

Device cleaning procedures



Proper care and sanitation of your telehealth device is crucial for optimum performance and ensures patient and local care team safety by avoiding exposure to infected surfaces. These protocols apply directly to Teladoc Health devices.

WARNINGS:

- Do not attempt to open or remove any parts of the telehealth device.
- To reduce the risk of electric shock, do not remove any covers. There are no user-serviceable components inside.
- Refer servicing and repair to qualified personnel only.
- Wear safety glasses when handling solution prior to dilution.
- Wear rubber or nitrile gloves if in contact with liquid. When removing gloves, do not touch the outside of the glove with your hands or clothes; make sure you place in biohazard waste container when finished.
- Avoid contact with eyes, skin and clothing.
- Wash hands after cleaning device.
- Do not wear product-contaminated clothing for prolonged periods.
- Always follow manufacturer's instructions on product labels when mixing chemicals.

CAUTIONS:

- DO NOT USE phenolic germicidal detergent solutions on any parts of the device. Contact Teladoc Health Technical Support for approved cleaning solutions.
- Severe contamination, especially of the undercarriage, may require some disassembly and this should only be done by a Teladoc Health representative.
- DO NOT IMMERSE the device.
- DO NOT ALLOW any cleaning solution inside the device.
- Keep the device from moisture and extreme temperatures.
- Avoid excess solution that could enter the device through its openings.

Approved disinfectants

The following disinfectants have been tested for compatibility with Teladoc Health devices:

- OxyCide
- Ethyl alcohol
- Isopropyl alcohol
- Sodium hypochlorite (5.25%-6.15% household bleach diluted 1:500 provides >100 ppm available chlorine)
- Iodophor germicidal detergent solution (follow product label for use dilution)
- Quaternary ammonium germicidal detergent solution (follow product label for use dilution)

Cleaning instructions

While still wearing your hospital-recommended isolation personal protective equipment (PPE), clean the outer surfaces of the device after every patient use before the device leaves the patient room. All surfaces, such as display monitors or sensor windows, may be disinfected using the following procedure. Use a commercial LCD screen cleaner to prevent craze, staining or discoloration of the display monitors and use optical lens cleaners to clean the camera lenses. Follow manufacturer information when cleaning peripherals. We recommend washing your hands rather than using alcohol-based gel disinfectants once complete.

1. Unplug the device.
2. Soak a lint-free cloth in a hospital-grade disinfectant solution of sodium hypochlorite 6.15%, e.g., dilution 1:500 (1/4 oz. per gallon water) and wring out the cloth so that drips do not appear when wiping surfaces.
3. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution that may enter the device through its openings. Please be thorough in cleaning exposed surfaces.
4. Please allow adequate time to air dry.
5. Return device to its home location and plug the device back in.

Teladoc Health contact information:

Support Portal

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About Teladoc Health

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