

# Teladoc Health™

## Virtual Nurse Solo

### User Guide

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### Patent(s):

<https://teladochealth.com/patents/>

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# Virtual Care System

Health systems view virtual care as an extension of their services; relying on a combination of software, hardware, networks, systems, and people to work together to deliver improved access and care to their patients.

Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

## **Designed for healthcare, security, and reliability**

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our software modules; creating a solution unique to you.

With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users with an immersive, patient-centric view of their clinical work flows.

## Overview

The Virtual Nurse uses the Teladoc Health Solo Provider Web App with a TV Pro device. See the MA-20193-001 Teladoc Health Provider App for more information about Solo and the required HIPPA disclosures and compliant safeguards.

**NOTE:** Teladoc Health devices, like the TV Pro device, are not considered "medical devices" as defined by the FDA.

A Virtual Nurse can:

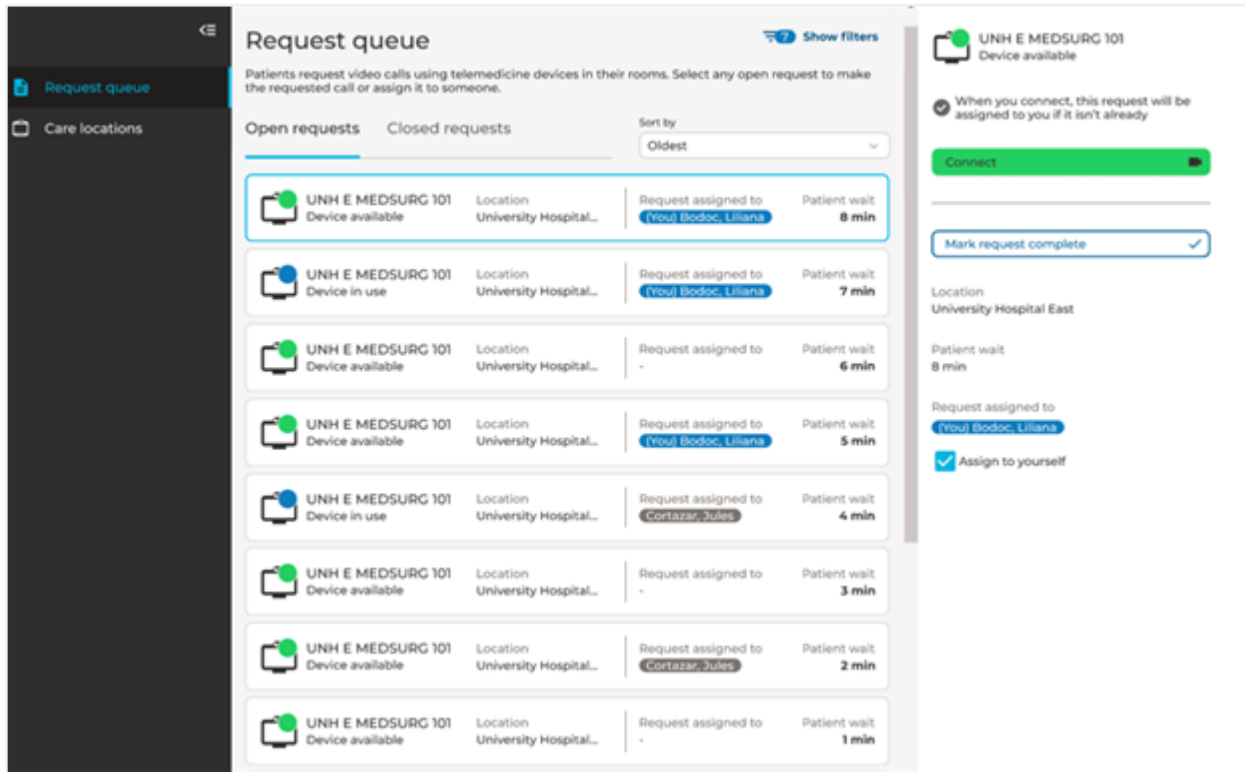
1. Log in to view a list of patient requests.
2. Sort, filter, assign, complete and view past requests.
3. Directly connect to a TV Pro device.
4. Turn off privacy mode and the camera toggle in a session with a device.

## Requirements

View the requirements for the Teladoc Health Solo platform (i.e. MA-20171-003 Practitioner-Scheduler User Guide) and Web Provider App (i.e. MA-20193-001 Provider App User Guide).

# Dashboard

The **Dashboard** for the Virtual Nurse is the Request Queue. It is divided into four (4) sections; a left navigation, a middle, and right panel; and a tool bar.



