

Teladoc Health[®]

Virtual Sitter v1.2

User Guide

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HEALTH

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Definition of “Device”

Use of the word “device(s)” in this User Guide refers to Teladoc Health telehealth products, not medical devices as defined in Section 201(h) of the Federal Food, Drug, and Cosmetic (FD&C) Act.

In addition, the term “mobile devices” refers to smartphones and tablets.

Virtual Sitter Overview

The Teladoc Health Virtual Sitter solution allows a remote observer to continuously observe multiple patients in a hospital setting, allowing for increased patient safety.

The solution is a web-based user experience that allows the remote observer to view video streams relayed from multiple Teladoc Health Inpatient Connected Care Devices.

The remote observer has the ability to observe a patient while another practitioner is conducting a standard telehealth consult with the patient, both using the same in-room device.

The remote observer also has the ability to interact with a patient by starting two-way audio.

Virtual Sitter Definitions

The virtual sitter, also known as the observer, is the person viewing a session. A session is made up of one to 25 rooms, each room consisting of one patient. Each session is established by the virtual sitter.

Virtual Sitter System Requirements

Operating System and Browser

Operating System	Version	Browser	Browser Version
MacOS	Monterey or Ventura	Chrome, Firefox, Safari, DAS	Most current version
Windows	10 or 11	Chrome, Firefox, Edge, DAS	Most current version

Recommended Monitor Size and Resolution

- **22" or greater size monitor (measured on the diagonal)**
- **1920 x 1080 or greater resolution**

Virtual Sitter: Start a New Monitoring Session

After logging into Solo, the remote observer can either join an existing session or create a new session.



Active sessions

Click *Create new session* to set up a new monitoring session

Observer Name	Rooms	Shift Duration	Action
Cameron Smith	25 rooms	SHIFT duration 00:01	Join session
Leticia Mohamed	4 rooms	SHIFT duration 00:25:45	Join session
Jeanette Debora	14 rooms	SHIFT duration 02:35:00	Join session
Ponyo Khorsid	25 rooms	SHIFT duration 00:04:53	Join session
Felix Giangulio	25 rooms	SHIFT duration 00:03:04	Join session

Active sessions

Cameron Smith 25 rooms Shift duration 00:01
Leticia Mohamed 4 rooms Shift duration 00:25:45
Jeanette Debora 14 rooms Shift duration 02:35:00
Ponyo Khorsid 25 rooms Shift duration 00:04:53
Felix Giangulio 25 rooms Shift duration 00:03:04

Select up to 25 rooms from those listed

New session

0 of 25 selected

Select from 1 to 25 rooms to start a new session

32 rooms available

- UNH E MEDSURG 100
- UNH E MEDSURG 105
- UNH E MEDSURG 116
- UNH E MEDSURG 130
- UNH E MEDSURG 213
- UNH E MEDSURG 300
- UNH E MEDSURG 302
- UNH E MEDSURG 310
- 4 East 1340
- 4 East 1345
- 4 East 1361
- UNH E MEDSURG 110
- UNH E MEDSURG 112
- UNH E MEDSURG 122
- UNH E MEDSURG 125
- SLE 5015 Med Int
- SLE 5025 Med Int
- SLE 5027 Med Int
- SLE 5030 Med Int
- SLE 5034 Med Int

Cancel Start session

Active sessions

Cameron Smith 25 rooms Shift duration 00:01
Leticia Mohamed 4 rooms Shift duration 00:25:45
Jeanette Debora 14 rooms Shift duration 02:35:00
Ponyo Khorsid 25 rooms Shift duration 00:04:53
Felix Giangulio 25 rooms Shift duration 00:03:04

Rooms will display here as they are selected

New session

2 of 25 selected

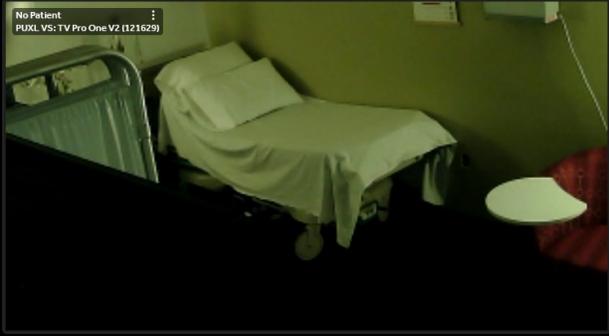
Unselect all

- UNH E MEDSURG 100
- UNH E MEDSURG 300

30 rooms available

- UNH E MEDSURG 105
- UNH E MEDSURG 116
- UNH E MEDSURG 130
- UNH E MEDSURG 213
- UNH E MEDSURG 302
- UNH E MEDSURG 310
- 4 East 1340
- 4 East 1345
- 4 East 1361
- UNH E MEDSURG 110
- UNH E MEDSURG 112
- UNH E MEDSURG 122
- UNH E MEDSURG 125
- SLE 5015 Med Int
- SLE 5025 Med Int
- SLE 5027 Med Int
- SLE 5030 Med Int
- SLE 5034 Med Int

