Teladoc HEALTH

Making a device operational

March 7, 2024

Agenda slide

Introduction

Deploy a device

Create an order

Moving a device from Warehouse to Clinical Use

TWO MAIN FLOWS

If you know the serial number of the devices that you are implementing

- Devices that are available to be deployed are available in the Devices page
  - In the Device -> Warehouse view you can see all devices that can be deployed and select the ones that you want to deploy to one of your Locations

If you don't know the serial number of the devices that you are implementing

- When installing Devices and you don't know the serial number of the devices. E.g. there are several TV Pros in a hospital and they need to be installed
  - There is an Orders page to create an order for the local staff in a location to installed devices and in which rooms each device is in.
  - Orders are created by Fleet Access Manager admins and fulfilled by local hospital staff
  - You don't need to know the serial numbers of the devices before time

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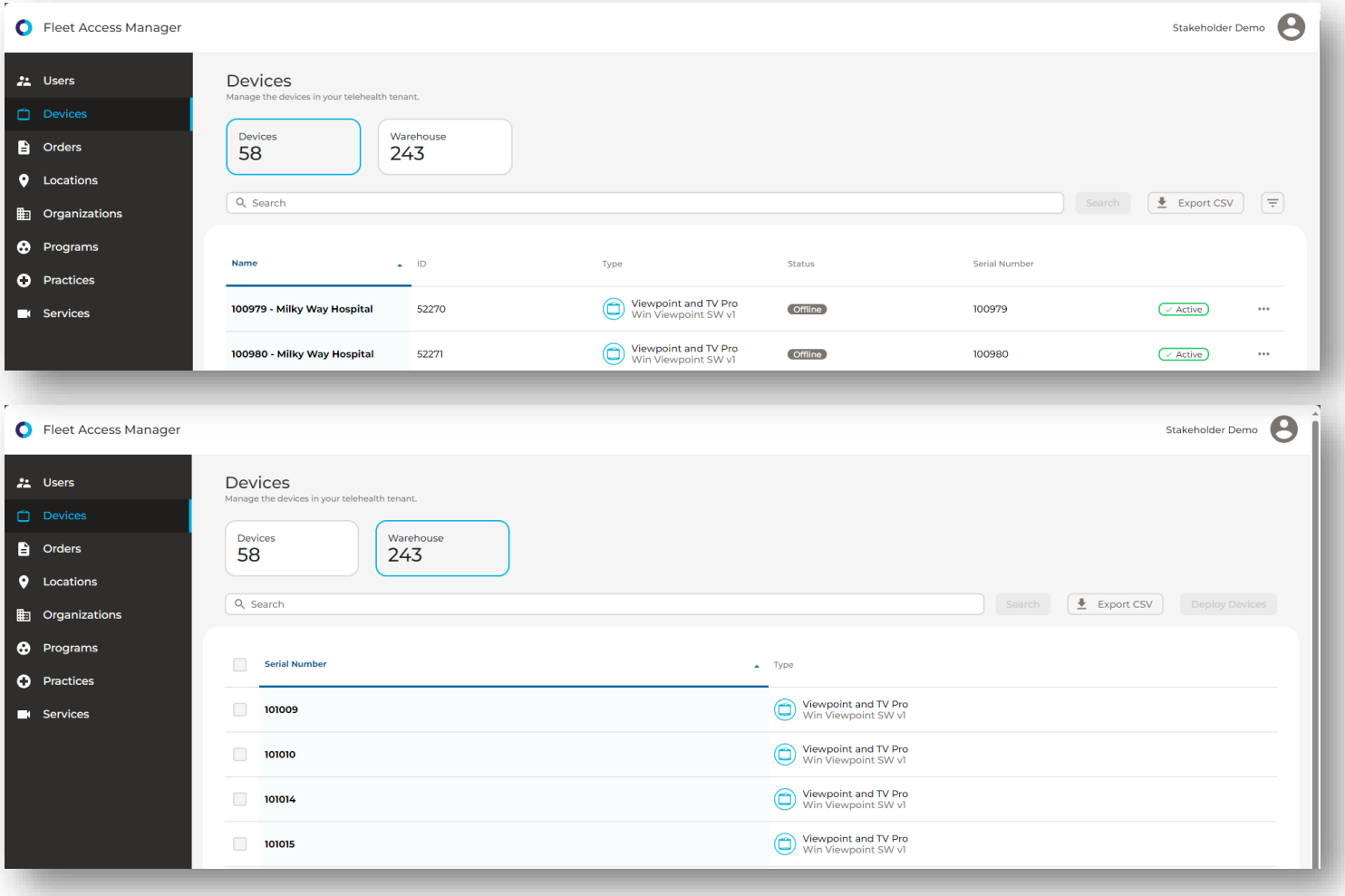
Deploying a Device Directly

Deploying a warehouse device to a Location

The Devices page has a "Warehouse" view to see all devices that are owned by a tenant and ready to be implemented.



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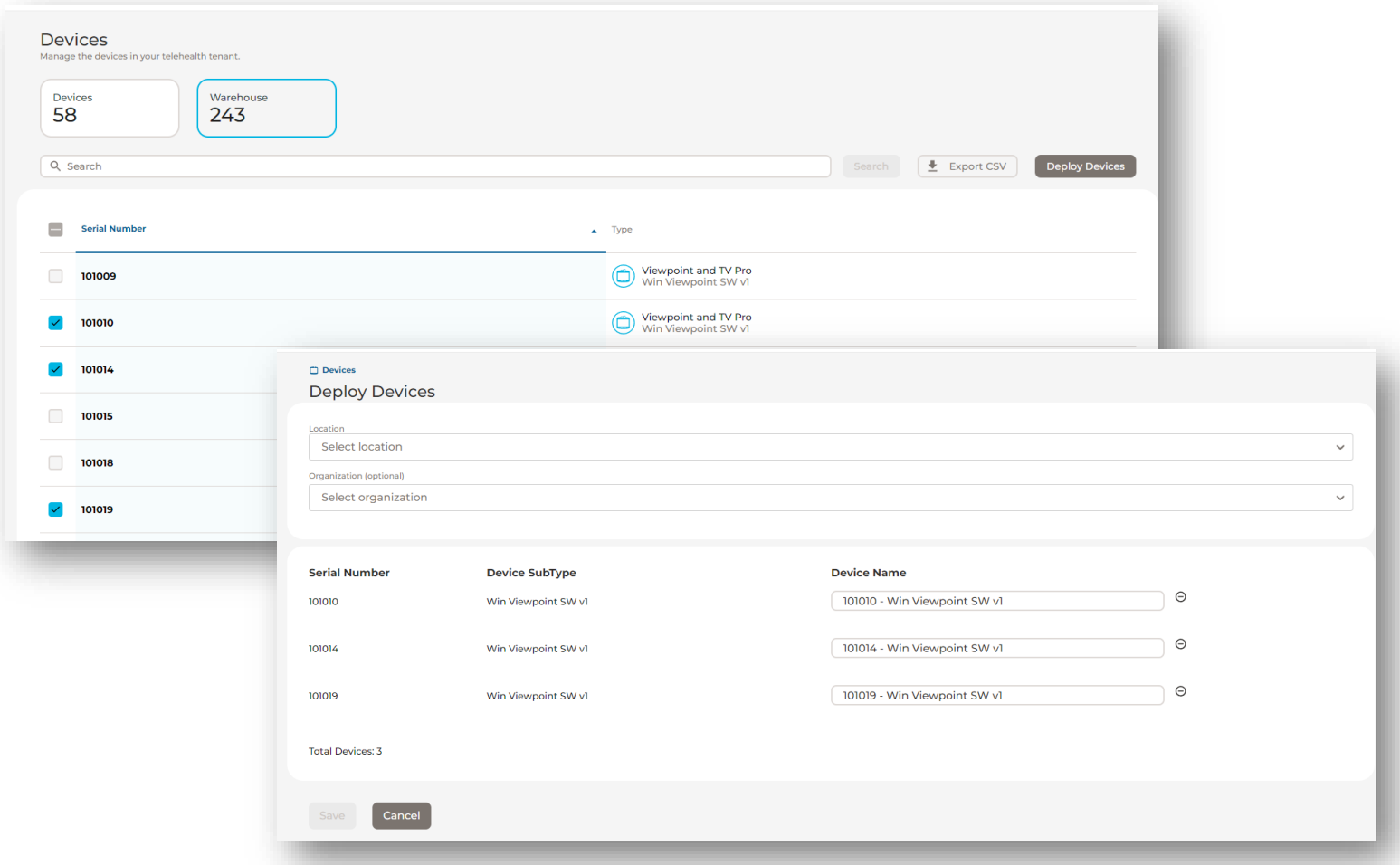
Deploying a warehouse device to a Location

