

ACCESS Telemedicine Consult Request Tip Sheet

1. Cart/Device Parts and Functioning

- a. The cart is always on and plugged in to power when not in use.
- b. Check battery charge and the “Ready” indicator.
- c. The cart should only be turned off as instructed by Teladoc Tech Support
- d. The battery has a 2-hour duration while not plugged-in.
- e. Do not cover the cart or place anything on the back screen vents.
- f. The device can be operated by touch screen, or the attached keyboard.
- g. Do not manually move or touch the camera as the UNM ACCESS practitioner can zoom and operate the camera remotely.

2. How to order consult

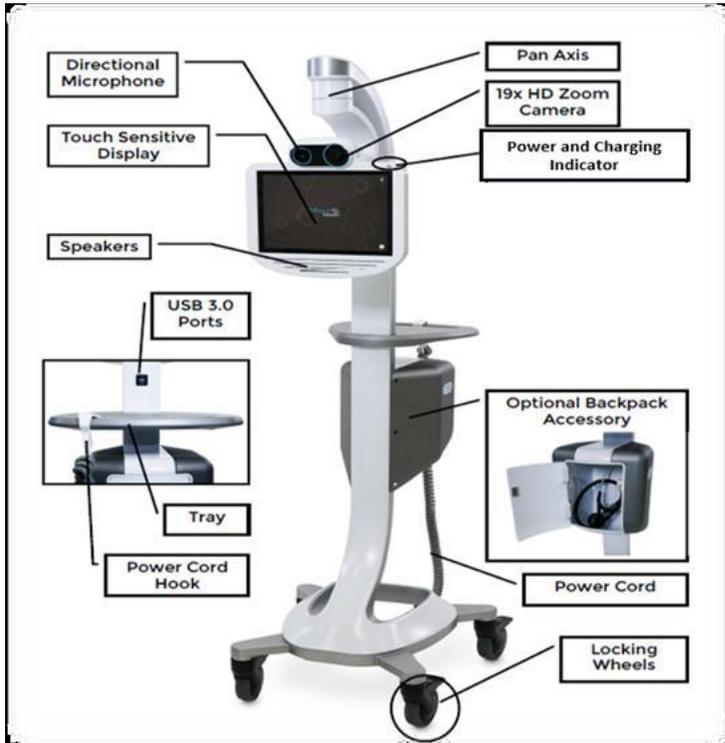
- a. Place the device at an appropriate distance from the patient’s face (2-6 ft)
- b. Recommend positioning at the end of the patient’s bed.
- c. Ensure that at least one of the wheel locks (there are 4) is engaged when with a patient.
- d. The cart is equipped with a touch screen to tap anywhere to activate the home screen.
- e. Confirm with the ordering ED physician/provider the appropriate clinical specialty and consult request is needed.
 - i. **Neurology: Emergent Stroke – Select only when tPA/TNK candidate or suspected LVO**
 - ii. **Neurology: General/Stroke Select when NOT tPA/TNK candidate, LVO NOT suspected**
 - iii. **Neurosurgery**
- f. If Emergent stroke is selected, you will be asked for specific timeframes for Head CT, Stroke Alert, etc.
- g. You can click “NOW” and then edit the time when entering time stamps.
- h. Complete the intake form.
- i. Once completed a screen will appear with the next steps to call the **ACCESS Operator 505-272-4024**
- j. Call the ACCESS Operator to notify them of the consult request and to schedule the consultation.
- k. Return the device and connect to AC to keep fully charged and ready for the next consult.

3. How to clean device

- a. The Screen needs to be in “Cleaning Mode” found in the Settings Icon menu to disable the screen for 30 seconds.
- b. Providers can interrupt the cleaning session to reach a patient.
- c. To clean, unplug the device.
- d. DO NOT USE Phenolic Germicidal Detergent solutions on any parts of the device.
- e. Approved Disinfectants:
 - i. OxyCide
 - ii. Ethyl Alcohol
 - iii. Isopropyl Alcohol
 - iv. Sodium Hypochlorite
 - v. Iodophor Germicidal Detergent Solution
- f. Use only approved disinfectant solutions with a lint-free cloth.
- g. Avoid applying excess solutions which may enter the device through its openings.
- h. Allow adequate time to dry.

4. How to Troubleshoot

- a. Find the settings icon button to access WI-FI settings.
- b. Find the question mark button to access the full device manual.
- c. Contact the ACCESS Program for any service issues.
- d. Call Teladoc for any technology issue:
 - i. Please contact Teladoc Support for help with any issues:
 1. **24/7 Live Phone Support (877) 484-9119**
 2. Email Support: TAC@Teladochealth.com



Diagnostic Information

InTouch Lite Ready		Network details	
Battery charge	100%	Connection type	WiFi
Serial Number	ROBOT-19024	WiFi SSID	TIC
Location	Demo-Lite 4 (ED 1)	Signal strength	88%
Subtype	Lite V4	External IP	64.29.227.1
Software version	10.40.11	Internal IP	192.168.12.69
Build date	January 03 2020		
Stethoscope type	Littmann		
Built-in cameras	Thermal		

Connectivity status	
SIP	Registered
FMS	Registered
WebRTC	Registered
Solo cloud	Registered
Document cloud	Registered

