# Tele-ED Notification & Connection Process

**I.**        <u>**Remote Site Determines if patient is candidate for Tele-ED**</u>
1. Patients injury/illness meets Tele-ED criteria
2. Patient agrees and signs Telemedicine Consent Form

**II.**       <u>**Remote Site to Tele-ED Provider Notification Process**</u>
1. Remote Site Logs onto Spok Web to see who is on-call for Tele-ED
2. Remote Site sends the following information to Tele-ED Provider on-call

   - Site Location
   - Patient Name
   - DOB
   - MRN#
   - Reason for Consult

3. Provider will accept the message and log into Vidyo room within 5 minutes of initial page.

**III.**      <u>**Vidyo Connection Process**</u>
1. Remote Site prepares equipment for connection.  This includes:
   - Moving cart to exam room
   - Plug in necessary cords as directed by IT instructions
   - Launches Vidyo application on device or selects appropriate Vidyo room from saved directory
2. Tele-ED Provider prepares equipment for connection.  This includes:
   - Logging into Vidyo account from approved laptop or iPad
   - Joining appropriate Tele-ED Vidyo room
3. Connection is made and patient is assessed.  If it is determined that a sub-specialist is needed please continue by following steps below

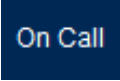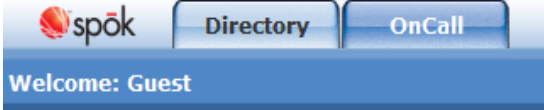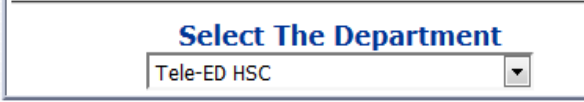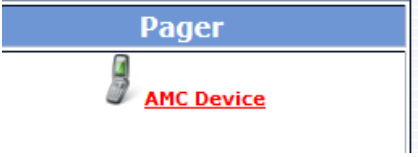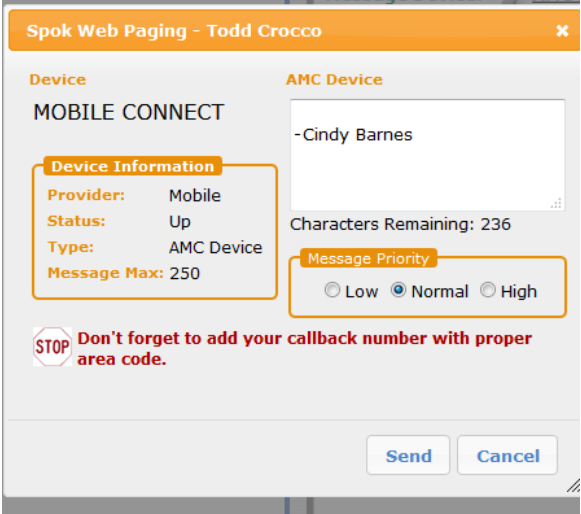**IV.**      <u>**Image Sharing between Remote Site and Tele-ED Provider**</u>
1. Remote Site uses iPad to take image of patient
2. Open up Spok Mobile application the iPad
3. Select Compose a new message
4. Select Tele-ED provider name from Spok favorites
5. Select attachment paperclip, and then hit attach from gallery
6. Select the image and hit send

**V.**       <u>**Sub-Specialist Notification Process**</u>
1. Open up Spok Mobile application on your phone

2. Select Compose a new message
3. Search Tele-Subspecialty group needed to find provider on-call.
4. Tele-ED provider does one of the following:
   - Forwards text message via Spok Mobile that includes image from remote site along with details of what they need advice on.
   - Texts subspecialist via Spok Mobile to let them know they are needed to join Vidyo call
   - Texts subspecialist via Spok Mobile that they need them to review patient files on Image Grid.
5. Sub Specialist will accept the message and respond back via Spok Mobile text message with their recommendation or acknowledgement of joining the call within 5 minutes of initial text message.

## Spok Notification Process (Remote Sites)

| | |
|---|---|
| Go to Connect page from Desktop PC. | http://connect.wvuhealthcare.com/ |
| Select On Call | On Call |
| Login with your sites username and password | Login |
| Select OnCall Tab | spōk   Directory   OnCall    Welcome: Guest |
| Select Tele-ED HSC and the daily on-call calendar appears | Select The Department    Tele-ED HSC |
| Select AMC Device from the pager column of the provider you wish to reach. | Pager    AMC Device |
| A new window will open.  Types message including the following items:  • Site Name • Patient Name • DOB • MRN | Spok Web Paging - Todd Crocco   Device  MOBILE CONNECT   AMC Device  -Cindy Barnes   Device Information  Provider: Mobile  Status: Up  Type: AMC Device  Message Max: 250   Characters Remaining: 236   Message Priority  ○ Low  ● Normal  ○ High   STOP Don't forget to add your callback number with proper area code.   Send   Cancel |