## The elements of the user interface are:

1. **Teladoc Health logo:** Click the logo to return to the start page from any page. White-labelled users will have their white-labelled logo display.
2. **Left Navigation Panel:** Select **Teladoc Health logo** from the upper, left corner.
3. **Middle Panel:** The middle panel provides the content for the topic you selected from the left navigation panel.
4. **Right Panel:** The right panel provides content for the topic you selected from the left and middle navigation panels.

# Manage Patient Requests

The Virtual Nurse manages patient requests for a virtual session (i.e. call, visit, encounter, etc.).

## Request Assistance

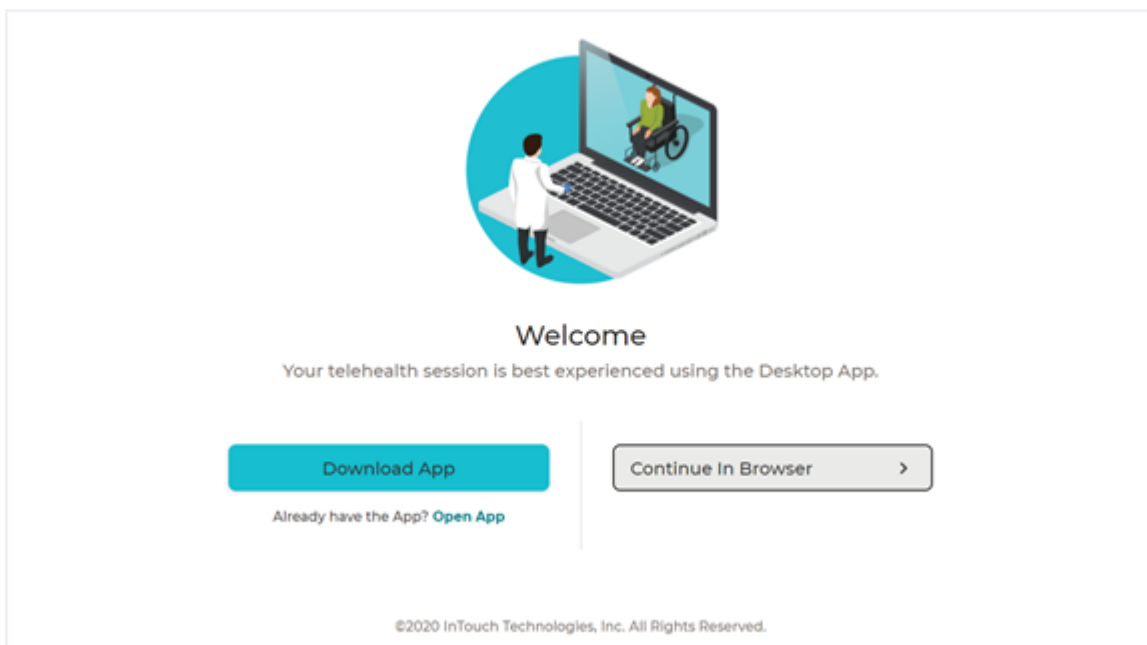
Once a patient is admitted and assigned a room with a TV Pro configured for Virtual Nursing, the patient or bedside staff can use a remote control to select the Request Assistance option. The Virtual Nurse can then receive an appropriate SMS or Email notification of the request depending on the nurse user preferences.

## Browser Log-in

The Teladoc Health Web App is used with web browsers.

**NOTE:** When a user reaches 8 consecutive incorrect log-in attempts, their account is locked for 30 minutes. Users have to change their password every 30 days.

1. Launch and open your browser on your computer or device.
2. Enter the URL provided by your Teladoc Health representative.
3. When your browser opens, select **Continue in Browser**.
4. When done, select **Sign In**.



5. If your account is revoked, you will receive the message <Looks like your administrator has marked your account as inactive. Contact your administrator to solve your issue>

## Reset Password

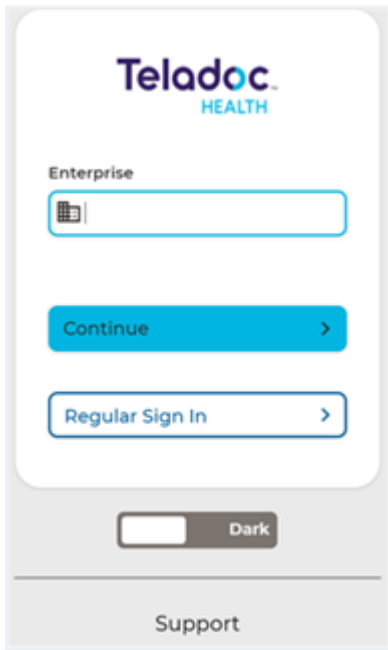
To reset your password, follow the instructions below. For a new password, contact your Practice Admin.

