

**Procedure Title: TeleHealth TelePresenting**

**Procedure #2015.0101**

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## TeleHealth TelePresenting

### SCOPE

System Wide: This procedure applies to all regional telepresenters working with SIU HealthCare clinicians and SIU HealthCare's partner TeleHealth organizations providing care via TeleHealth.

### PURPOSE

To outline the process for TeleHealth patient sites to prepare the environment and the patient for a TeleHealth visit.

### POLICY

#### 1. Preparing the Room for a TeleHealth Consult

- a. Log in to the laptop using "telehealth" as the password.
- b. Position the chair(s) or the exam table for optimum viewing.
- c. Lighting will be of significant to illuminate the patient's face or body part and eliminate shadows. Close window blinds to eliminate glare and for privacy.
- d. The background will be free of clutter and distractions.
- e. Reduce noise distractions prior to connecting with the clinician.
- f. Post the "Do Not Disturb" sign outside the door to eliminate interruptions.

#### 2. Preparing and Setting up the Videoconference System

- a. "Wake up" the Polycom system by pressing any key on the Polycom remote.
- b. A picture of the room will show on the TV screen in the video display window (picture in picture).
  - i. If the screen is still black, check to see that the Polycom Codec is turned on. A blue light is lit on the front when the codec is on and a solid yellow light indicates Polycom is in sleep mode.
  - ii. Check to see that the TV is turned on and on the correct source. Source should be HDMI 1 or 2.
- c. Check volume level on TV using the volume control on the TV. TV volume should be mid-level. Volume may be adjusted as needed during the consult.
  - i. Check the volume on the Polycom by using the Polycom remote. Polycom volume on the Polycom should be mid-level.
  - ii. **Never turn the Polycom volume up more than 2/3, as the audio will distort.**
  - iii. If the provider cannot hear, the provider can turn up their volume. Also ask the patient to speak more loudly than a normal conversational volume.

- d. At the first of every month, reboot the Codec/Polycom by turning off device, waiting 10 seconds, and turning back on.

To turn device off and on:

- i. Touch power sensor on the front of the system (not the television) until the light indicator changes color
  - Blue: On
  - Flashing Orange: Shutting down

### **3. Using the Polycom Remote Control**

- a. To navigate through the Polycom menu, use the arrow keys on the Polycom remote to move up, down, left, and right. The center area of the arrows is the "Select" key. Refer to Remote Control Guide #2017.0028.
- b. To access and use the room camera.
  - i. Select the Polycom menu button on your remote and navigate to "Cameras". Once there, navigate to the right to "Select Camera" and press the select button on the remote.
  - ii. To adjust camera, press the arrow buttons on the remote to move the camera up, down, left, or right.
  - iii. Use the zoom buttons on the camera to zoom in or pan out. Press the "+" button and the camera will zoom in. To pan out, use the "-".
- c. To adjust the volume heard, use the volume buttons located at the top of the remote.
- d. To mute the microphone, press the black triangular button located under the number pad on the remote or the red button on top of the black microphone. The buttons have a microphone with a slash through it. The red mute indicator light is on when the system is muted.
- e. When the remote control battery power is at 10% or less, a notification displays on the home screen. This will require the removable battery to be recharged.

### **4. Connection of Peripheral Cameras to Videoconference System**

- a. Auxiliary camera sources are attached to a USB cord or HDMI extension cables.
- b. Camera sources attaching directly to the Polycom are selected by the use of the "HDMI Switch" remote control.
- c. To access a peripheral that is connected through the use of the laptop and/or USB cords:

Utilize the "HDMI Switch" remote and select either 1, 2, 3, or 4.

  - i. 1 or 2 will return to the main camera view.
  - ii. 3 will allow sharing of the content on the laptop (otoscope).
  - iii. 4 will allow sharing of the content on the hand-held video camera.

- d. To stop using peripherals simply press 1 or 2 on the "HDMI Switch" remote. **\*If switching from camcorder (camera) to laptop (otoscope) or vice versa, 1 or 2 may need to be selected before selecting to 3 or 4.**

## 5. Pre-Visit

- a. The patient will check in to the TeleHealth site Reception desk following standard clinic procedures and will wait in the waiting room until called by the TeleHealth nurse.
- b. The TeleHealth nurse will introduce his or herself to the patient and escort the patient to the exam room.
- c. During the interview and orientation process, note any questions or concerns the patient may have.
- d. Explain the TeleHealth visit to the patient if it is the patient's first visit.