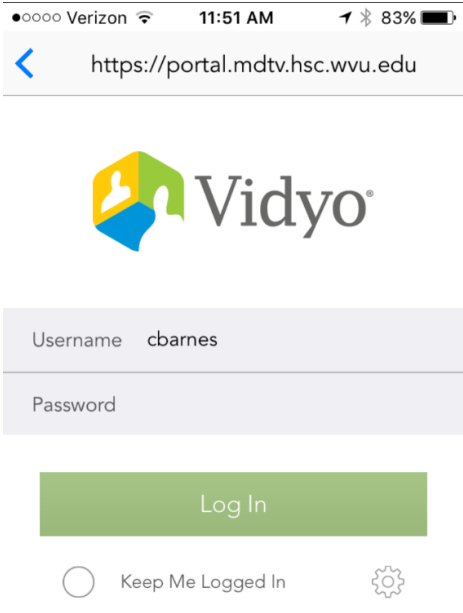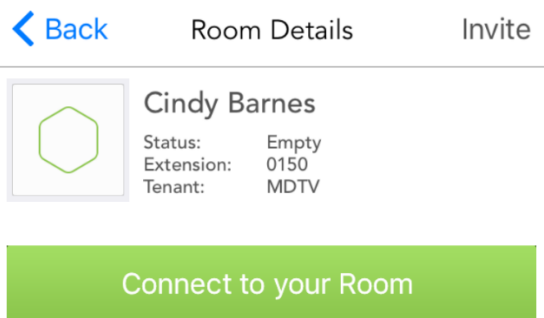## Vidyo Connection Process (Sites)

| | |
|---|---|
| From the iPad:<br>Select the VidyoMobile icon |  |
| If prompted, enter the portal information, your username and password and select Log In:<br><br>Portal: https://portal.mdtv.hsc.wvu.edu |  |
| Select your Vidyo Room Name & then select **Connect to your Room** |  |
| Make sure your camera and microphone are NOT muted: | NOT Muted<br><br><br>MUTED (lines run through camera and mic)<br> |
| Once connected to your room, if WVU Provider hasn't joined yet, you will see yourself. | |

## Image Capture & Image Sharing via iPad

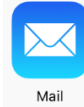| Image Capture | |
|---|---|
| From the iPad Home Screen:<br>Select the Camera icon on the iPad | |
| When ready, hit the white circle to take the picture. | |

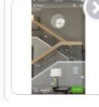| Image Sharing via Email (needed to store in EMR): | |
|---|---|
| From the iPad Home Screen:<br>Select the Photos Icon | |
| Find the image you just took and select the square with the up arrow | |
| Then Select the Mail icon, to email it to your Medical Records department to be inserted into your EMR | Mail |
| Follow prompts to enter the email address of who the image needs sent to and hit send. Use Actual Size if possible whenever prompted. | |

| Image Sharing via Spok Mobile (needed to share image with Tele-ED Provider): | |
|---|---|
| From the iPad Home Screen:<br>Select the Spok Mobile Application icon | Spok Mobile |
| Select the compose a new message icon in the upper right hand corner of your screen | |
| Select the Star to go to your list of favorites and select the Provider's name you wish to send the image to or you can also search by their last name in the To: field. | To: Search 'West Virginia University Hospitals' ★<br>Todd Crocco (SPOK Mobile) |
| Select the paper clip in the bottom left corner and find the image and choose Attach from Gallery | Attach From Gallery |
| Select the image and type your message in the Compose Message field.  Hit Send | Compose Message    Send |

## Login & Tech Support Information (Sites)

| iPad WiFi | WiFi Network:<br>WiFi Password: |
|---|---|
| Spok Web<br>(via Connect webpage) | Connect website: http://connect.wvuhealthcare.com<br>Username:<br>Password: |
| Vidyo | Portal: https://portal.mdtv.hsc.wvu.edu<br>Username:<br>Password: |

### Tech Support

| Hospital IT | Helpdesk Phone Number: |
|---|---|
| MDTV | <ul><li>Daytime (M-F) 8am-4pm: 304-293-7335</li><li>After 4pm or on Weekends: 304-293-3631</li><li>Email: telemedsupport@hsc.wvu.edu</li></ul> |

Follow up on all Urgent technical issues and/or Non-Urgent Troubleshooting issues must be reported by directly affected user or by ED Director by emailing: telemedsupport@hsc.wvu.edu or calling 304-293-7335. Logging these issues will help us in correcting issue for future consults.