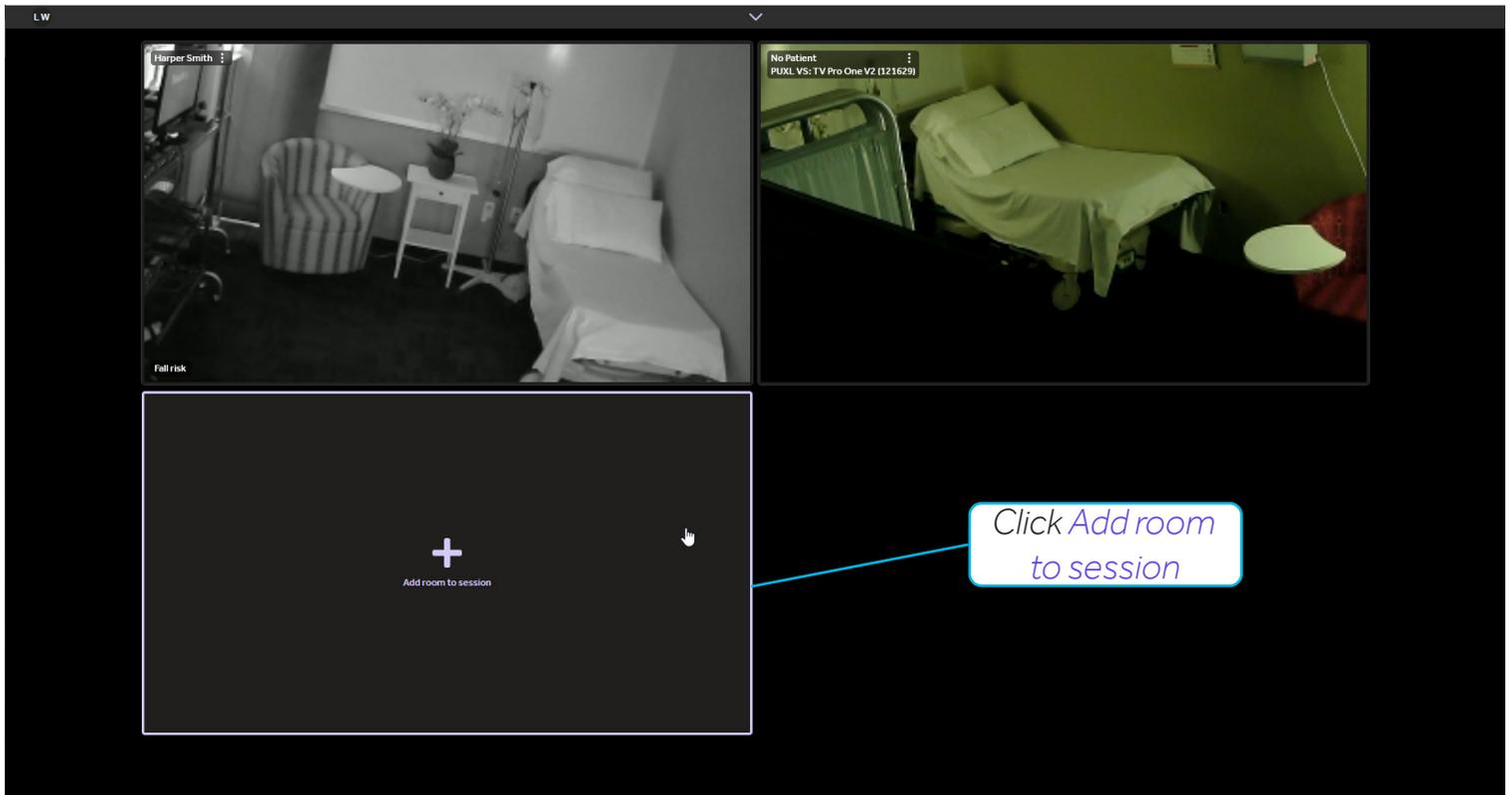
Cancel Start session

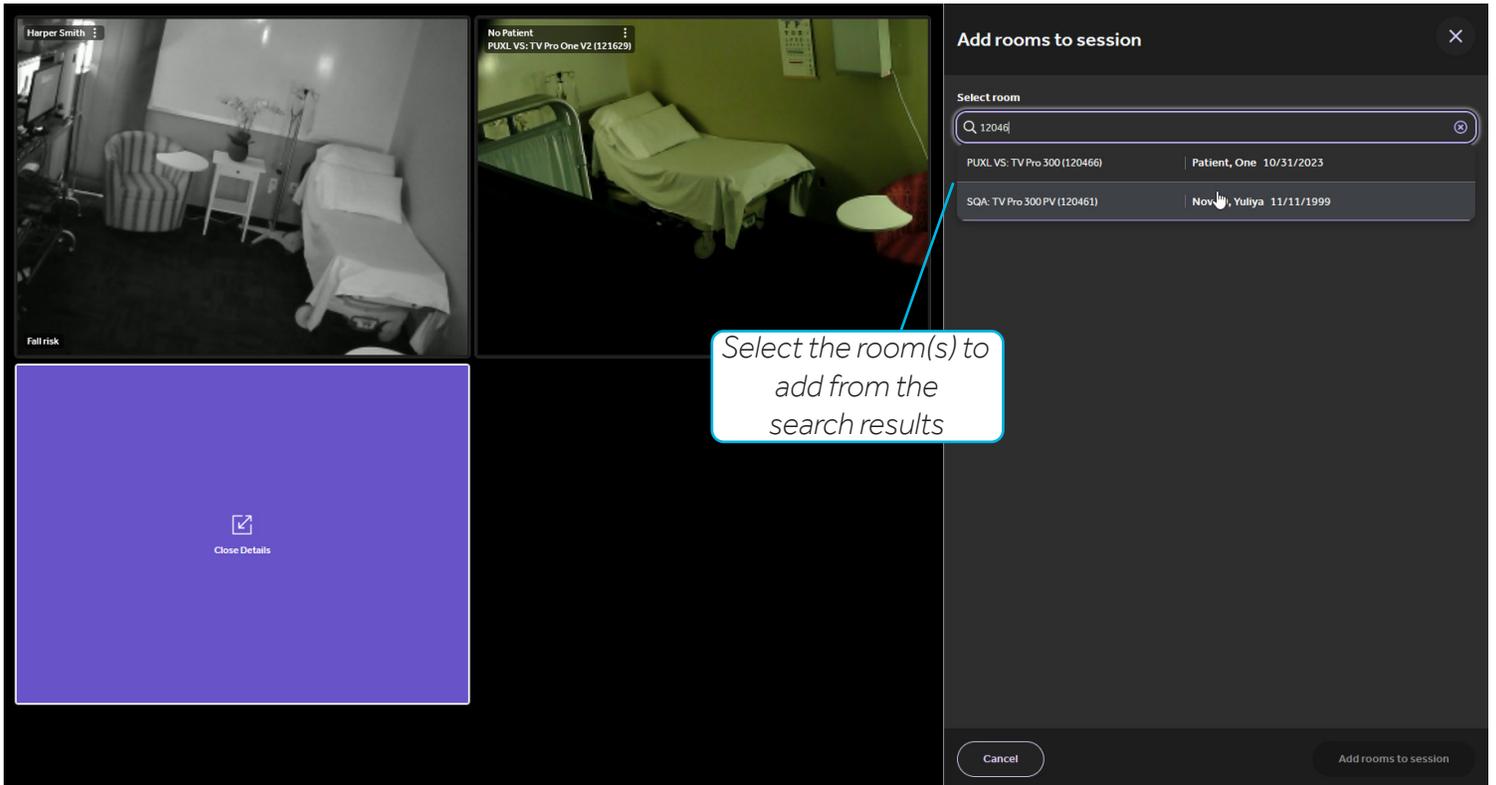
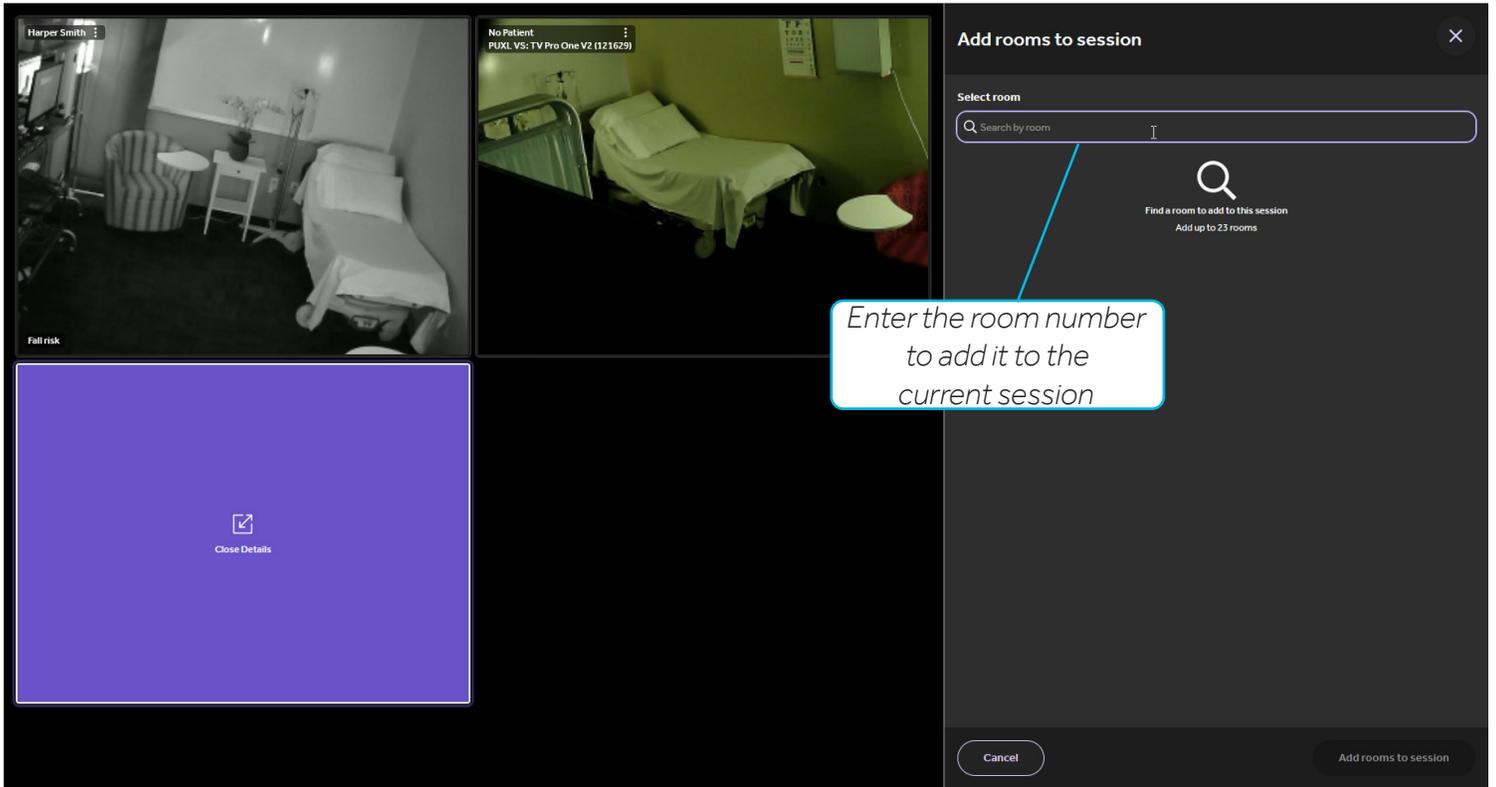