1. Click on **Forgot Reset** from the login dialog.
2. Enter your **Username** and email address. To recover your **Username**, call Technical Support or open chat by clicking the **Chat with a Live Agent** link provided.
3. When done, select **Log In**.
4. You should receive an email with a link to reset your password. Click on that link.

## Enterprise Login

Enterprise login is for hospitals provisioned by Teladoc Health to use hospital credentials.

**NOTE:** Customers who distribute SSM enterprise systems can install a Mac version of the Teladoc Health Desktop App that will not auto-update to avoid when the user doesn't have administrative permissions for the update.



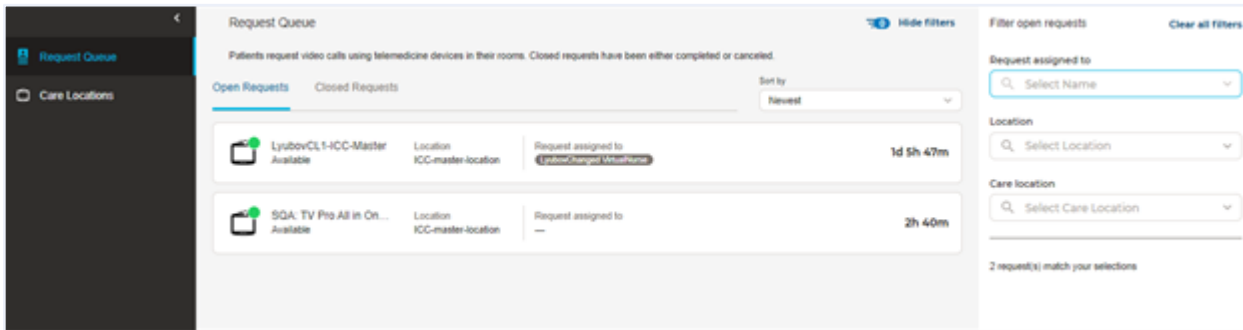
1. On the login page, click **Enterprise Sign in** near the bottom of the page.
2. Enter the domain name provided to you by Teladoc Health.
3. Select **Continue**.
4. Sign in using your hospital credentials.

**NOTE:** If you forget your user name or password, contact your institution.

5. Enterprise administrator can view a product subtype for a device on their account by accessing the device index page and checking the new Status column, and can filter and sort by subtype.

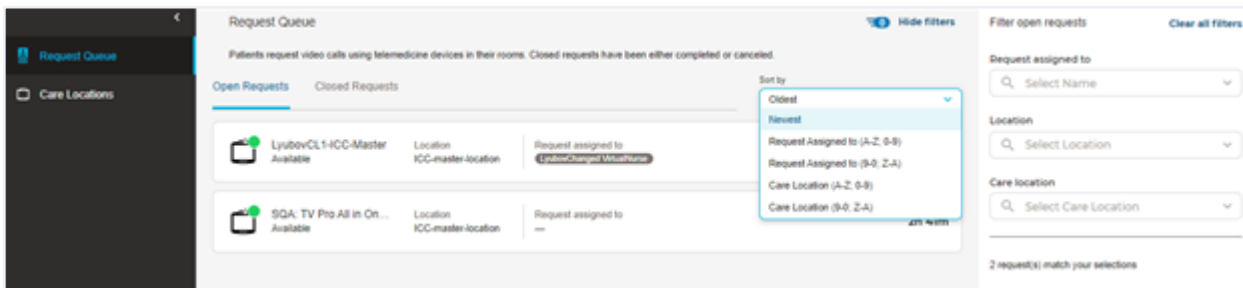
# Request Queue

The Virtual Nurse can view active patient requests from their **Request queue**. When they select a request, request information will appear in the right Patient panel.



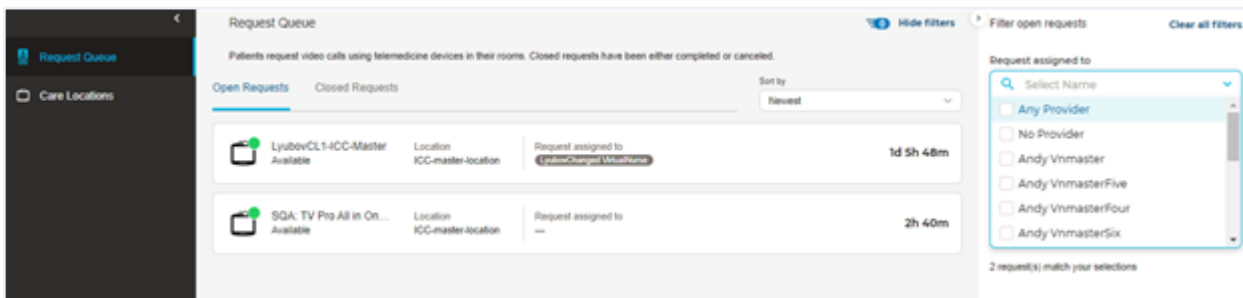
## Sort Requests

Sort requests by selecting Sort to bring up the drop down menu to select how to sort requests.