1. Select the devices that need to be deployed to a location by checking the checkbox next to each serial number

2. Hit the "Deploy Devices" button to choose the Location (from the ones in the Tenant) and Device Name for each the devices



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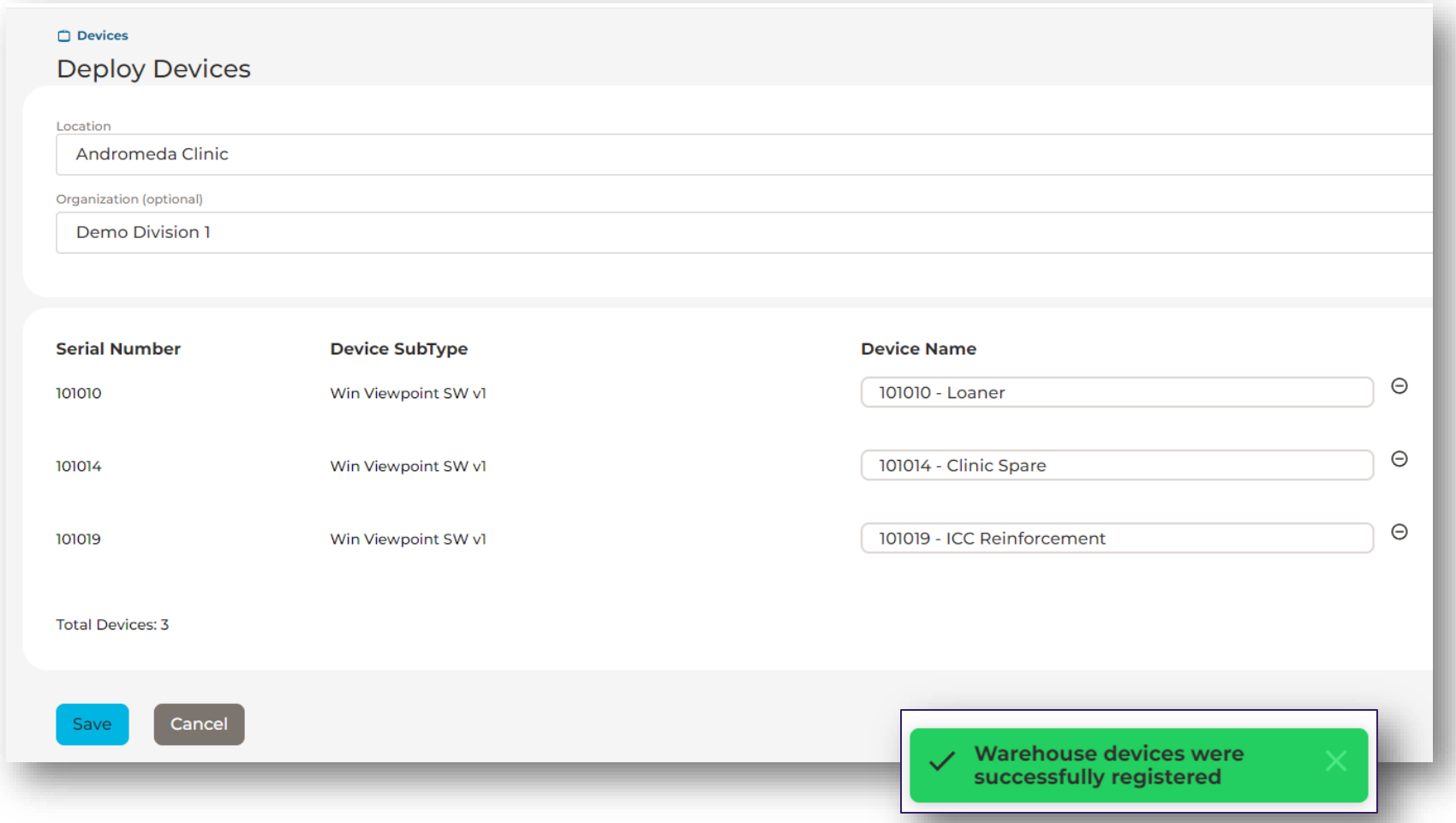
Deploying a warehouse device to a Location

After choosing a Device Name, and the Location (building where the device will be located)