The new session will start, displaying the selected rooms

Virtual Sitter: Monitor New Room

To add a new room to the current session:





Patient Found

The screenshot displays the 'Add rooms to session' interface. On the left, two video feeds show a room with a chair and a bed. The right panel shows a search for rooms and a patient assignment step. A search bar contains 'Luka', and a result 'Test, Luke 01/01/1950' is highlighted. A 'Close Details' button is visible in the bottom left. Callout boxes provide instructions: 'Click to assign a patient to a Virtual Sitter room' points to the 'Assign patient' button; 'Enter the patient's name' points to the search bar; 'Select the correct patient's name from the search results' points to the highlighted patient result; and 'Click Add rooms to session when done selecting rooms' points to the 'Add rooms to session' button at the bottom right.

Harper Smith

No Patient
PUXL VS: TV Pro One V2 (121629)

Fall risk

Close Details

Add rooms to session

Select room

Search by room

2 rooms selected

PUXL VS: TV Pro 300 (120466) | Patient, One 10/31/2023

PUXL VS: TV Pro 300 (120470) | Assign patient

Find a patient to assign to this room

Q Luka

Test, Luke 01/01/1950 | Not assigned to a room

Cancel

Add rooms to session

Click to assign a patient to a Virtual Sitter room

Enter the patient's name

Select the correct patient's name from the search results

Click Add rooms to session when done selecting rooms

No Patient Found

The screenshot shows the 'Add rooms to session' interface. On the left, there are two camera feeds: one labeled 'Harper Smith' showing a room with a chair and table, and another labeled 'No Patient' showing a hospital bed. Below the feeds is a purple box with a 'Close Details' button. On the right, the 'Add rooms to session' panel shows two rooms selected: 'PUXL VS: TV Pro 300 (120466)' and 'PUXL VS: TV Pro 300 (120470)'. A search bar for patients is present, with 'Parker Jones' entered. Below the search bar, it says 'No patient found' and there is a '+ Add new patient' button. A callout box points to this button with the text: 'If no patient found, click Add new patient'. At the bottom, there are 'Cancel' and 'Add rooms to session' buttons.