## Filter Requests

Filter requests by who was **Assigned**.



## Filter, by the **Location**

The screenshot shows the 'Request Queue' interface. On the left, there is a sidebar with 'Request Queue' and 'Care Locations'. The main area has tabs for 'Open Requests' and 'Closed Requests'. A 'Filter open requests' panel is open on the right, showing a 'Location' dropdown menu with options: 'Select Location', 'ICC-Location-Master', 'ICC-Master-Location', and 'ICC-Master-Location02'. The main queue shows two open requests: 'LyubovCL1-ICC-Master' (Available, 1d 5h 48m) and 'SQA: TV Pro All in On...' (Available, 2h 40m).

## Filter by the **Care Location**.

The screenshot shows the 'Request Queue' interface with the 'Filter open requests' panel open. The 'Care location' dropdown menu is selected, showing options: 'Select Care Location', 'Andy CL 01', 'Andy CL 02', 'ICC-CareLocation-Master', 'LyubovCL1-ICC-Master', 'LyubovCL2-ICC-Master', and 'LyubovCL3-ICC-Master'. The main queue shows the same two open requests as in the previous screenshot.

## View Closed Requests

View closed requests by selecting **Closed Requests**

The screenshot shows the 'Request Queue' interface with the 'Closed Requests' tab selected. The 'Show filters' button is visible. The queue displays four closed requests:

Care Location Name	Location	Request assigned to	Time	Status
SQA: TV Pro All in On...	ICC-master-location	---	09/01/2022 08:52	Cancel
SQA: TV Pro All in On...	ICC-master-location	---	09/01/2022 08:35	Cancel
Andy CL 02	ICC-master-location	Andy Vlasenko	09/01/2022 07:39	Complete
Andy CL 02	ICC-master-location	Andy Vlasenko	09/01/2022 07:22	Complete

## The Session

A session is a virtual visit between a patient and their physician or medical professional. A user can connect by selecting a request bar after selecting **Request Queue** or **Care Location** from the left navigation panel.

**NOTE:** If a session ends because of a technical problem, contact your Practice Admin.

The Virtual Nurse is sent the message <Patient Privacy Mode - Verbally confirm the patient is ready to begin before starting video>

- If the patient is ready to be seen on camera, the Virtual Nurse should click the **Start patient video** button.
- If the patient is not ready to be seen on camera, the Virtual Nurse should disconnect and call back at a later time.

