

Teladoc Health[®]

Virtual Sitter

User Guide

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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 (alarm sound configuration available upon request from Teladoc support), 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 up of up to 25 rooms with each device assigned to 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 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 27 inches” or greater (measured diagonally)
- A screen resolution of 3840 x 2160 or greater

Recommended Hardware for Running the Virtual Sitter Application

Windows PC

- **Memory (RAM):** 32 GB or higher
- **CPU:** Intel Core i7 (12th generation or later) or AMD Ryzen 7 (5th generation or later)
- **Storage:** 512 GB or larger SSD
- **Network:** Ethernet (RJ-45)
- **GPU:** NVIDIA GeForce RTX 3060 or later (or equivalent) or AMD Radeon RX 5600 XT or later (or equivalent)

Apple Mac

- **Memory (RAM):** 36 GB or higher
- **CPU:** Apple M4 Max (or later)
- **Storage:** 512 GB or larger SSD
- **Network:** Ethernet (RJ-45)

Microphone and speaker

For optimal quality a USB headset is required.

Webcam

A 720p or better integrated or external webcam with good lighting is required.

Why this hardware is recommended

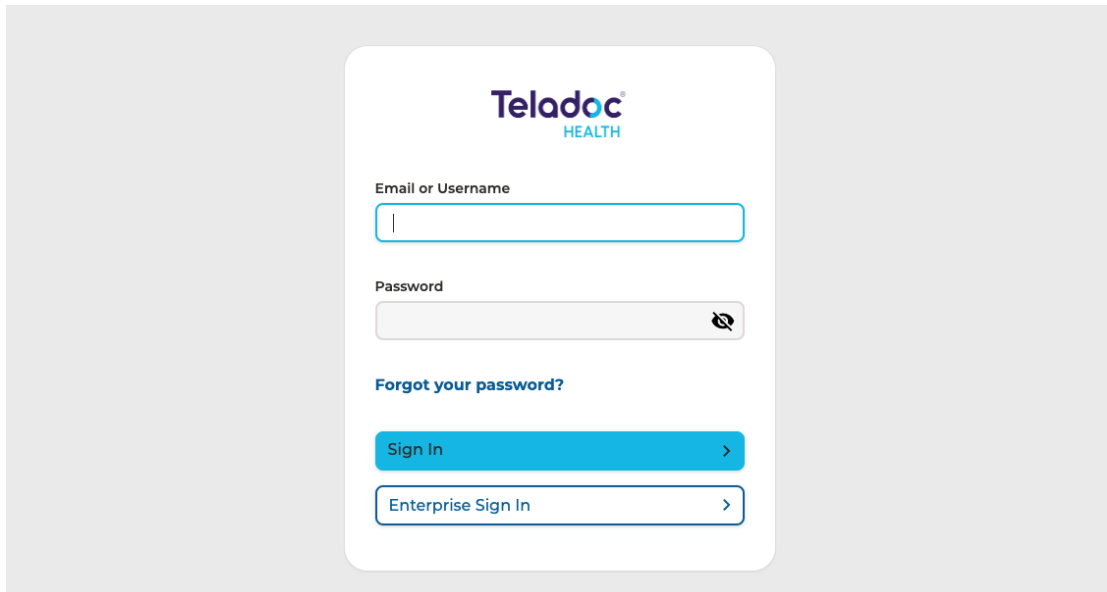
- Showing simultaneous HD video feeds requires a powerful CPU, sufficient RAM, and a capable GPU.
- SSD storage is required for fast loading and responsive performance.
- Ethernet connectivity ensures reliable and fast network connectivity.
- The specified GPUs provide a balance between performance and power efficiency.

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.

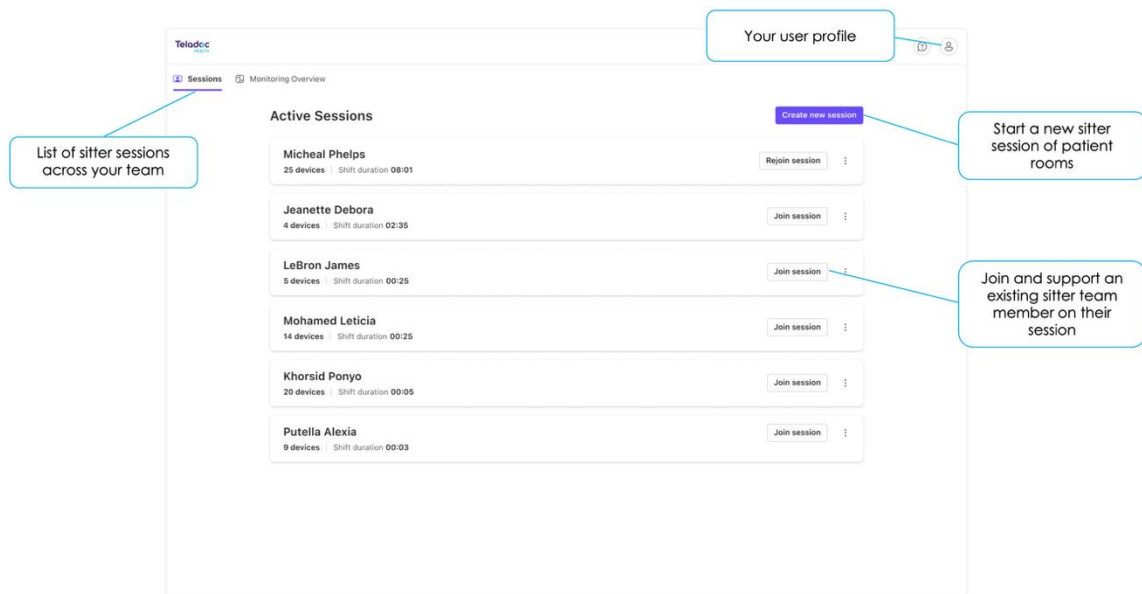
1. Navigate to the website URL for Virtual Sitter
2. Enter your email or username and password and click **Sign In**

The image shows a login form for Teladoc Health. At the top is the Teladoc Health logo. Below it is a label "Email or Username" above a text input field. Underneath is a label "Password" above a password input field with an eye icon for toggling visibility. Below the password field is a link "Forgot your password?". At the bottom are two buttons: a blue "Sign In" button and a white "Enterprise Sign In" button, both with right-pointing chevrons.

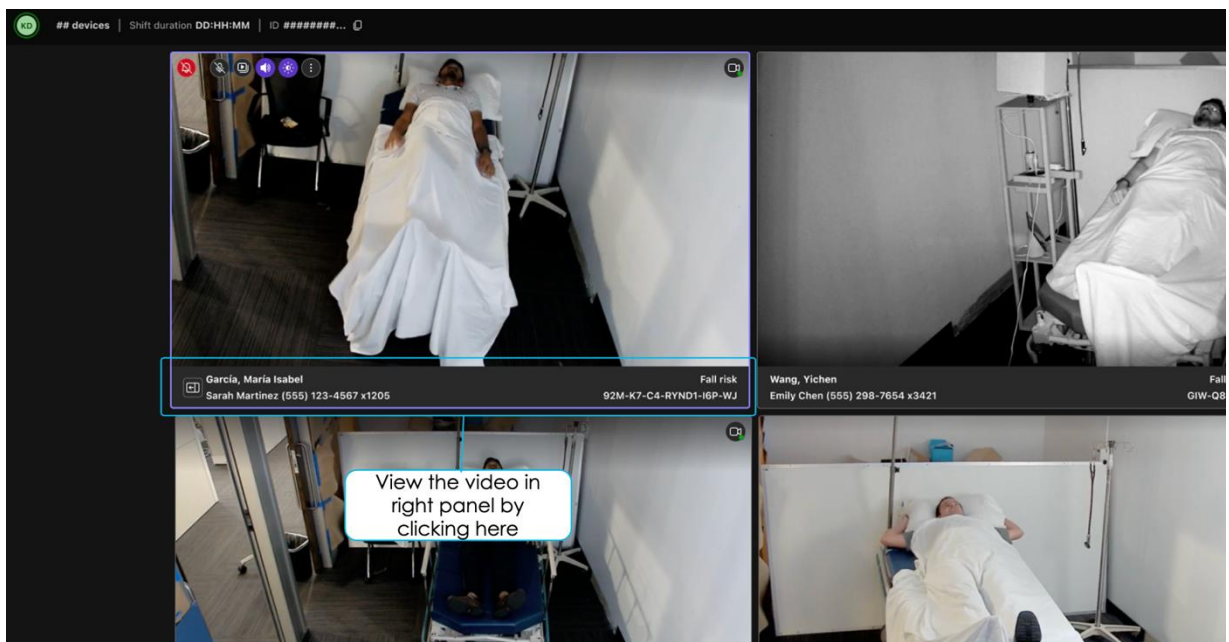
Navigating the Virtual Sitter App

After logging into 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.



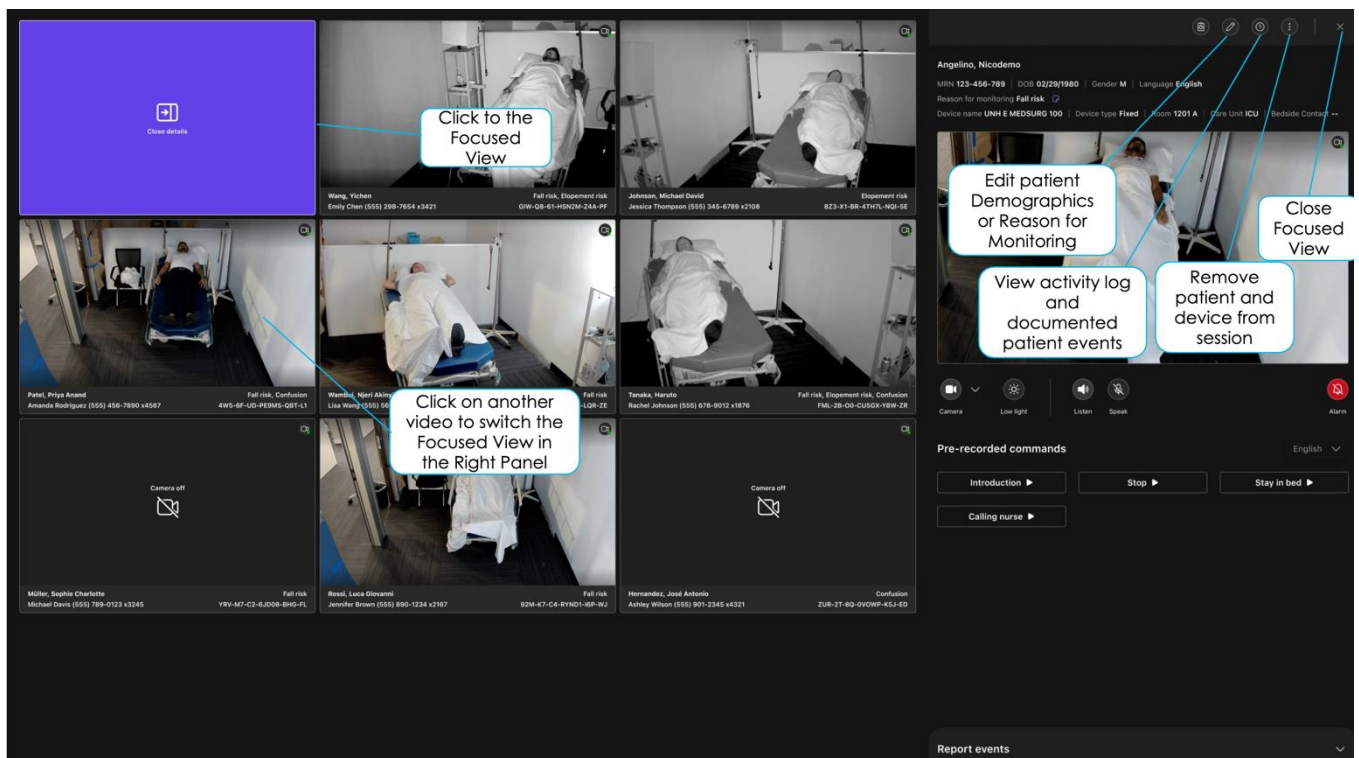
Once in a virtual sitter session, the virtual sitter will see the grid view of patient rooms they selected for that session. More devices may be added after the session has begun up to a maximum of 25 patient rooms.



