

TELEHEALTH

TRAINING DOCUMENT

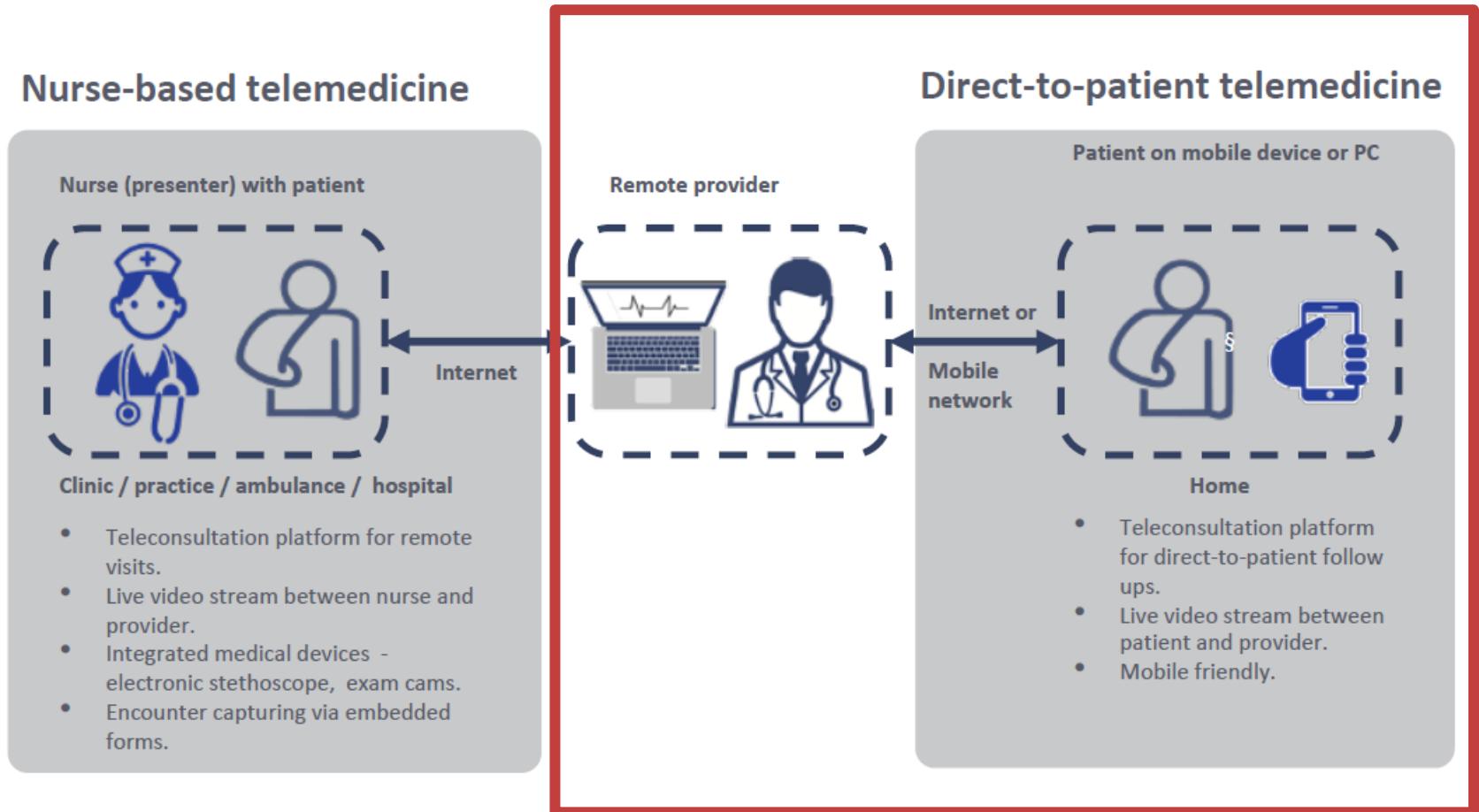


Update: 18 May 2020

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TELEHEALTH INTRODUCTION



The system is capable of facilitating both scenarios however please note, in this initial phase Mediclinic is focused on implementing the **direct to patient functionality.**

IMPORTANT TERMINOLOGY

TYPES OF CONSULTATION

- **Nurse-based virtual care:** A virtual consultation where the patient is with a nurse who facilitates a consultation with another healthcare provider e.g. a doctor.
- **Direct to Patient virtual care:** A virtual consultation that occurs directly between a doctor and a patient (no nurse involved)

NAMING OF USERS IN THE SYSTEM

- **Presenter:** The healthcare provider that *presents* to another healthcare provider. E.g. nurse. Please note in a direct to patient scenario in the summary of consultations it will reflect the patients' name.
- **Provider:** The doctor that *provides* healthcare advice to a patient, either directly (D2P) or via nurse-based care.
- **Support Staff:** Secretarial or other administrative staff who work in the doctors rooms that need access to the system to book patient appointments.

WAITING ROOM VERSUS THE MEETING ROOM

- **Virtual Waiting room:** The virtual waiting room where a provider can see all the virtual consultations waiting for him/her. Similar to a reception.
- **Virtual Meeting room:** A virtual meeting room is where multiple doctors could join and discuss topics. There will be generic meeting rooms created for the Mediclinic organisation that can be utilised for this purpose.

THE CONSULTATION

- **General consultation:** This would be used nurse to doctor where the consultation occurs between a presenter and provider with form-capturing
- **Far-end screen capture:** Captures an image from the device on the other side of the consultation. E.g. A doctor can capture an image of the patient being consulted. This is then included into the consultation files as a high-resolution image.