Save the changes to progress to the service selection step



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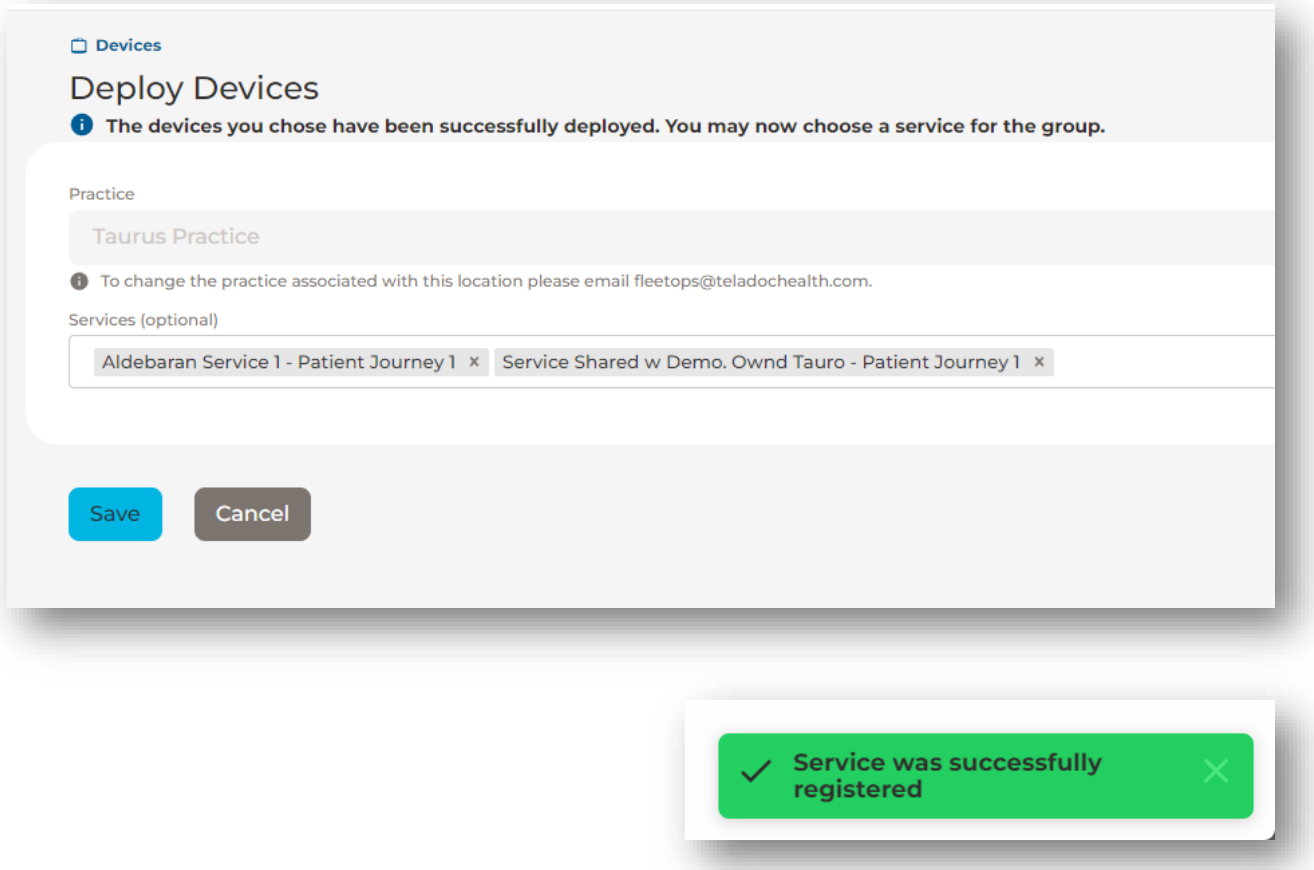
Deploying a warehouse device to a Location

In this second step the Practice the location is associated with is displayed and the services that are available for that practice can be chosen from a dropdown.

This is an optional step



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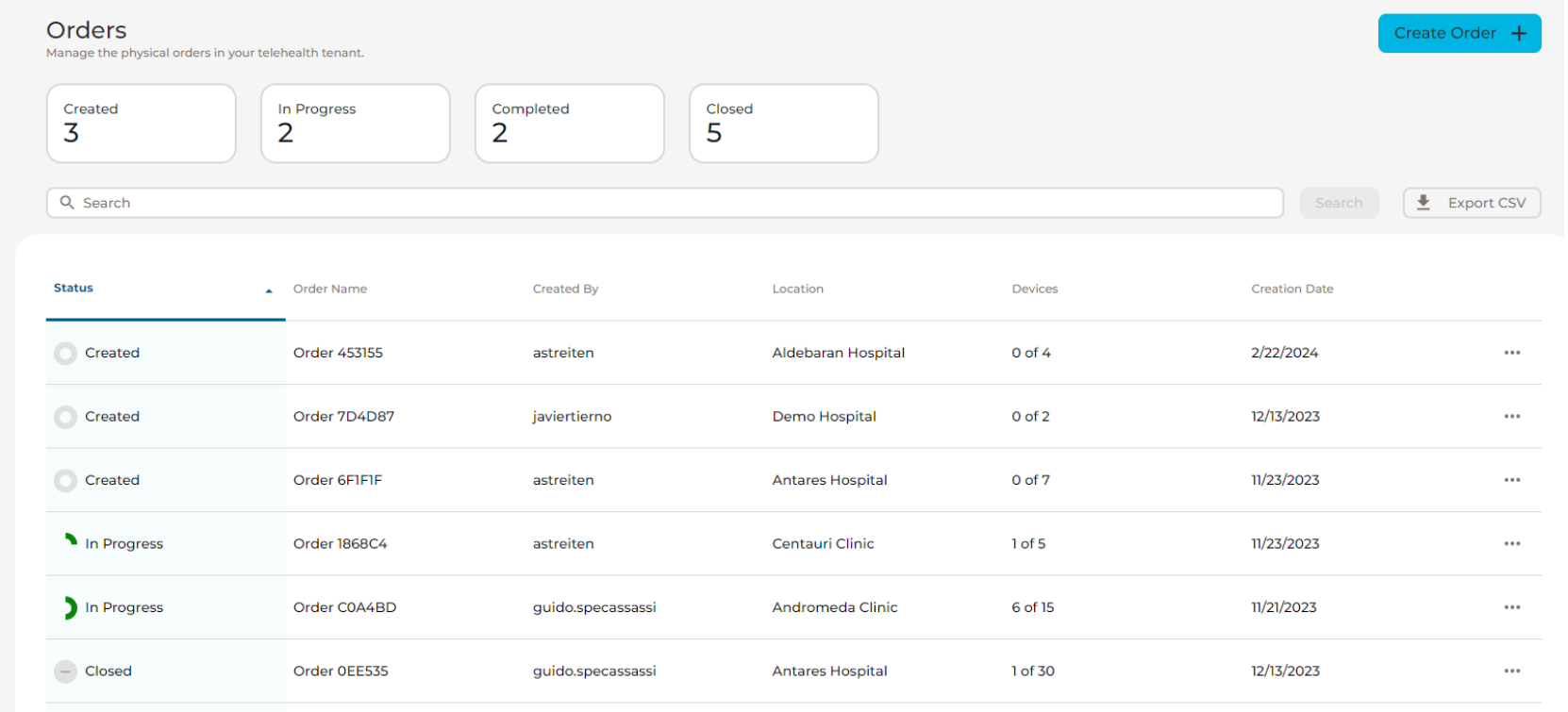
Deploying a Device via Orders

Installing TV Pro 300 via an Order

When devices needs to be installed in a Location and the Client Administrator doesn't know which serial numbers (Devices) are going to be used an order can be created to installed several devices in a Location



