The Patient Access device is designed to allow you to push an obstacle or open a door by pushing on it using its bumpers. The speed of the Patient Access device is limited when using Nudge mode.

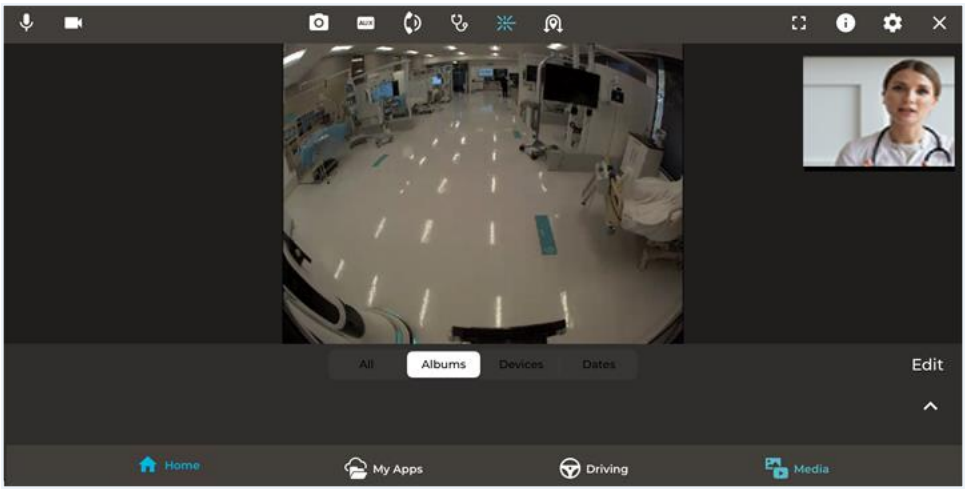
CAUTION: When using the Nudge mode, ensure that contact with the Patient Access device is only at the base of the bumpers. The device can be damaged if pushed into an obstacle against any part other than the bumpers.

Media Manager

The Teladoc Health Provider Access allows users to take snapshots while in a session. The Media Manager is only available on the iPad.

Snapshots are shown individually or organized by:

1. All
2. Albums
3. Devices
4. Dates

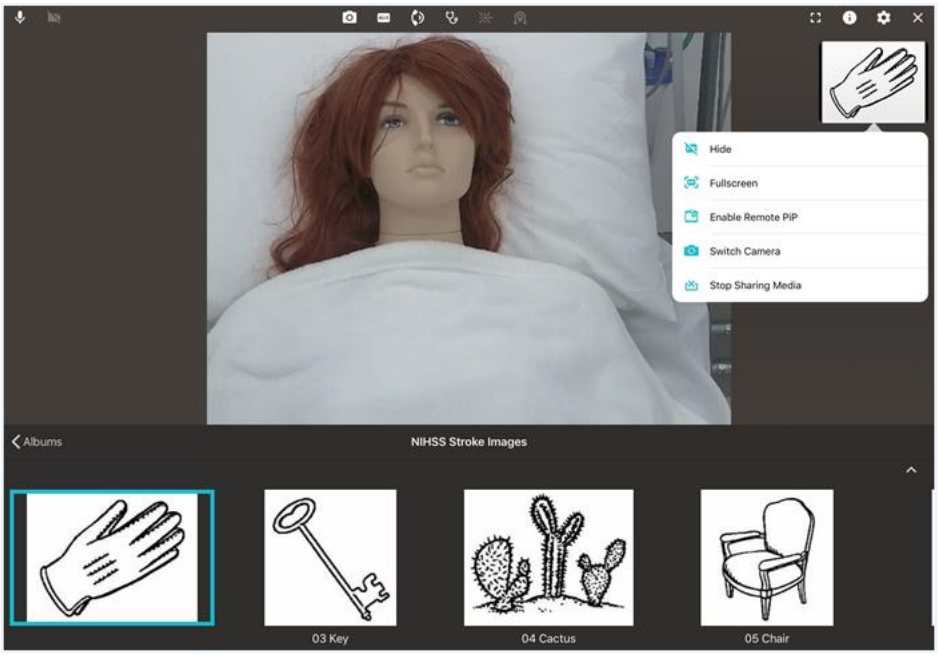


Sharing Images

When an image is shared, it will have a blue border in the Thumbnail and Media Manager display.

1. Double-tap on an individual image to share it. When you tap **Media**, the Media Manager is shown in the Tab display area. If you have not added any snapshots, you will only see the NIHSS Stroke Images that are available.
2. Tap the **Media** icon on the bottom tool bar.
3. Tap an album to open it.
4. Double-tap an image to select it for display on a remote device.
5. Double-tap another image to share it.