TELEHEALTH TRAINING

MODULE 1

- **System requirements**
- **Access and login**
- **How to reset your password**
- **Understanding the landing page**

SYSTEM REQUIREMENTS



| | |
|---|--|
| Operating System and Processor | Windows 8 or greater / 1.6 GHZ macOS 10 or greater / 1.2 GHZ |
| Memory | 4 Gig |
| Storage | 128 GB |
| Network | Internet connectivity at 2 Mbps or greater (run a speed test now) |
| Web Browser (PC) | Google Chrome (Download the Chrome Browser) |
| Web Browser (Mobile or Direct to Consumer) | Google Chrome Safari App |
| Video Input | Built in or external camera Any standard USB or UVC (USB Video Class) camera |
| Audio input/output | Built in or external microphone and speaker Any standard microphone and speaker |

WEB BROWSER

- Please remember to use either **Safari** or **Google Chrome** as your web browser.
- Problems will arise for both the doctor and patient if different browsers are used.



ACTIVATING A TELEHEALTH ACCOUNT



- Complete the application documentation
- Receive an email with a link to complete the account registration
- Click on the 'complete registration tab' and follow the prompts to create your password
- You should now be able to access the telehealth platform

Hello John Smith

Thank you for choosing Pathways.

Your account has been created, but you need to finalize the activation by clicking the *Complete Registration* button below.

Your username is johnsmith@gmail.com

You will create a password during the activation process.

Stone Three Healthcare recommends using the **Google Chrome** web browser. On *iOS* devices (*iPhone / iPad*) we recommend using the **Apple Safari** web browser. Other browsers may also work but are not fully supported at this time.

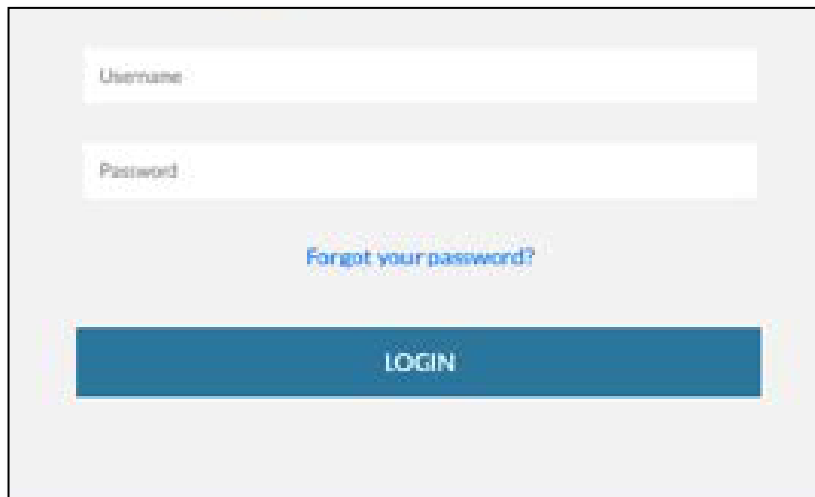
Please check with your IT staff to ensure that all necessary firewall ports have been opened ([Firewall Rules](#)) to ensure that your consultations will work properly before scheduling any telehealth appointments

COMPLETE REGISTRATION



LOGGING IN

- Go to the URL: <https://telehealth.pathways.africa/>
- To login to your account simply enter your assigned user name (the registered email address) and password.
- Remember that both the username and password are case sensitive



A screenshot of the login interface. It features two input fields: the top one is labeled 'Username' and the bottom one is labeled 'Password'. Below the password field is a blue link that says 'Forgot your password?'. At the bottom of the form is a large blue button with the word 'LOGIN' in white capital letters.



HELPFUL HINT

Add the site as a favourite or make a desktop short cut to the website.

To add a short cut: Right click on your desktop, select 'new', then click 'add shortcut' and paste in the URL:

<https://telehealth.pathways.africa/accounts/login/>

FORGOT YOUR PASSWORD

- Forgotten your password? Click on the forgot password link to receive an email to reset your password or email servicedesk@mediclinic.co.za for assistance.



Hello Doctor John

A password reset has been requested for your doctor@gmail.com Pathways account. To start the process, click the *Reset Password* button below.

RESET PASSWORD

If you have problems with the button above, please copy and paste the following URL into your browser: <https://telehealth.pathways.africa/reset/Nw/5gg-503a288ed25a9906dbda/>

For enquiries or assistance, please call technical support at +27 86 012 2123.