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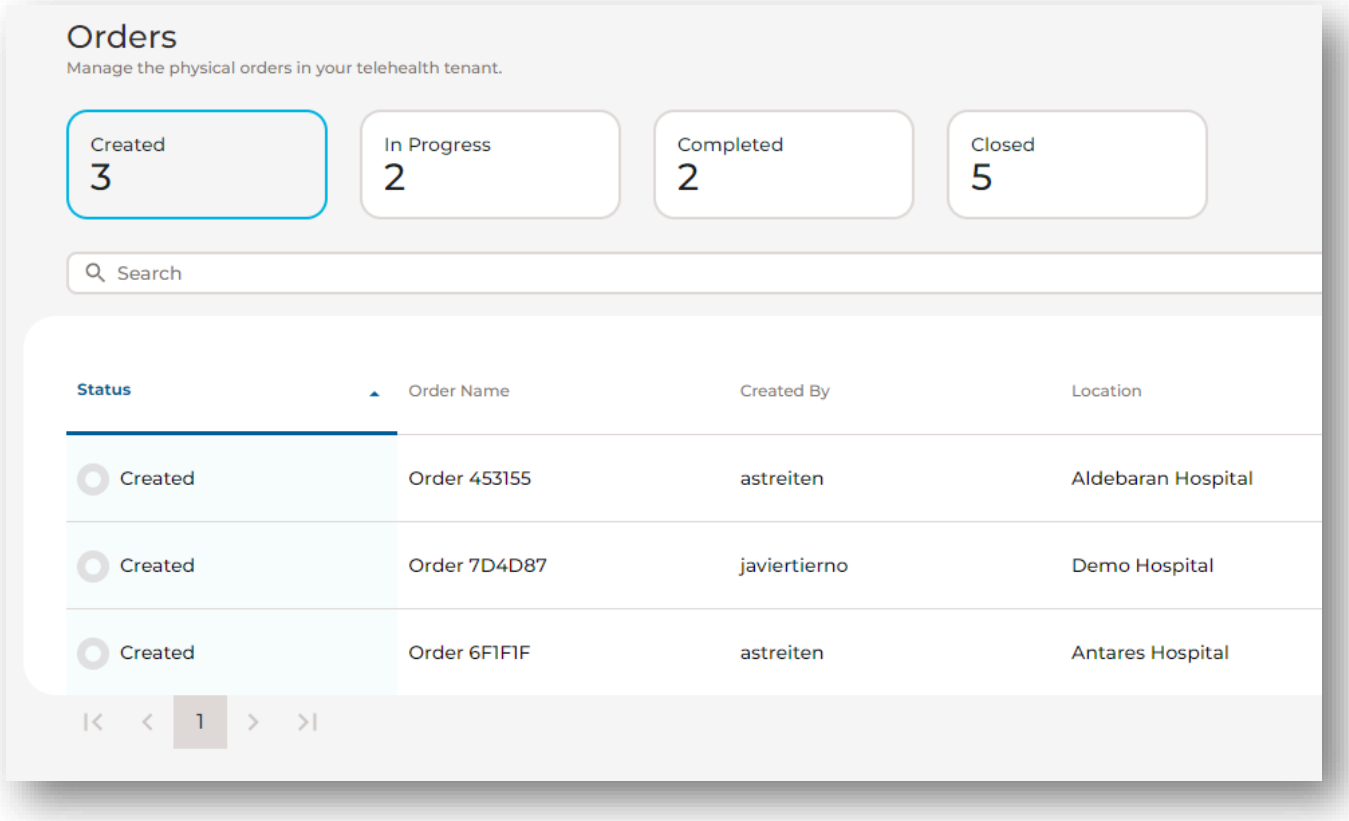
Installing TV Pro 300 via an Order

The Orders page has 4 quick filters:

- Created: Orders that haven't started yet, they were created but no devices installed yet
- In Progress: Orders that have devices installed but haven't finished yet
- Completed: Orders in which all devices were installed
- Closed: Orders in which not all devices were installed but were closed and no new devices will be installed



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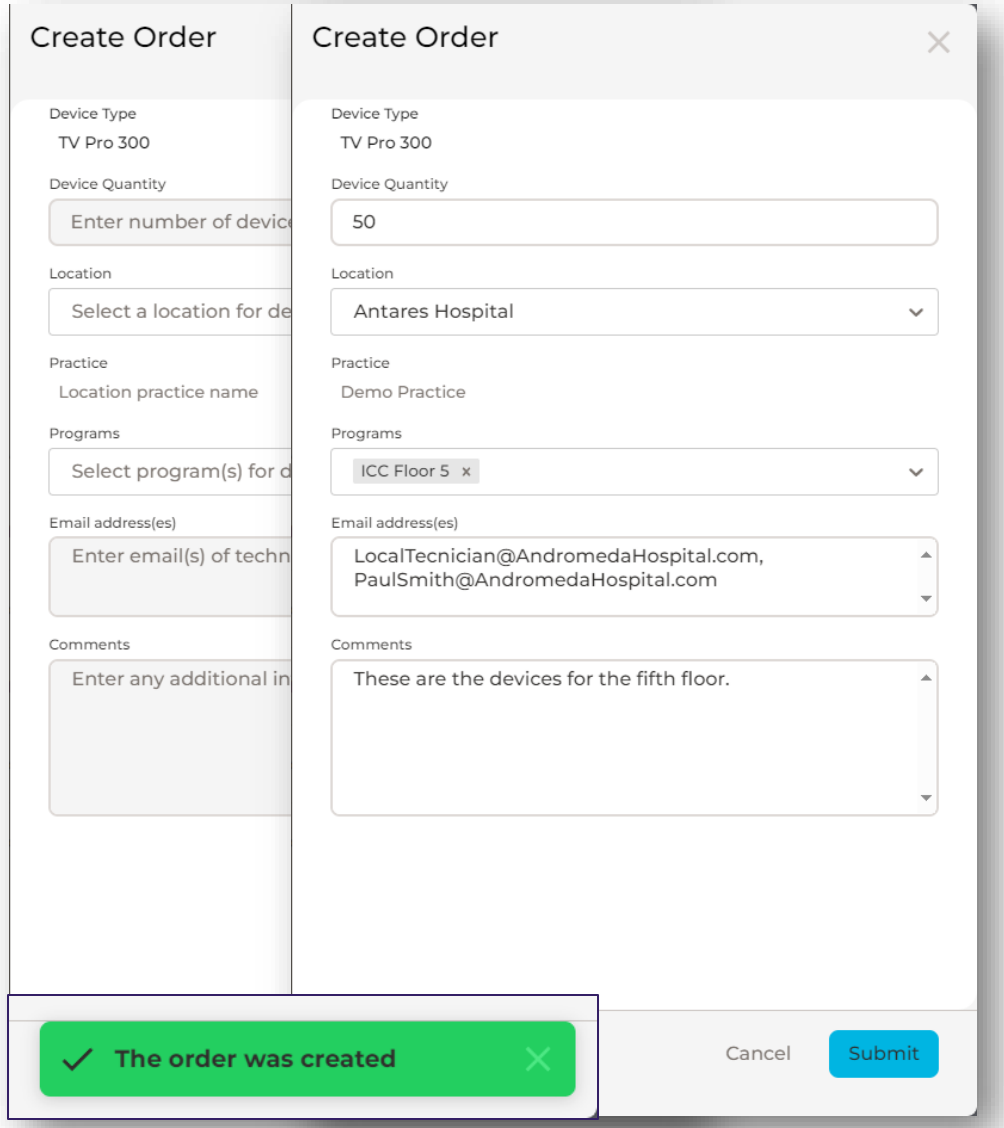
Installing TV Pro 300 via an Order

An Order gets created with the number of devices that need to be installed, the Location in which they are installed, and the email of the local staff that will install the devices.

Local staff don't need to have a Solo account and the email alone is enough for them to install the devices.