6. Tap the Thumbnail and **Stop Sharing Media** to stop sharing.
7. Double-tap the Thumbnail.



Importing Images from your iPad

Tap **Import**, **Camera Roll**, and your desired image to import it.

Edit Albums

Tap an album to view snapshots. The albums and date groups are populated automatically when a user takes a snapshot. Albums cannot be combined.

1. Tap **Edit**.
2. Tap **New Album** for a new album.
3. Tap **X** to remove an album. Images will remain in the All group.

4. Tap an image to select and view a larger thumbnail.

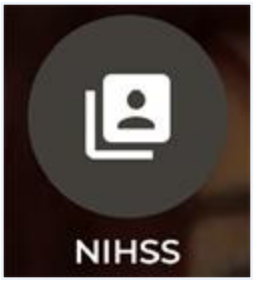
Export, Remove, and Add

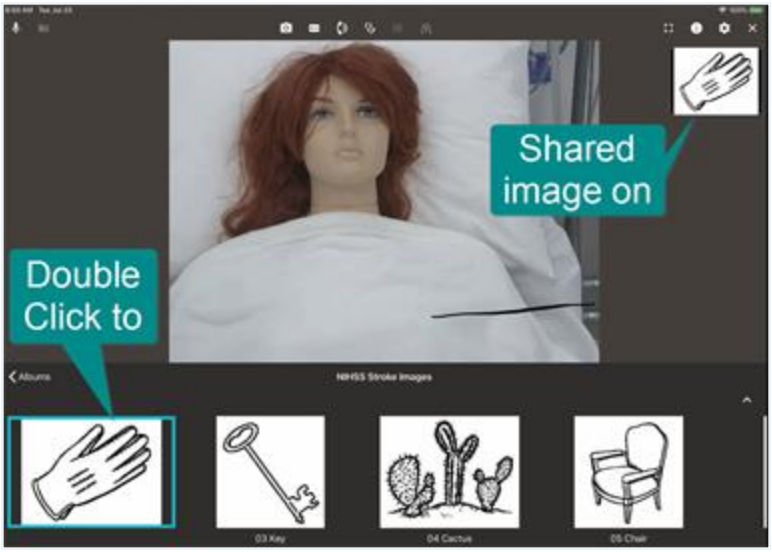
The following options are available:

- **Export:** Email an image.
- **Remove**: Remove images from albums. Images remain in A**ll group**.
- **Add To**: Copy an image to an existing or new album.

NIHSS Images

The National Institutes of Health Stroke Scale (NIHSS) images are used for conducting a stroke assessment and are provided by default to all users. The NIHSS Stroke Images album is located in the Media Manager on the iPad.

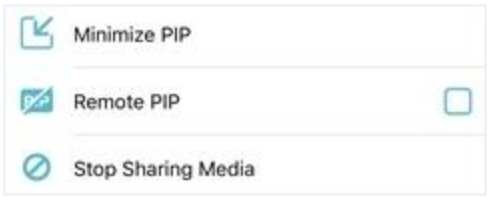




Sharing NIHSS Images iPhone

Users can Share NIHSS images with their iPhone.

1. Open the iPhone Tool Bar by tapping the Tool Bar.
2. Tap the NIHSS image button.
3. Double-tap on an image to share it.
4. To share a new image, double-tap another image.
5. To stop sharing, tap on the Thumbnail (i.e. PIP) and select **Stop Sharing Media**.



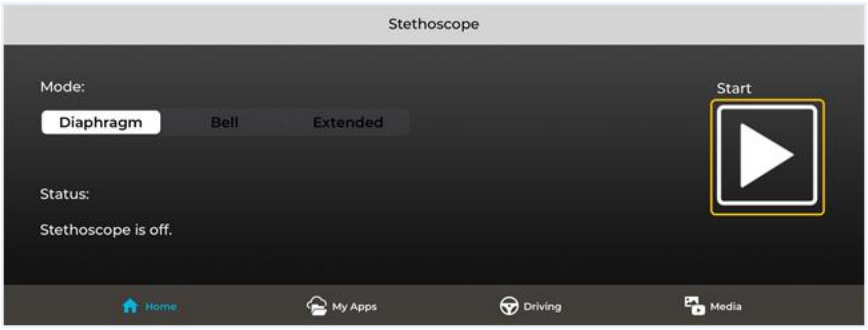
Stethoscope (Optional)

The optional Stethoscope is a third party medical device peripheral that is manufactured by RNK Products, Inc. and is a Class II medical device (K132560). It is used for listening to the auscultation sounds of a patient.