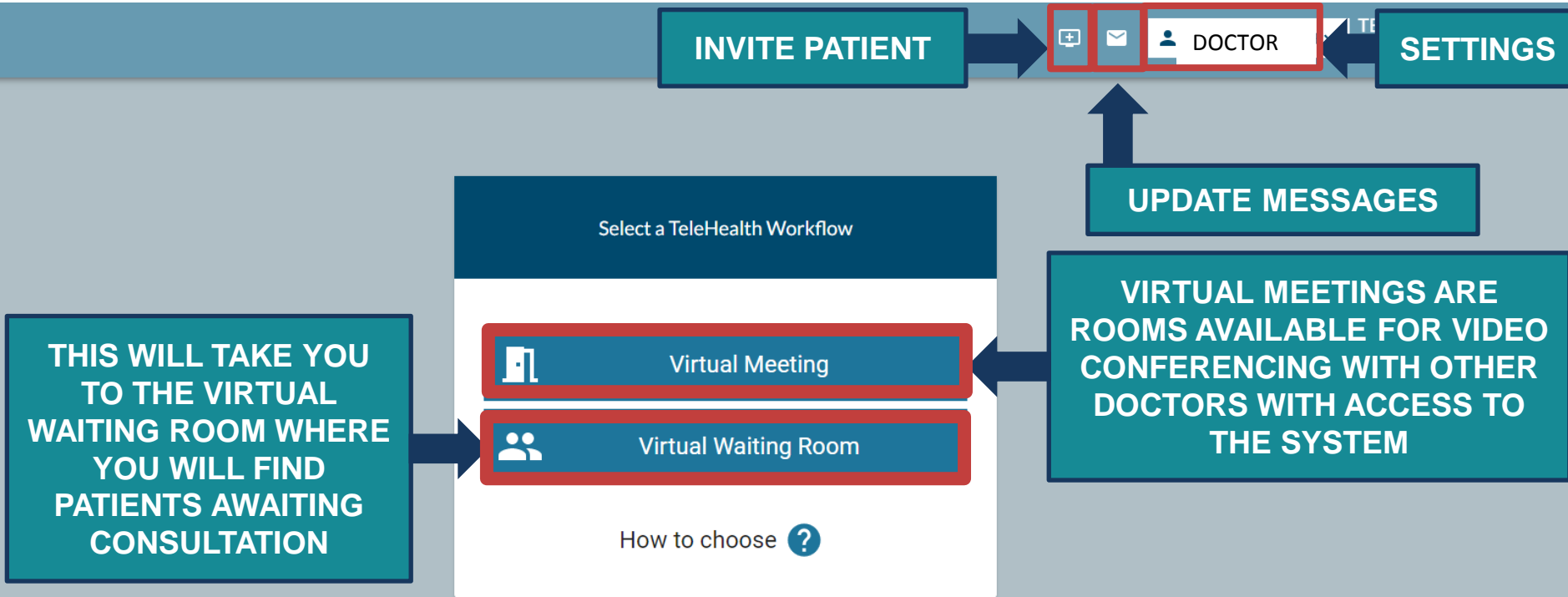
Do not reply to this email, it is not monitored for responses.

Enter email address

RESET PASSWORD

THE LANDING PAGE

DOCTORS VIEW



THE LANDING PAGE

SUPPORT STAFF VIEW



SUPPORT
STAFF



TECHNICAL SUPPORT
+27 86 012 2123

Select a TeleHealth Workflow

No actions available

**NO ACTIONS ARE
AVAILABLE IF THE
ASSIGNED USER DOES
NOT NEED TO CONSULT
PATIENTS**

TELEHEALTH TRAINING

MODULE 2

- **Sending Appointment Invites**
- **Consulting a Patient**
- **Consultation Console**
- **Report Download**

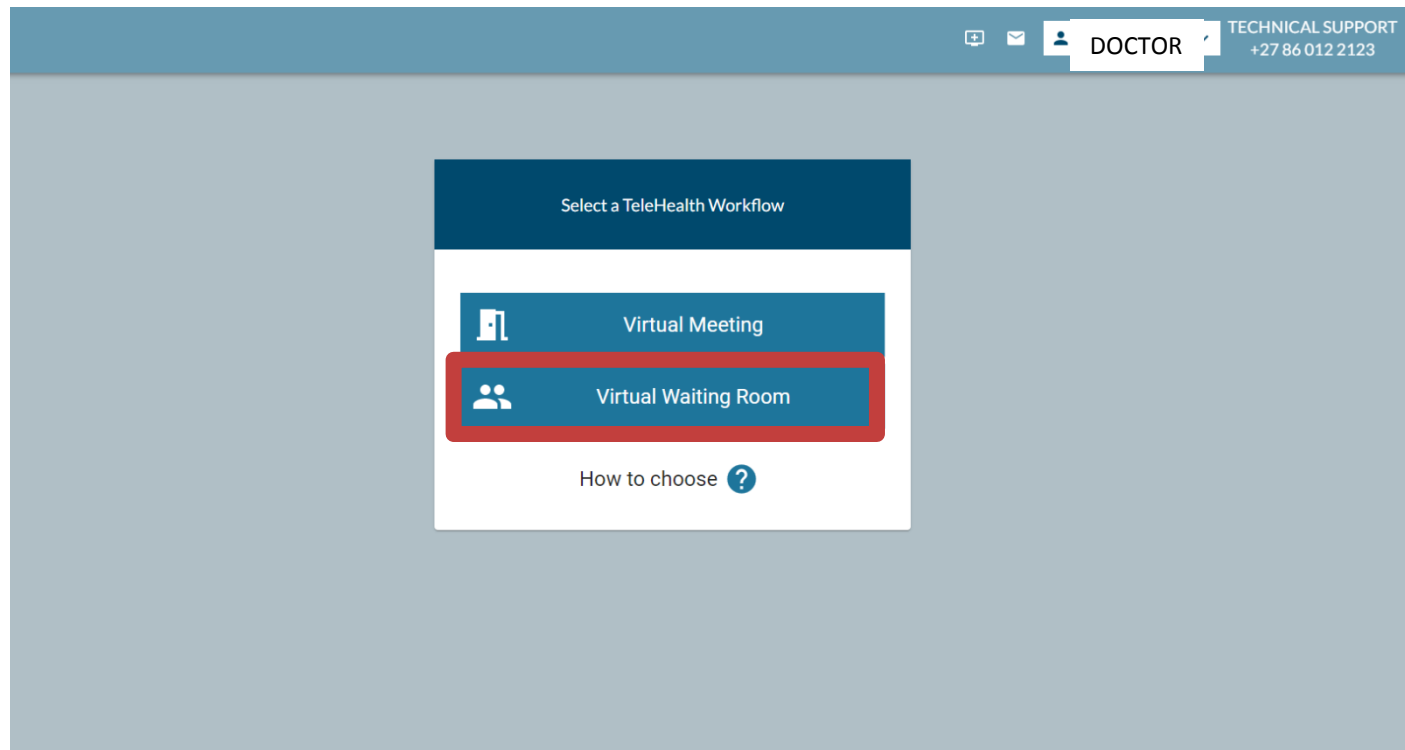
DIRECT-TO-PATIENT TELEHEALTH

VIRTUAL WAITING ROOM TELEHEALTH

WORKFLOW

- Scenario : You as the treating doctor are virtually consulting a patient who is at home self-isolating with suspected COVID-19.
- To consult directly with patients, we will be following the:

Virtual Waiting Room Telehealth Workflow



PATIENT APPOINTMENT

SEND AN INVITE A PATIENT BY SELECTING THE PLUS (+) BUTTON

The screenshot shows a user interface for a doctor's appointment management system. At the top right, there is a header with a plus sign icon in a red box, a mail icon, and the text 'DOCTOR'. Below this is a modal form titled 'Invite Guest to a Scheduled Consultation'. The form contains the following fields: 'First Name' (with a red underline and 'Required' label), 'Last Name', 'Email Address', '+27 Phone Number', 'Waiting Room' (with a dropdown menu showing 'Kim Smith's Waiting Room'), 'Date' (07/05/2020), 'Time' (10:34 PM), and 'Message (Optional)'. At the bottom of the form are 'CANCEL' and 'INVITE GUEST' buttons. To the right of the form, there are two teal callout boxes. The first box, labeled 'Step 1:', points to the plus sign icon and contains the text: 'From the landing page, click on this icon to invite a patient to a consultation'. The second box, labeled 'Step 2:', points to the form and contains the text: 'Complete the relevant patient information required and once ready to send to your invite, click invite guest and you will see a notification confirming the invite has been sent'. Below the form, a green notification bar with a checkmark icon and the text 'Successfully sent out the scheduled invitation' is visible, with a close 'X' button on the right.

Step 1:
From the landing page, click on this icon to invite a patient to a consultation

Step 2:
Complete the relevant patient information required and once ready to send to your invite, click invite guest and you will see a notification confirming the invite has been sent

Successfully sent out the scheduled invitation

PATIENT APPOINTMENT SUPPORT STAFF/ DOCTORS SECRETARY SENDING AN INVITE

Select a TeleHealth Workflow

Invite Guest to a Scheduled Consultation

First Name Last Name

Email Address

Phone Number

Waiting Room

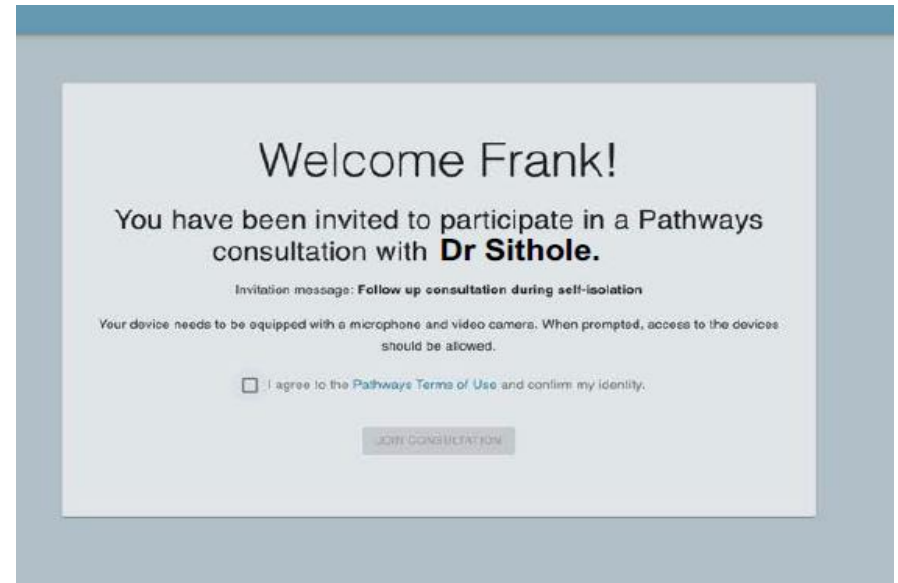
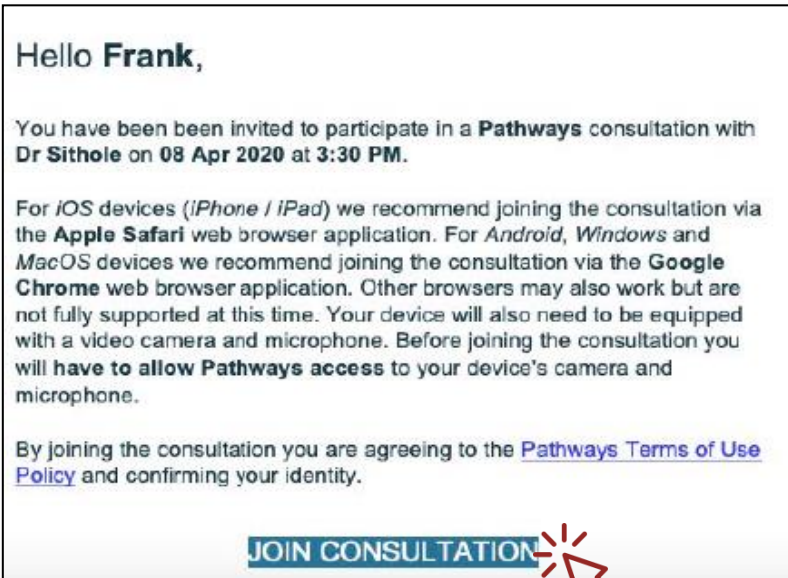
x | v

- Nelly James's Waiting Room
- Michaela Smith's Waiting Room
- Bradley Chetty's Waiting Room