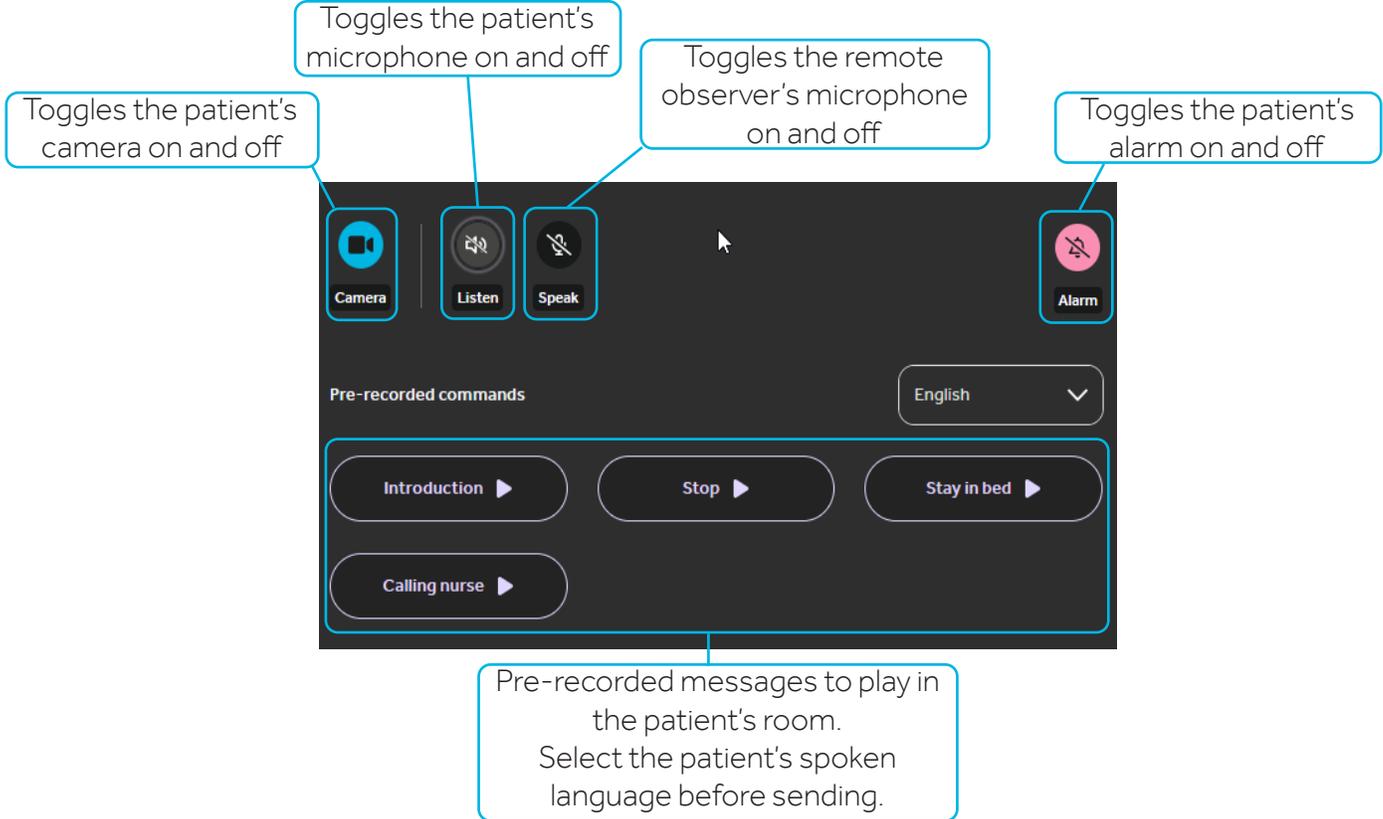
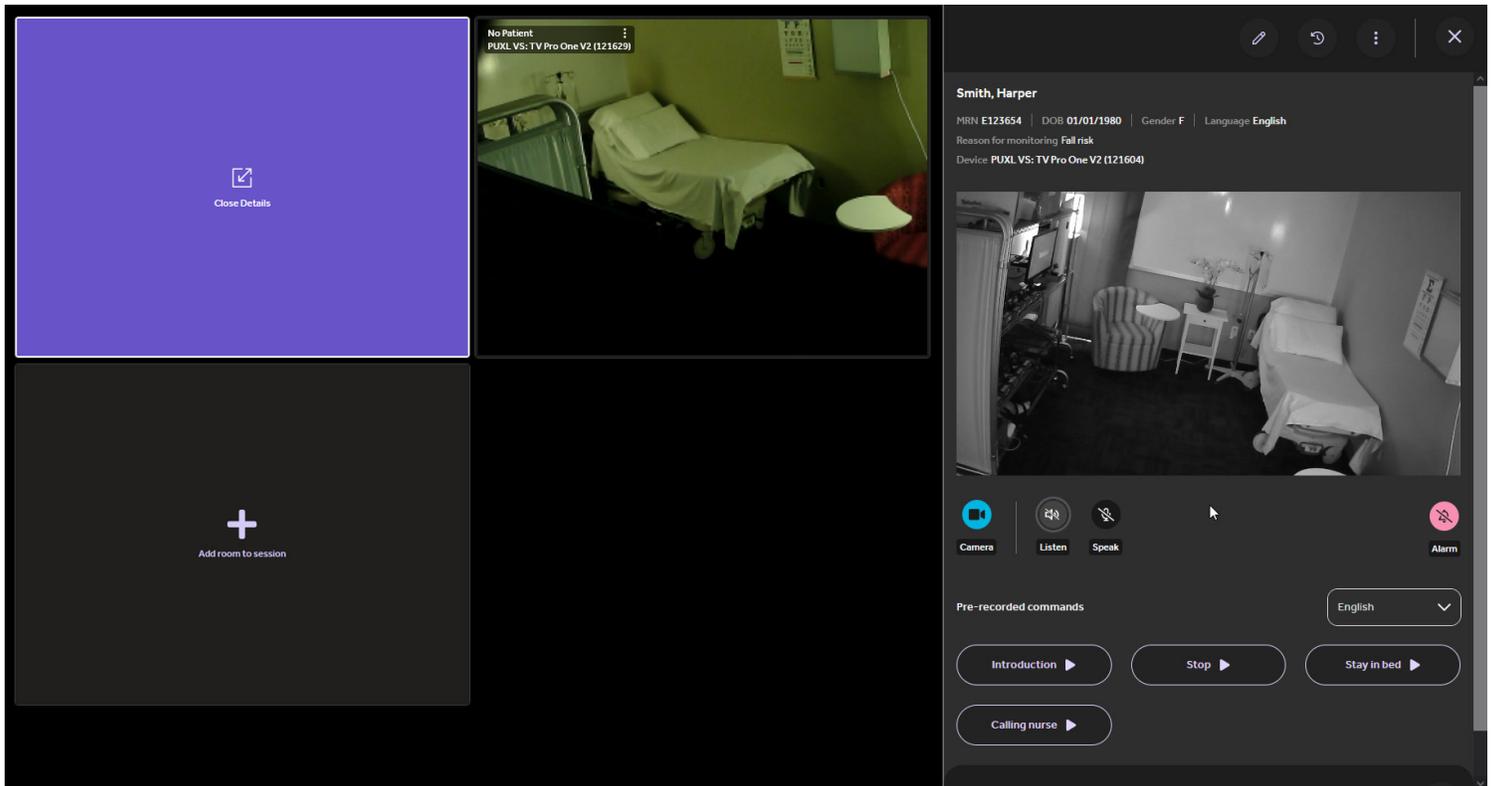
The screenshot shows the 'Add patient to room PUXL VS: TV Pro 300 (120470)' form. On the left, the same camera feeds and 'Close Details' button are visible. The main form contains the following fields and options:

- Patient details** (required fields):
 - First name *: Parker
 - Middle name: (empty)
 - Last name *: Jones
 - Date of birth: MM/DD/YYYY
 - MRN: (empty)
 - Preferred language: Select language
- Gender**:
 - Female
 - Male
 - Unknown
 - Other
- Monitoring details** (Reason for monitoring *):
 - Fall risk
 - Confusion
 - Combative
 - Patient isolation
 - Substance withdrawal
 - Agitation
 - Elopement risk
 - Other
- Additional comments**: (empty text area)

At the bottom, there are 'Cancel' and 'Add new patient' buttons. A callout box points to the 'Add new patient' button with the text: 'Click Add new patient when done entering required information'. Another callout box points to the 'First name' and 'Last name' fields with the text: 'Enter the information for the required fields'.

Virtual Sitter: Camera Controls

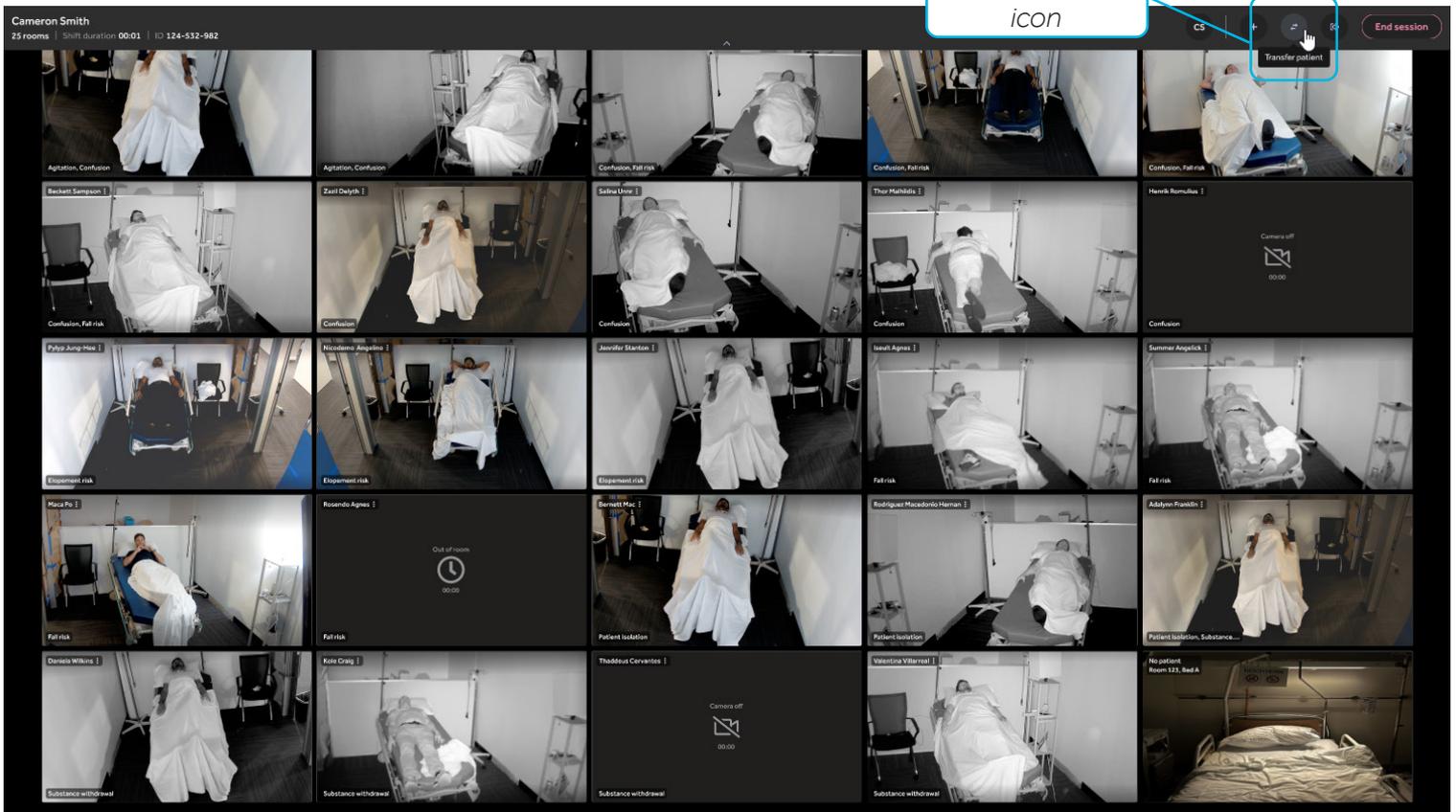
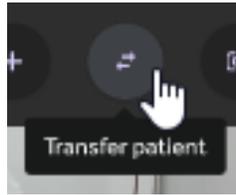
Click on the patient's image to access the camera controls for a patient.



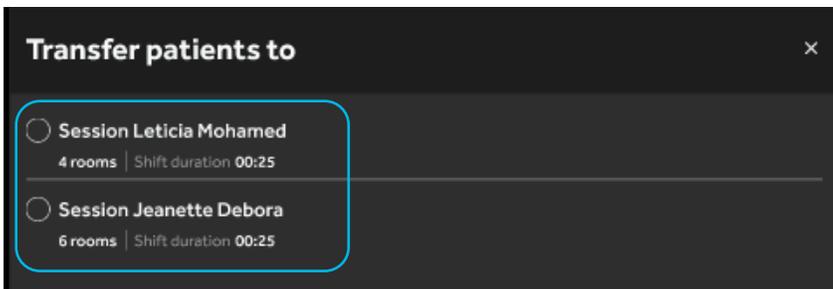
Virtual Sitter: Transfer Patient

Follow these steps to transfer a patient from one Virtual Sitter session to another.