While in the virtual sitter session, the sitter may 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.



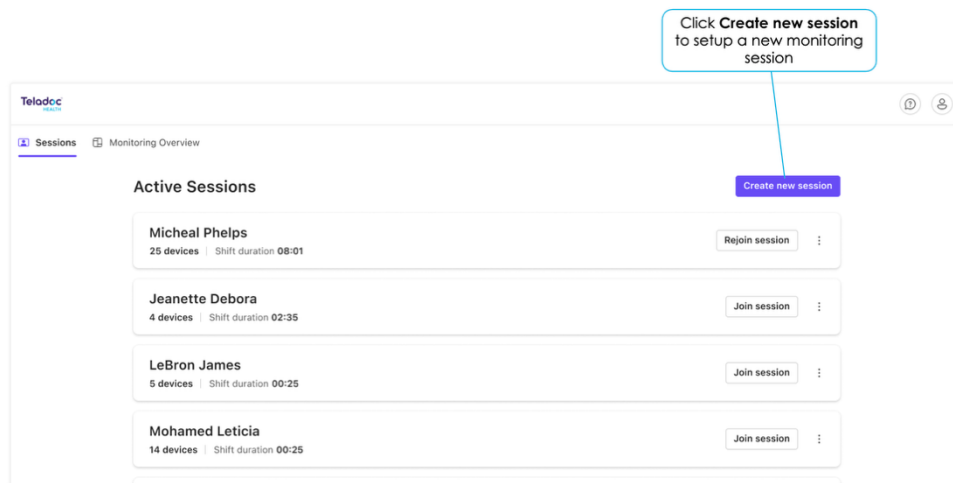
In the sitter session, the virtual sitter can also click on any patient room in the grid view to see that room in higher resolution as well as all controls for that patient room in the right panel. The sitter can click **Close Details** to close the right panel.



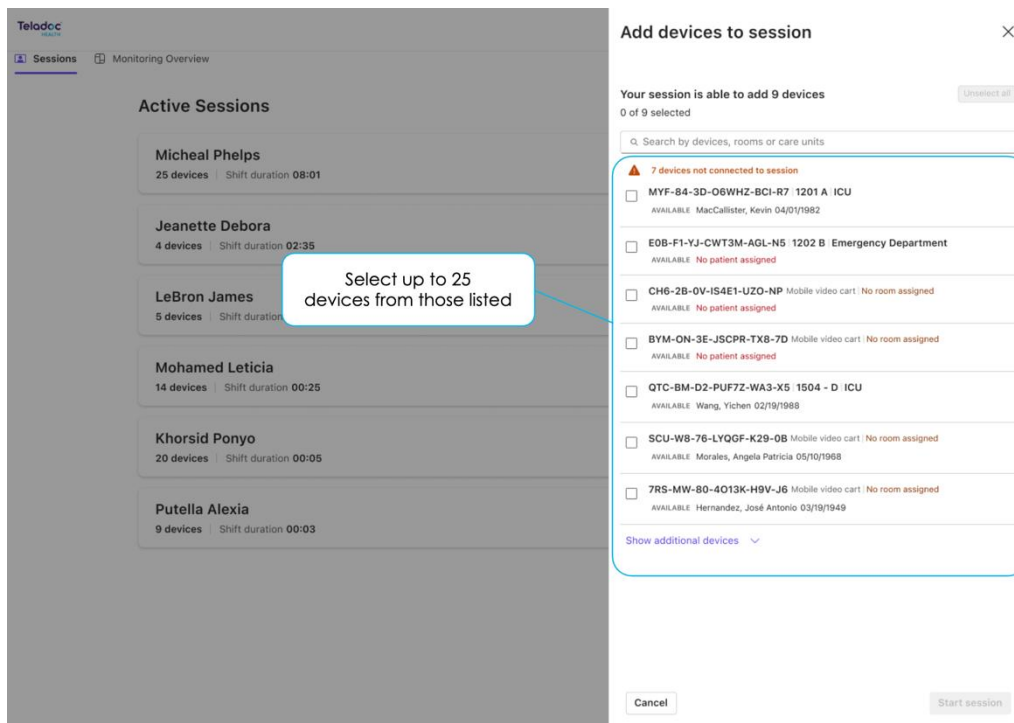
Start a New Monitoring Session

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

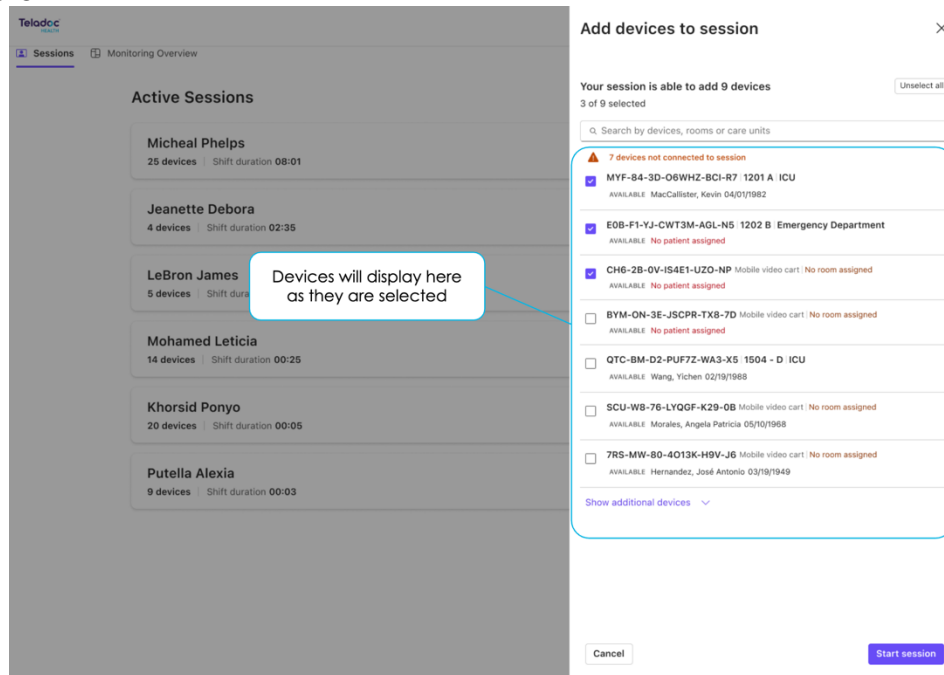
1. Click **Create new session** to setup a new monitoring session



2. Select the devices to monitor



- Review the selected devices at the top of the list and if they are the correct devices, then select **Start session**



- After you click **Start session**, the app will begin to load a view of each selected patient room.

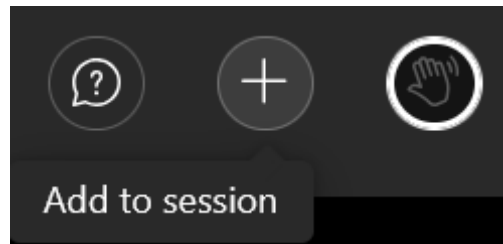


Monitor New Patient Room

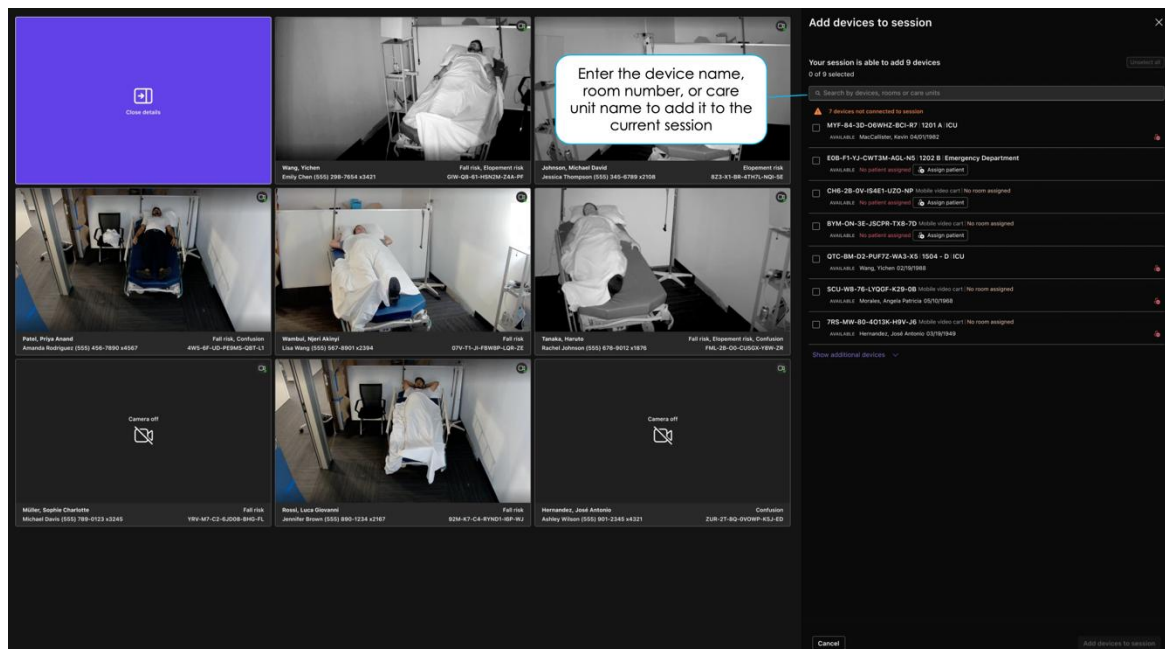
New patient rooms can be added to an existing monitoring session.

To add a new device to the current session:

1. Click **Add to Session** button from the top toolbar



2. The **Add a device to session** panel will open on the right side of the screen. Click on the **Search by device** input box and start typing a device name, room number, or care unit name. Devices that are in-use or offline will be under “Additional Devices”.



3. Available devices will appear on the list based on your input. Select the device you want.

The screenshot displays the Teladoc Health interface. On the left, a grid of video feeds shows patients in hospital beds. Each feed includes a patient name, ID, and risk level. A purple button in the top-left corner is labeled 'Close details'. On the right, a sidebar titled 'Add devices to session' lists 9 available devices with their IDs and locations. A search bar is at the top of the sidebar. Annotations with arrows point to specific elements:

- Select from available devices from the search results:** Points to the search bar in the sidebar.
- Click to assign a patient to a device:** Points to the 'Assign patient' button next to a device in the sidebar.
- In-use devices are already observed and cannot be added to another session:** Points to a device in the sidebar that is marked as 'In use'.
- Offline devices are not connecting to the server and may not successfully connect:** Points to a device in the sidebar that is marked as 'Offline'.

4. Click Add devices to session

Assign a Patient to a Device

When adding a device 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 to the system.

