Teladoc Health®

Virtual Sitter

User Guide

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Copyrights

Patent(s):

https://teladochealth.com/patents/

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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

Teladoc Health offers hospitals and health systems inpatient virtual nursing solutions to help alleviate the burden of the nursing shortage.

In select circumstances some hospital patients require continuous 24x7 observation for increased patient safety. The Teladoc Health Virtual Sitter solution enables a remote observer on the hospital nursing team to continuously monitor multiple patients in a hospital setting.

The Virtual Sitter solution is a web-based user experience that allows the remote observer on the nursing team to view video streams from up to 25 patient rooms with Teladoc Health Inpatient Connected Care Devices simultaneously. The Virtual Sitter solution can be used alongside virtual nurse sessions or standard telehealth consultations with remote providers, all on the same device.

In addition to observing the patient rooms for safety, the remote observer, also known as the virtual sitter, may issue one-way pre-recorded audio commands to patients in multiple languages, initiate two-way audio to communicate with and redirect a patient, issue audible alarms for bedside assistance, temporarily hide videos from the monitoring screen for patient privacy, adjust the camera for low light settings, and transfer patients to a different sitter at the end of their shift for ongoing monitoring and care.

Virtual Sitter Definitions

Virtual Sitter - The virtual sitter is the hospital employee who is responsible for remotely monitoring and observing a session of up to 25 patients at a single time.

Virtual Sitter session - A Virtual Sitter session is made of up to 25 rooms, each room consisting of one patient. Each session is established by the virtual sitter.

Virtual Sitter System Requirements

Supported Operating Systems

OS	Versions
Windows	Either of the latest two major updates to Windows 10 and Windows 11
MacOS	Either of the latest two major releases of MacOS

Supported Browsers

For the highest quality and most stable experience, we recommend keeping browsers up-to-date and using a browser release version that is less than six months old.

Browser	Version	OS
Chrome	Browser versions less than 6 months old.	MacOS and Windows
Firefox	Browser versions less than 6 months old.	Windows
Edge	Browser versions less than 6 months old.	Windows
Safari	Browser versions less than 6 months old.	MacOS

Recommended Monitor Size and Resolution

- A monitor size of 22 inches" or greater (measured diagonally)
- A screen resolution of 1920 x 1080 or greater

Recommended Hardware for Running the Virtual Sitter Application

Windows PC
- **Memory (RAM)**: 16 GB or higher (32 GB or more recommended)
- **CPU**: Intel Core i5 (11th generation or later) or AMD Ryzen 5 (4th generation or later)
- **Storage**: 512 GB or larger SSD (NVMe, PCIe 3.0 or later)
- **Network**: Ethernet (RJ-45)
- **GPU**: NVIDIA GeForce GTX 1660 Super or later (or equivalent) or AMD Radeon RX 5600 XT or later (or equivalent)

Apple Mac
- **Memory (RAM)**: 16 GB or higher (32 GB or more recommended)
- **CPU**: Apple M1 Pro or M1 Max (or later) or Intel Core i5 (11th generation or later)
- **Storage**: 512 GB or larger SSD (NVMe, PCIe 3.0 or later)
- **Network**: Ethernet (RJ-45)

Microphone and speaker
For optimal quality a USB headset is recommended, although integrated microphones and speakers on laptops are supported.

Webcam
A 720p or better integrated or external webcam with good lighting

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Logging In

Virtual Sitter is accessed from a web browser on your health system computer. Your admin team will provide you with your login credentials and the website URL to access.

Note: There may be unique instructions for accessing Virtual Sitter for your health system. Some health systems may have enabled enterprise authentication.

1. Navigate to the website URL for Virtual Sitter

2. Enter your email or username and password and click **Sign In**

Navigating the Virtual Sitter App

After logging into Solo and the Virtual Sitter experience you will see a list of all Virtual Sitter sessions across your team.

A Virtual Sitter session is a grid of patient rooms monitored by one or more virtual sitters on the care team. As a virtual sitter you may join an existing sitter session or start a new sitter monitoring session of patient rooms.

Your user profile

List of sitter sessions across your team

Start a new sitter session of patient rooms

Join and support an existing sitter team member on their session
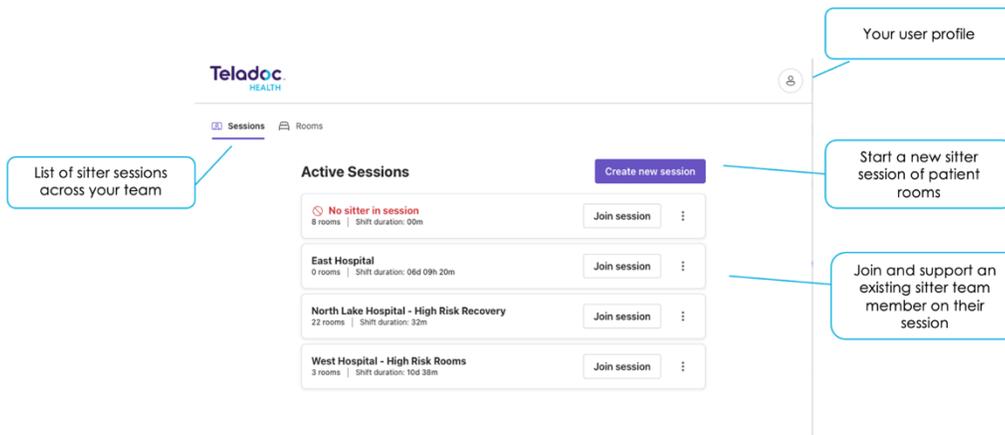
Once in a virtual sitter session the virtual sitter will see the grid view of patient rooms they selected for that session. More rooms may be added after the session has begun up to a maximum of 25 patient rooms.

Click to open Menu Header

Add device

Click on the video to open the Focused View in the Right Panel
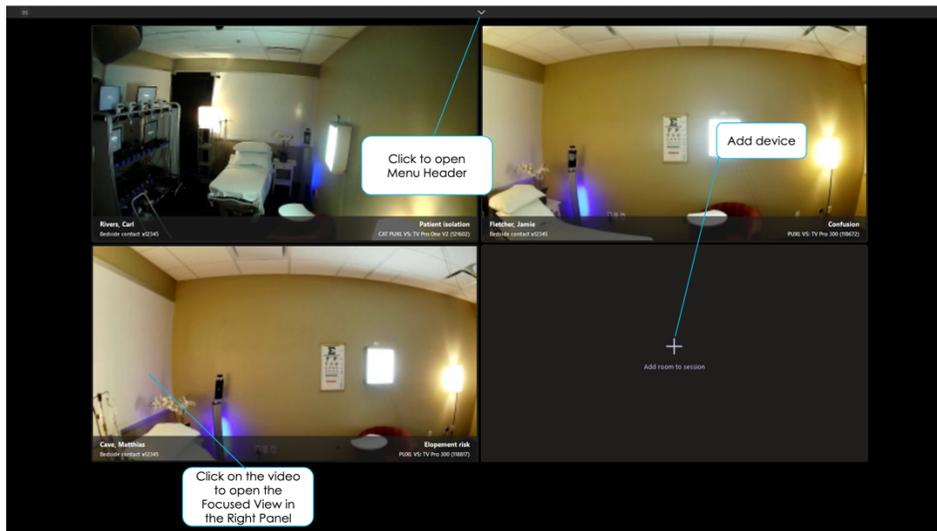
While in the virtual sitter session the sitter may click the menu header on the top of the app to see options for managing the overall session including the option to edit detection areas across the rooms. Hover over any room tile in the grid view to see quick controls for that specific room.
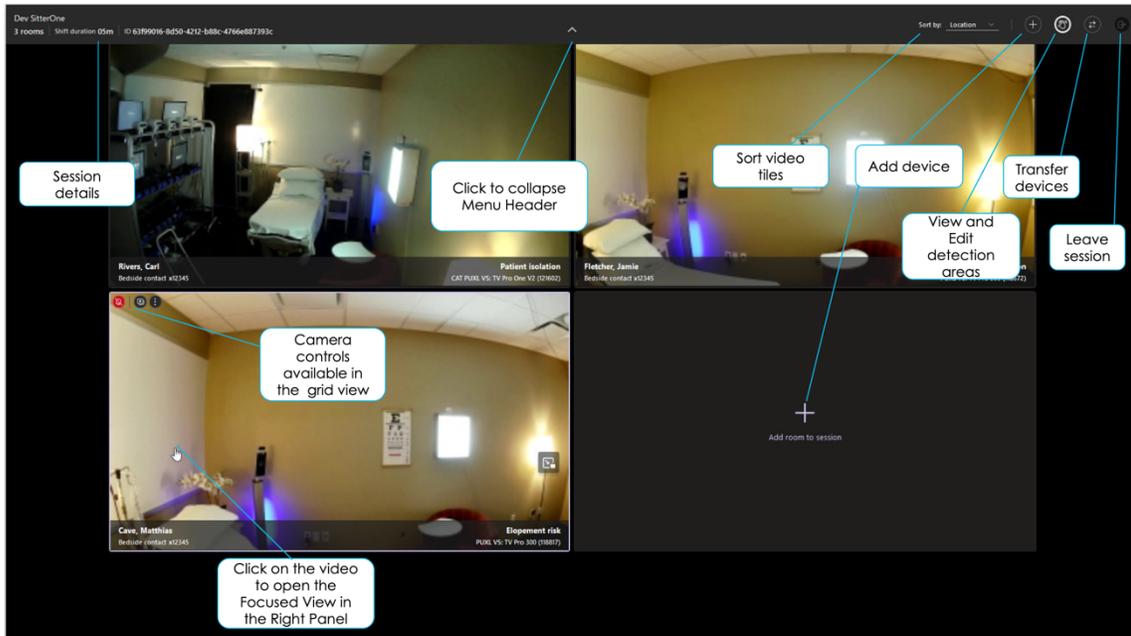
In the sitter session the virtual sitter can also click on any patient room in the grid view to see that room in higher resolution as well as all controls for that patient room in the right panel. The sitter can click **Close Details** to close the right panel.
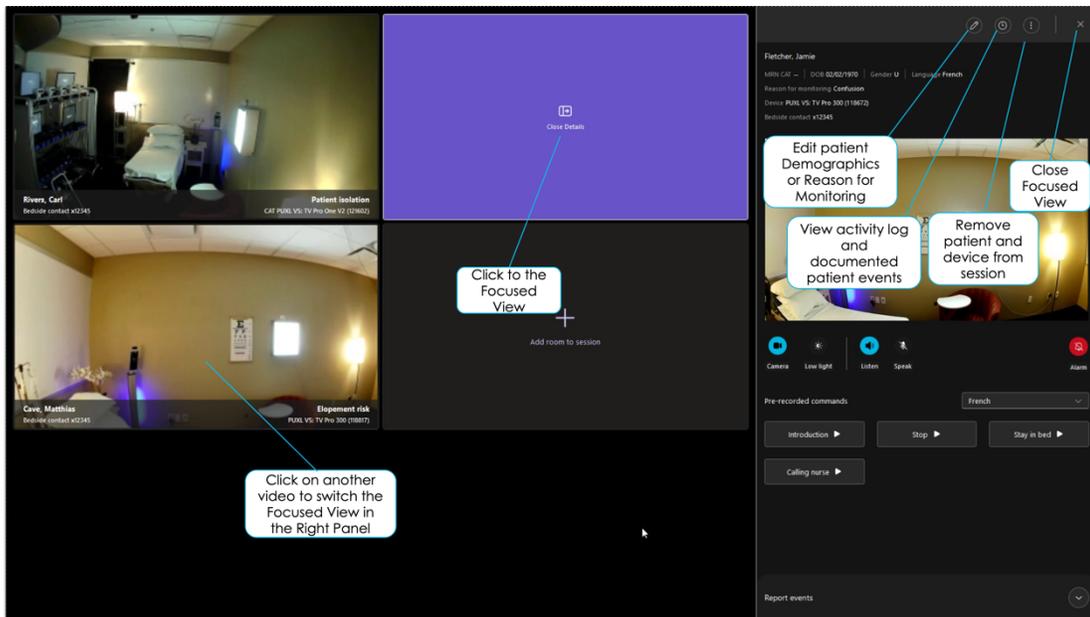
Start a New Monitoring Session