1. Select the patient to transfer by clicking on their image.
2. Click the **Transfer patient** icon:



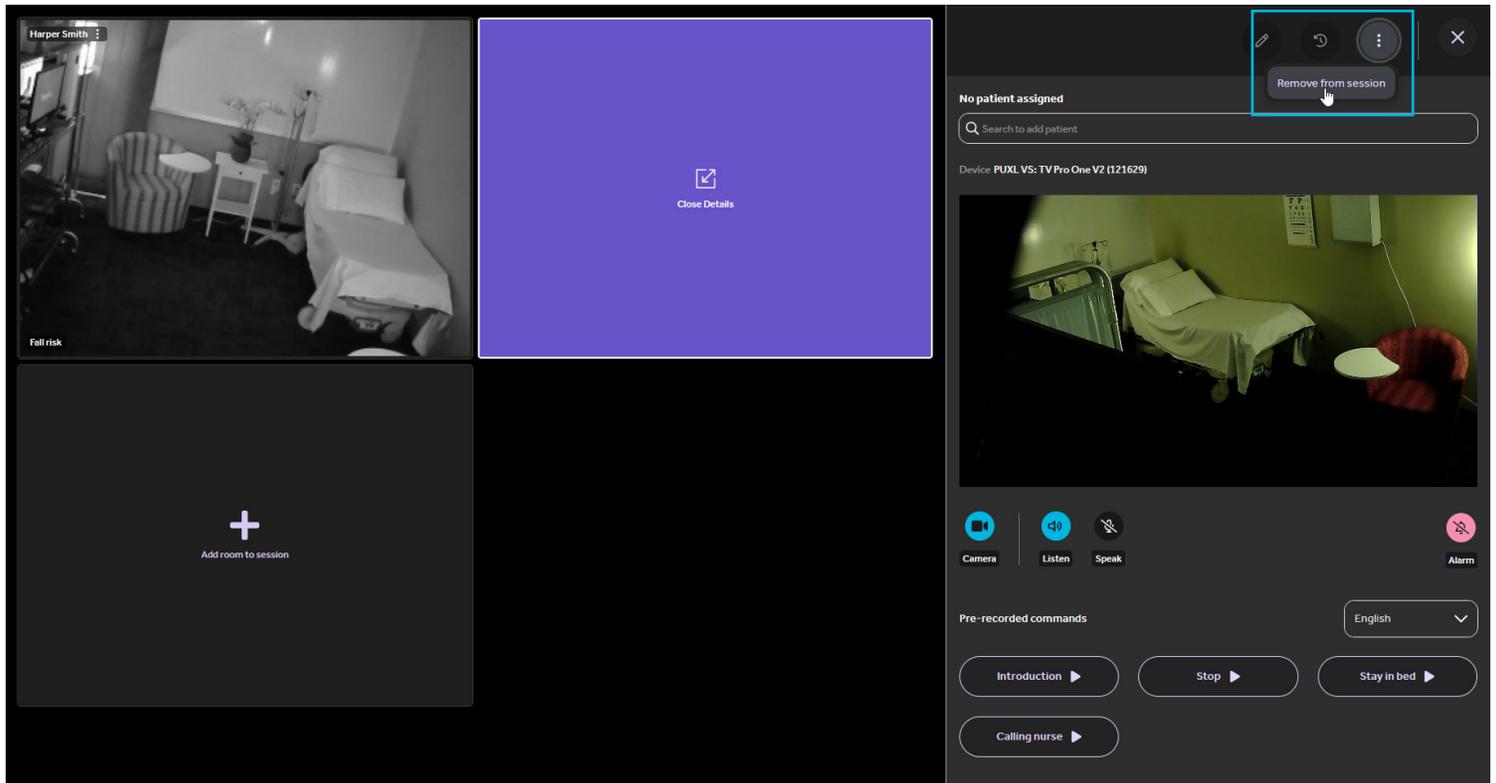
3. Select the session to transfer patients to.



Virtual Sitter: Remove a Patient from the Current Session

1. Select the patient to remove from the session.
2. Click  at the top right of the screen to display the options:
 - **Remove from session** removes the patient and room from the Virtual Sitter's session but will leave the patient assigned to the room.
 - **End monitoring** will remove both the patient and room from the Virtual Sitter's session and also unassign the patient from the room.

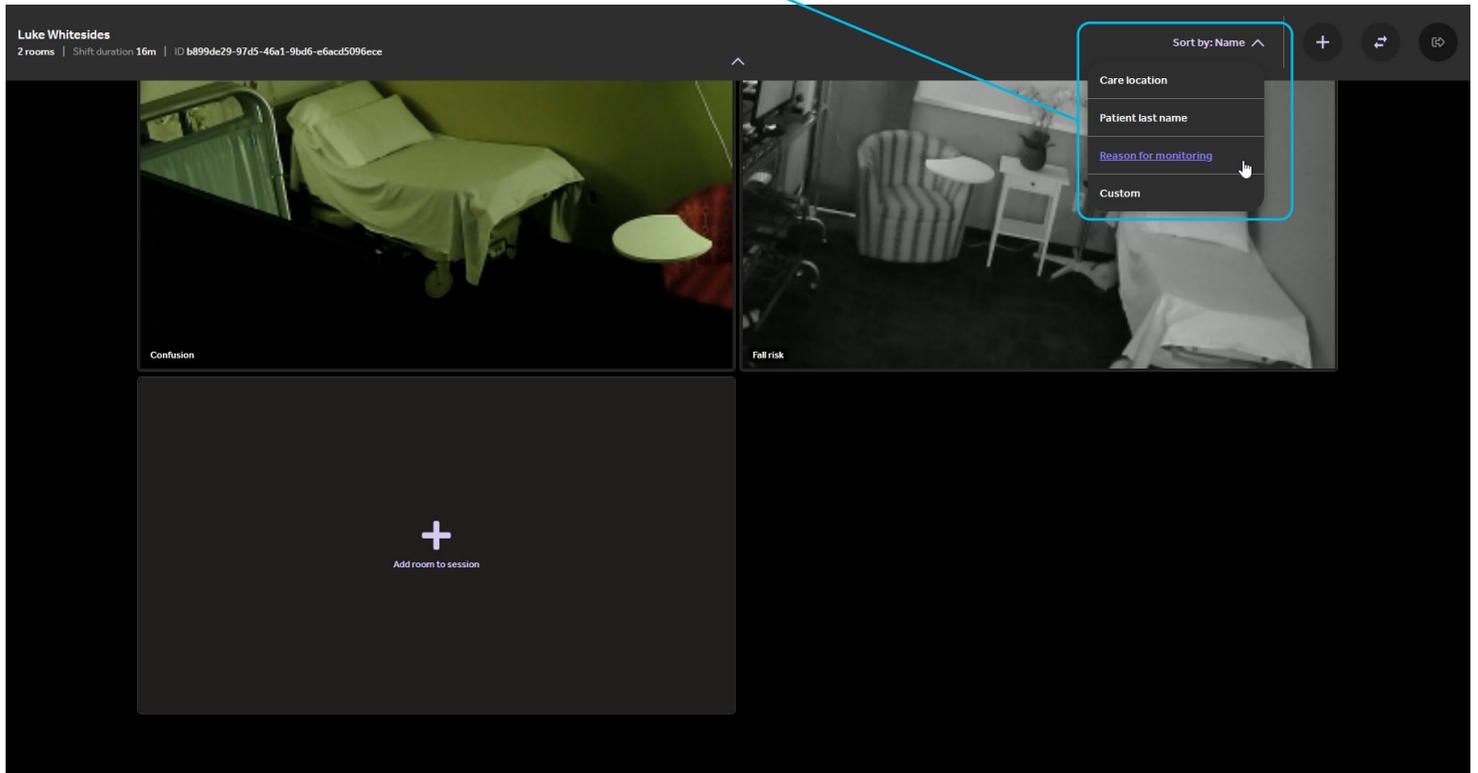
Note: **End monitoring** is only available when there is a patient assigned to the room. In the screenshot below, there is no patient assigned, so the only option is **Remove from session**.



