

# Cart

## Vinalhaven --- Eldercare Services

### USER GUIDE

# Get to Know Your Cart

## FRONT

Polycom Camera

Monitor  
(Touch Screen; Use Provided Stylus)

Mouse & Keyboard

Locking Casters

ON/OFF Button

Jabra Speaker &  
Microphone

Locking Lid Caddy  
(Self-Setting 3 Digit Dial Lock)



# Get to Know Your Cart

## BACK

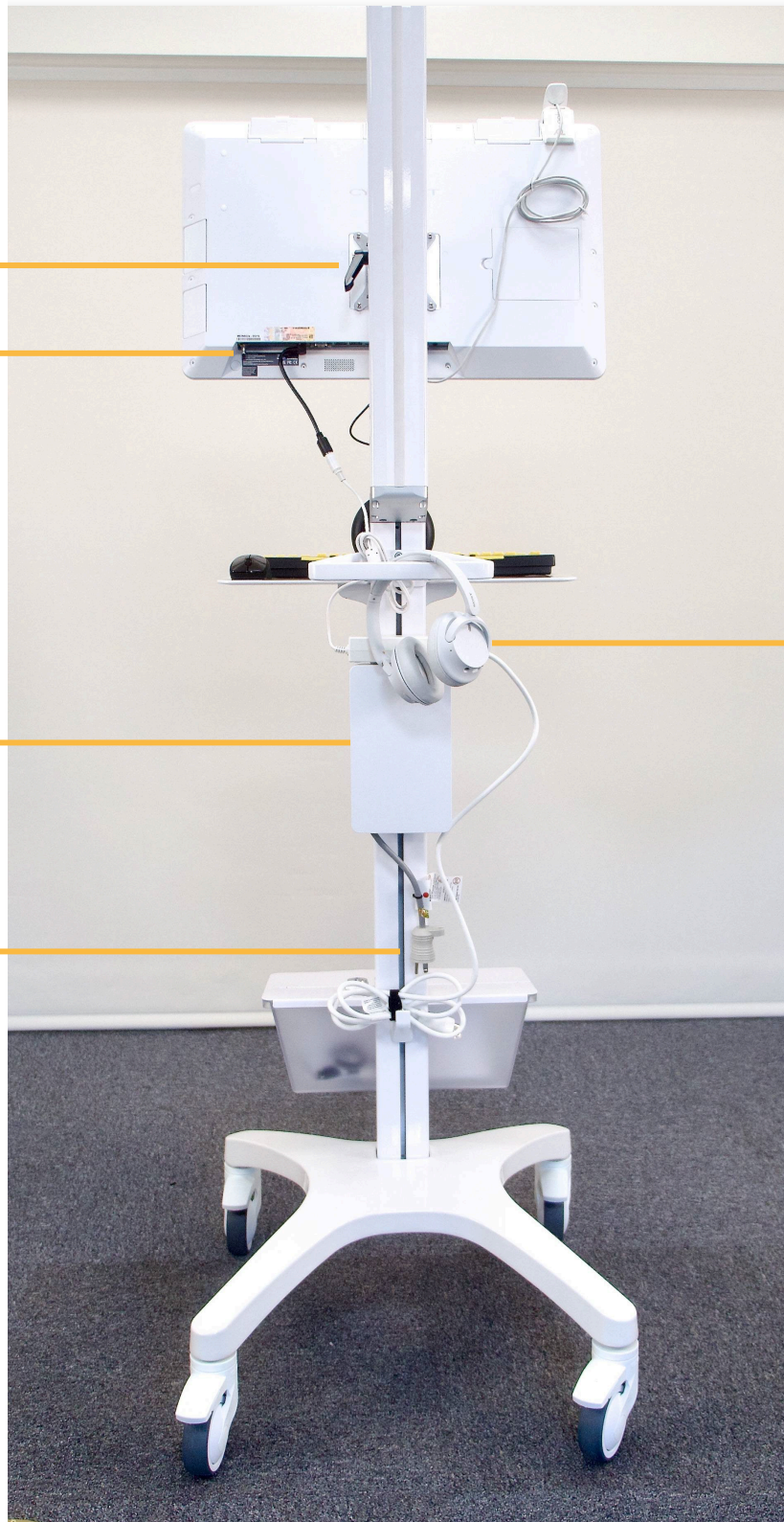
Height Adjustment

Input Ports

Headphones

Cord Storage Box

Extension Cord



# Get to Know Your Cart

## A CLOSER LOOK

Input Ports



Polycom Privacy Protector Lens



# 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](https://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](http://MaineRCC.com)