In addition, the programs that the device will be included in (Access) can be included as well as comments for the order.



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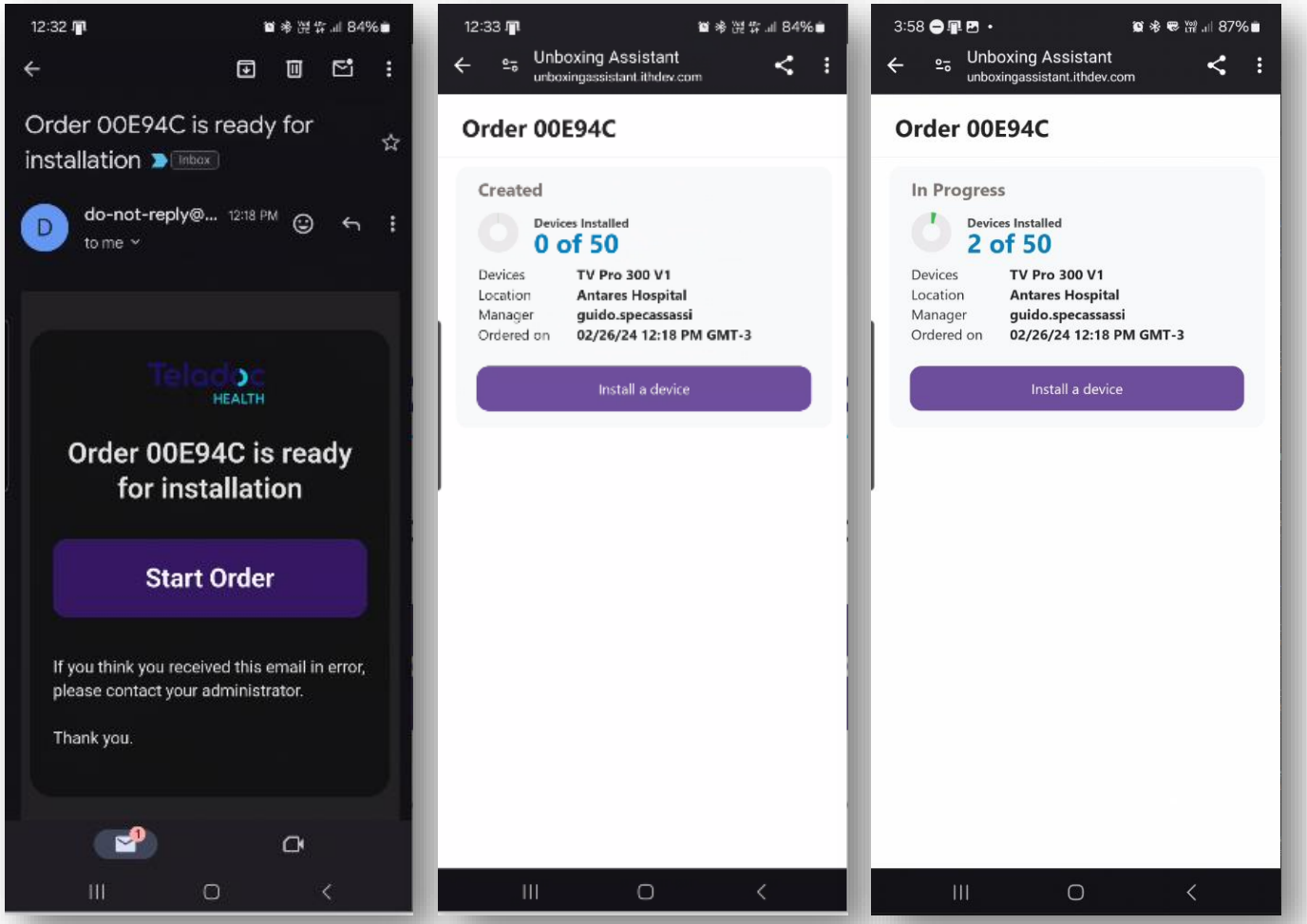
Installing TV Pro 300 via an Order

When an order gets created an email is sent to the people that will install the robots.

The email has a button “Start Order” that takes them to the order dashboard that shows how many devices have already been installed

From there they can install a new device



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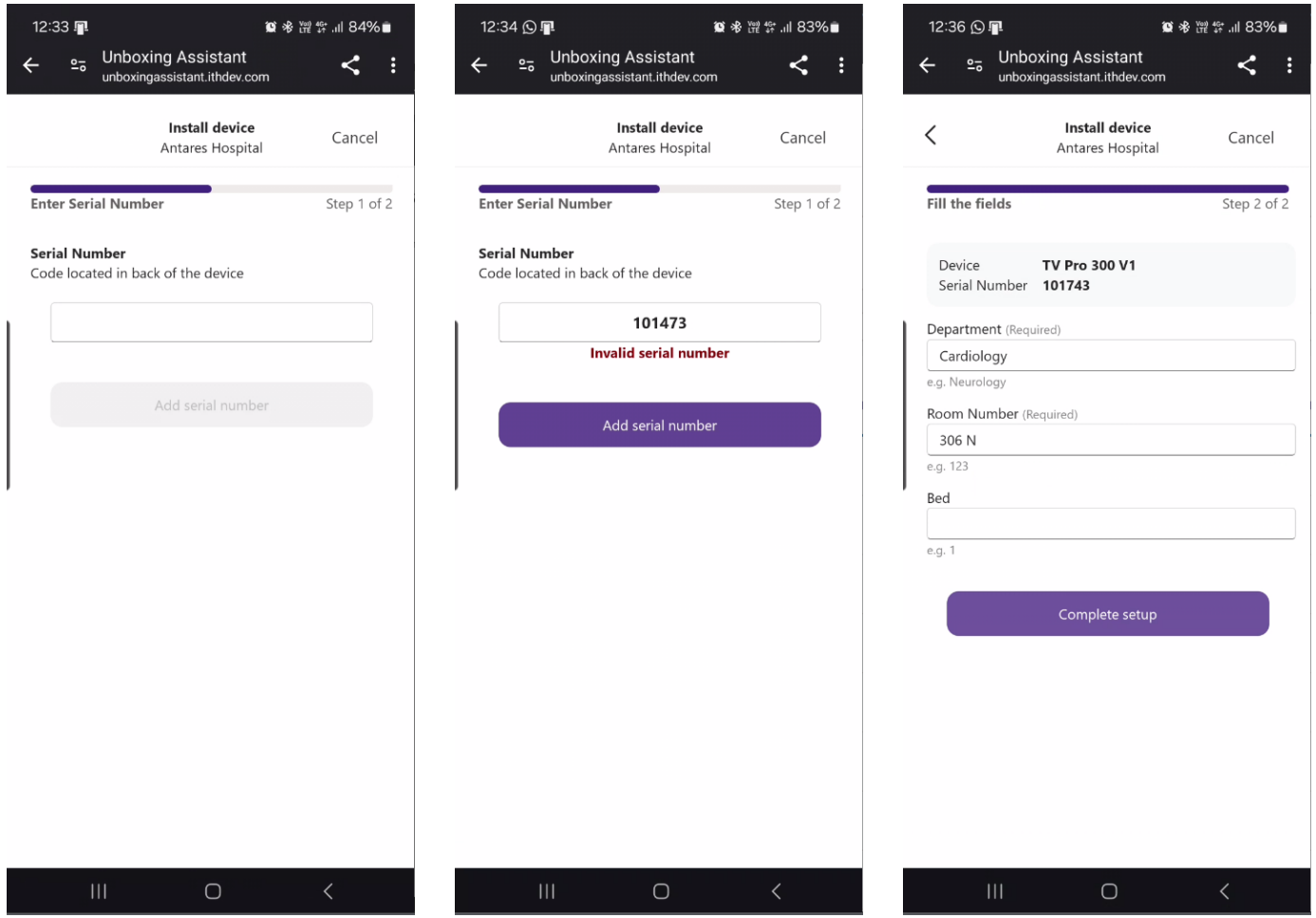
Installing TV Pro 300 via an Order