Virtual Sitter: Customize Video Grid

The virtual sitter can choose to change the sorting order of their video grid to be based on the patient's last name or reason(s) for monitoring, or they can create a custom order by dragging the video tiles around and dropping them in the desired order.

Find the sort selection in the upper right, here:



Virtual Sitter: Preconfigured and Free-Text Intervention Notes

When logging an intervention, the virtual sitter can quickly select a preconfigured note from the options below.

Note that multiple selections can be added to a single logged event.

The screenshot shows a dark-themed 'Report events' form. At the top right, a chevron icon is highlighted with a callout box that says 'Click on the chevron here to open this menu'. Below the title, there are three sections of buttons: 'Select directions you made' with '+ Stay in bed', '+ Keep arms still', and '+ Stay in chair'; 'Select actions you made' with '+ Called nurse for assistance', '+ Sent page', and '+ Sent alert'; and 'Select event' with '+ Inappropriate behavior', '+ Patient moved', and '+ Patient fell'. A 'Submit event' button is at the bottom right.

If the virtual sitter wants to submit a note documenting any interactions they had with a patient so that they, other virtual sitters, or virtual sitter program managers have a reference of incidents requiring intervention for a particular patient, they can do that as well with a free-text note.

This screenshot shows the 'Report events' form with 'Patient moved' selected in the 'Select event' section. Below the event selection, there is an 'Additional comments' section with a text input field containing the text 'Redirected patient when they tried to leave the bed.' and a character count '53/160'. The 'Submit event' button is at the bottom right.

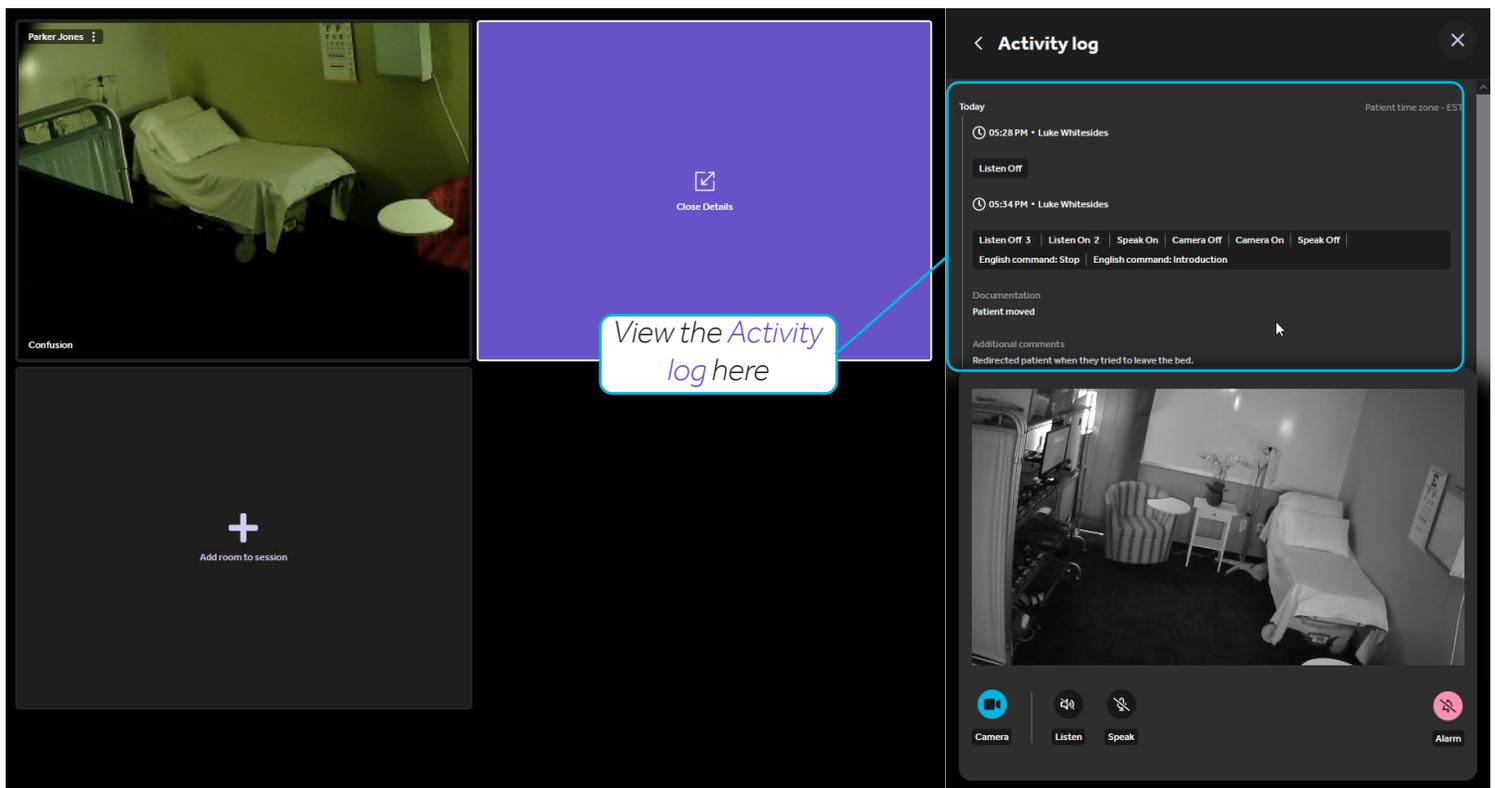
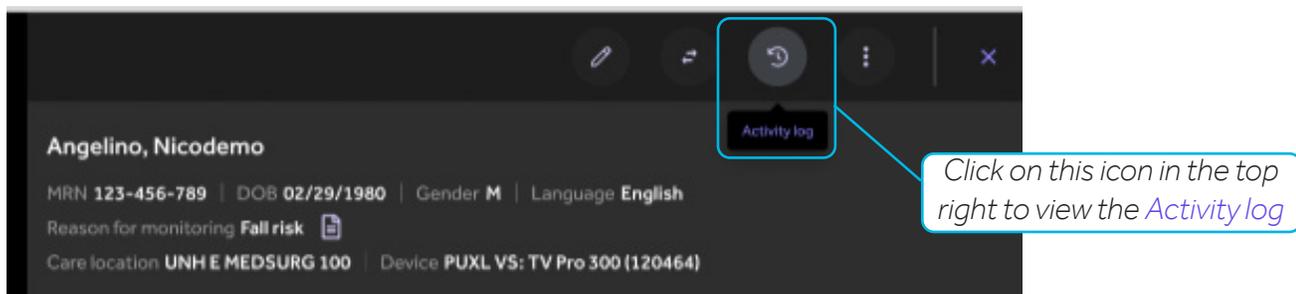
Virtual Sitter: View Intervention Notes and Activity Log

