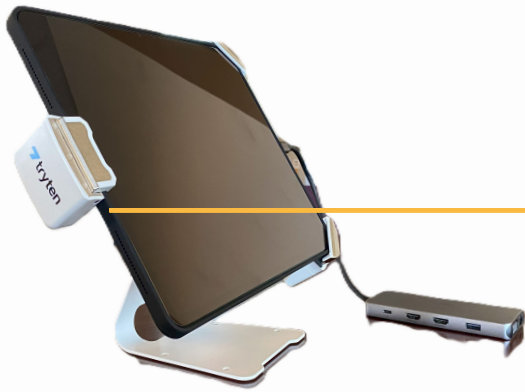

PORTABLE TELEHEALTH KIT USER GUIDE

Get to Know Your Kit



Power on/off

Multi-port hub



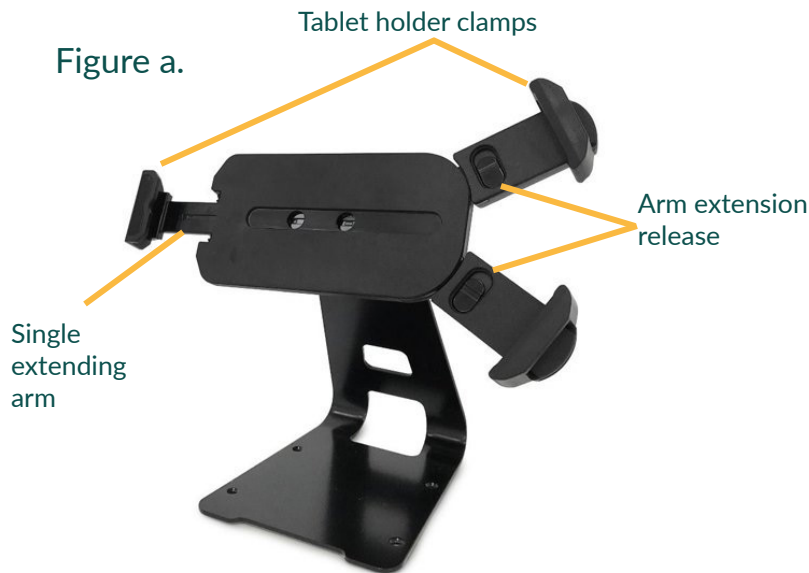
Get to Know Your Kit

Adjusting the Stand

In the case you need to remove or reinsert your tablet, follow these instructions:

Tablet Insertion:

1. Open the tablet holder clamps on all arms by using a pen or key to release the spring-loaded mechanism
2. Extend the two mobile/rotating arms to their maximum length (Figure b.)
3. Extend the singular long arm to it's maximum length
4. Insert the tablet into the mobile arm side first. Ensure the tablet port is on this side for easy cable access. Also ensure the tablet fits centered and aligned by rotating the arms as necessary.
5. Press the tablet holder clamps on the mobile arms so they fit the tablet snugly
6. Shorten the long, singular arm. Release this arm by pressing the silver button on the back of the stand.
7. Press the tablet holder clamp on the long arm so it fits the tablet snugly.
8. The stand is ready for use! Rotate the tablet within the stand as needed for optimal viewing.



Tablet Removal:

1. Adjust the singular long arm by pressing the button on the rear of the stand next to the hinge. Once this arm is released, extend this arm to it's longest position, and slide the tablet out of the stand.

(Both figures indicate stand's front. Rear long arm button not pictured)

Get to Know Your Kit

HEADPHONES



Volume Control

Noise/Ambiance Control

Headphone Power

Charging Port

Aux Port



Preparing the Technology

Bluetooth Headphones

- Download software to connect Sony bluetooth headphones: <https://www.sony.com/electronics/support/wireless-headphones-bluetooth-headphones/wh-ch720n/downloads>
 - Refer to the Sony User Guide included with this bundle for additional setup support

Videoconferencing Software and Email

- Download preferred software to the tablet (Zoom, Microsoft Teams, Doxy.me etc.)
 - Preferences may vary among healthcare providers
- Setup unique email addresses for each tablet / endpoint for easy scheduling and tracking (*optional*)