**THE DOCTORS SUPPORT STAFF
MUST SELECT THE SPECIFIC
DOCTOR THE PATIENT WILL SEE
WHEN MAKING THE
APPOINTMENT.
THERE WILL ONLY BE MULTIPLE
DOCTORS IF MORE THAN ONE
EXISTS IN THE PRACTICE**

PATIENTS WILL RECEIVE AN EMAIL APPOINTMENT NOTIFICATION

- The patient will receive an email containing the details of the consultation
- On clicking **JOIN CONSULTATION** they will be directed to a screen where they will need to accept terms and conditions on the use of the platform and will thereafter appear in the doctors virtual waiting room

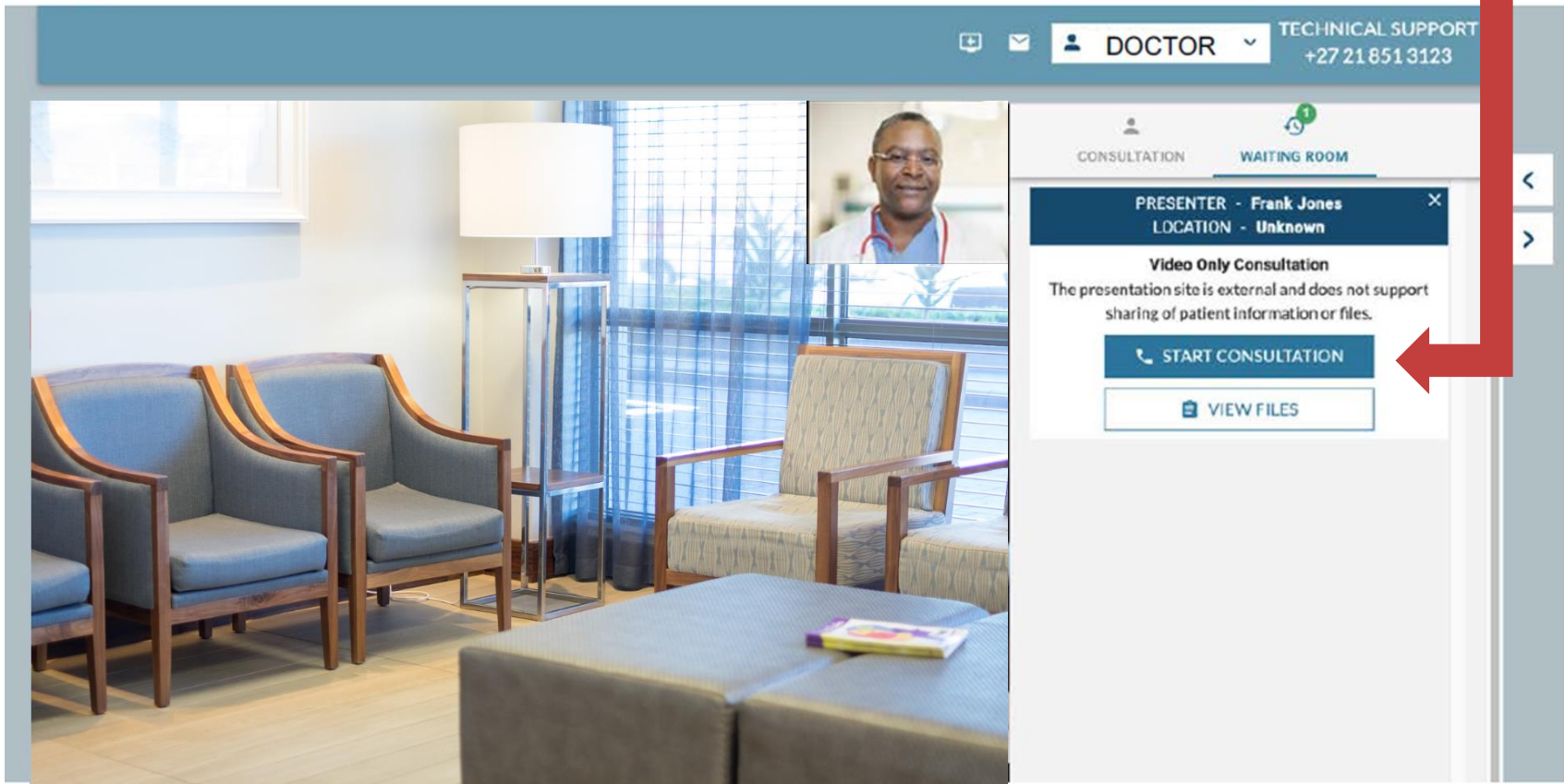


HELPFUL HINT

Send the patient the FAQs from the website prior to the consult and advice them to watch the short video in the email message to explain what to expect. Watch the short video here <https://youtu.be/vFa1RQMm9fU>

ENTERING THE VIRTUAL WAITING ROOM: DOCTORS PRE-CONSULTATION VIEW

- The doctor will then enter their virtual waiting room and click on **START CONSULTATION** to start the consult with the patient.