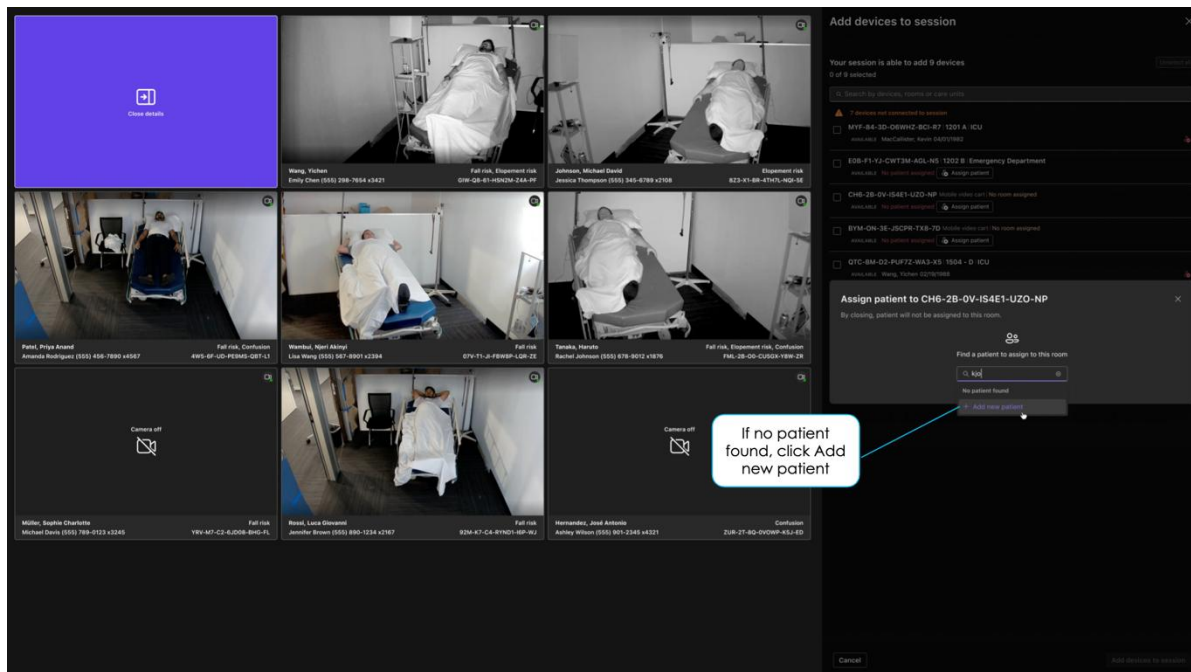
The screenshot displays the Teladoc Health interface. On the left, a grid of video feeds shows patients in a clinical setting. Each feed includes patient information such as name, phone number, and risk level. On the right, a sidebar titled 'Add devices to session' lists available devices and their status. A search bar is present, and a dropdown menu shows search results for patients. Callouts provide instructions on how to assign a patient to a device.

Callouts:

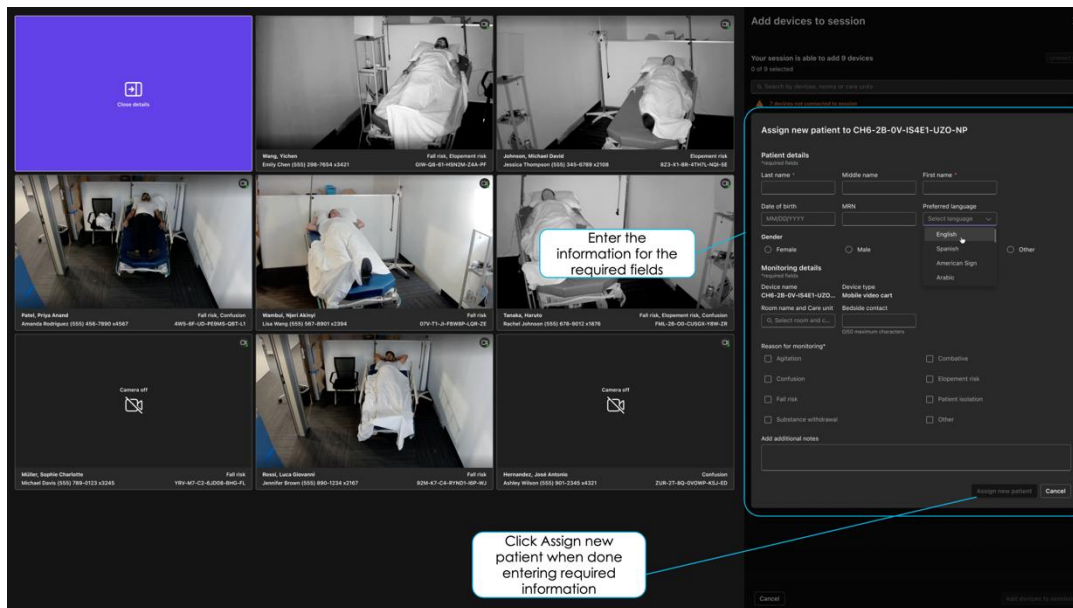
- Enter the patient's name
- Select the correct patient's name from the search results
- Click Add devices to session when done selecting devices

No Patient Found – Add a New Patient

If the patient cannot be found to assign them to the device, click the option to **Add new patient**.

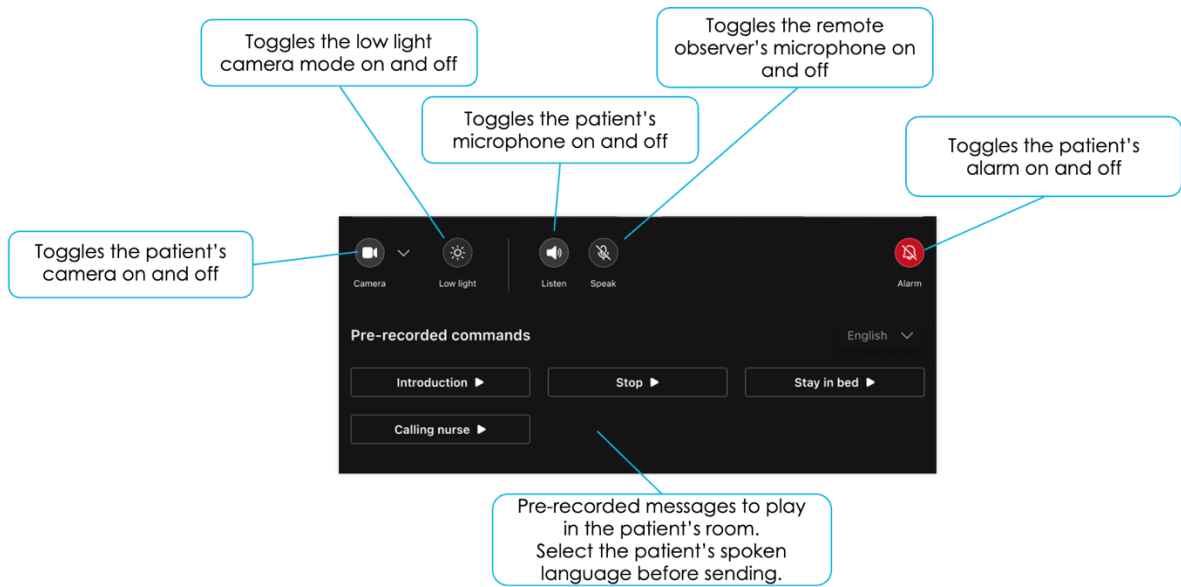
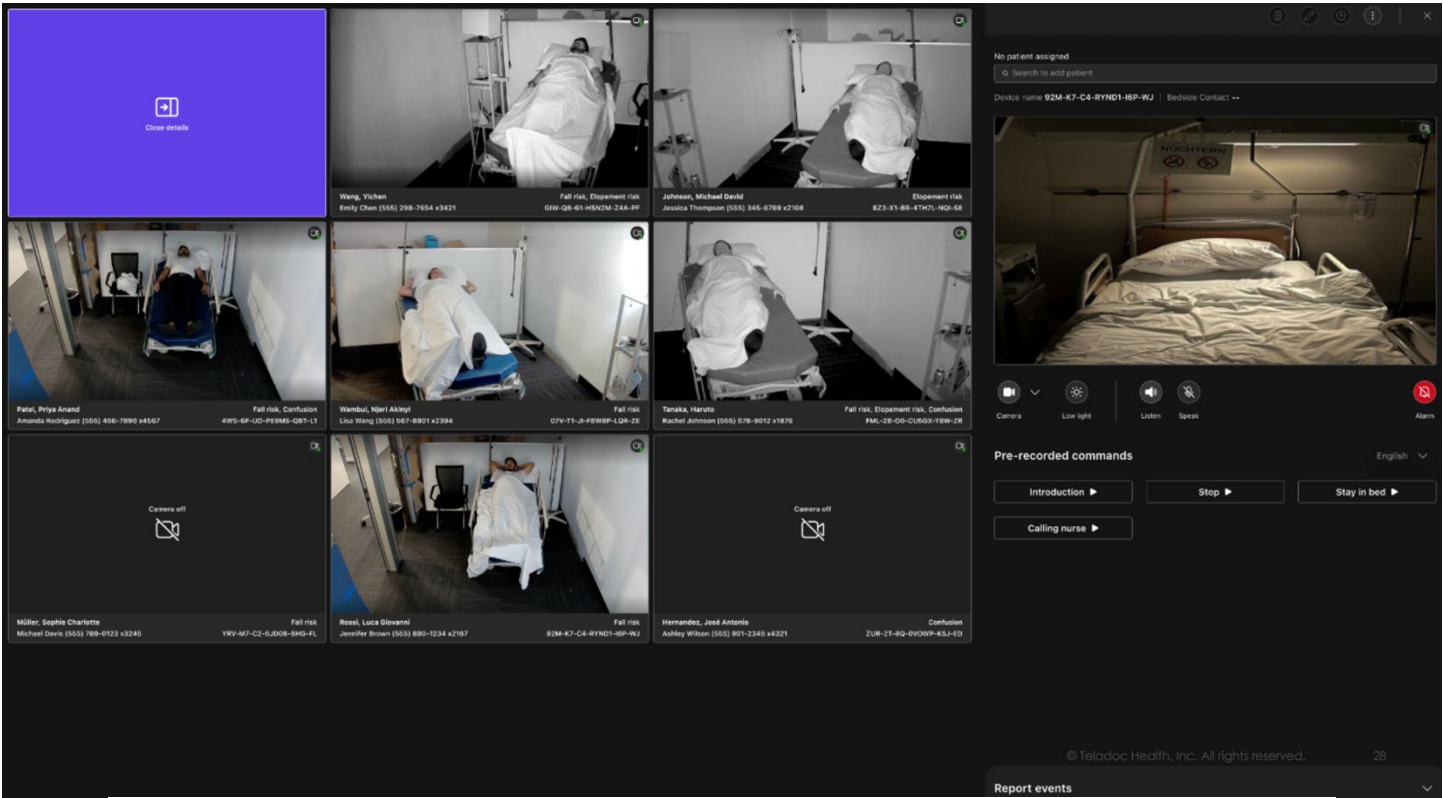


When adding a new patient, add all relevant patient details including the reason for monitoring.