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

1. Click **Create new session** to setup a new monitoring session

Click **Create new session** to setup a new monitoring session
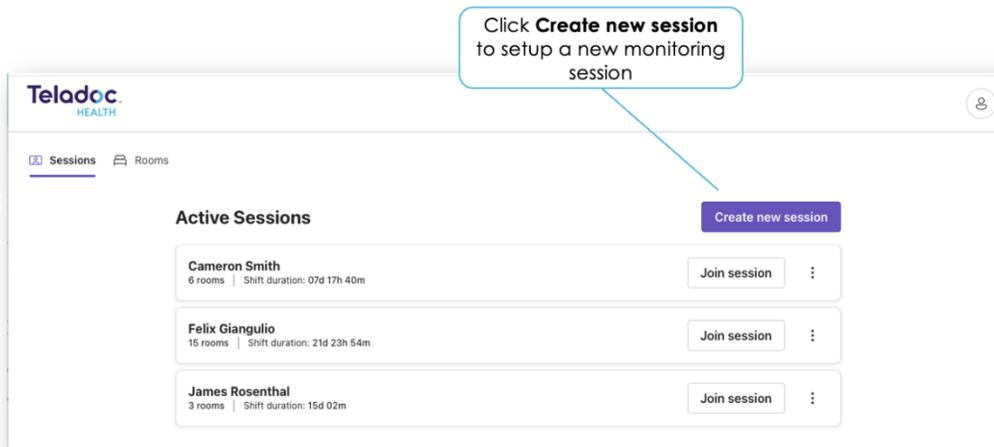
2. Select the patient rooms to monitor

Select up to 25 rooms from those listed
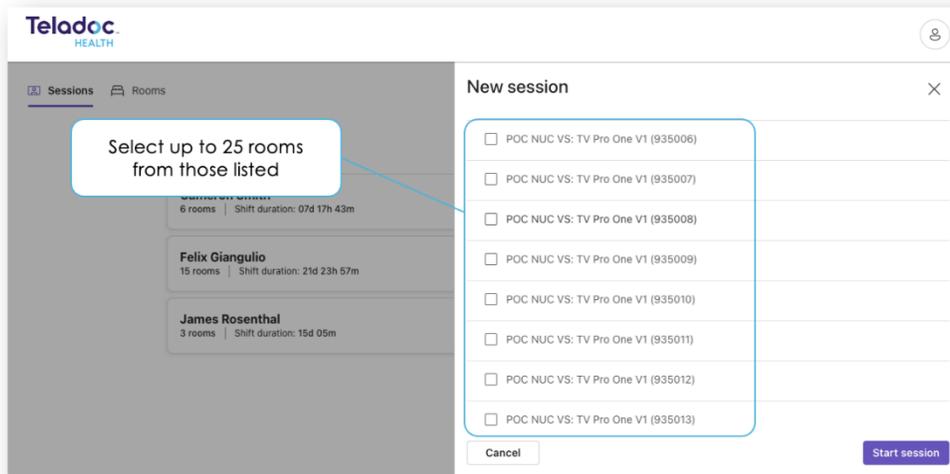
3. Review the selected rooms at the top of the list and if they are the correct rooms then select **Start session**
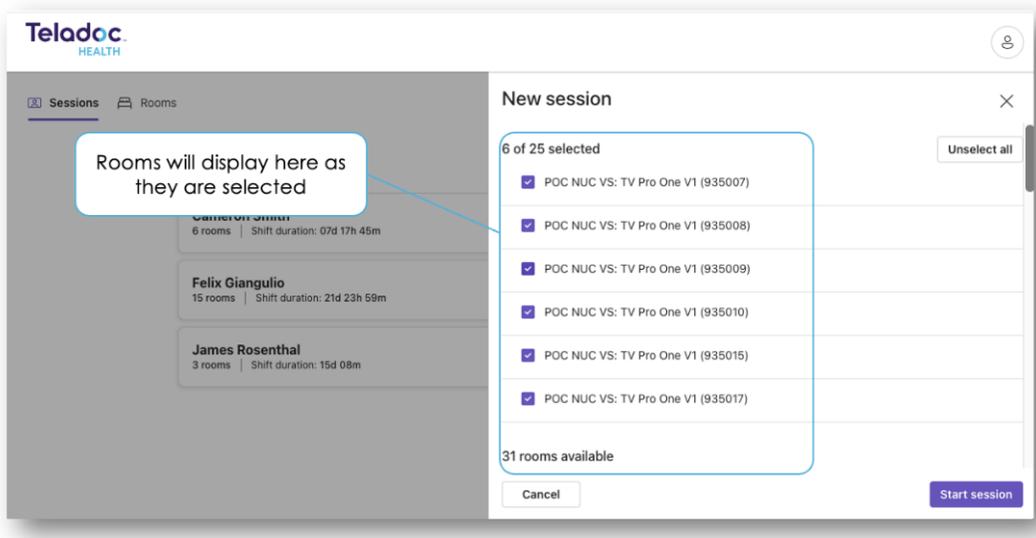
4. After you click **Start session** the app will begin to load a view of each selected room.
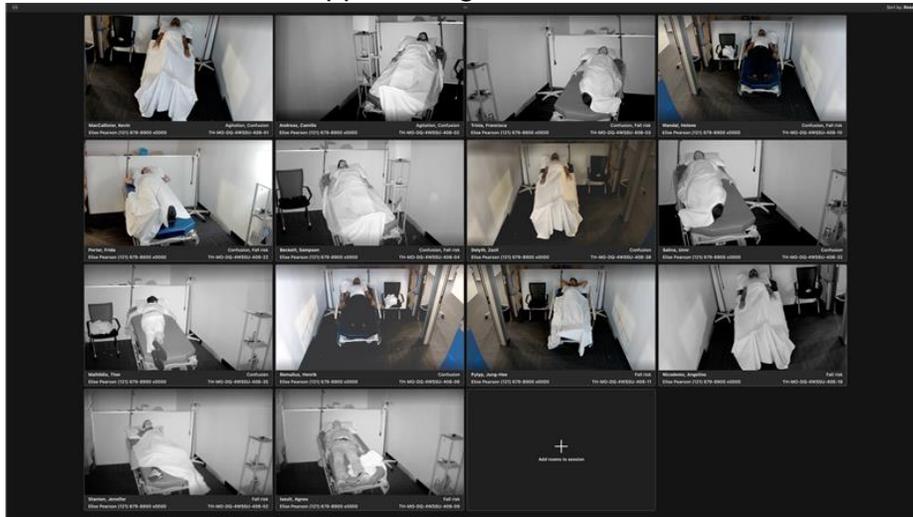
Monitor New Patient Room

New patient rooms can be added to an existing monitoring session.

When adding a room equipped with a wall-mounted or "fixed" TV Pro Device, the room and device can be added in one step. When adding a room with a mobile TV Pro 300 Cart inside it, the remote observer can first select the hospital room and then the name of the device.

To add a new room to the current session:

1. Click **Add room to Session** from the patient grid
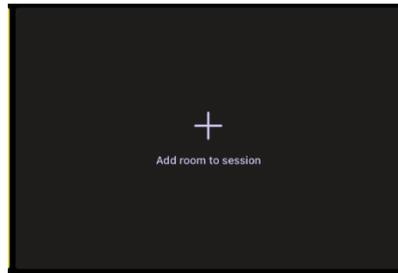
2. The **Add to Rooms** panel will open on the right side of the screen. Click on the **Search for room** input box and start typing a room number.
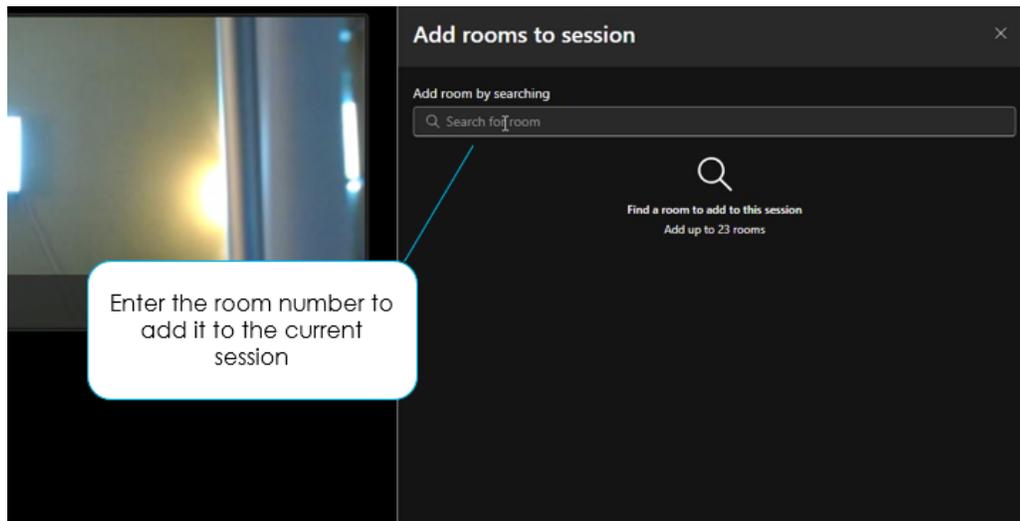
3. Available rooms will appear in the list based on your input. Select the room you want.
   Note: If the room is monitored with a mobile cart instead of a fixed device you will have to select the cart. Typically this cart name will be communicated to you in advance by your team.