## 6. Educating the Patient on Clinical Telehealth

- a. Give the patient an opportunity to ask questions about the clinical TeleHealth and any aspect of the visit.
- b. Orient the patient to the videoconference system.
- c. Explain the functioning of the audio in videoconferencing. Only one site can speak at a time. Any sound made while a clinician is speaking may cause temporary break up of sound. Tell the patient if any part of the conversation breaks up or is missed, the clinician can be asked to repeat or clarify after he or she is done with their statement. Explain a potential delay in audio signal and how this affects communication.

## 7. Communicating Over Video During the Visit

- a. Instruct the patient to let the TeleHealth nurse know if they are having a hard time hearing the clinician so volume adjustments can be made.
- b. Explain that privacy is very important and that no one else is viewing the visit. **The visit is not videotaped.**
- c. If the patient would like to discuss something with the clinician in private, the patient should feel free to ask the TeleHealth nurse to step outside the room. \*The nurse will inform patient of nurse's location when patient has private time with the clinician.
- d. If the patient is hesitant to talk, encourage the patient to look at the TV and pretend the clinician is in the room.
- e. Encourage the patient to speak in a normal tone of voice.
- f. If the patient has been hesitant to ask questions during the visit, or the TeleHealth nurse knows there may be a question the patient has not asked, encourage the patient to do so when the visit is concluding.
- g. If the patient or other participants are making noise while the clinician is speaking and sound is breaking up, remind them to be quiet.

**8. Preparing for the Clinical Visit**

- a. Complete vital signs. This should include: temperature, blood pressure, pulse, respirations, and height and weight. Enter results on the TeleHealth Patient Exam form.
- b. Complete the applicable SIU Health History form if required. \*Consult appropriate Division's Exam Procedure for specific forms required.
- c. Verify allergies and medications (include dose, frequency, OTCs, and Herbals) and update if necessary.
- d. Offer the patient a gown if necessary.
- e. Frame the patient in the center of the screen so that the face and shoulders are visible and leaving a small space above the head.
- f. Consult appropriate Division's Exam Procedure.
- g. Take pictures of the affected area(s) according to the SIU Photography Procedure if necessary.
- h. Fax patient information and all patient forms to the clinician's office prior to the start of the appointment.
- i. Call or page the clinician's office to inform the office staff to check the patient in to the clinician's schedule.
- j. Wait with the patient for the clinician to call on the video system.

**9. Post Physical Exam**

- a. Reframe the patient so the patient and clinician have good positions for their closing discussion.
- b. Once the clinician has ended the appointment, delete any pictures and turn off all equipment used during exam.
- c. Provide any pamphlets, handouts, or other materials as requested by the clinician located in the SIU TeleHealth Patient Materials binder.
- d. Assist the patient with dressing or any other needs prior to assisting the patient in exiting the room.

**10. Post Consult Considerations**

- a. Reinforce any patient teaching.
- b. Assist the patient with instructions for using any prescribed medications.
- c. Make sure the patient has a follow-up appointment if needed and a business card for the clinician.

- d. Give the patient the SIU TeleHealth Patient Satisfaction Survey. If possible, have the patient complete this form prior to leaving and return it with the TeleHealth Technology Report Form the telepresenter will fill out. \*If the patient is not able to fill out the survey prior to leaving, please ask the patient to complete the survey and return it in one of the envelopes provided by SIU TeleHealth.
- e. Enter TeleHealth Facility Fee charge in billing system.
- f. Fill out TeleHealth Technology Report Form (located on the SIU TeleHealth website) and return in provided business reply envelopes.

If technology problems that require assistance are experienced before or during a TeleHealth visit, call SIU TeleHealth Help Desk anytime between 7:30 am and 5:00 pm.

**SIU TeleHealth Help Desk: 217-545-8600**

\*If technology problems occur that the TeleHealth nurse has been able to resolve and/or did not interrupt the visit, complete the TeleHealth Technology Report Form for each problem and indicate Self-help TVS Helpdesk.

#### **ADDITIONAL RESOURCES AND QUESTIONS**

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