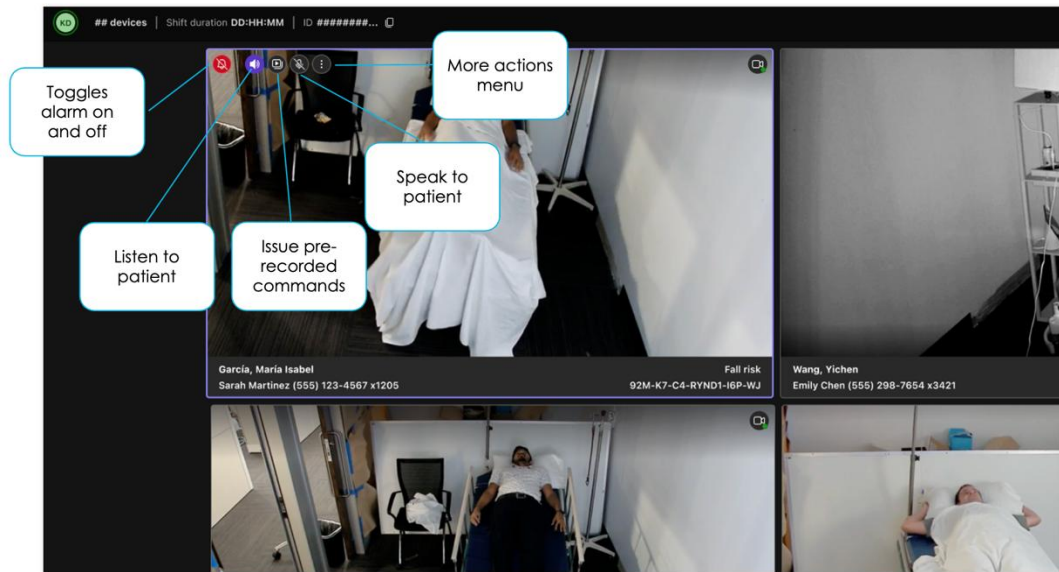


Camera Controls

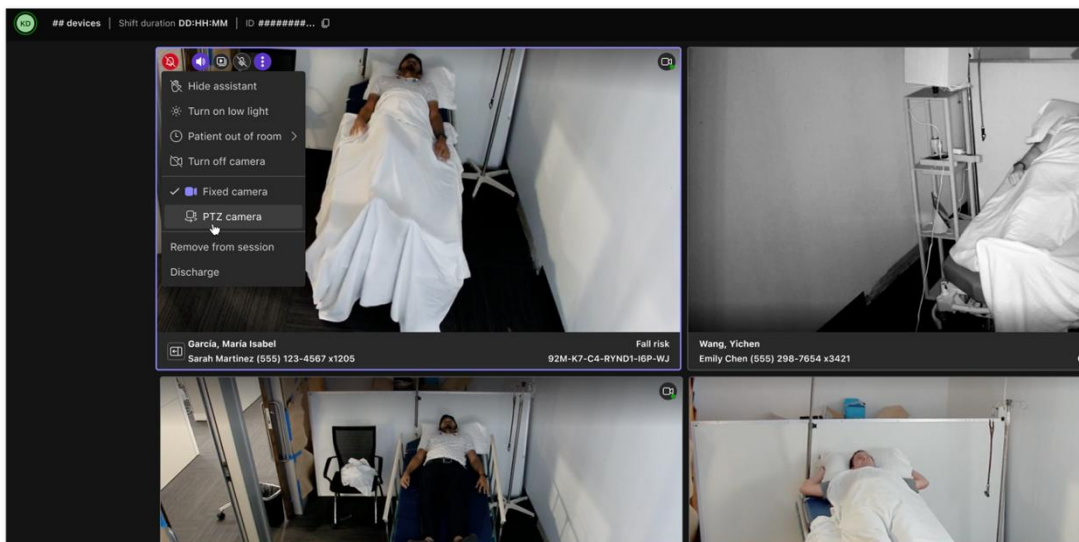
Select the patient room image to access the camera controls in a focused view for that patient room.



In the tile view the following camera controls are available.



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 to 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.

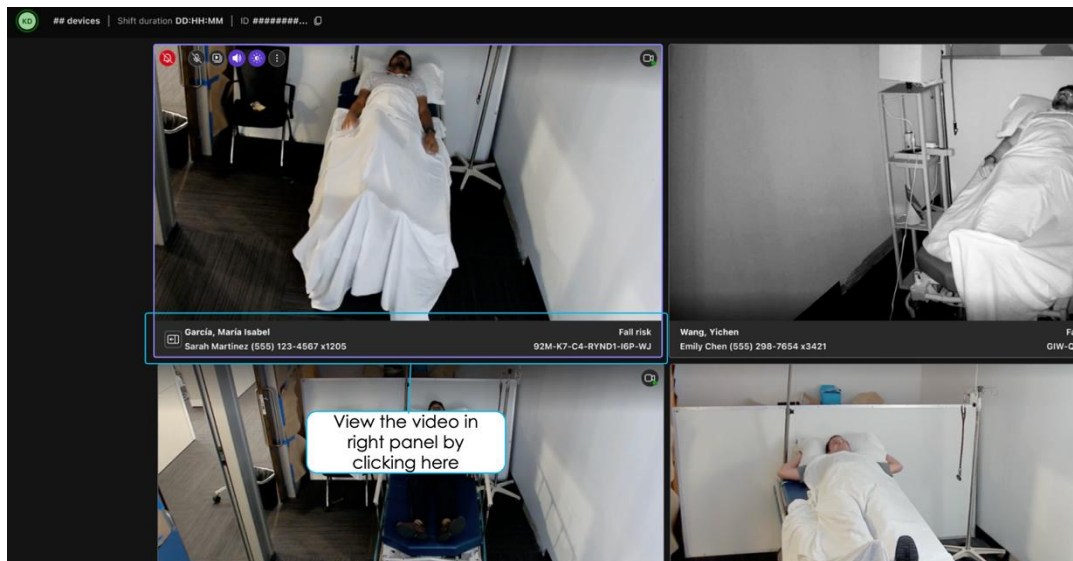
Zoom Out - Roll the mouse scroll-wheel back.

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.

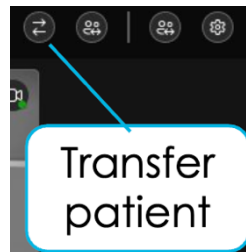


Transfer Patient

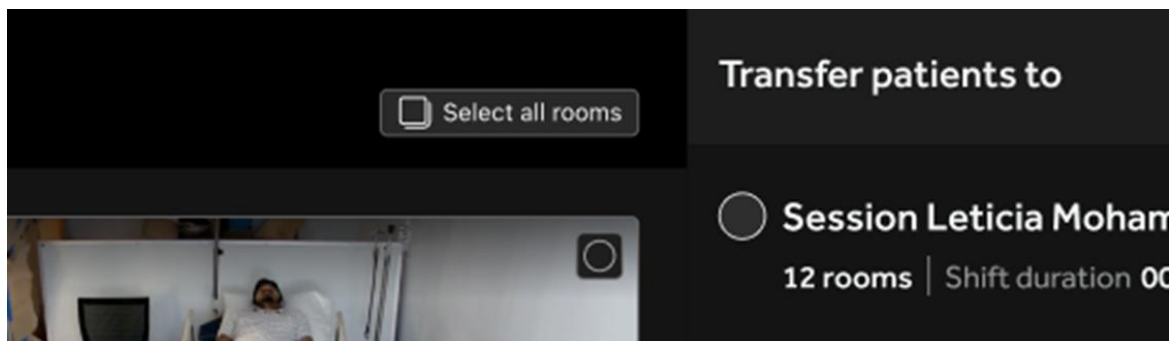
Virtual sitters will typically transfer patients at the end of their shift.

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

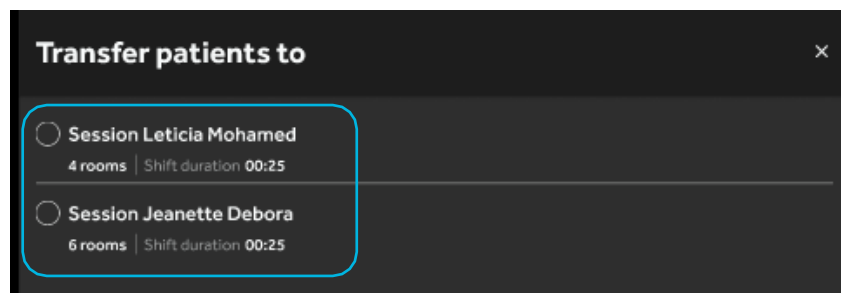
1. Select the **Transfer patient** icon in the top toolbar.



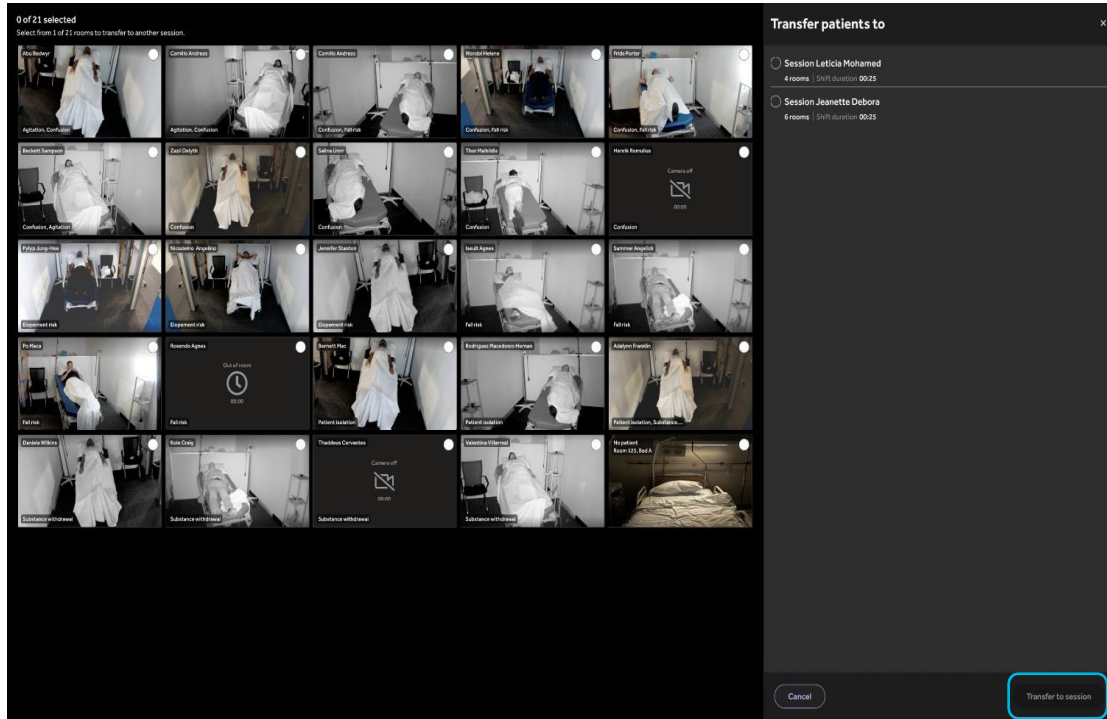
2. Click on the circle icon in the top right of each video to select individual patients or use the “Select all devices” button to transfer all patients:



3. Select the session to transfer patients to.




4. Select **Transfer to session** to initiate the transfer.

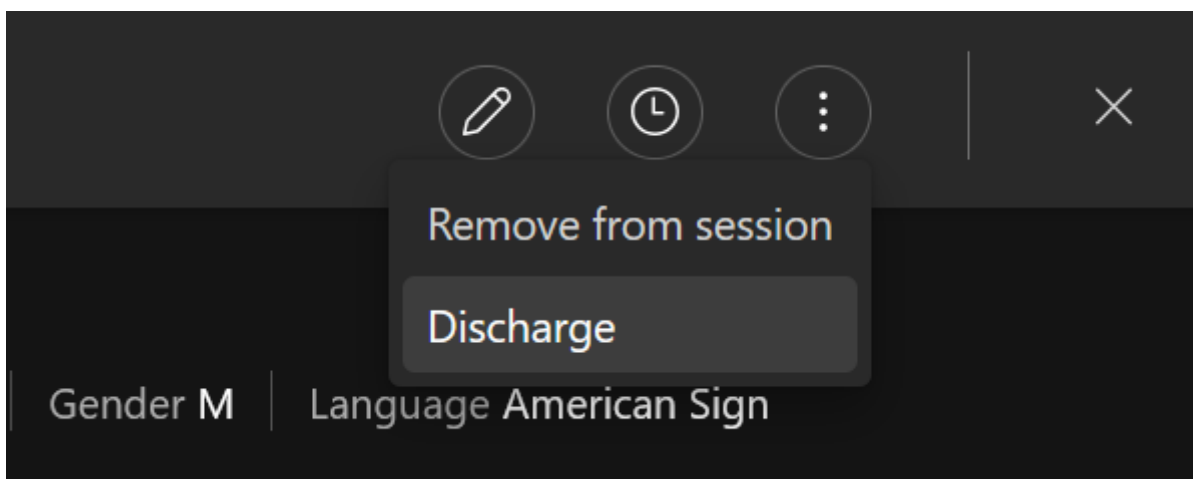


Remove a Patient from the Current Session

To remove a patient from the virtual sitter session:

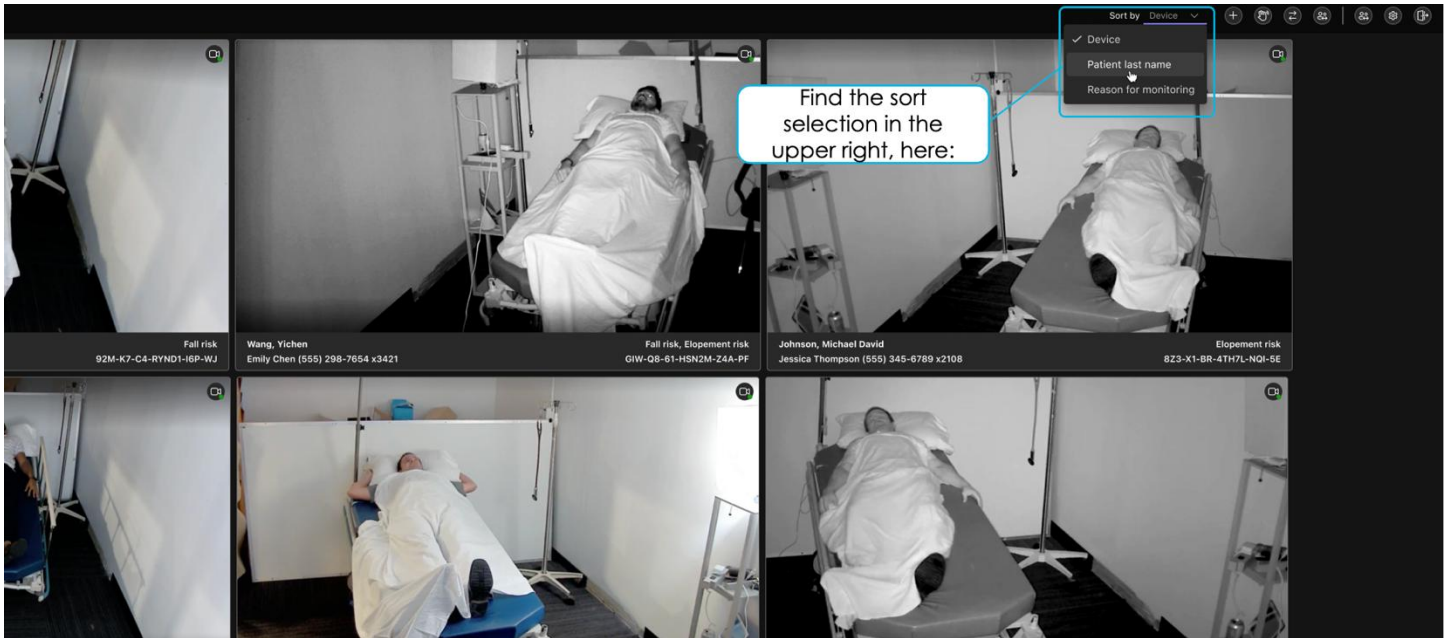
1. Click on the patient room in the grid view layout to open the right panel
2. Select  at the top right of the screen to display the options:
 - **Remove from session** removes the patient and device from the Virtual Sitter's session but will leave the patient assigned to the device.
 - **Discharge** will remove both the patient and device from the Virtual Sitter's session and also unassign the patient from the device.

Note: **Discharge** is only available when there is a patient assigned to the device.



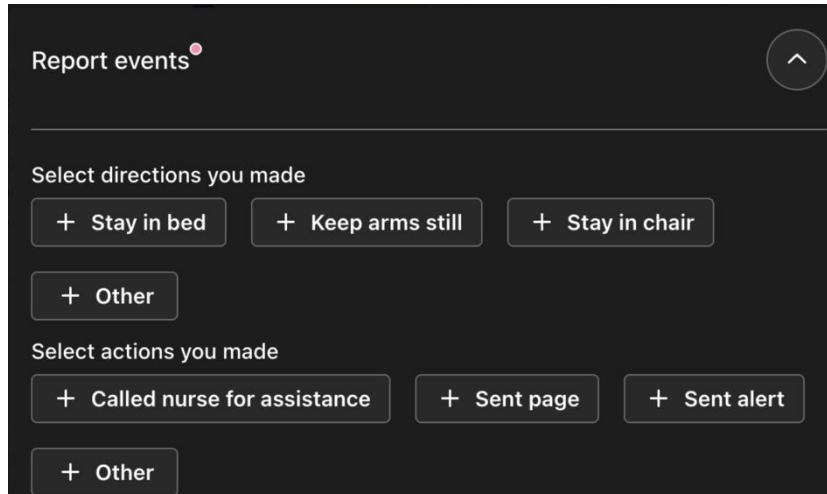
Customize Video Grid

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

The sitter may left click to select a patient room from the tile view to open it on the right panel in a focused view. When in focused view for that room the sitter can also log patient interventions. When logging an intervention, the virtual sitter can quickly select a preconfigured note from the options below.



Report events ⬆

Select directions you made

+ Stay in bed + Keep arms still + Stay in chair

+ Other

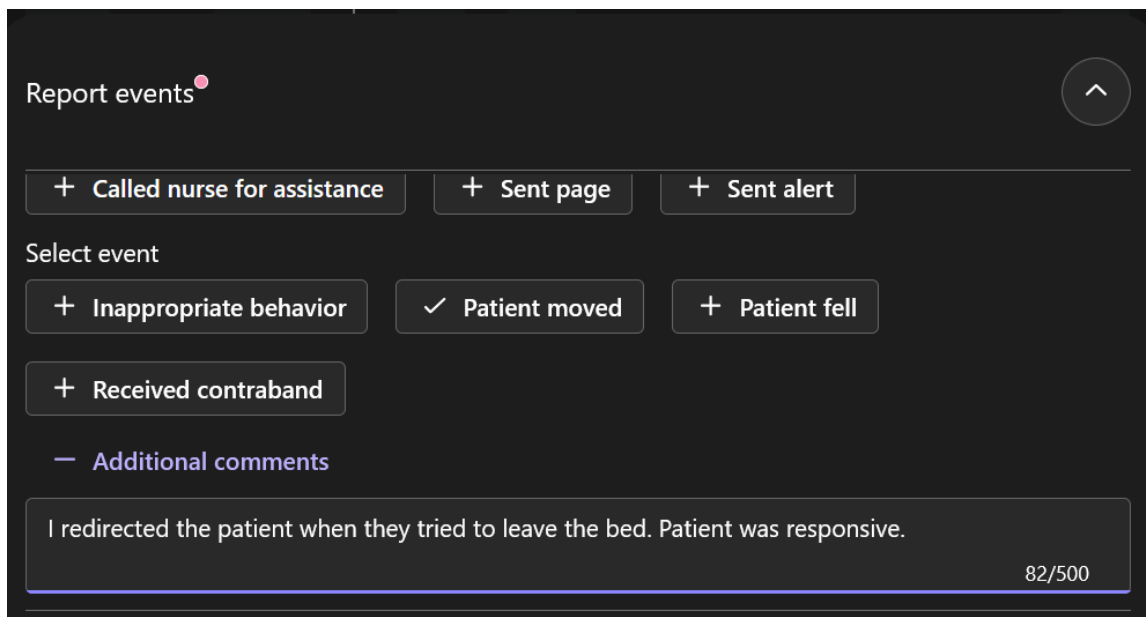
Select actions you made

+ Called nurse for assistance + Sent page + Sent alert

+ Other

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.



Report events ⬆

+ Called nurse for assistance + Sent page + Sent alert

Select event

+ Inappropriate behavior ✓ Patient moved + Patient fell

+ Received contraband

— Additional comments

I redirected the patient when they tried to leave the bed. Patient was responsive.

82/500

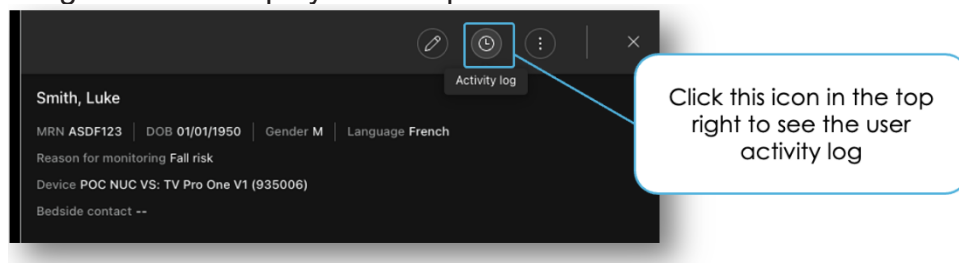
View Intervention Notes and Activity Log

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.

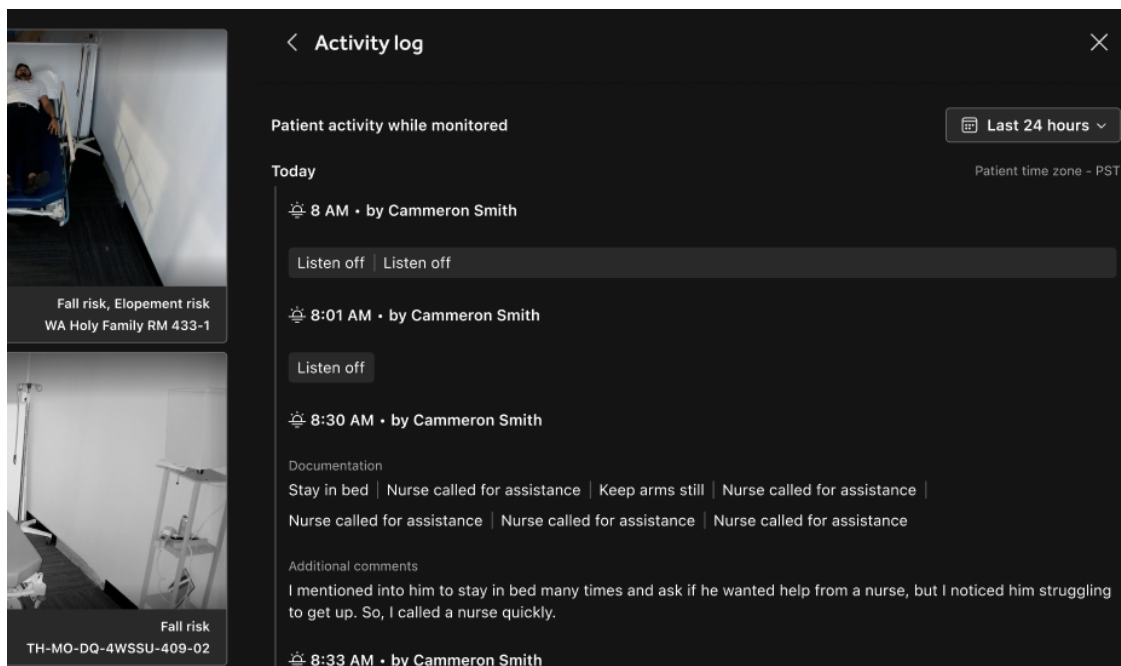
This reference information about a patient's sitting history may help sitters to form an idea of which patients require relatively more attention.

The Virtual Sitter will only display notes that are tied to the current sitter's 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's time zone.