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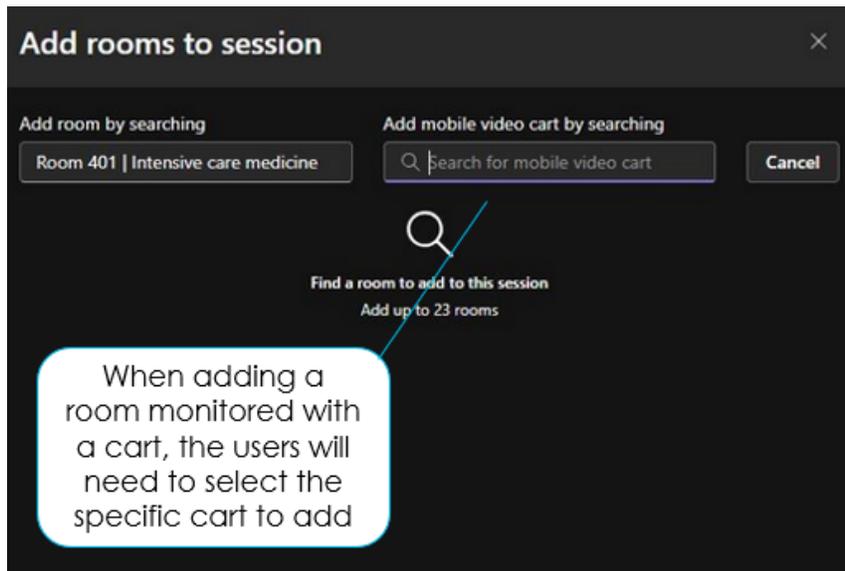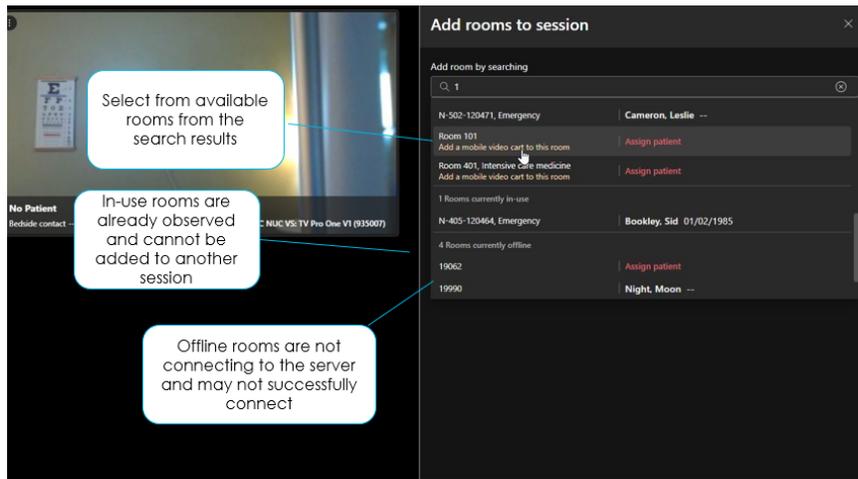
4. Click **Add rooms to session**

Add rooms to session

Add room by searching

🔍 Search for room

1 room selected

⌄   N-120465 | SQA: TVPro 300 PV (120465)   ✕

Assign patient

Cancel   Add rooms to session

Assign a Patient to a Patient Room

When adding a room to a session there is an option to assign the patient.

If the patient can be found in the search list, select the patient from the search results.

If a patient cannot be found you can add a new patient in the system.
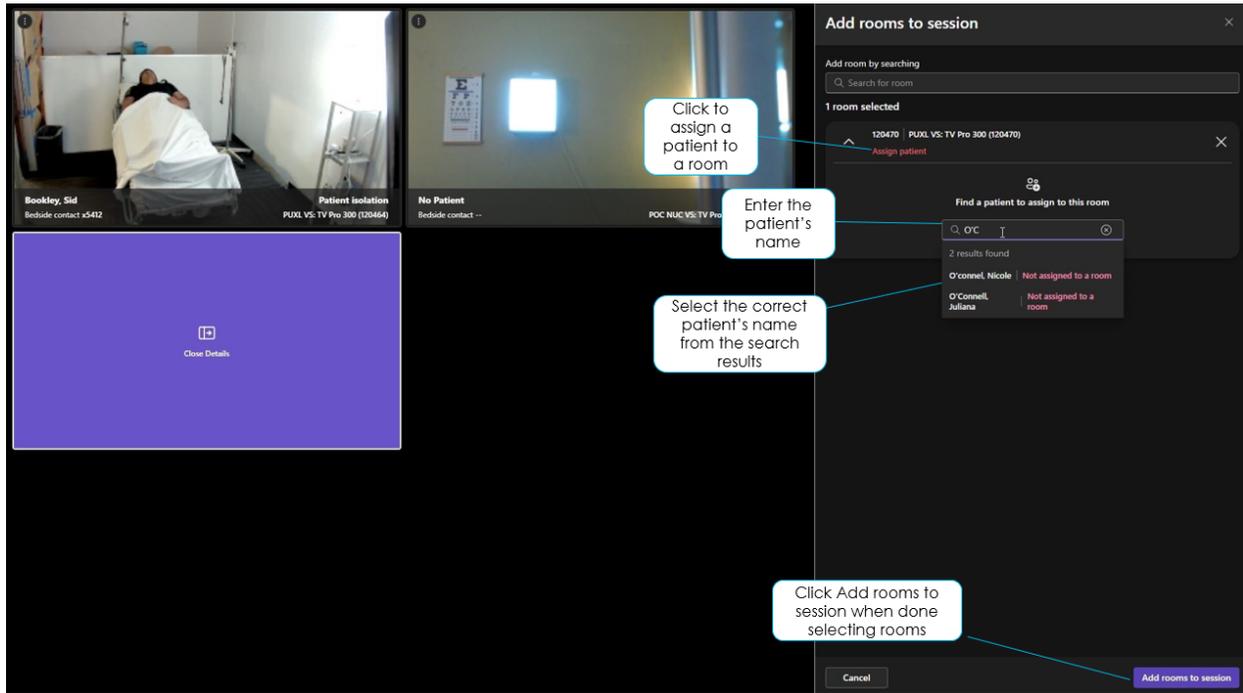
No Patient Found – Add a New Patient

If the patient cannot be found to assign them to the room, click the option to **Add new patient.**
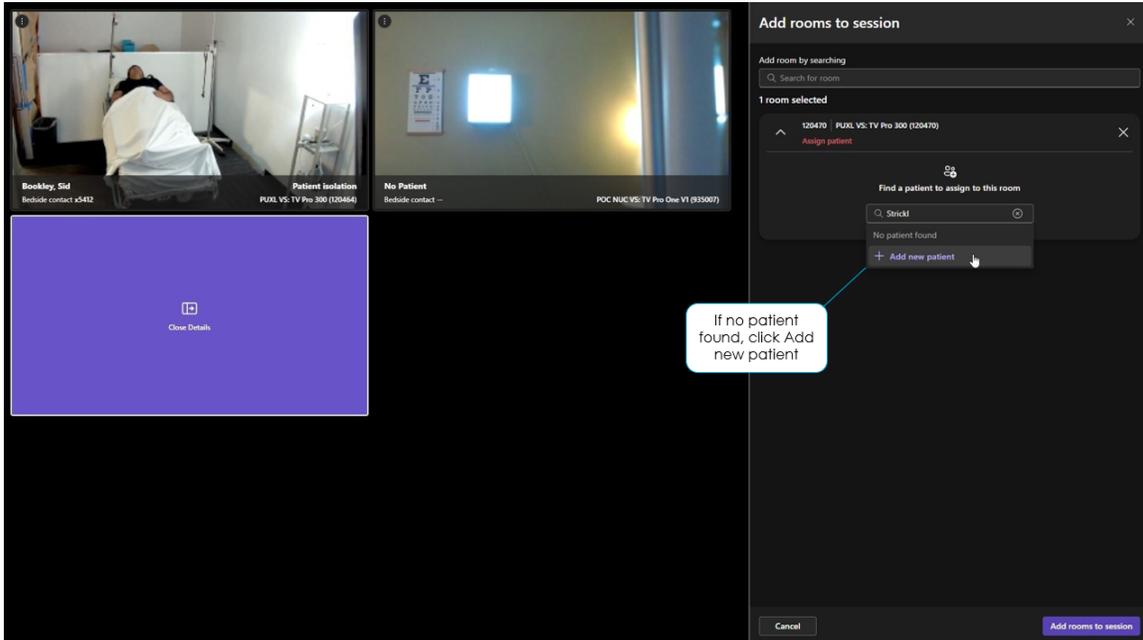
When adding a new patient add all relevant patient details including the reason for monitoring.
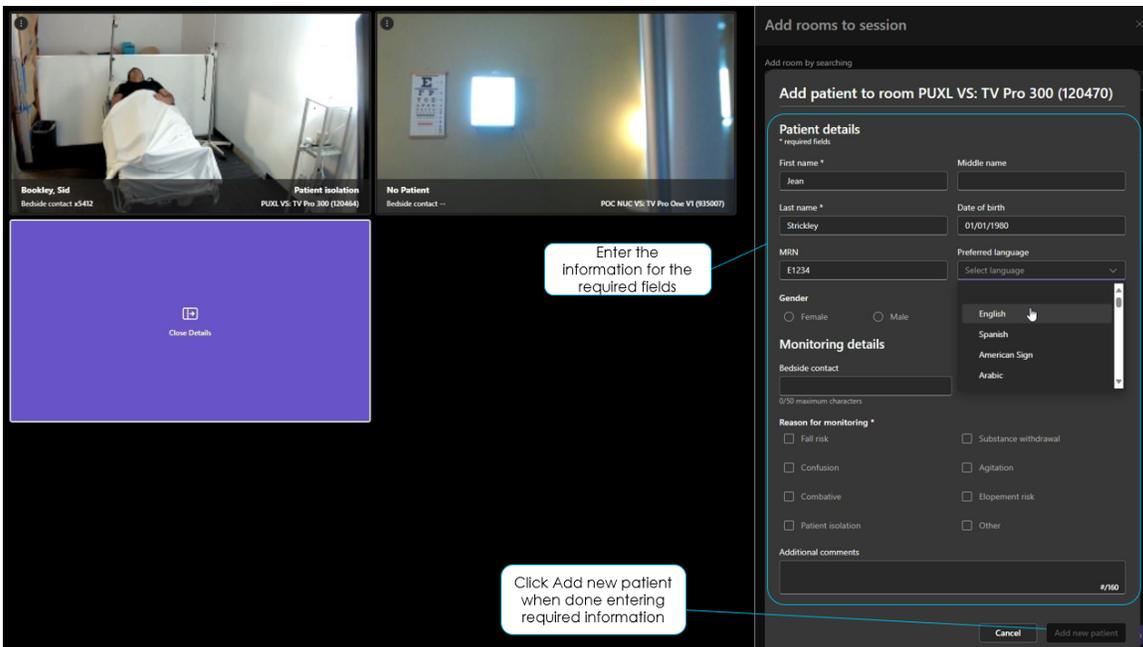
Camera Controls

Select the patient room image to access the camera controls in a focused view for that patient room.