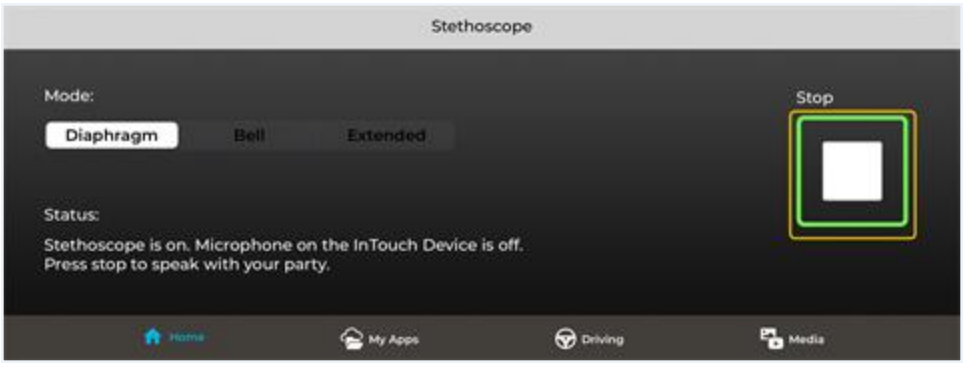
Stethoscope Operation

Select the Stethoscope icon to enable its operation using the Provider Access software.

> **NOTE:** There is a one second lag between the stethoscope audio on the device side and the transmitted stethoscope audio on the Provider Access side.



1. Attach your headset to the iPad / iPhone and put it on.
2. Tap the **Stethoscope** button to enable the controls.
3. Adjust the volume using the iPad / iPhone volume buttons. Keep the volume level to the lowest gain necessary to avoid sound distortions.
4. Tap the **Start** button to start the Stethoscope session.

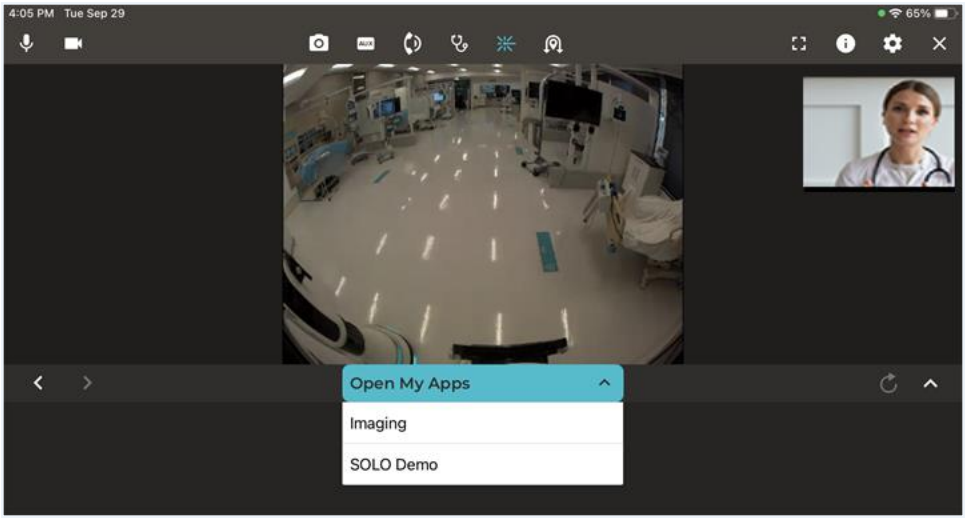


5. Tap the **Stop** button when finished.
6. Tap **Stethoscope** to disable the controls.

Use My Apps during Session

During a session, users can use Open My App to open apps, such as Imaging.