To install a new device add the serial number of the recently installed device (Taken from the device's box or device itself)

After the Serial gets validated (it belongs to the Tenant, is a TV Pro 300 and it is not in use) the only remaining step is to complete the room placement information and hit “Complete setup”



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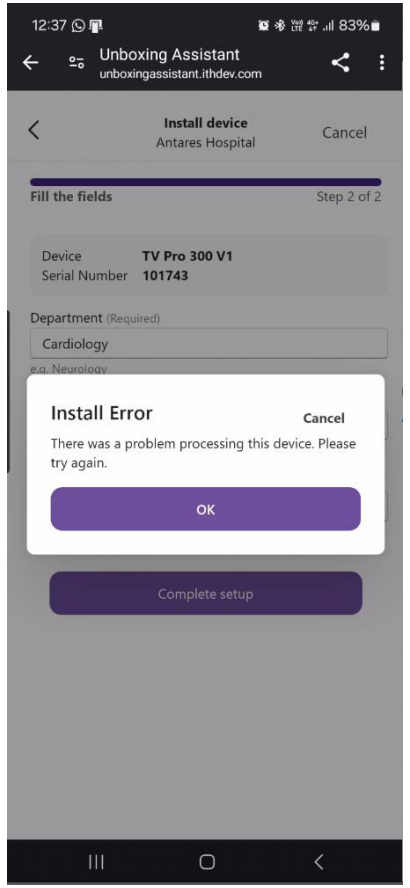
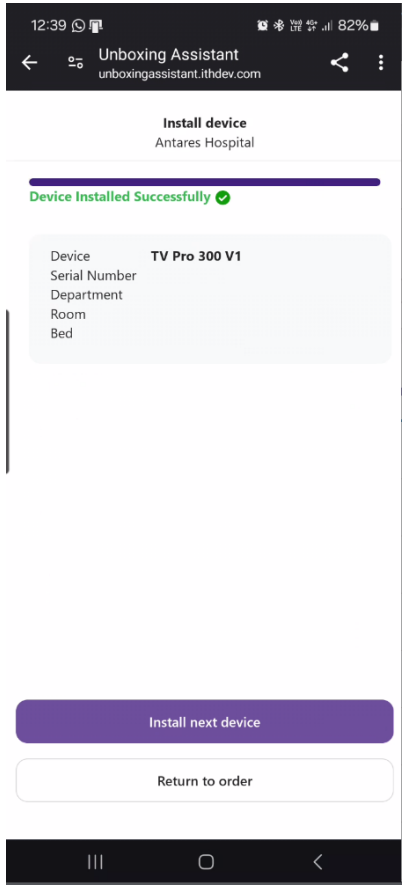
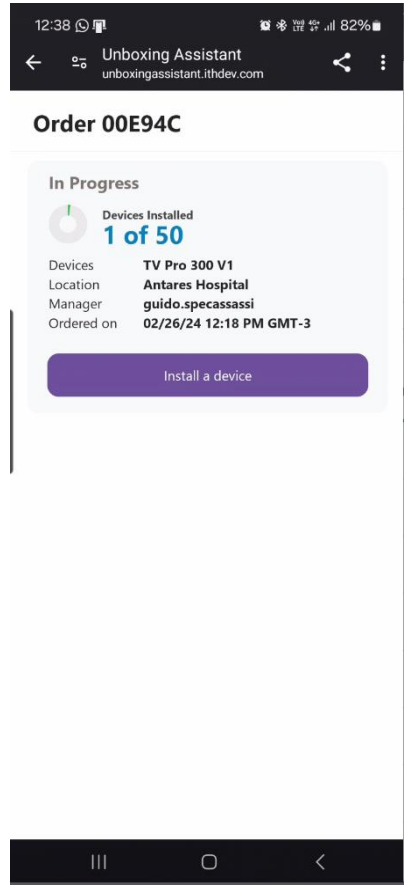
Installing TV Pro 300 via an Order

After the setup is complete the device is ready to be used. The Serial Number is no longer a Warehouse Device, it is associated with the location and has the room information. It was added to the programs if they were part of the order

From this point the Location staff can continue with other devices or stop installing devices and continue later







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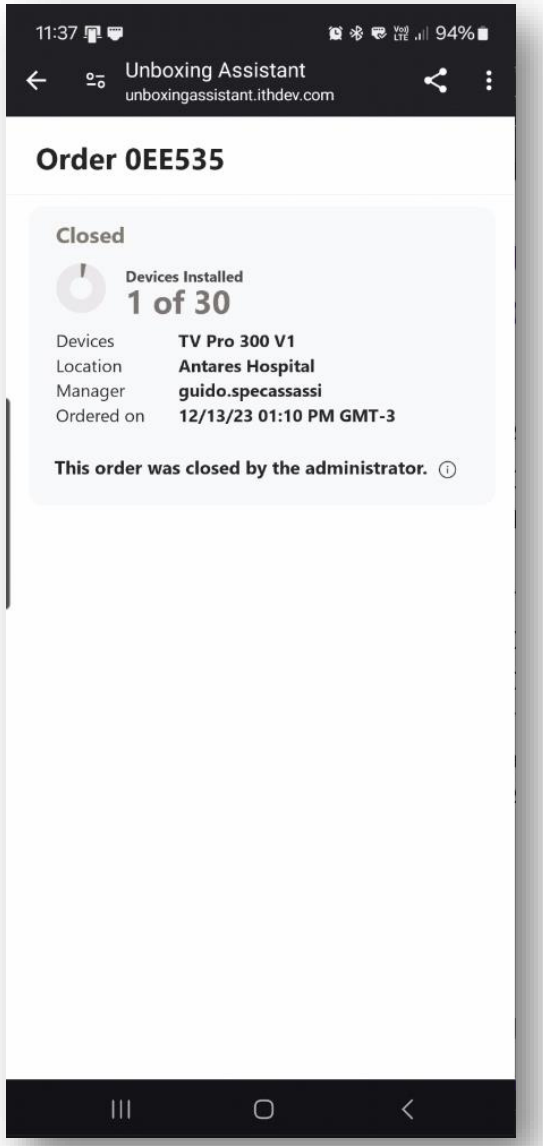
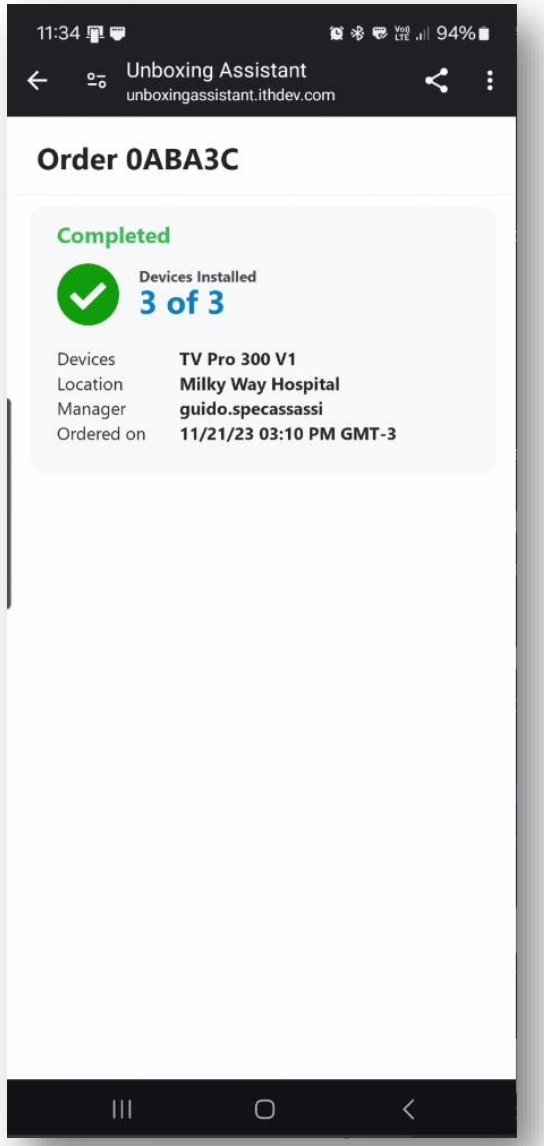
Installing TV Pro 300 via an Order