DOCTORS VIEW DURING THE CONSULT

Pathways AFRICA

DOCTOR

TECHNICAL SUPPORT
+27 21 851 3123

CONSULTATION WAITING ROOM

VIDEO ONLY CONSULTATION









04/08/2020 00:05:33

ATTACHMENTS

Consultation file space is 0% full

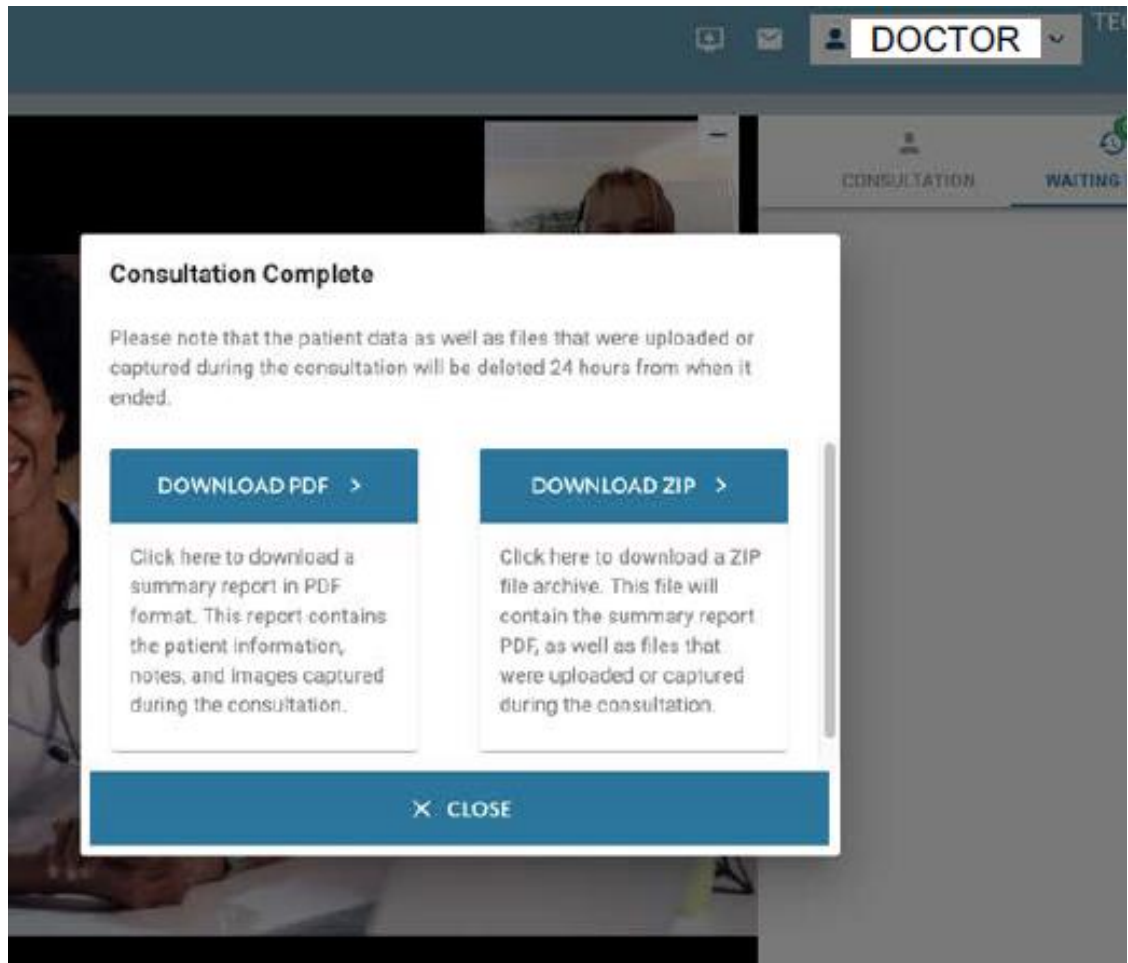
Drop files here or click to upload

MAKING SENSE OF THE IN-CONSULTATION CONTROLS

| | |
|---|---|
|  | Activate screen sharing – shares your screen with the other participant |
|  | Activate full screen |
|  | Mute or unmute the microphone |
|  | Switch video on or off |
|  | Switch video input to another device |
|  | Call quality statistics |
|  | Far-end screen capture |
|  | End the consultation |

ENDING THE CONSULTATION AND CONSULTATION SUMMARY

- Once the consultation is complete a summary will be available for you to download
- It will be **available for 48 Hours** before the record is destroyed and will no longer be accessible. This information is not archived.



EXAMPLE OF THE CONSULTATION REPORT

- All information incorporated during the consultation will be included in the consultation record PDF
- The video of the consultation is currently not recorded.

| | |
|-----------------|-----------------------------------|
| Consultation ID | 22 |
| Start Date | 2020-05-18 12:06 SAST |
| End Date | 2020-05-18 12:09 SAST |
| Duration | Hours: 0, Minutes: 2, Seconds: 30 |
| Created | 2020-05-18 12:06 SAST |

Participants

Presenter

Display Name Aline Hall

Provider

First & Last Names Michaela Smith
Location Dr Smith and Van soelen
Organization Dr Smith and Van Soelen
NPI 0987654321

Form Data

Video Only Consultations do not have presenter and provider forms.

Attachments

screenshot_2020-05-18_12-08-10.jpeg



screenshot_2020-05-18_12-08-12.jpeg



TELEHEALTH TRAINING

MODULE 3

- **Understanding the Settings**

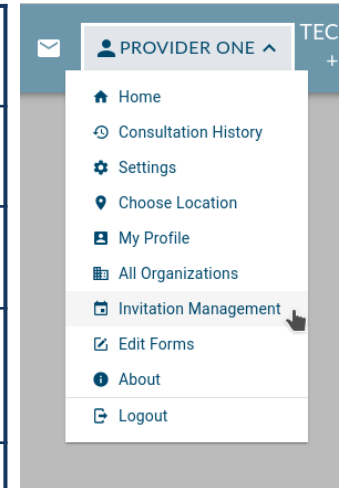
SETTINGS

- Click on your name in the top right hand corner to see the settings drop down menu.