Toggles the low light camera mode on and off

Toggles the remote observer's microphone on and off

Toggles the patient's camera on and off

Toggles the patient's microphone on and off

Toggles the patient's alarm on and off

Pre-recorded messages to play in the patient's room. Select the patient's spoken language before sending.
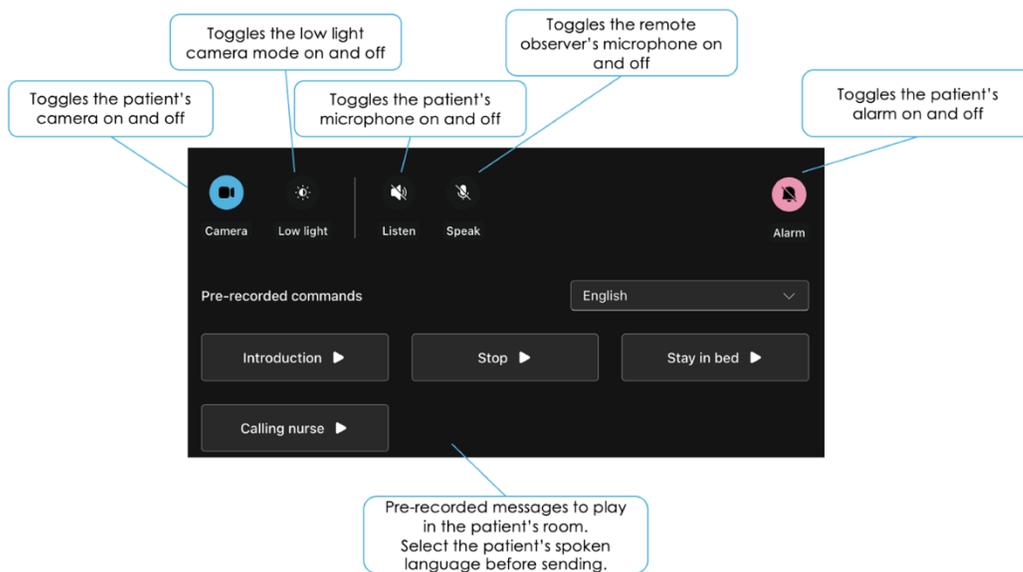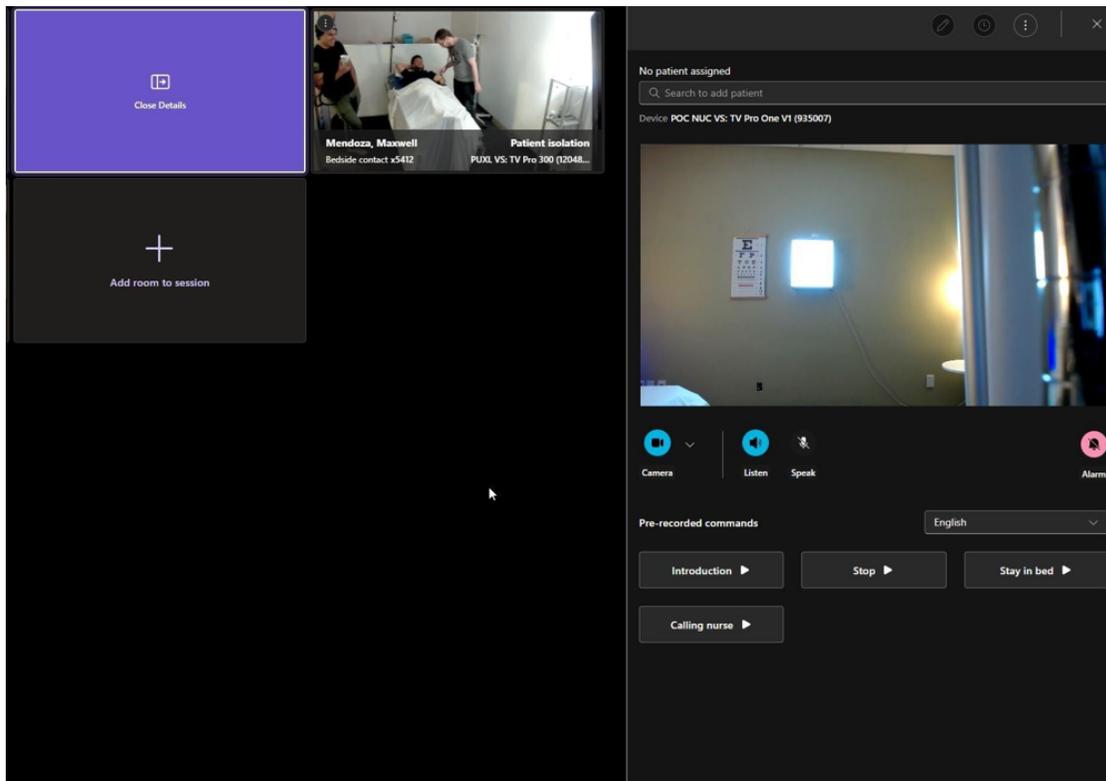
In the tile view the following camera controls are available

![Teladoc HEALTH]
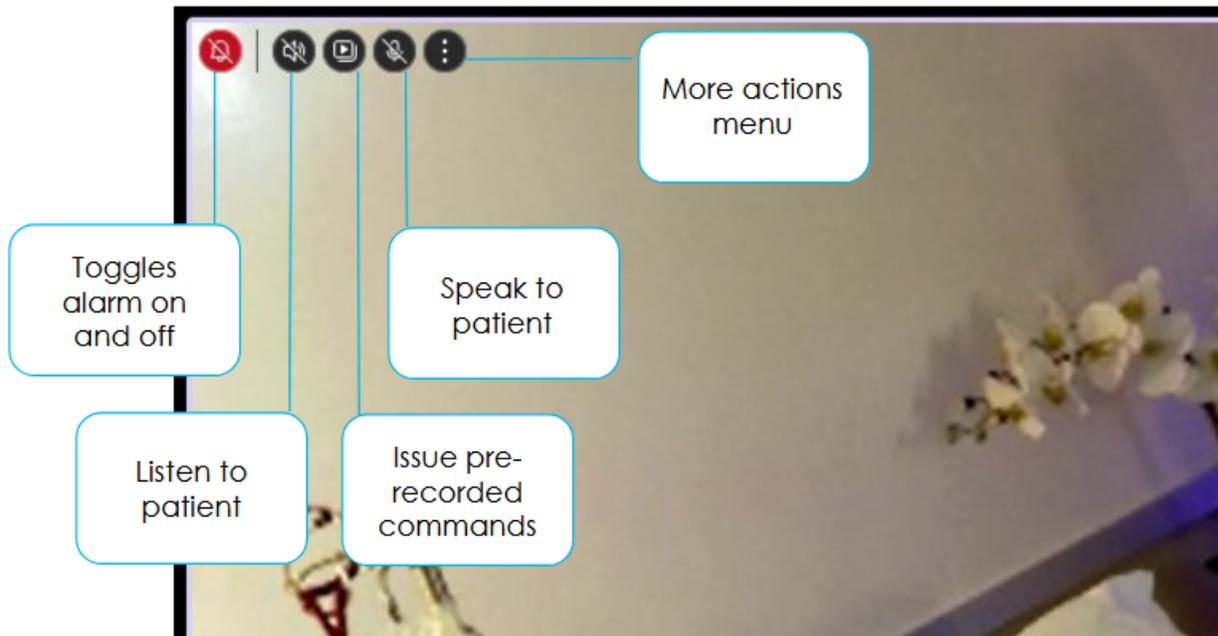
To access the Pan Tilt Zoom (PTZ) camera open the More Actions menu from a tile and click the PTZ camera option.
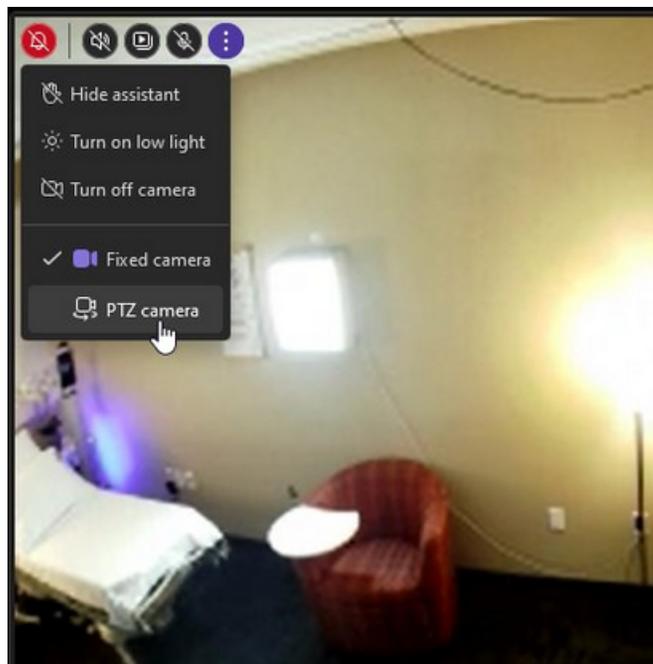
Once the PTZ camera is selected, the following controls can be used to operate the camera:

Point-to-See

A left click of the mouse anywhere on the Remote Camera View centers focus to that location.

Box Zoom

Left click at the center of what you want to view, then hold and drag the Mouse cursor over the area to be enlarged, and then release the mouse button. This zooms in on the selected area.

Scroll Wheel Zoom

Zoom In - Roll the mouse scroll-wheel forward.

Zoom Out - Roll the mouse scroll-wheel back.