An order gets completed when all the devices that need to be installed are installed

If local staff is done installing devices and there are remaining devices in the order, because of an error or because the amount of devices ended up being less the order can be closed using Fleet Access Manager.





Additional Order Features

Order details and history

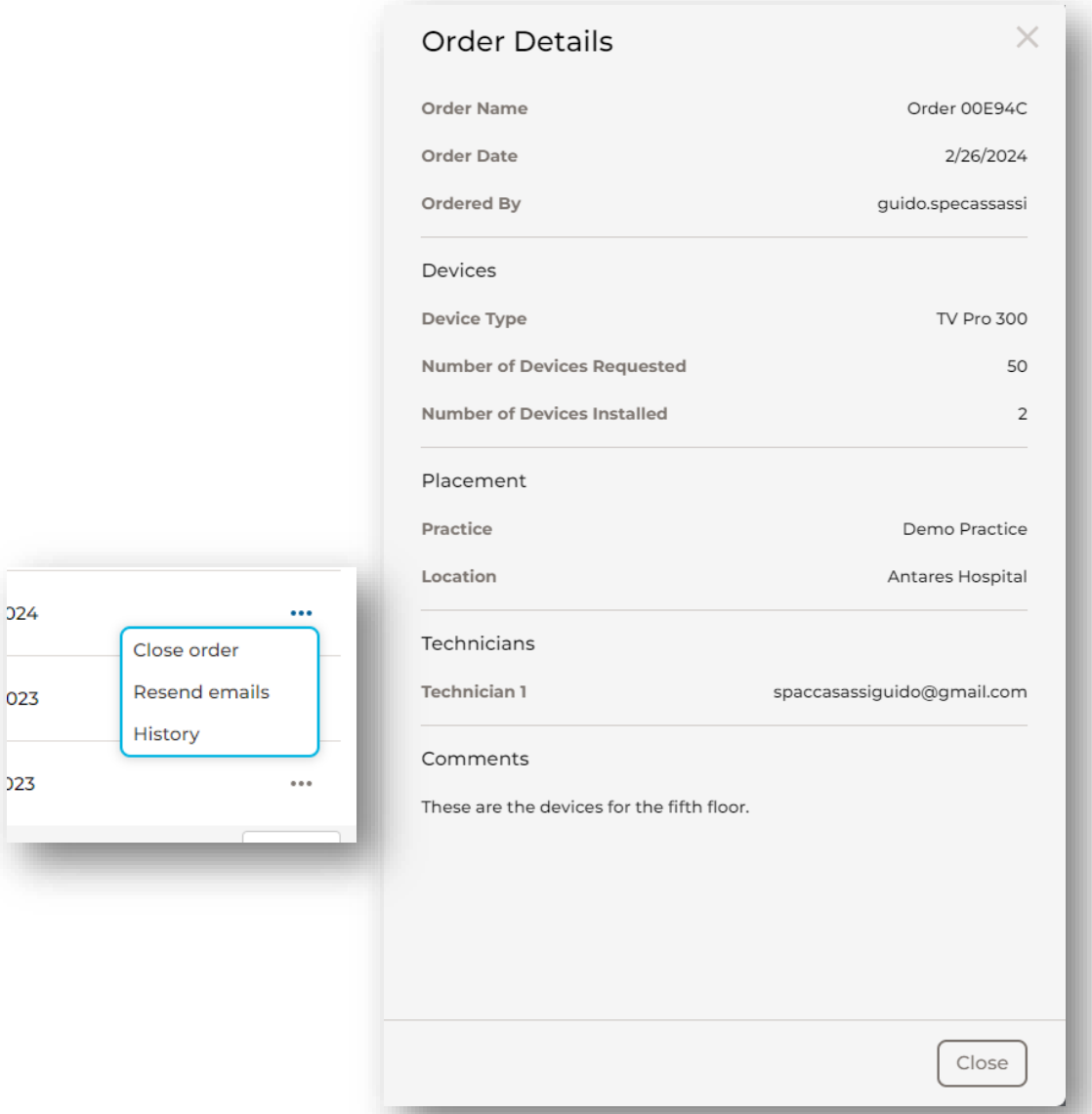
Clicking in on an Order in Fleet Access Manager displays the order details. In the details panel the information that was added to the order when created can be review.

The Orders page has additional features for each order.

Close order: It closes and order and no new devices can be installed using it.