The screenshot displays a user interface for a telehealth application. At the top, a dark blue header bar contains a plus icon, an envelope icon, a user profile icon labeled "DOCTOR", and "TECHNICAL SUPPORT +27 86 012 2123". A dropdown menu is open from the "DOCTOR" profile, listing navigation options: Home, Consultation History, Settings, Choose Location, My Profile, All Organizations, Edit Forms, About, and Logout. The main content area features a white card titled "Select a TeleHealth Workflow" with two options: "Virtual Meeting" (with a monitor icon) and "Virtual Waiting Room" (with a group of people icon). Below these options is a link "How to choose" with a question mark icon.

SETTINGS OVERVIEW

| | |
|------------------------------|---|
| Home | Takes the user to the home landing page |
| Consultation History | View of the doctors consultation history |
| Settings | Device settings |
| Choose Location | To review the microphone and camera connections |
| My Profile | Users own profile detail |
| All Organisations | View the organisation the user belongs to |
| Edit Forms | Create and edit custom form (These are used in nurse based virtual care that providers can create to facilitate the assessment) |
| Invitation Management | Schedule of patient appointments sent |
| About | Information about the Pathways Software |
| Logout | Logs the user out |



SETTINGS

CONSULTATION HISTORY

- The patients name will appear in the presenter column with the treating doctor being the provider.
- The PDF or Zip file summary will be available for **48 hours** as previously noted

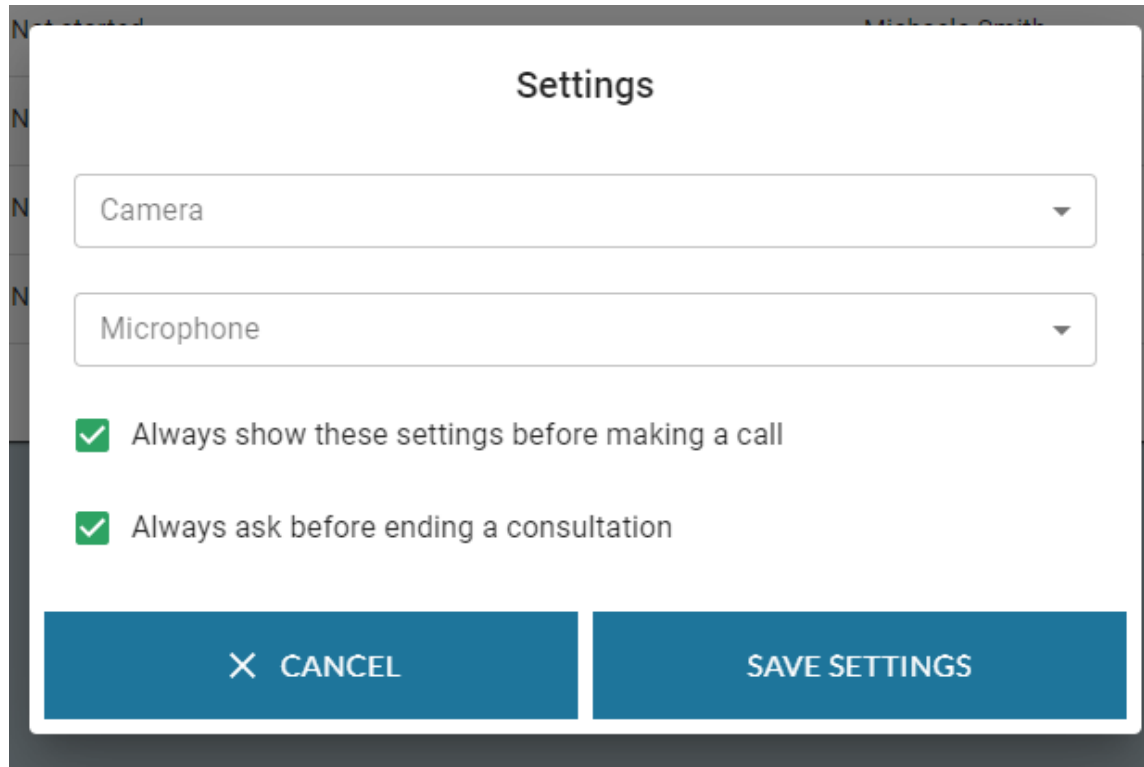
| ID | Type | Created ↓ | Started | Duration | Presenter | Provider | Actions |
|----|------------|------------------|------------------|----------|-----------------|-----------------|---------|
| 69 | Video Only | 04/08/2020 14:02 | 04/08/2020 14:04 | 00:10:01 | | Dulaine Stander | |
| 68 | General | 04/08/2020 13:21 | Not started | | Dulaine Stander | | |
| 67 | General | 04/08/2020 10:44 | 04/08/2020 10:57 | 00:29:19 | Dulaine Stander | | |
| 66 | General | 04/08/2020 10:11 | Not started | | Dulaine Stander | | |
| 64 | General | 04/07/2020 16:26 | Not started | | Dulaine Stander | | |
| 63 | General | 04/07/2020 14:58 | Not started | | Dulaine Stander | | |
| 62 | General | 04/07/2020 14:57 | Not started | | Dulaine Stander | | |
| 53 | General | 04/07/2020 09:55 | Not started | | Dulaine Stander | | |
| 52 | General | 04/07/2020 09:55 | Not started | | Dulaine Stander | | |
| 51 | General | 04/07/2020 09:39 | Not started | | Dulaine Stander | | |