Return to Full View

If zoomed in, a right click of the mouse anywhere on the Remote Camera View zooms out to full view.
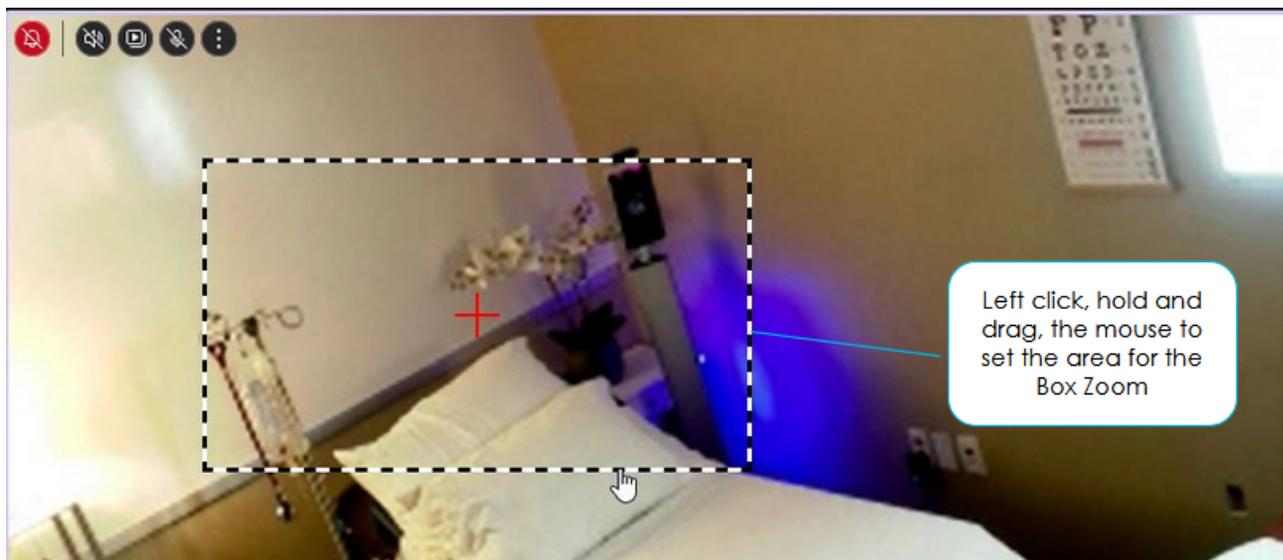
To open the room in the focused view in the right panel when the video tile is showing the PTZ camera, click on the patient info banner below the video tile.

View the video in right panel by clicking here

Barr, Max
--
Fall risk
PUXL VS: TV Pro 300 (120464)
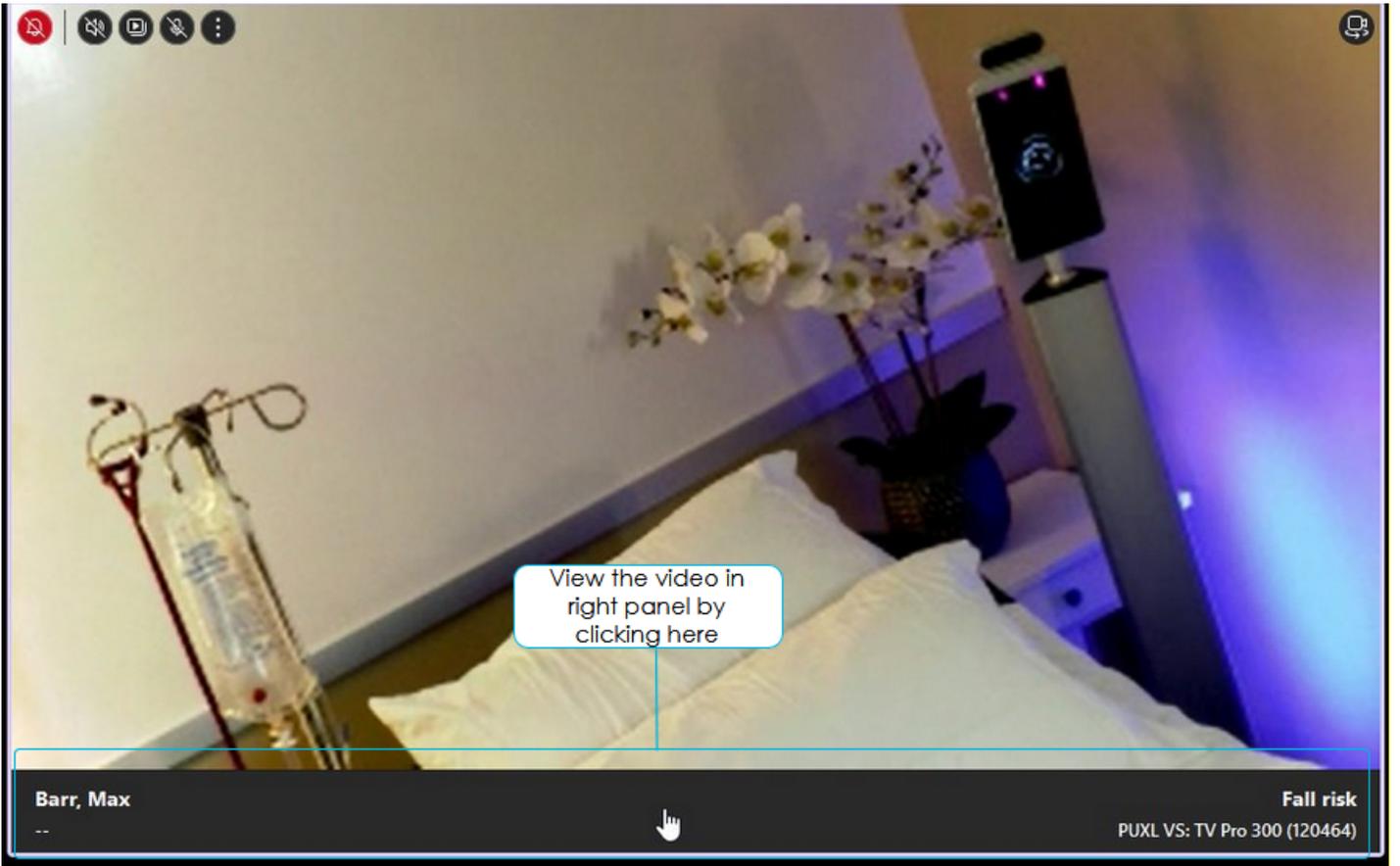
Transfer Patient

Virtual sitters will typically transfer patients at the end of their shift.

To transfer a patient from one Virtual Sitter session to another.

1. Select the patient to transfer by selecting their image.
2. Select the Transfer patient icon:
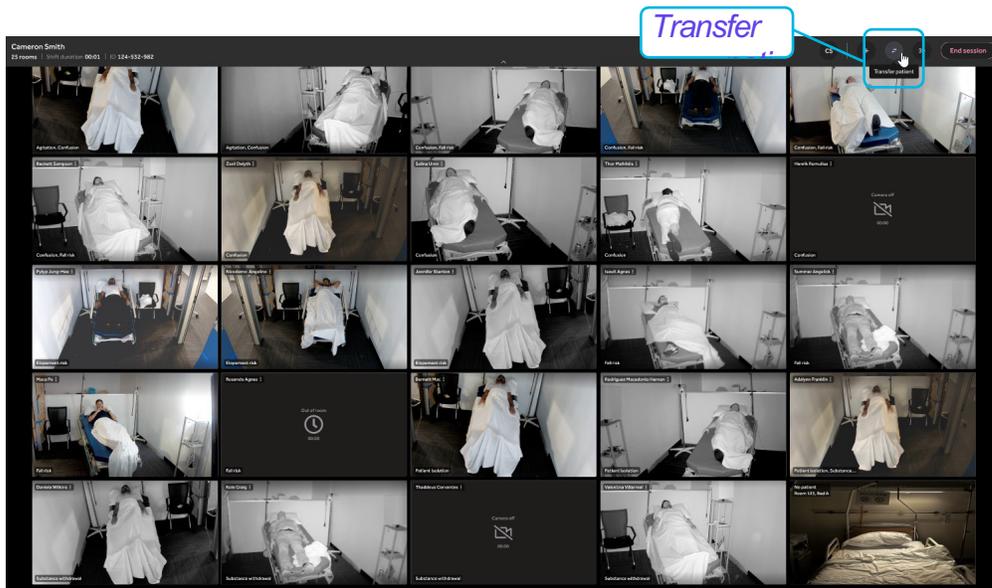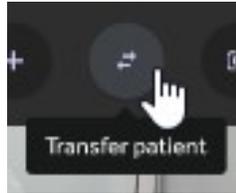
3. Select the session to transfer patients to.
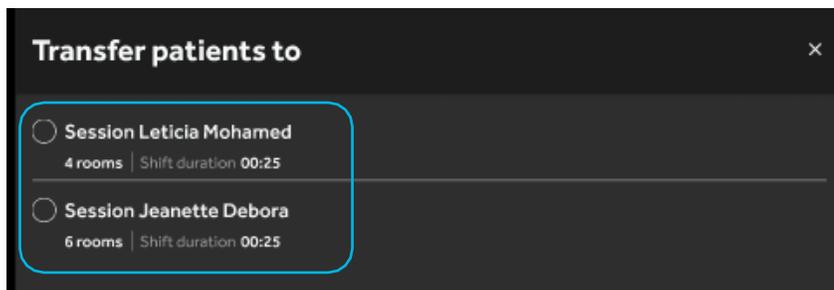
4. Select Transfer to session to initiate the transfer.
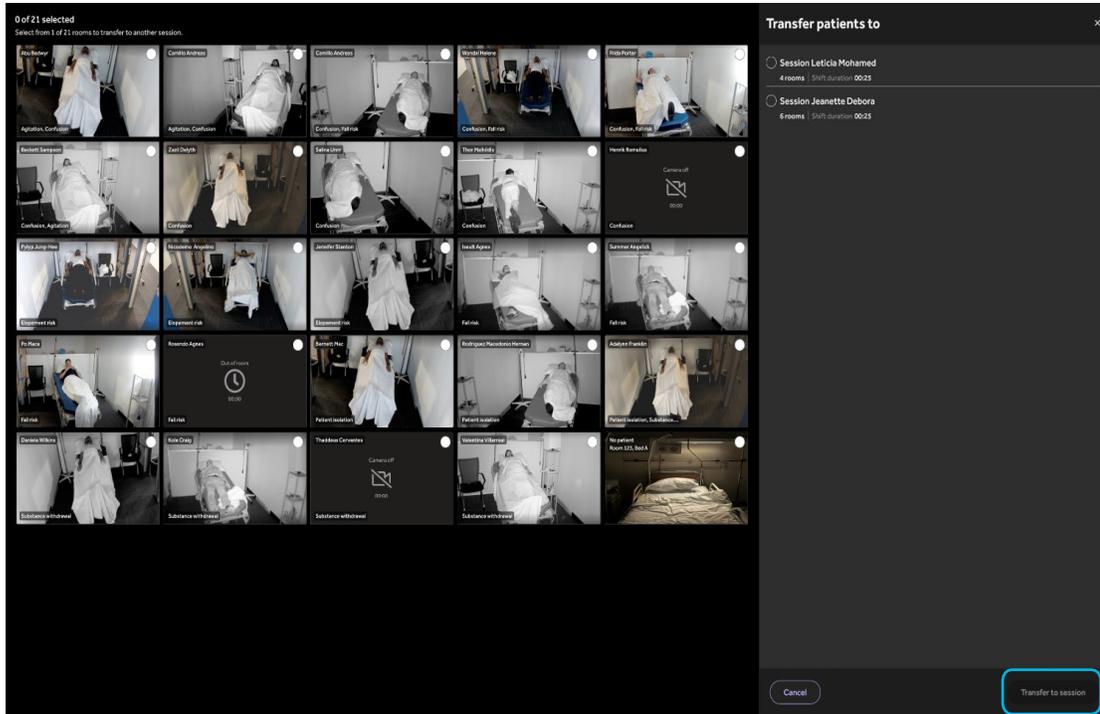
Remove a Patient from the Current Session