1. Open **My Apps** during a session.
2. Select your App from the **Open My Apps** drop down.

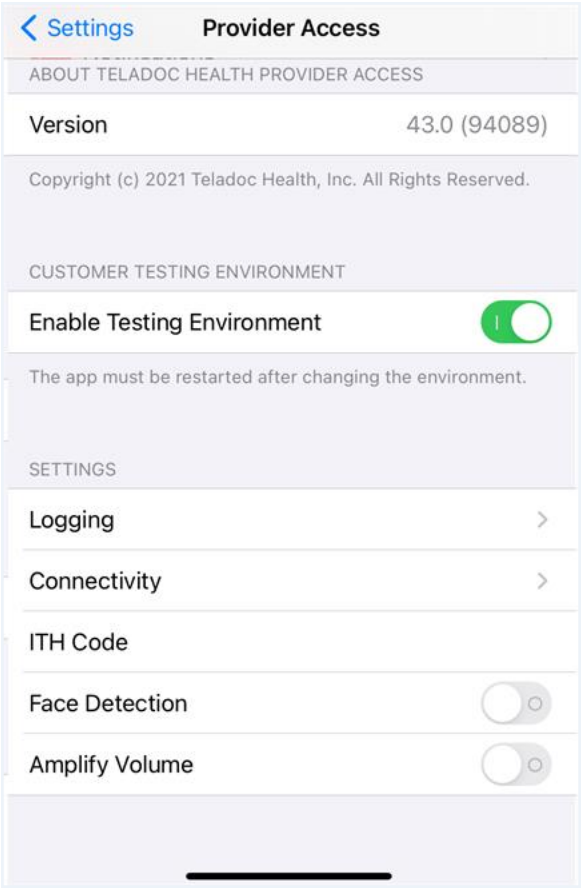


Customer Acceptance Environment Network

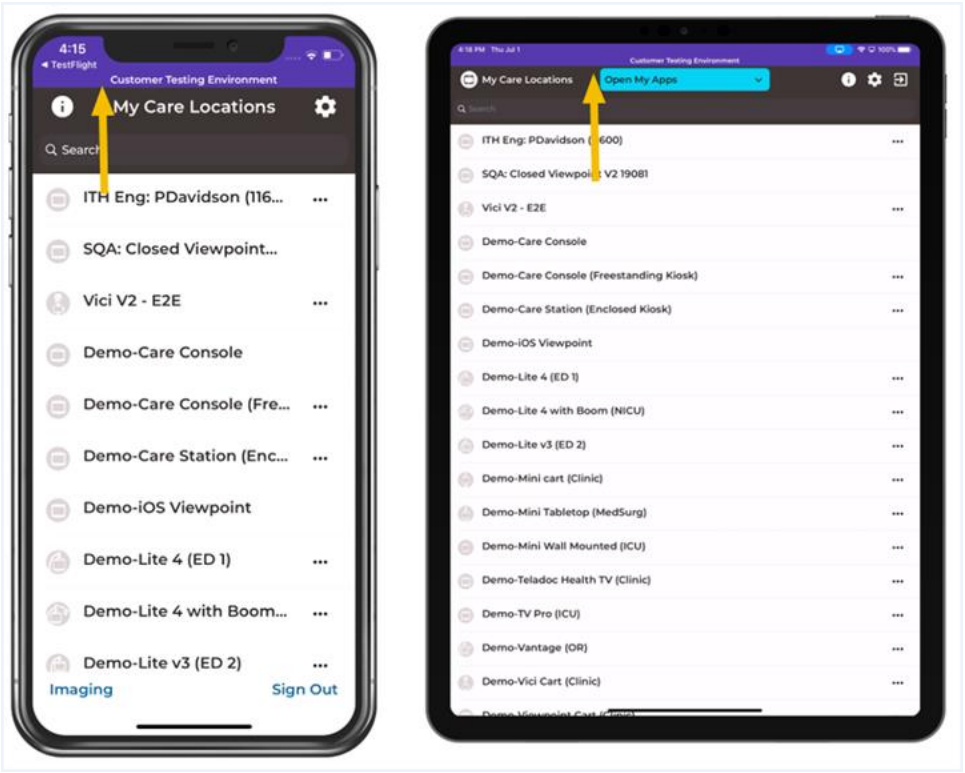
A clinician or administrator using the iOS Provider Access software can switch between the **production environment** and the **Customer Acceptance Environment** (CAT) to test new features and workflows with program devices (i.e. Care Location).

> **NOTE:** Users must close Apps running in the background after changing the environment setting.

1. Change to Customer Acceptance Environment by navigating to the App setting and enabling the **Enable Testing Environment** toggle.



2. Select your Care Location (i.e. device) from the list.



3. An indication in the notification bar will display when an App is opened in the CAT.

HIPAA

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

1-800-484-9119

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

1-805-562-8686

Teladoc Health Provider Access Software Manufactured by

Teladoc Health

7402 Hollister Avenue Goleta, CA 93117

Ph: +1.805.562.8686 • Fax: +1.805.562.8663

www.TeladocHealth.com

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