A virtual sitter can view a chronological log of actions (e.g., verbal communication, alarm issued) taken on a patient as well as any events (e.g., fall or attempt to leave bed) that have been reported for that patient. The virtual sitter can also view submitted intervention notes.

This helpful reference information about a patient's sitting history enables sitters to form an idea of which patients are going to be busy or require relatively more attention.

The Virtual Sitter will only display notes that are tied to the current sitter registration. That is, if a patient was registered for sitting before but then discharged, the system will not show notes related to the old registration.

Times on the event log should be displayed in the patient time zone.



Virtual Sitter: Shift Hand-off

For long sessions where a shift change occurs, there are five things to note.

1. The **Shift duration** on the home page reflects the current shift, not the total time of the session.
2. The name displayed on the session list is the sitter user currently in the session, not the sitter who started the session. If multiple Virtual Sitter users are in a session, the name of the user who has been in the session for the longest consecutive period (Primary Sitter) shall be displayed.

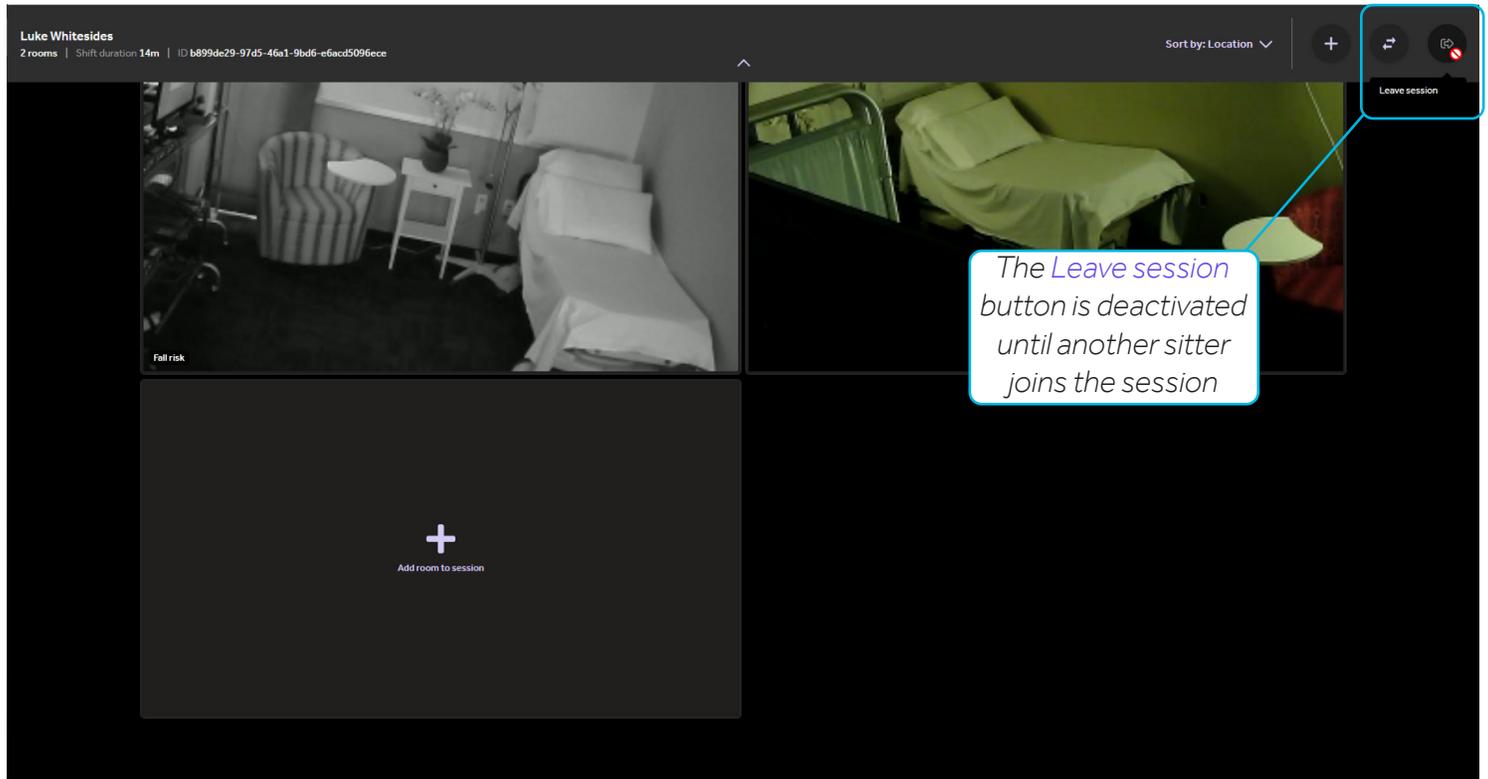


Current Virtual Sitter or Primary Sitter

Shift duration of current shift

Active sessions			Create new session
Cameron Smith	25 rooms	Shift duration: 00:01	Join session
Leticia Mohamed	4 rooms	Shift duration: 00:25	Join session
Jeanette Debora	14 rooms	Shift duration: 02:35	Join session
Ponyo Khorsid	25 rooms	Shift duration: 00:04	Join session
Felix Giangulio	25 rooms	Shift duration: 00:03	Join session

3. The **Leave session** button is deactivated when only one virtual sitter is present and is connected to at least one patient. This is to reduce the risk that a patient is disconnected and accidentally lost.
4. The sitter can leave a session if more than one virtual sitter user is participating in the session.
5. A virtual sitter user who is actively monitoring patients will receive a notification if a second virtual sitter joins their monitoring view.



Contact Information

24/7 Live Technical Support

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24/7 Live Remote Technical Support & Live Chat

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