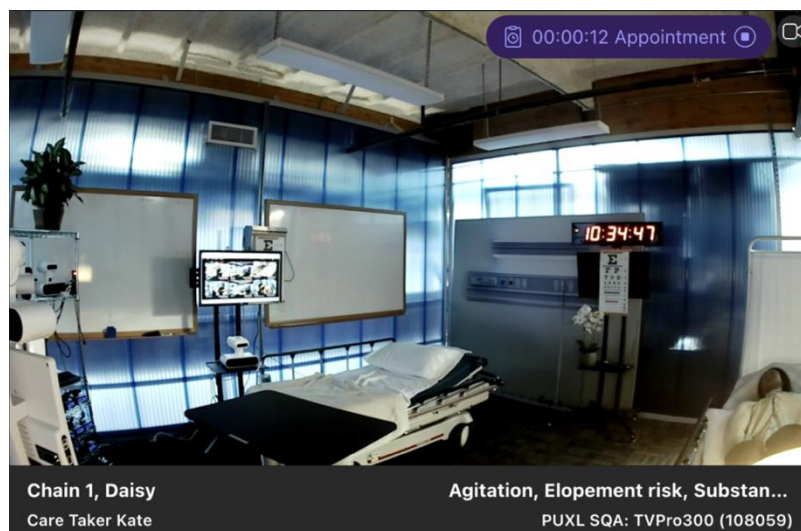
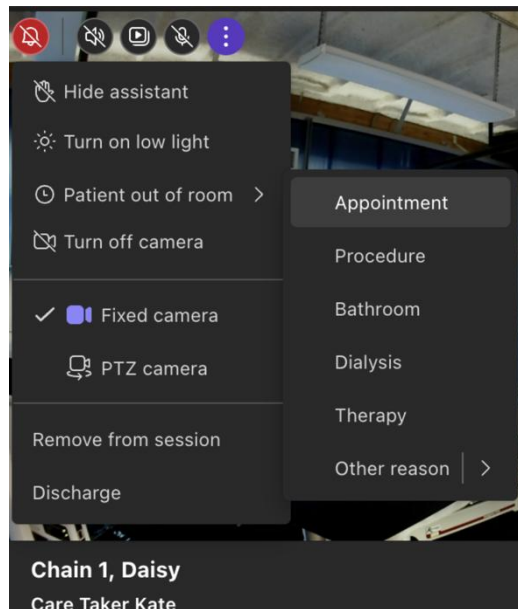
The Activity log will default to the last 24 hours but can be changed to a customized date range.



Noting when a Patient is Out of Room

The sitter can select a reason a patient is out of the room from the menu for the room in the grid view. Available status options include Appointment, Procedure, Bathroom, Dialysis, Therapy, and Out of Room (with comment). This event is documented in both patient and user activity logs.

When the sitter has noted the patient is out of the room there will be a banner for in the grid view indicating why the patient left and includes a timer showing how long they have been away.



Assigning TV Pro 300 Carts to a new Room or Care Unit

When a TV Pro 300 cart is moved to a new room you may select the room and care unit based on a list setup by your admin. Noting the room and care unit improves historical reporting.

Add patient to device PUXL SQA-AI: TV Pro 300 Cart (123611)

Patient details

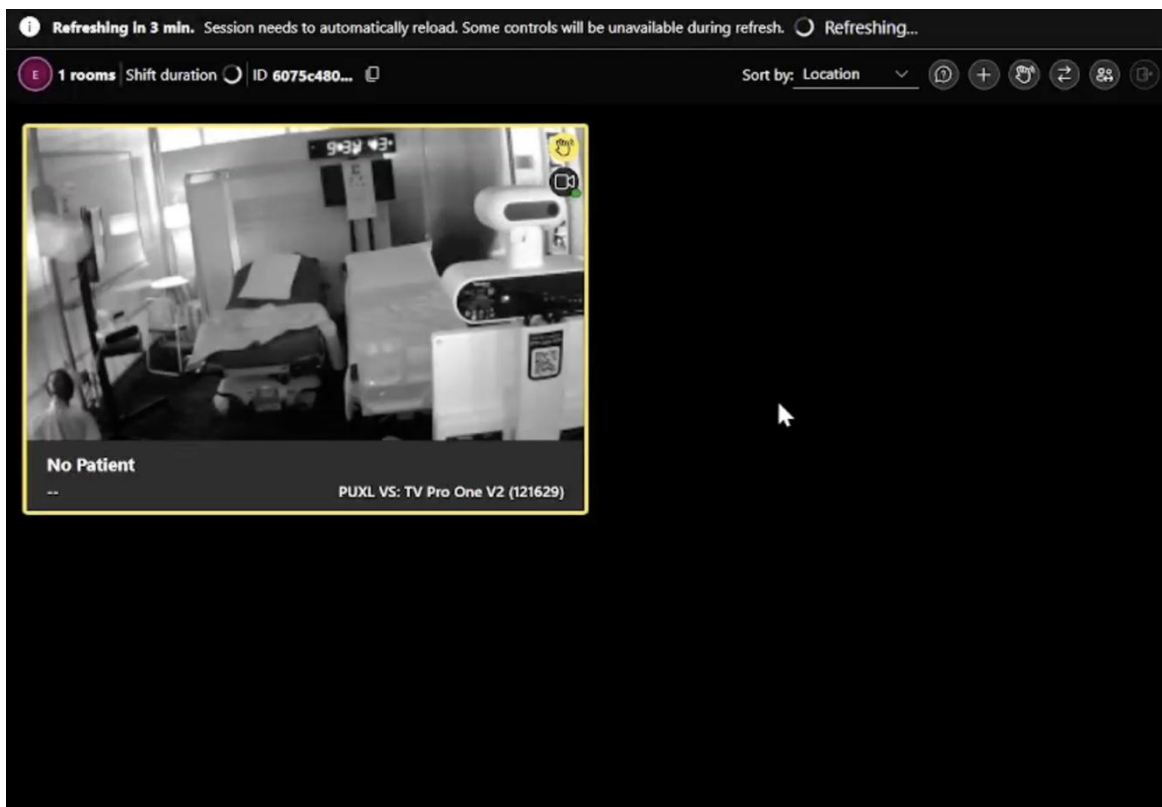
Last name Bhuvan	Middle name --	First name Santhiya
DOB --	MRN --	Language Ukrainian
Gender Female		

Monitoring details

Device name PUXL SQA-AI: TV Pro ...	Device type Mobile video cart
Room and unit Select room an ▾	Bedside contact <input type="text"/>
N-118405 - ICU	0/50 maximum characters
N-999908 - Emergency	<input type="checkbox"/> Substance withdrawal
<input type="checkbox"/> Confusion	<input type="checkbox"/> Agitation

Session Refresh

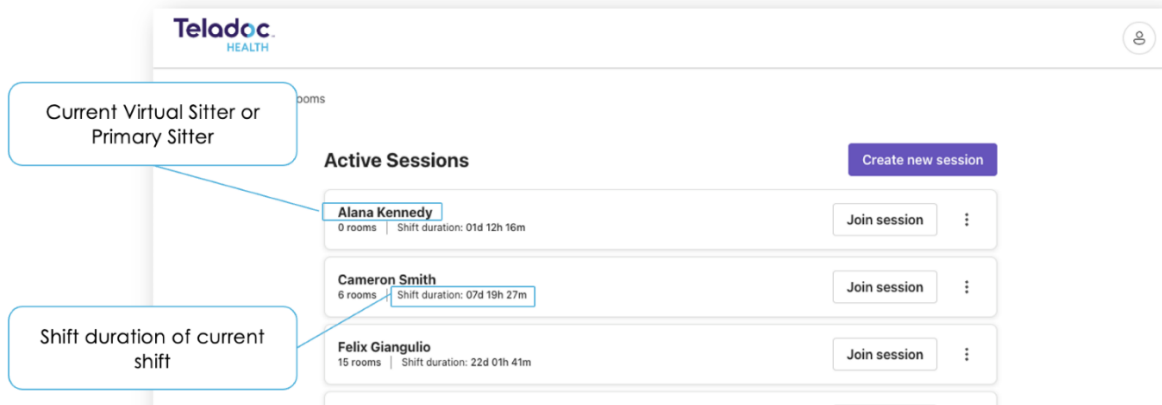
During very long sessions, the Virtual Sitter app may notify you that the *Session needs to automatically reload*. You can either click the option to [Refresh now](#) or wait for the app to automatically refresh.



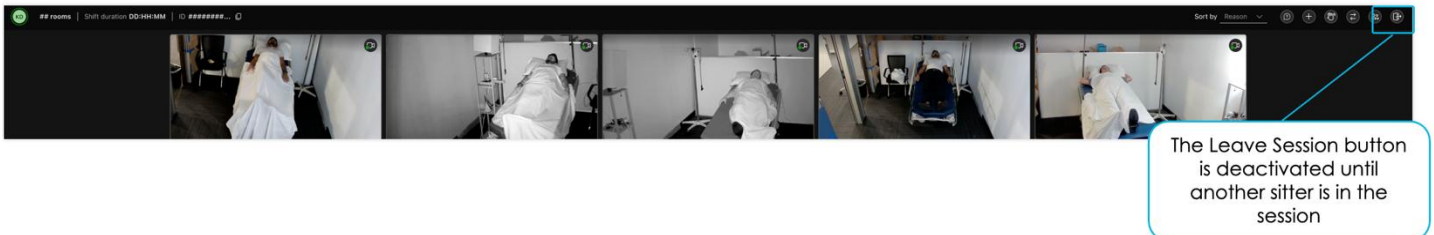
Shift Handoff

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.



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.

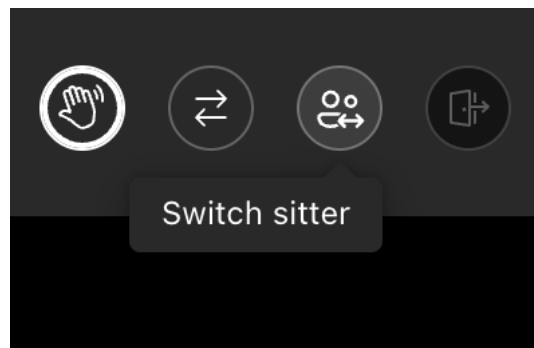


Switch Sitter

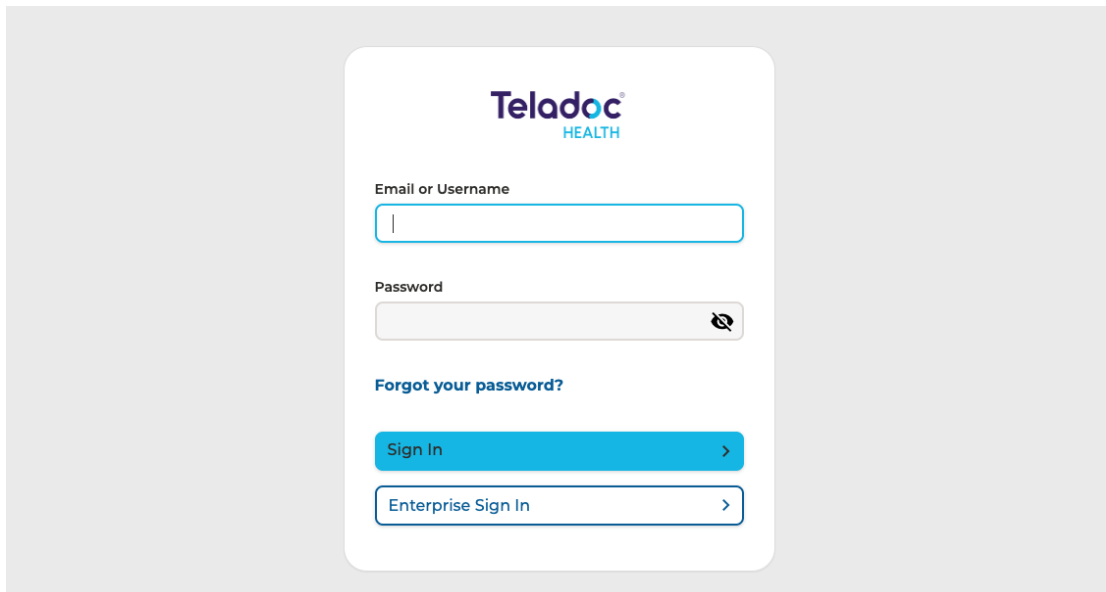
Depending on your workstation configuration and IT policies, a Virtual Sitter user may be allowed to switch with another user on the same workstation without having to log out of the workstation.

To switch between two sitters on the same workstation:

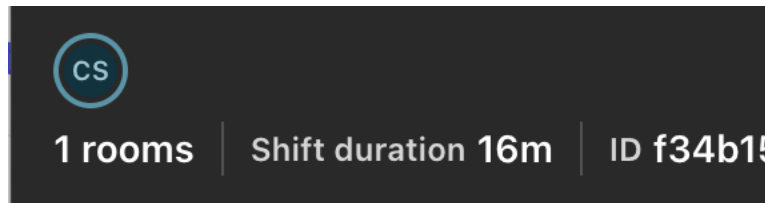
1. Close any open right panels by clicking 'Close Details', so that you are in the grid view
2. Click the **switch sitter** button



3. Login with the credentials of the new sitter in the login popup. If the pop-up doesn't open, please verify that you allow pop-ups for Virtual Sitter and click the button again. The login pop-up may be moved out of the way, so you can continue to clearly see patients.