## Session View

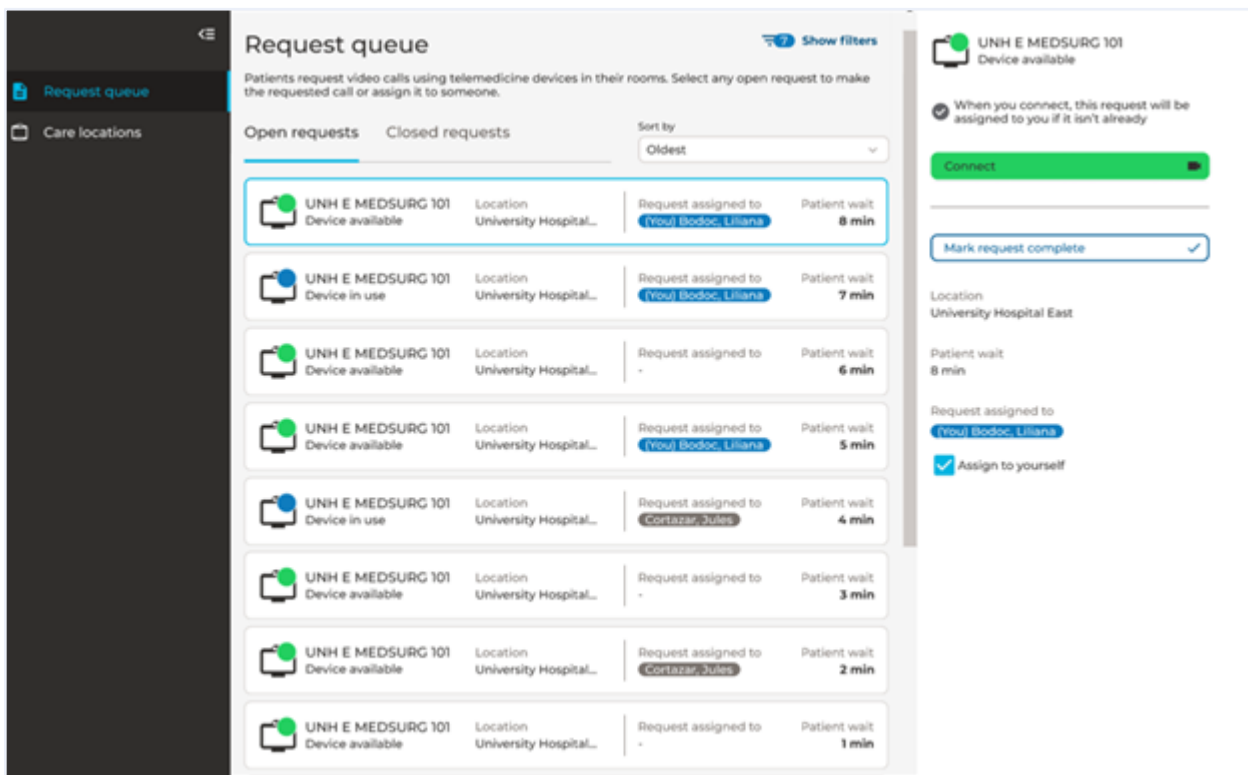
Connect to Teladoc Health devices (i.e. Care Locations) using **Request Queue** or **Care Location** from the left navigation panel.

### Request Queue

1. Select **Request Queue** from the left navigation panel to view the **Open Requests**.
2. Click on an open request bar from the middle panel. The right panel will then open with information about the request and a green **Connect** button.
3. A user can Filter a list by **Care Location** and/or **Request Time**.



4. Select the **Connect** button to begin your session.



## Care Location

1. Select **Care Location** from the left navigation panel.
2. Select a Care Location bar from the middle panel once it populates.






3. Click on the green **Connect** button to begin your session that appears once the right panel opens.








## Provider Access Software Interface

The interface for the Provider Access software follows:



Element	Icon	Description
1	Main Screen; as shown above.	Main video scree
2		<b>Thumbnail:</b> Thumbnails are small video screens for each participant in the sessions. .
3		<b>AV Settings:</b> Tapping the Settings button open its Menu. Tap on any option to open it. Tap elsewhere on the display to close the menu.
4		<b>PIP: Picture in Picture:</b> The video taken by the selected camera of your iPhone or iPad will be displayed in a Picture In Picture (PIP) box at the upper right corner.

Element	Icon	Description
5		<b>Stethoscope:</b> The device uses for the session must support an optional third-party stethoscope. If so, the icon will be enabled. Otherwise, it will not be present. The functionality is not available for a connection with a Teladoc Health device.
6		<b>Video:</b> Tap the Mute Video icon to stop displaying your image on the Patient Access device. A user can see themselves in the video. Their image will always be mirrored to provide an intuitive experience when communicating with others.
7		<b>Mute Audio: Microphone:</b> Tap the Microphone icon to mute it. When muted you will not be heard on the device. When a user has their microphone muted and speaks, a notification will display reading <You are muted"> The message will persist for three seconds after the user stops speaking. <b>Microphone notification:</b> When a user has their microphone muted and speaks, a notification will display the message <You are muted>. The message will persist for three seconds after the user stops speaking. The notification will prompt the user to unmute their microphone if they want to be heard.
8		<b>End session:</b> Tap the End button to disconnect from a session. You will be prompted to confirm that you wish to disconnect. Tap, Yes to disconnect.
9		<b>Help:</b> Access Teladoc Health documentation and other helpful information.

## Windows Provider Access Software

Users with a Teladoc Health TV Pro device can use the Teladoc Health Windows Provider Access software. Your Practice Admin is responsible for configuring the Provider Access software version for the nurse role.

**Note:** See MA-20013 Provider Access Software for Windows User Guide. To learn more, contact your Teladoc Health representative.

# HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

## Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

## Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly

confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network (VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

## Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passersby.

## Images and Video

By default when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and procedures;

- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives;
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

## Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

# Contact Information

## 24/7 Live Technical Support

[1-800-484-9119](tel:1-800-484-9119)

## Email Support

[tac@teladochealth.com](mailto:tac@teladochealth.com)

## Teladoc Health User Manuals

<https://solosupport.teladochealth.com>

## Sales & Product Demos

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