To remove a patient from the virtual sitter session:

1. Click on the patient room in the grid view layout to open the right panel
2. Select ⋮ 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.
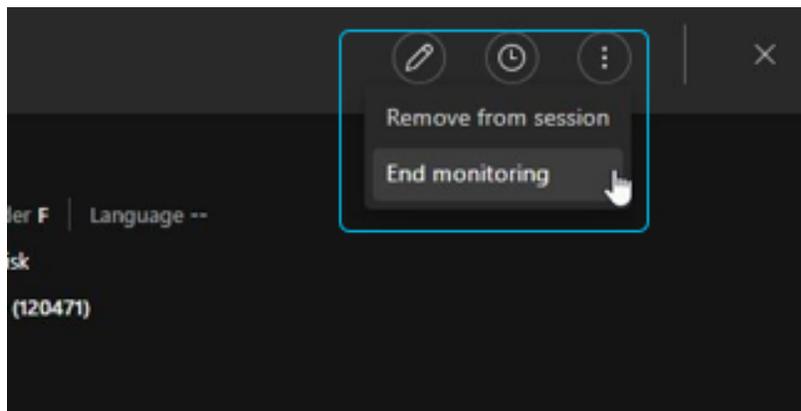
Customize Video Grid

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.
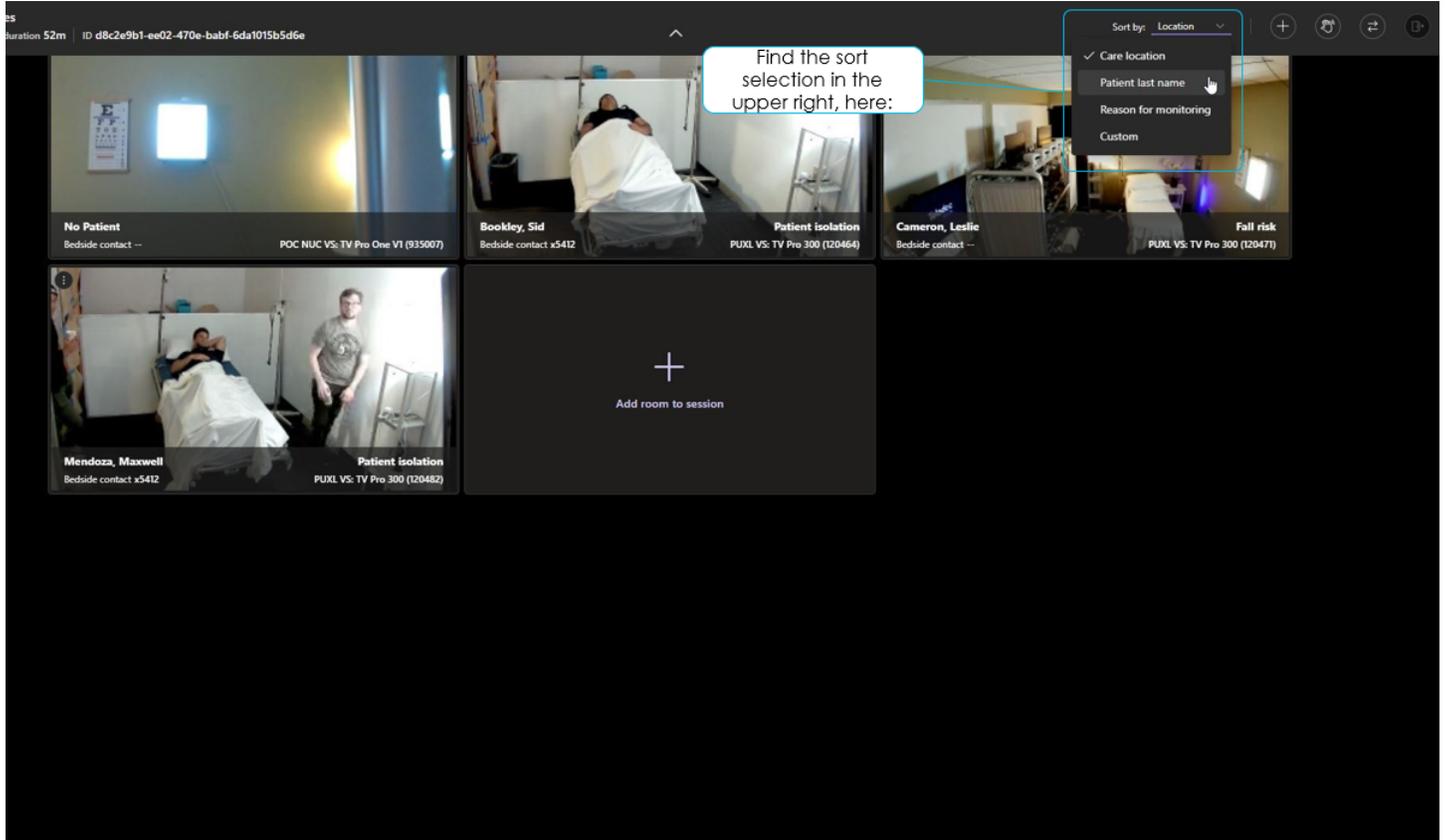
Preconfigured and Free-Text Intervention Notes

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.

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.
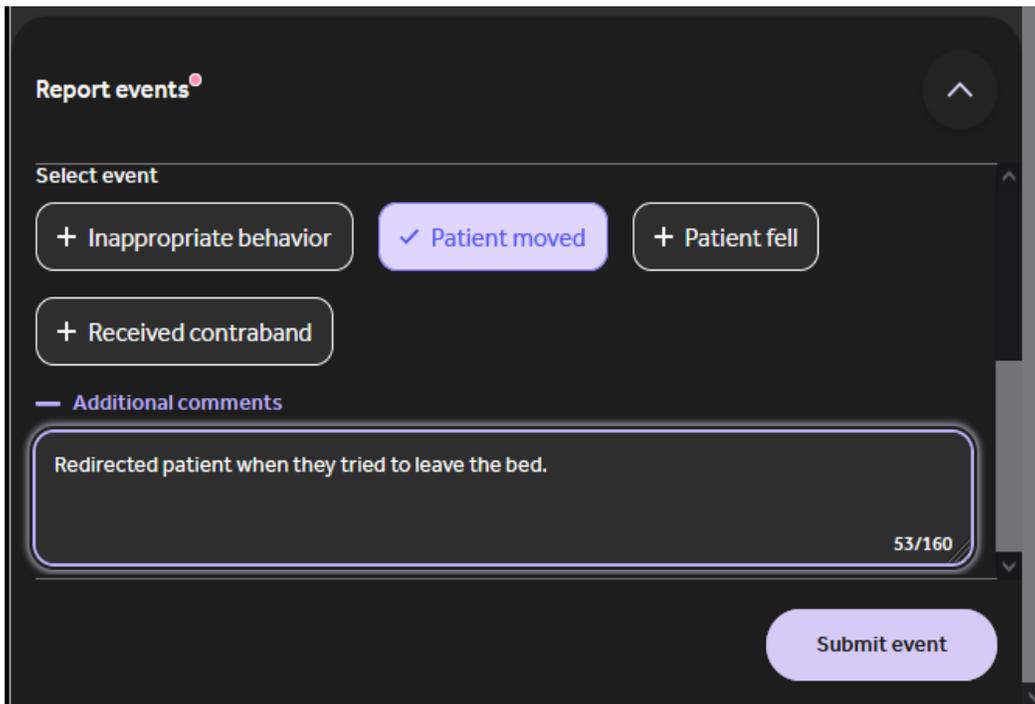
View Intervention Notes and Activity Log

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 reference information about a patient's sitting history may help sitters to form an idea of which patients 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.
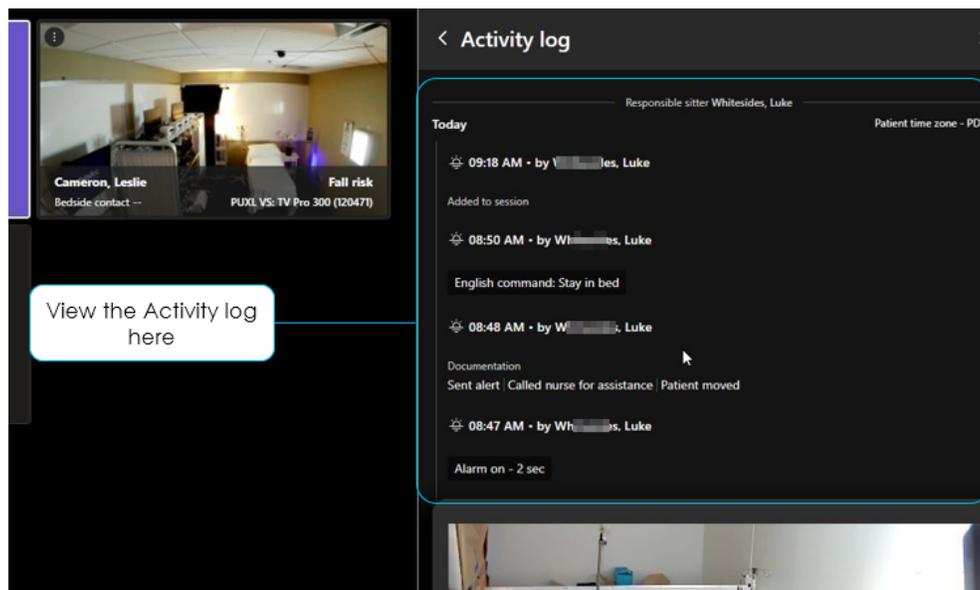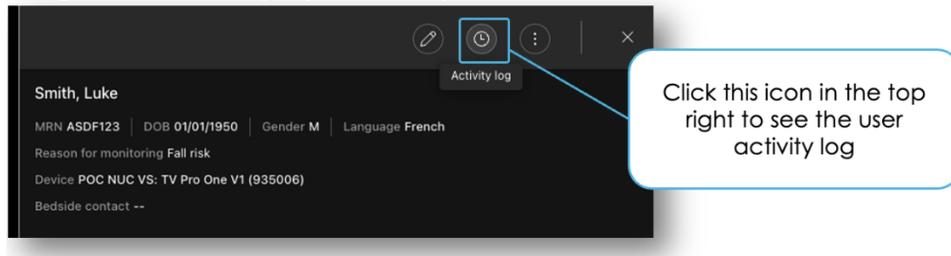
Session Refresh