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SETTINGS

SETTINGS

- Please check that your camera and microphone settings are working correctly

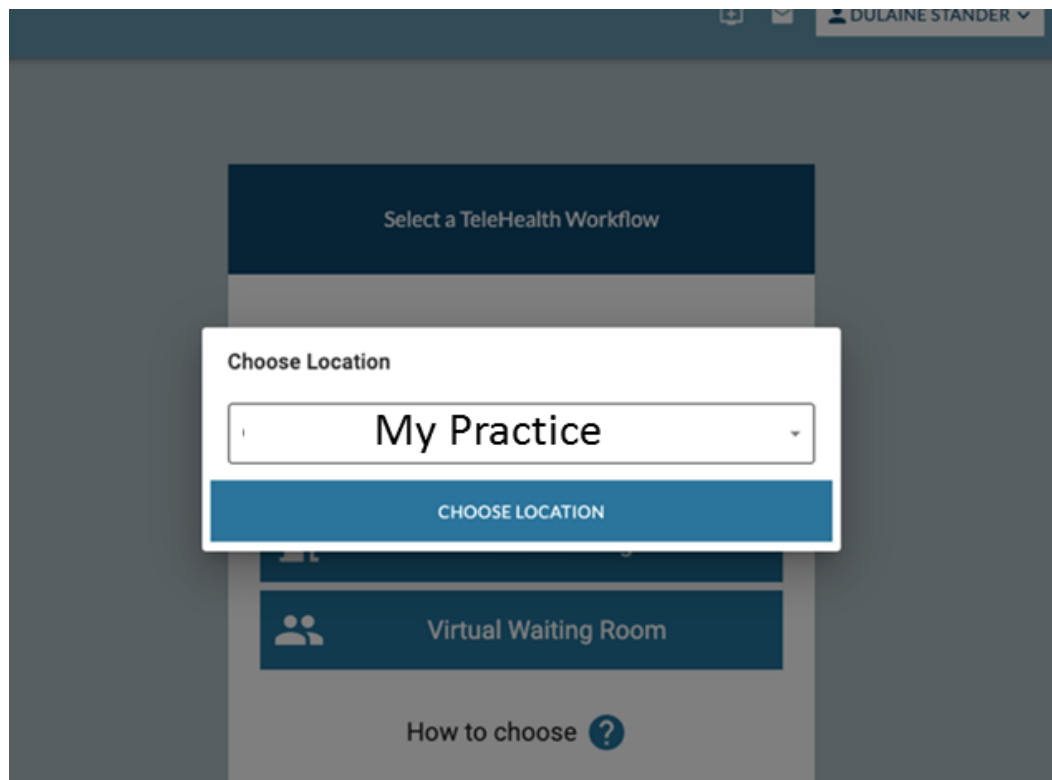


The image shows a 'Settings' dialog box with a white background and a dark grey border. At the top center, the word 'Settings' is written in a dark grey font. Below this, there are two dropdown menus. The first dropdown menu is labeled 'Camera' and has a small downward-pointing triangle on its right side. The second dropdown menu is labeled 'Microphone' and also has a small downward-pointing triangle on its right side. Below these dropdowns, there are two checkboxes, each with a green checkmark to its left. The first checkbox is followed by the text 'Always show these settings before making a call'. The second checkbox is followed by the text 'Always ask before ending a consultation'. At the bottom of the dialog box, there are two buttons. The left button is dark teal with a white 'X' icon and the text 'CANCEL'. The right button is also dark teal with the text 'SAVE SETTINGS' in white.

SETTINGS

CHOOSE LOCATION

- Locations have been added to the software for use when practices may consult at multiple sites. It doesn't impact the functionality of the software
- In this Mediclinic instance the default will be 'MyPractice' or the name of a group practice.



SETTINGS

MY PROFILE

- MY PROFILE provides and overview of your detail.
- Those that are greyed out are the user permissions that are configured by Mediclinic when the account is created

My Profile

User Details

Username *
Doctor@gmail.com

First name
John

Last name
Smith

Active

Organization
Dr Smith and Van Soelen

User Role

Role

Services

Presenter

Provider

NPI number
0987654321

Virtual Rooms

| Name | Type | Private |
|------|------|---------|
|------|------|---------|

SETTINGS

EDIT FORM

- The edit forms function is more relevant in the context of nurse based virtual care where assessment templates can be created.
- The documentation functionality will however be expanded upon in the direct to patient functionality in future.
- For detail on form creation please see the detail in the User Manual which can be found in the Settings About tab.
- As this function is expanded upon, more information will be loaded to the Mediclinic Telehealth website.

Form Template Information

Name _____

Description _____

Owner Type Organization Provider

Owner


Template Type _____

| <input type="checkbox"/> | Name | Description | Owner | Type | Actions |
|--------------------------|------------------|----------------|-------|----------|---------|
| <input type="checkbox"/> | Wound Assessment | Follow up care | | Provider | |

SETTINGS

SCHEDULED INVITATIONS

- This view allows you to see all appointment invitations sent to your patients.
- Click on delete or resend should you need to amend the invite detail

| Scheduled Invitations | | | | |
|-----------------------|-----------------------------|--|-----------|--------------|
| | ↑ Date | First Name | Last Name | Waiting Room |
| ^ | 2020-01-02 03:04 | John | Doe | Intercare |
| | Email: | jdoe@example.com | | |
| | Phone: | 012 345 6789 | | |
| | Message: | This was the message that was sent to the guest. | | |
| | RESEND > | DELETE  | | |
| v | 2020-01-02 03:04 | John | Doe | Dr Jones |
| v | 2020-01-02 03:04 | John | Doe | Dr Jones |
| v | 2020-01-02 03:04 | John | Doe | Dr Jones |

Rows per page: 5 ▾ 1-5 of 13 < >

FURTHER QUESTIONS OR IN NEED OF HELP?

- See the FAQs and support documentation for doctors and patients on the Mediclinic Telehealth Website
- Contact Mediclinic Service Desk with any technical problems on servicedesk@mediclinic.co.za or call **0861 429 434**