Resend emails: Resends the email to all email addresses associated with the order

History: Access the history of an order



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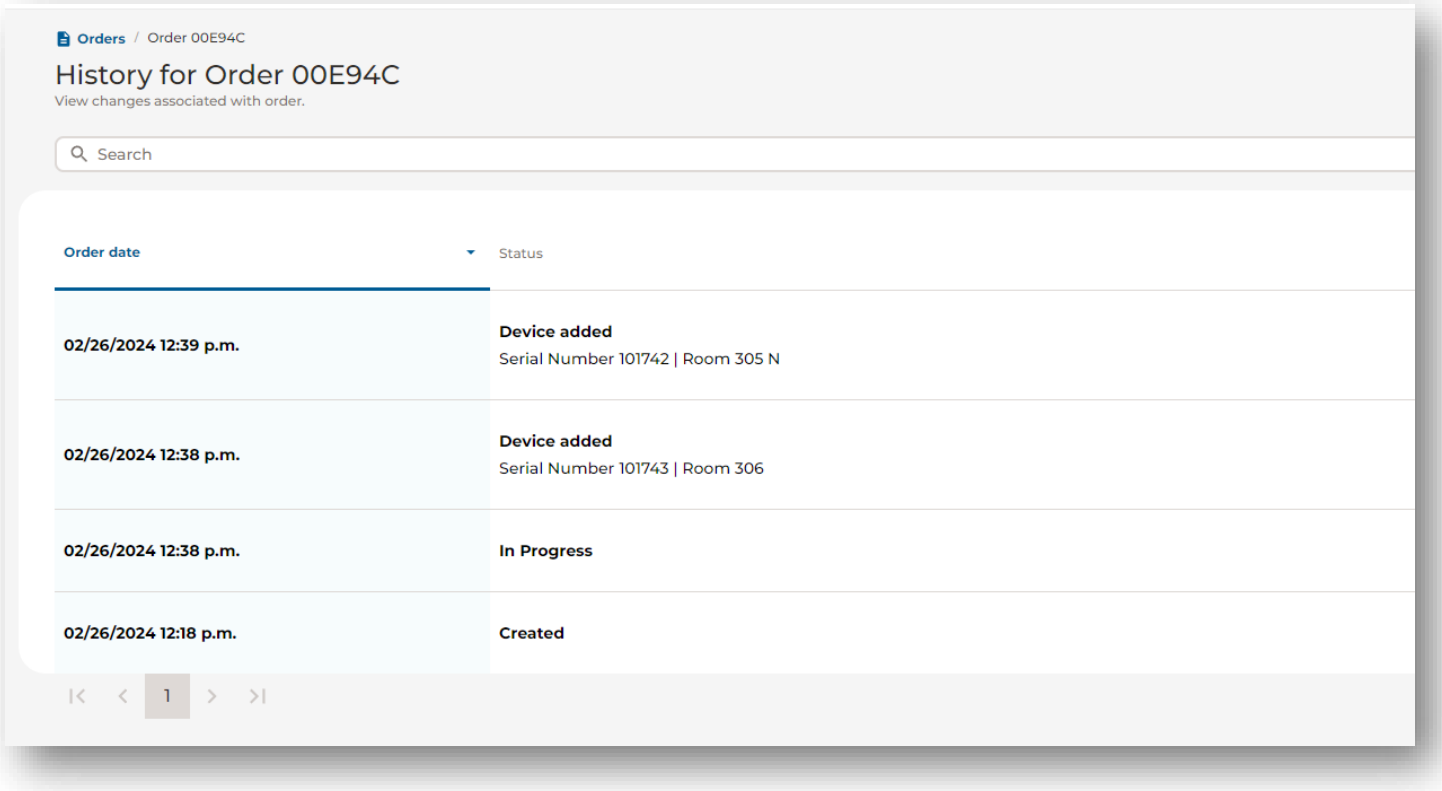
History of an Order

The history of an order shows all events related to an order, when the order

- was created
- started to be in progress,
- when the different devices where added to it
- it was completed or closed



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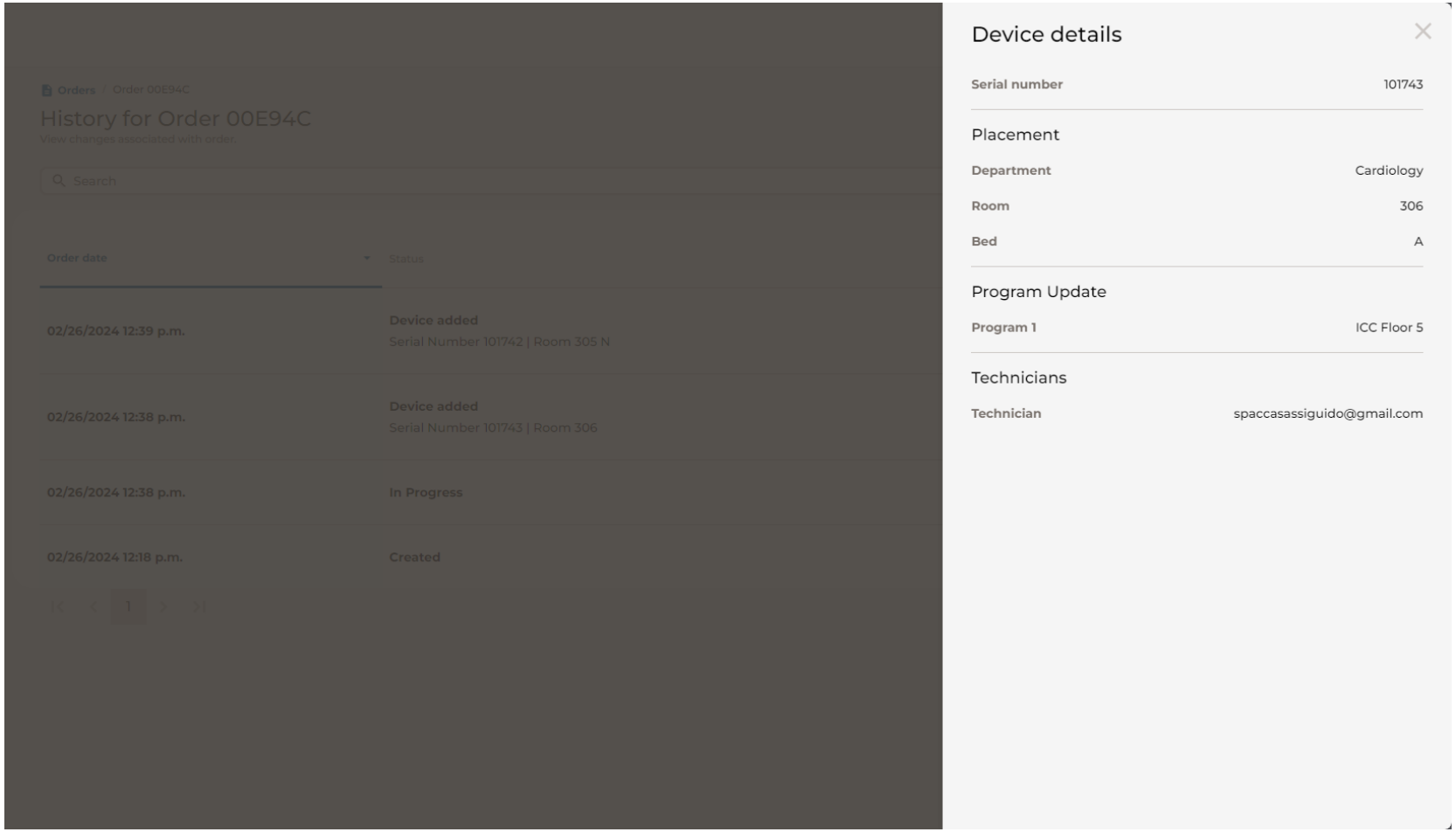
History of an Order

The “Device Added” rows in an order history are clickable and display additional information related to the serial number.

Placement Information shows the department, room and bed added by the local staff

Program Update shows all the programs the device was added.



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