During very long sessions the Virtual Sitter app may notify you that the *Session needs to automatically reload*. You can either click the option to Refresh now or wait for the app to automatically refresh.
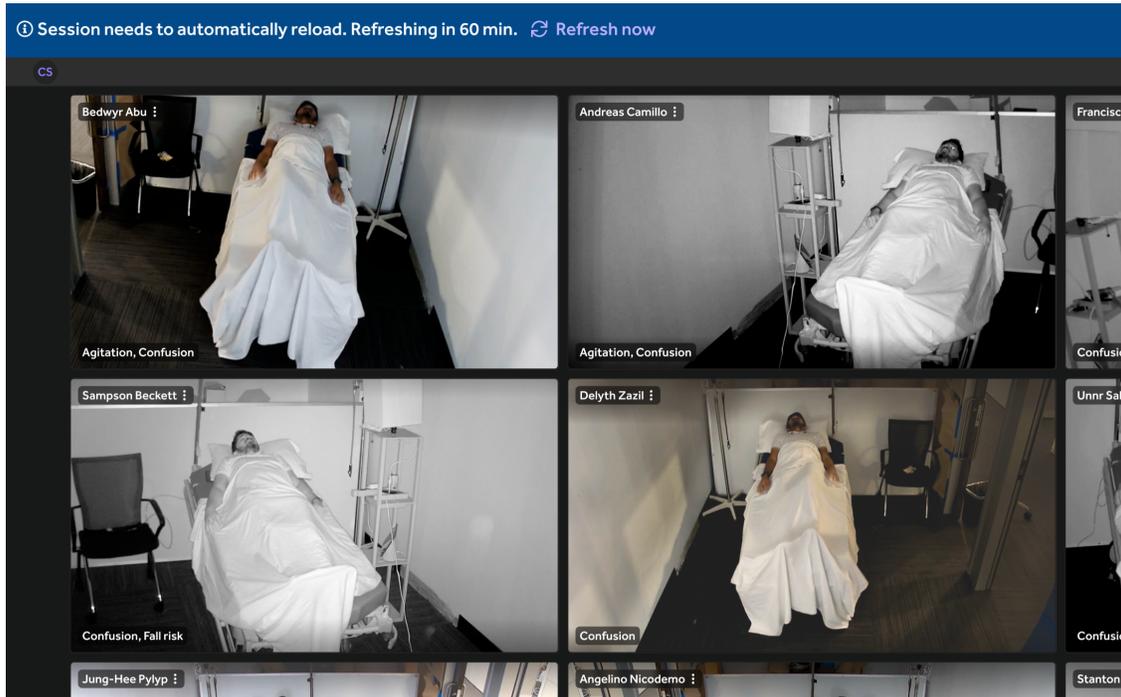
Shift Handoff

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.

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rooms

Active Sessions

Create new session

Current Virtual Sitter or Primary Sitter

Alana Kennedy
0 rooms | Shift duration: 01d 12h 16m

Join session ⋮

Cameron Smith
6 rooms | Shift duration: 07d 19h 27m

Join session ⋮

Shift duration of current shift

Felix Giangulio
15 rooms | Shift duration: 22d 01h 41m

Join session ⋮

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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.
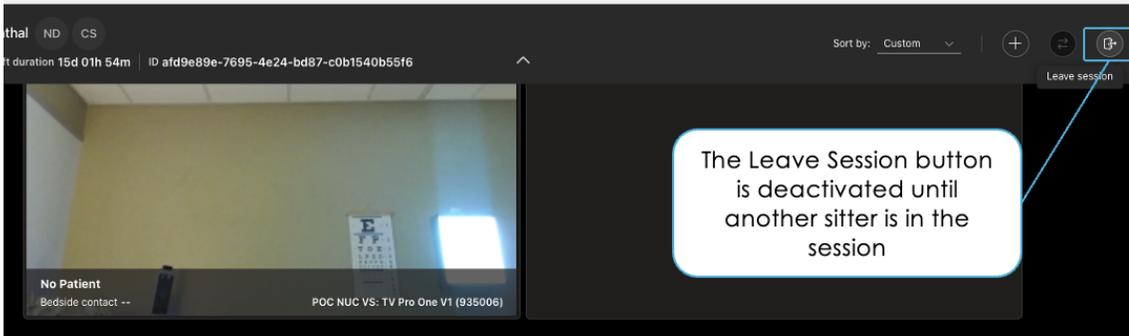
Rooms and Patients Dashboard

The Virtual Sitter Rooms and Patients Dashboard features a real-time operational reporting look at all the patients, rooms, and Virtual Sitter users within the practice. This report requires an additional permission that can be turned on for users by your Teladoc Health representative. The dashboard shows a list of all rooms and devices that can be used in a Virtual Sitter program with the current status of the device, assigned patient, activity level of the patient, monitoring duration, and the Virtual Sitter user connected to the device.

The search field can be used to view Activity Logs and history for a patient not currently assigned to a room

Status of the room and patient assignment

Room and name of patient

Count of interactions a remote observer has had with the patient

Amount of time a patient has been assigned to a room

Name of the remote observer currently monitoring the patient

Clicking the name of the patient and then the View details button will open the patient's Activity Logs and history

The report statuses have the following definitions:

Assigned — A patient is assigned to the device and the device is connected to a session.

Not Connected — A patient is assigned to the device, but the device is not connected to a session. Usually indicative of an accidental disconnection that should be followed up on as soon as possible.

Awaiting Patient — A device is connected to a session, but a patient has not been assigned to it.

Inactive — A device is not connected to a session and a patient has not been assigned to it. In other words, the device is idle and available to be used.

Q Search

← Bookley, Sid
DOB 01/01/1985 | MRN -- | Language English | Gender M

Current sitter **Whitesides, Luke**
Reason for monitoring **Patient isolation** | Time monitored **14m**
Device **PUXL VS: TV Pro 300 (120464)** | Device type **Fixed device**

Patient activity while monitored

⊞ Last 24 hours ⌄

Responsible sitter Whitesides, Luke

Patient time zone - PDT

Today

☼ 08:50 AM • by W̲̅̅̅̅es, Luke

English command: Stay in bed

☼ 08:48 AM • by WI̲̅̅̅s, Luke

Documentation
Sent alert | Called nurse for assistance | Patient moved

☼ 08:47 AM • by W̲̅̅es, Luke

Alarm on - 2 sec

☼ 08:46 AM • by WI̲̅̅s, Luke

Listen off 2 | Listen on | Speak on | Speak off | Camera off | Camera on | English command: Introduction

Documentation
Received contraband

☼ 08:39 AM • by WI̲̅̅s, Luke

Assigned to PUXL VS: TV Pro 300 (120464)

Reason for monitoring
Patient isolation

View the Activity Log here

Observation Assistant

The Observation Assistant is an AI-powered feature that can identify a patient, detect motion by the patient, and detect changes in the patient's pose relative to their bed. Based on these detections the assistant can produce a visual cue to the virtual sitter in the form of a yellow border around the patient video. The purpose of the yellow border is to direct the user's attention to the video of a patient who may need attention

Additionally, if a Detection Area has not already been added, the user can add a detection area to help assist the AI with more accurate predictions.

A detection area is a four-sided shape the virtual sitter can draw around the patient's bed. For optimal performance, it is recommended that the detection area be drawn to match the outline of the patient's bed as closely as possible.

Note — In order for the Observation Assistant to function correctly, the device camera must be positioned at least 5 feet away from the foot of the patient bed, pointed directly at the bed and with the entire bed within the field of view.

Add Detection Areas

When a new device that is enabled for the Observation Assistant is added to a session for the first time, the user will be prompted to add the Detection Area.

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The Detection Area can be drawn by selecting the vertices of the box that appears and dragging them to the desired positions, so the shape matches the outline of the patient bed.

If a device is added that previously had a Detection Area drawn, it will load by default. The user may change this Detection Area if needed.
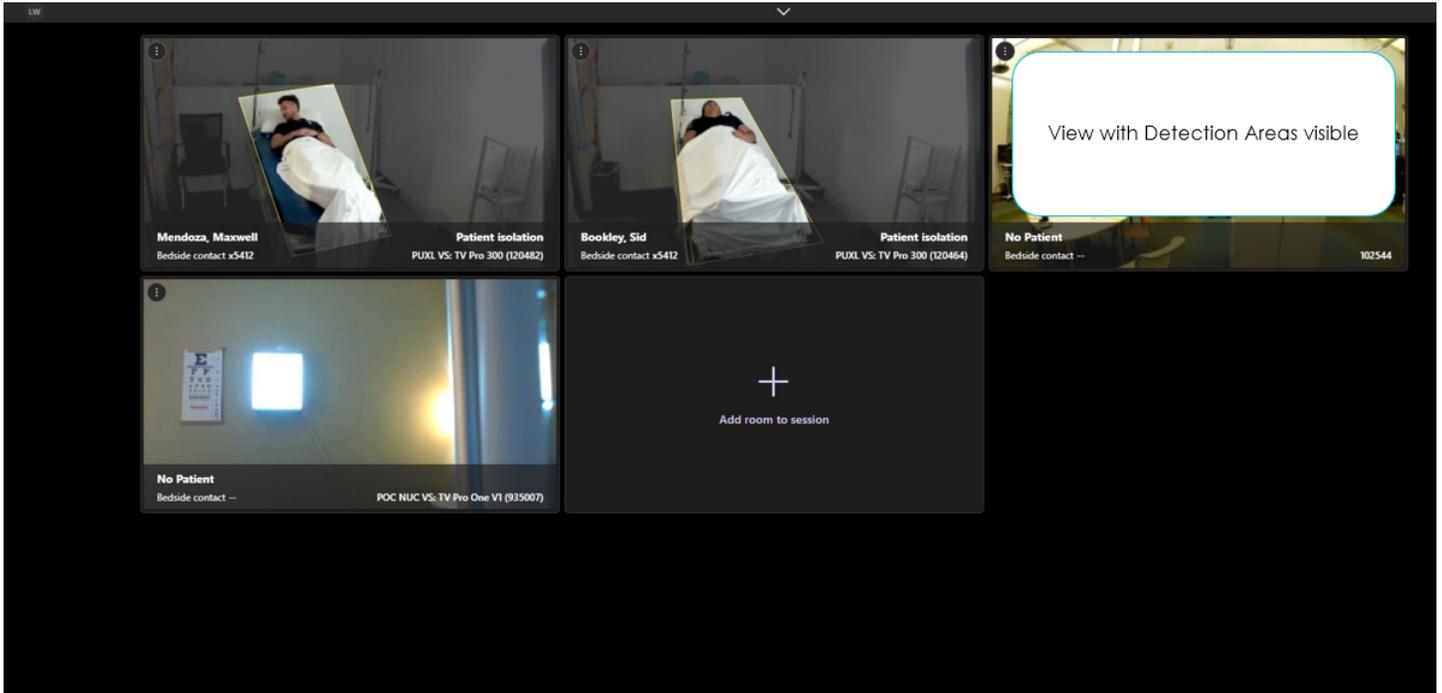
Edit Detection Areas

At any time during a session, a Virtual Sitter user may select the Observation Assistant icon in the main session toolbar to View or Edit Detection Areas for any devices in their session.