4. After the second sitter completes the login, the app will load for a few seconds in the background and switch to the new user. You can see which user is logged in by looking at the top left of the toolbar on the top of the Virtual Sitter application.



Monitoring Overview for Devices

The Virtual Sitter Monitoring Overview features a real-time operational reporting overview of the patients, devices, rooms, and Virtual Sitter users within the practice. This report requires additional permissions 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 status of the device, assigned patient, activity level of the patient, monitoring duration, and the Virtual Sitter user connected to the device. This list of devices and utilization percentage will be different from user-to-user dependent on what devices that user has access to. If you want an admin to have access to all devices, those permissions can be given to that user accordingly during user setup.

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

Device and name of patient

Device's assigned room and care unit locations

Amount of time a patient has been assigned to a device

Status of the device and patient assignment

Count of interactions a remote observer has had with the patient

Patient's reason for being monitored

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

Monitoring Status	Device Name	Current Patient	Rooms	Care Units	Reason for Monitoring	Patient Monitoring Duration	Monitoring Activity
NOT MONITORED	35min	MYF-84-3D-O6WHZ-B... OFFLINE - Mobile video cart	Anderson, Evangelina DOB: 08/23/1979 MRN: 1234567890	001 A	Dermatology	Fall risk, Elopement risk	14d 1h
NOT MONITORED	20min	E0B-F1-YJ-CWT3M-AGL...	MacCallister, Kevin DOB: 02/02/1999 MRN: 1234567890	010 R	Neurology	Confusion	3d 8h
NOT MONITORED	18min	CH6-2B-0V-IS4E1-UZO... OFFLINE	MacCallister, Kevin DOB: 02/02/1999 MRN: 1234567890		Neurology	Agitation, Combative	15h 30m
NOT MONITORED	15min	BYM-ON-3E-JSCPR-TX...	Reason for monitoring Confusion		Neurology	Combative, Confusion, Fall risk, Su...	3h 1m
ACTIVE		QTC-BM-D2-PUF7Z-WA... Mobile video cart	Po, Maca DOB: 06/26/1996 MRN: 4234765894	200	Neurology	Agitation	2d 12h
ACTIVE		SCU-W8-76-LYQGF-K2... Mobile video cart	Stanton, Jennifer DOB: 06/18/1956 MRN: 1134557896	201	Neurology	Combative, Elopement risk, Fall ris...	1d 16h
ACTIVE		7RS-MW-80-4O13K-H9...	MacDuffie Wo DOB: 04/26/195...			Confusion	8h 5m
ACTIVE		KZM-X5-RN-21768-SF3... Mobile video cart	Viren, Tuulia DOB: 10/02/193...			Patient isolation, Other	6h 35m
ACTIVE		J4F-B3-Q2-P8KRL-HO...	Tulthof, Lois DOB: 01/30/194...			Elopement risk, Fall risk	6h 10m
ACTIVE		CYE-MV-X5-SN63Z-O4... Mobile video cart	Overweg, Ba DOB: 06/27/1997 MRN: 990110293			Elopement risk, Fall risk	4h 40m
ACTIVE		ZUR-2T-8Q-OVOWP-K5...	Hsing, Yi DOB: 08/23/1954 MRN: 556910291	N 101	Surgery	Agitation, Combative	4h 40m
ACTIVE		92M-K7-C4-RYND1-I6P...	Yao Ch'iu, Lin DOB: 11/22/1963 MRN: 001925829	N 102	Dermatology	Fall risk	50m
NO PATIENT		FML-2B-0Q-CU5GX-Y8...	--	N 103	Cardiology	--	--
NO PATIENT		07V-T1-JI-FBW8P-LQR... Mobile video cart	--	N 104	Cardiology	--	--
AVAILABLE		4W5-6F-UD-PE9MS-Q... OFFLINE	--	N 105	Dermatology	--	--
AVAILABLE		8Z3-X1-BR-4TH7L-NQI...	--	N 106	Neurology	--	--
AVAILABLE		GIW-Q8-61-HSN2M-Z4...	--	N 107	Neurology	--	--

By clicking into View details for a patient, you can see additional patient demographic and activity information:

← MacCallister, Kevin

DOB 02/02/1999 | MRN 1234567890 | Language English | Gender M |
Total monitoring duration 2d 10h 32m

Current sitter **Giangulio, Felix**

Reason for monitoring **Confusion**  | Patient assigned duration **5h 8m**

Device name **E0B-F1-YJ-CWT3M-AGL-N5** | Device type **Mobile video cart**

Patient activity while monitored

Last 24 hours ▾

Patient time zone - PST

March 26, 2024

🌙 8:15 PM • by Giangulio Felix

Alarm on - 15 min

Additional comments

I mentioned into him to stay in bed many times and ask if he wanted help from a nurse, but I noticed him struggling to get up. So, I called a nurse quickly.

🌙 6 PM • by Giangulio Felix

Speak on Speak off

🌙 4 PM • by Giangulio Felix

Alarm on - 15 min

Documentation

Nurse called for assistance

Additional comments

I mentioned into him to stay in bed many times and ask if he wanted help from a nurse, but I noticed him struggling to get up. So, I called a nurse quickly.

🌙 2 PM • by Giangulio Felix

Speak on Speak off

View the Activity Log here

The report statuses have the following definitions:

Active — Patient is assigned, and the device is in a Virtual Sitter session.

Not Monitored — Patient is assigned, but the device is not in a session

No Patient — Device is in a session, but no patient is assigned.

Available — No patient is assigned, and the device is not in a session.

Your team can add **custom labels** to devices on this page as well. This feature allows you to report on and filter rooms in a way tailored to your hospital or health system's unique structure. Labels can represent anything from campus and region to other custom data points, supporting your analytics and reporting needs. Users can create, remove, view, add, or filter by labels directly from this page.

Search

Sessions Monitoring Overview

Filter

oms	Care Units	Reason for Monitoring	Patient Monitoring Duration	Monitoring Activity	Current Sitter	Labels
1 A	Dermatology	Fall risk, Elopement risk	14d 1h	--	--	+ Add label
0 B	Neurology	Confusion	5d 8h	--	--	+ Add label
1	Neurology	Agitation, Combative	15h 30m	--	--	+ Add label
0	Dermatology	Combative, Confusion, Fall risk, Su...	3h 1m	--	--	+ Add label
2	Cardiology	Patient isolation, Other	7d	4	Giangulio, Felix	+ Add label
0	Neurology	Agitation	2d 12h	1	Jeanette, Debora	+ Add label
1	Neurology	Combative, Elopement risk, Fall ris...	1d 16h	6	Jeanette, Debora	+ Add label
2	Neurology	Confusion	8h 5m	8	Smith, Cammeron	+ Add label
0 A	Cardiology	Patient isolation, Other	6h 35m	10	Smith, Cammeron	+ Add label
0 B	Cardiology	Elopement risk, Fall risk	6h 10m	1	Popovich, Miriam	+ Add label
100	Cardiology	Elopement risk, Fall risk	4h 40m	5	Mohamed, Leticia	+ Add label
101	Surgery	Agitation, Combative	4h 40m	7	Mohamed, Leticia	+ Add label
102	Dermatology	Fall risk	50m	2	Smith, Cammeron	+ Add label

Available: 35% In-Session 18 Fixed devices 10 Mobile video carts

Add label X

Adding label to MYF-84-3D-O6WHZ-BCI-...

Current labels
No labels added

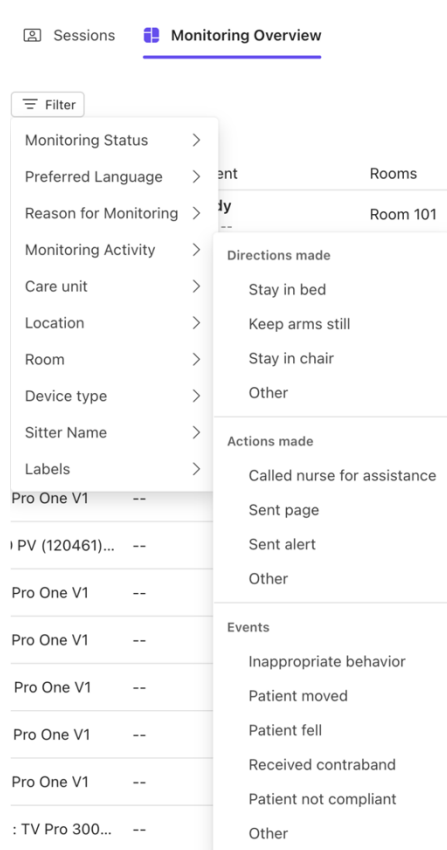
Additional labels
Q Search labels or type to create new one...

Add labels Cancel

There are also advanced filtering capabilities, enabling you to easily narrow and analyze device data. Available filters include:

- Monitoring status
- Assigned patient's preferred language
- Assigned patient's reason for monitoring
- Virtual Sitter activity or events for the assigned patient
- Device location
- Device type
- Room
- Care Unit
- Monitoring Virtual Sitter
- Labels

These filters provide greater flexibility and control when managing and reviewing your monitored devices. The In-Session utilization chart includes the number of in-use devices in the numerator and both the number of in-use and available devices in the denominator. This calculation does not include offline devices and is filtered accordingly if geographical filters such as room, care unit, or location filters are applied.



Observation Assistance

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's 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 observations.

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's bed, pointed directly at the bed and with the entire bed within the field of view.

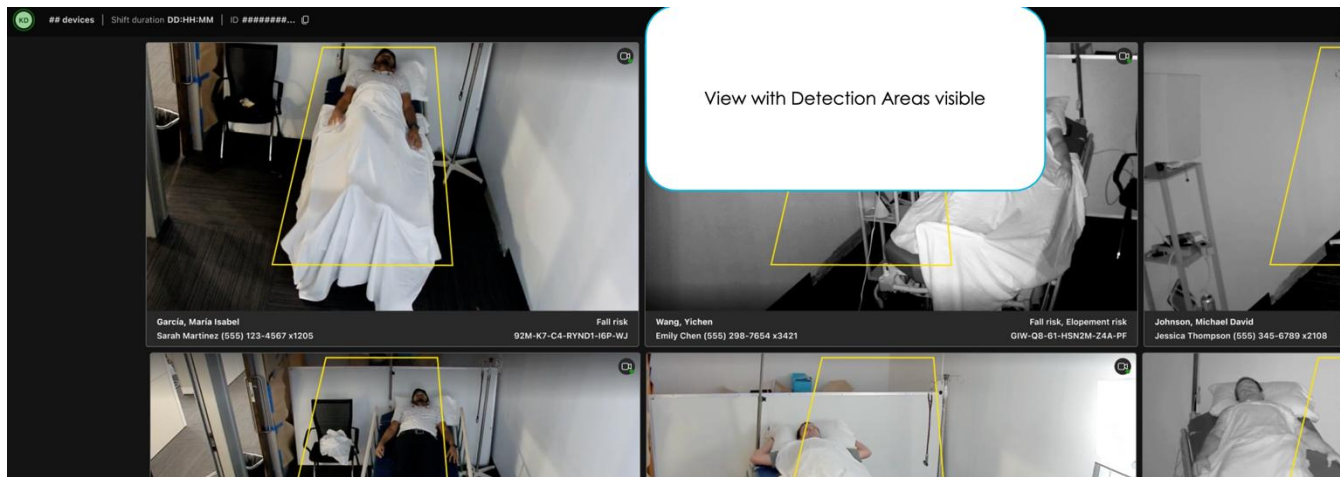
Add Detection Areas

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.

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.