Preparing Residents for Telehealth Visits

Pre-Session Preparation

- Ensure the battery is fully charged and/or device is properly connected to power
- Turn on power to monitor/cart or tablet
- Confirm that the camera, microphone, and speakers (or headphones) are functioning correctly
- Check the internet connection stability to avoid disruptions during the session
- To run a telehealth technology test, visit netrc.org/prepare-for-visit.php
- Contact NETRC for further assistance - <https://netrc.org/contact-us.php>

Privacy & Security

- Follow HIPAA (Health Insurance Portability and Accountability Act) guidelines to protect patient privacy and maintain data security
- Use secure and encrypted communication platforms for sessions

Lighting & Environment

- Ensure adequate lighting in the room to allow clear visuals during the session
- Minimize background noise to enhance audio quality
- Ensure privacy by closing door(s) to room where the session is taking place
- Position the device at a suitable distance to capture the patient's face and upper body clearly on the screen
- Adjust the camera angle to focus on the patient's face and upper body
- Avoid camera movements during the session to prevent distraction
- Speak clearly and at an appropriate volume to ensure effective communication

Troubleshooting Tips

No Power or Startup Issues

- Ensure the device is connected to a power source and that the power is turned on
- Check power cables and connections for any loose or damaged parts
- Confirm that the batteries are charged (if applicable)
- Test power source with another device to determine if issue is with the outlet

Connectivity Problems

- Verify the device is connected to a stable and reliable internet connection
- Check for Wi-Fi signal strength or Ethernet cable connectivity
- Using wireless? Connect via Ethernet to test if the issue is related to the wireless network

Audio Issues

- Check that the microphone and speaker or blue tooth headphones are properly connected and not muted
- Adjust the volume settings on the cart/tablet and all connected devices
- Test audio output with different devices (e.g., headphones) to identify if the issue is with the cart/tablet hardware or the connected device

Video Issues

- Ensure the camera is functioning and not physically obstructed
- Check the camera's focus and angle to ensure proper framing of the user
- Ensure the camera is properly connected

Software Glitches

- Restart the operating system
- Check for updates and perform updates if necessary
- Clear cache and cookies in the browser if you're using web-based telemedicine platforms

Display Problems

- Check the monitor's connections (HDMI, VGA, etc.) to ensure they are secure
- Adjust the tablet's brightness, contrast, and resolution if the display appears distorted

Camera Focusing or Quality Issues

- Clean the camera lens (screen) to remove any smudges or dirt
- Adjust the camera's focus settings using its software interface or within the video conferencing platform

Telehealth Accessibility Checklist

Preparing Your Residents for a Visit

Ask prior to the session:

- Have you had a telehealth visit before?
- Have you had a previous telehealth visit with the provider you are seeing today?
- Do you require any accommodations, such as:
 - An ASL or foreign-language interpreter
 - A companion
 - Captioning
 - Relay Services (visit the Maine Telecommunications Relay Service Council at <https://www.maine.gov/trs/relay-services>)
- Assistive technology, such as:
 - A screen reader; screen magnifier; text-to-speech software (automatic conversion of text into synthesized speech);
- A large monitor; high-contrast keyboard; an alternative input device to a mouse; headphones; hands-free microphone Is the provider aware of patient/client accessibility requirements?
 - If so, have they made any arrangements to support patient/client during the visit?

Pre-Visit Arrangements

- Ensure all software required by the provider is downloaded and installed
- Set up and test any required assistive technology (hardware and/or software)
- Confirm arrangements with captioners, interpreters, or companions, if required. Note: Captioners or interpreters should be booked at the same time the visit is scheduled
- Allow for extra time: plan to sign in to the telehealth session early to allow for any last-minute changes or adjustments to the room, hardware, software, etc.
- To the extent possible, provide relevant documents, test results, medication lists, etc., to patient/client/provider ahead of time. If necessary, ensure documents are available in the patient/client preferred accessible format (e.g., digital, large print, braille)

Day of Visit

- Ensure the patient/client has everything they need and they are comfortable with the setup
- Sign in to the telehealth session early and allow for an extended visit if necessary

Maine Relay Phone Numbers

Voice: 800-457-1220

TTY: 800-437-1220

Voice Carry-Over (VCO): 866-479-7565

Hearing Carry-Over (HCO): 800-437-1220

Speech-to-Speech (STS): 888-890-9256

Video-Assisted STS (VA-STS): 888-890-9256

Spanish-to-Spanish: 888-890-9255

Spanish-to-English: 888-890-9255

International: 605-224-1837

Relay Conference Captioning (RCC):

MaineRCC.com