1. Hover over the bar on the top of the app screen and click to expand the toolbar
The bar is closed by default

When the bar is opened you will be able to see additional actions you can take
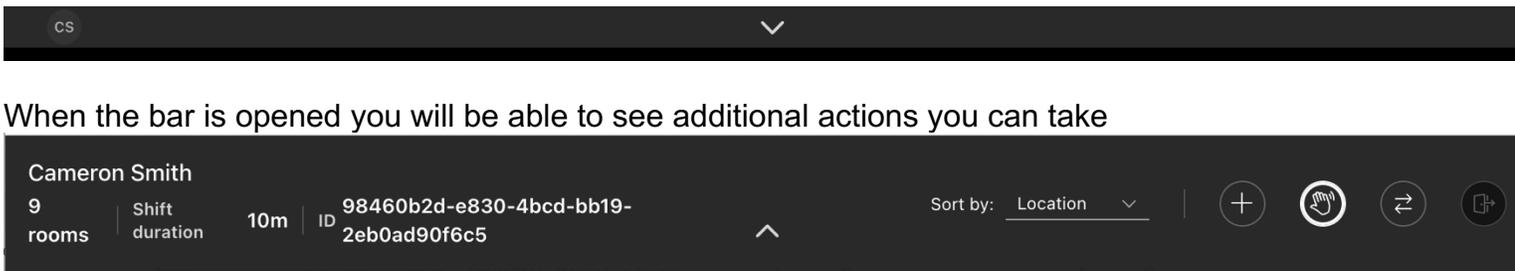
2.Click the observation areas button
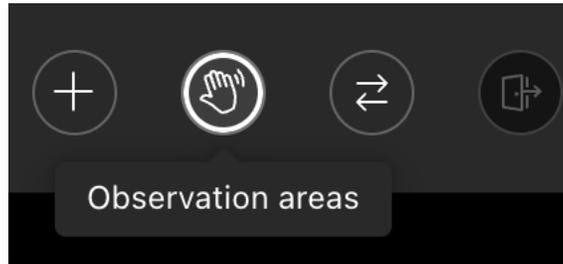
3.Click the 'Edit detection areas' option
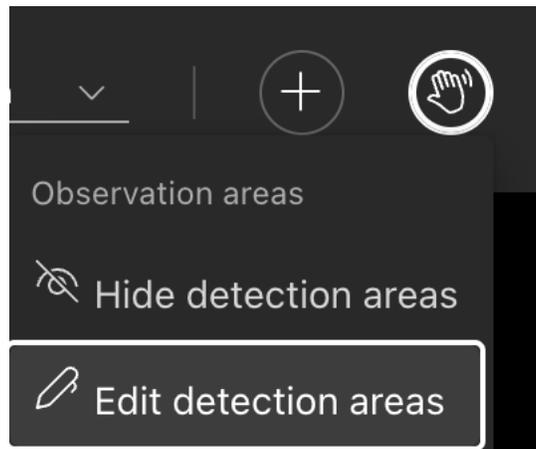
. 4. Move the vertices (dots) on the image to create a new detection area
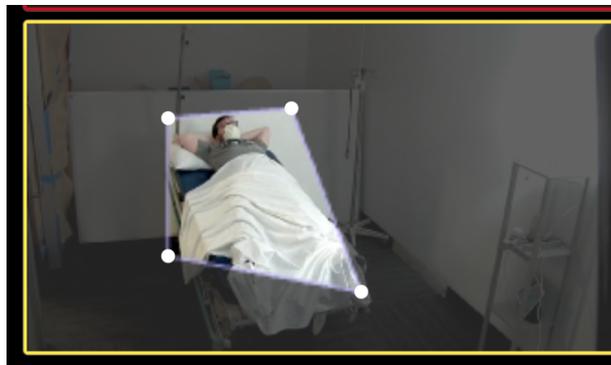
6. Click 'Save and close' on the top right of the app
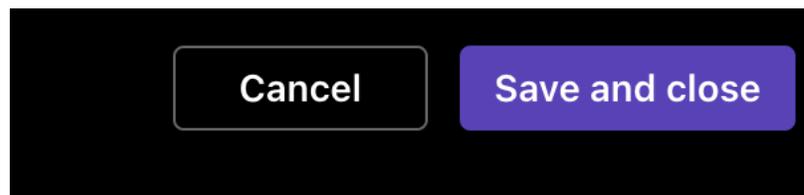
Visual Cues

When the Observation Assistant detects a material amount of motion or changes in the patient's pose, then a yellow border will display around the tile, along with a label informing the user that motion was detected.

An active Visual Cue has been triggered for this patient
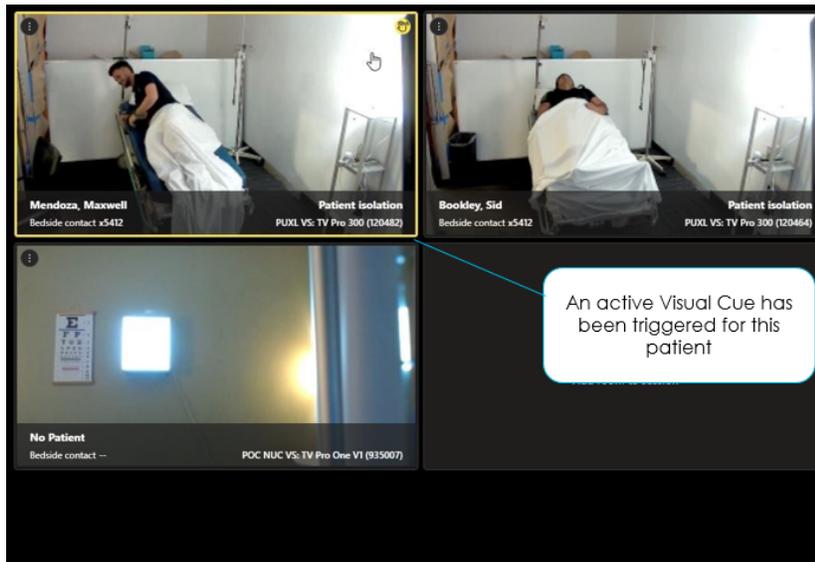
Dismiss Visual Cues

A dismiss button will be available so that the user can dismiss the yellow border if the patient is not in need of their attention. Dismissing the Visual Cue will silence further Visual Cues from this patient for 30 seconds.
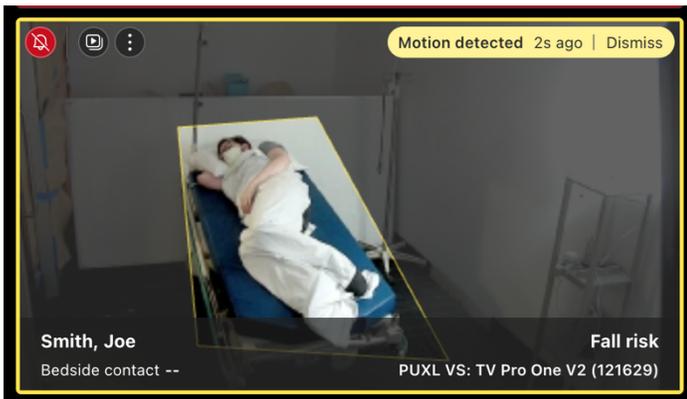
1. Move your mouse to the patient video while the Visual Cue is shown

2. Click the 'Dismiss' text on the top right of the patient video

Deactivate Visual Cues

If the Observation Assistant is not needed for a longer period of time for any reason, it can be paused for a given patient by selecting the More Actions menu in the tile and selecting the option to 'Hide Assistant' to hide the Observation Assistant.

1. Hover your mouse over the patient video in grid layout

2. Select the ':' icon at the top of the patient video to see a menu of options

3. Select the 'Hide assistant' option in the menu

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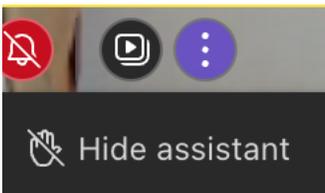
To deactivate the assistant for multiple patients, repeat the step on the other patient videos.

Reactivate Visual Cues

If the Observation Assistant was deactivated, it can be reactivated for a given patient by selecting the More Actions menu in the tile and selecting the option to show the Observation Assistant.

1. Hover your mouse over the patient video in the grid layout

2. Click the ':' icon at the top of the patient video to see a menu of options
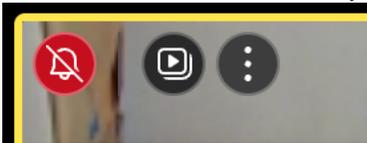
3. Click the 'Show assistant' option in the menu
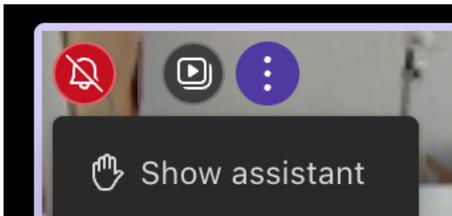
To reactivate the assistant for multiple patients, repeat the step on the other patient videos. If you have not used the assistant feature on that video and do not see an option to enable the assistant, then that remote device may not support the assistant feature.

Contact Information

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Teladoc Health User Manuals
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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

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