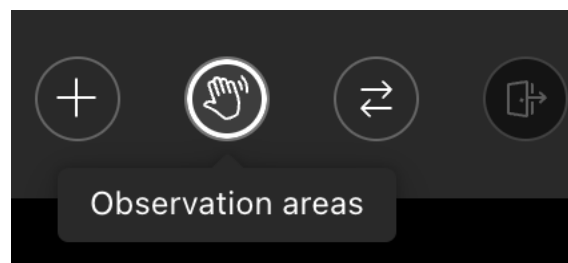
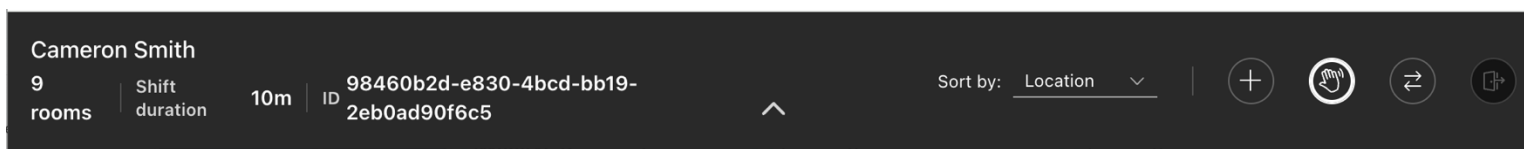
If a device is added that previously had a Detection Area drawn, it will load by default. The user may change this Detection Area if needed.



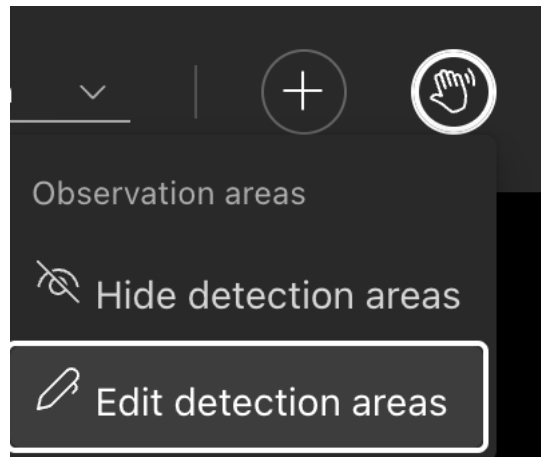
Edit Detection Areas

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. Click the observations areas button on the top of the app screen



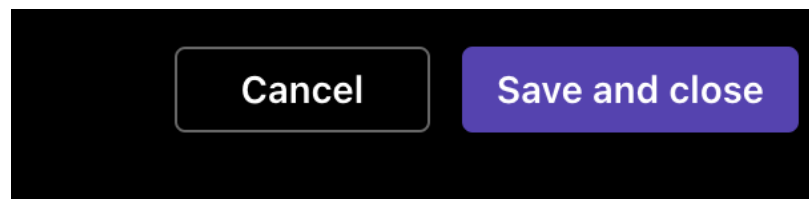
2. Click the 'Edit detection areas' option



3. Move the vertices (dots) on the image to create a new detection area



4. Click 'Save and close' on the top right of the app



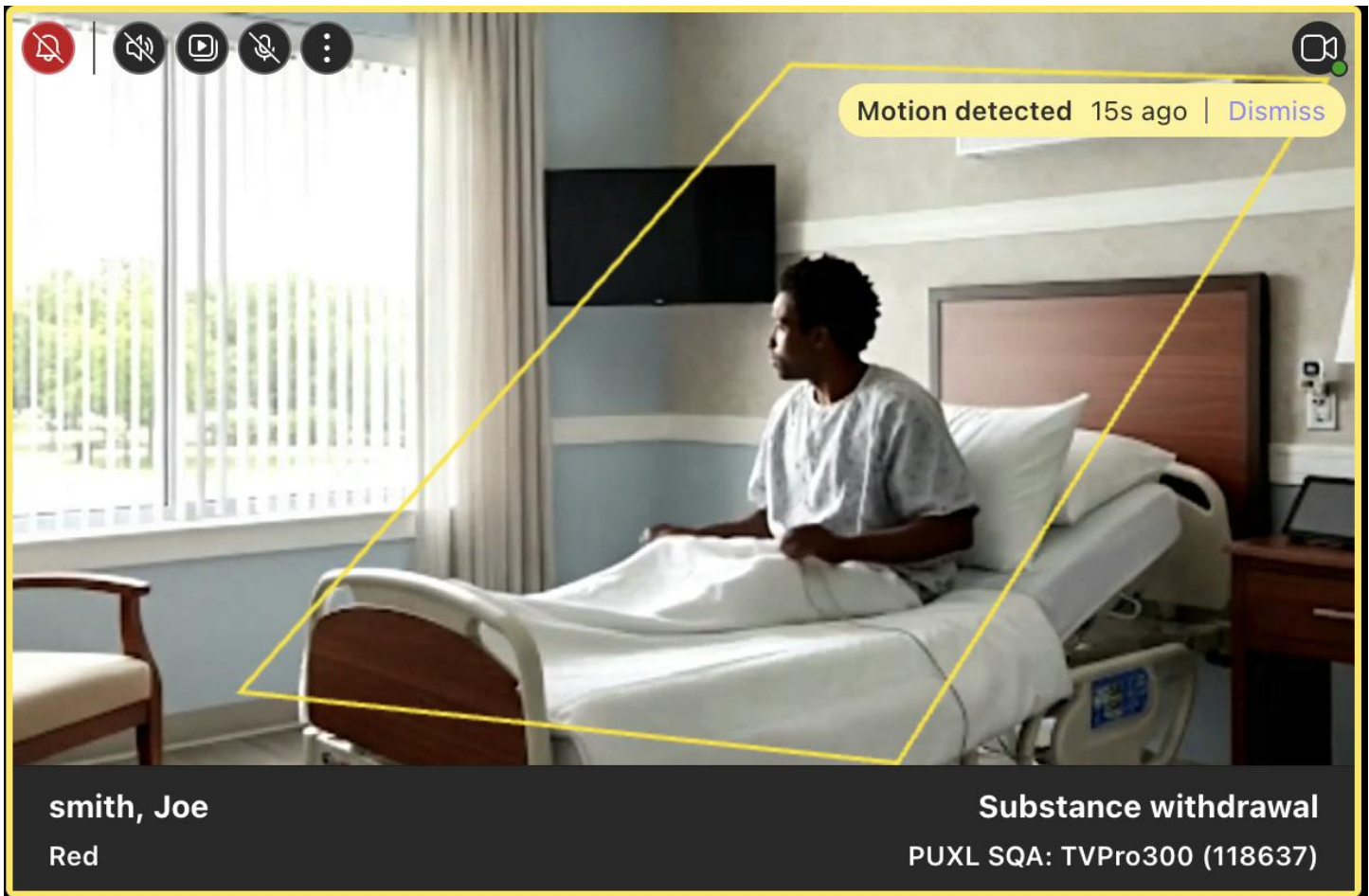
Visual Cues

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.



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.



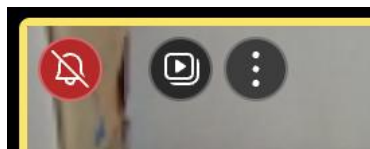
1. Move your mouse to the patient video while the Visual Cue is shown
2. Click the 'Dismiss' text on the top right of the patient video

Deactivate Visual Cues

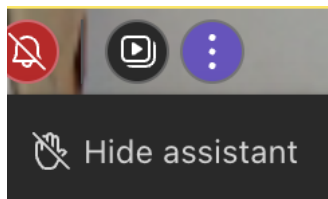
If the Observation Assistant is not needed for a longer period of time for any reason, it can be paused for a given patient by selecting the More Actions menu in the tile and selecting the option to 'Hide Assistant' to hide the Observation Assistant.



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



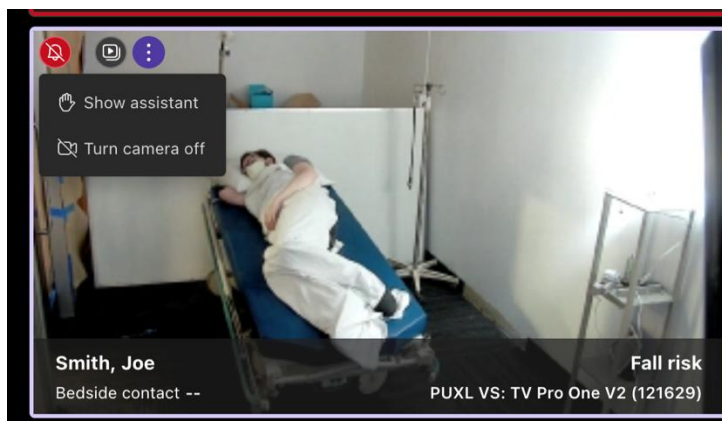
3. Select the 'Hide assistant' option in the menu



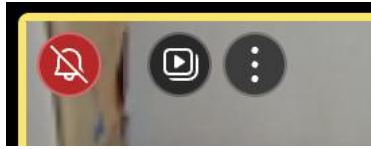
To deactivate the assistant for multiple patients, repeat the step on the other patient videos.

Reactivate Visual Cues

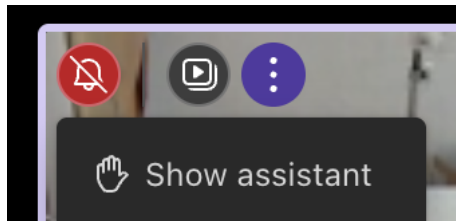
If the Observation Assistant was deactivated, it can be reactivated for a given patient by selecting the More Actions menu in the tile and selecting the option to show the Observation Assistant.



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



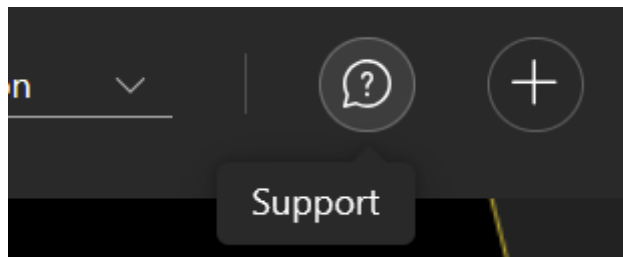
3. Click the 'Show assistant' option in the menu



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.

Support Chat

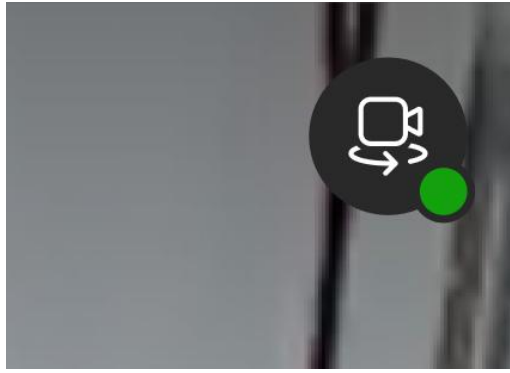
If enabled in your Virtual Sitter practice, there will be a button in the top toolbar that allows users to live chat with the Teladoc Technical Assistance Center (TAC). If this option is selected, then a pop-out window will open to live chat with TAC.



Video Heartbeat

The Video Heartbeat is a feature that informs users when there is a live video connection with each device. The Virtual Sitter system uses an advanced algorithm to identify if live video is being received and will update a status icon in the top right corner of each video.

A pulsing green icon indicates that the video being received is live.



A red icon indicates the video is not live and can be caused by network issues. If the red status does not resolve within a few seconds, the user should attempt to remove and reconnect the device and contact the Teladoc Technical Assistance Center (TAC).



Video Resolution

The Video Resolution for the patient room tiles are configured by your admin and can be set to 180p, 360p or 720p across each of the 25 tiles. Your admin will choose a resolution and frame rate setting that is appropriate for your environment and bandwidth. A total relative resolution of 25 rooms at 720p is greater than 6k resolution.

Contact Information



24/7 Technical Support

1-877-484-9119

tac@teladochealth.com



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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