TELEHEALTH

TRAINING DOCUMENT

Update: 18 May 2020

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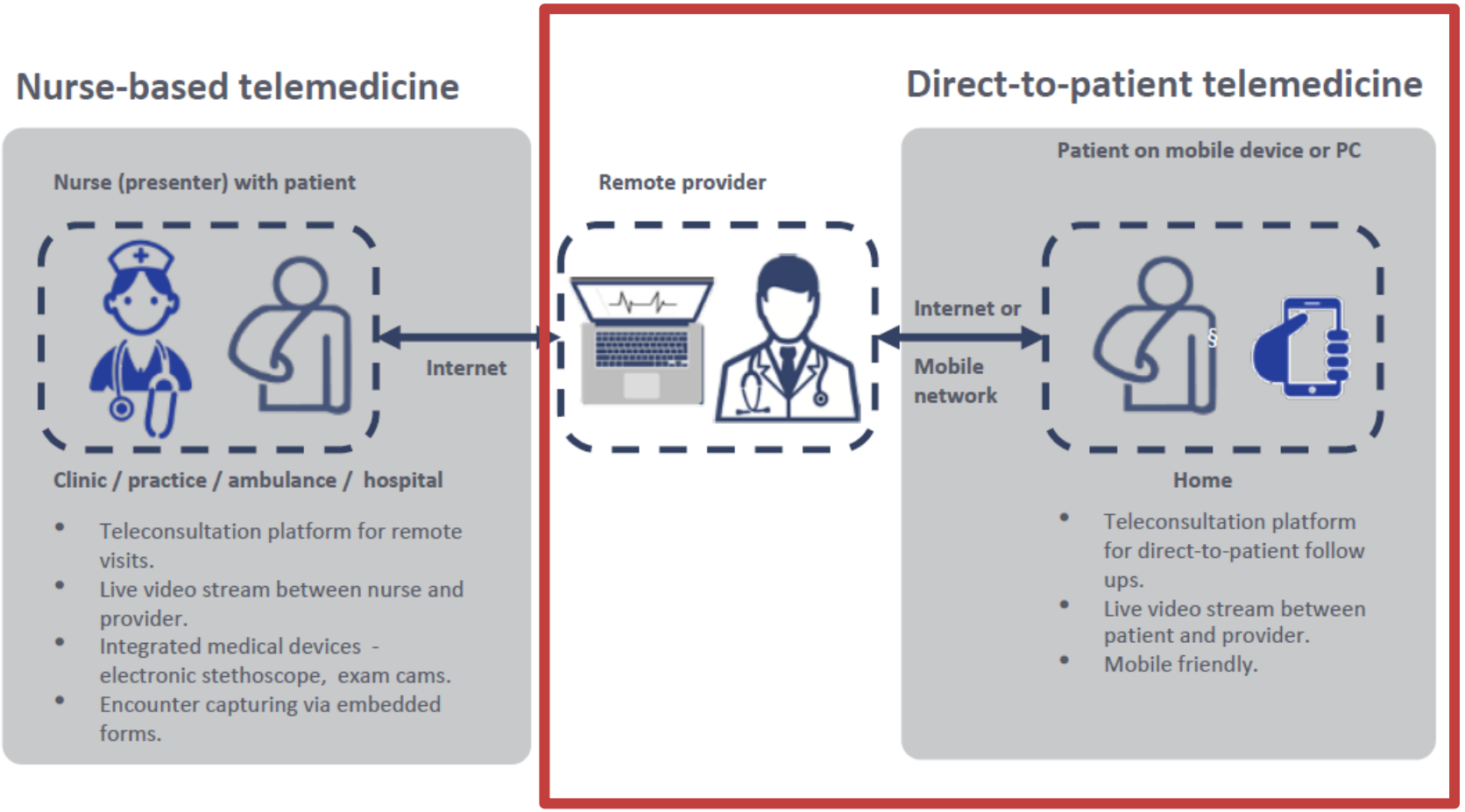
TELEHEALTH INTRODUCTION



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

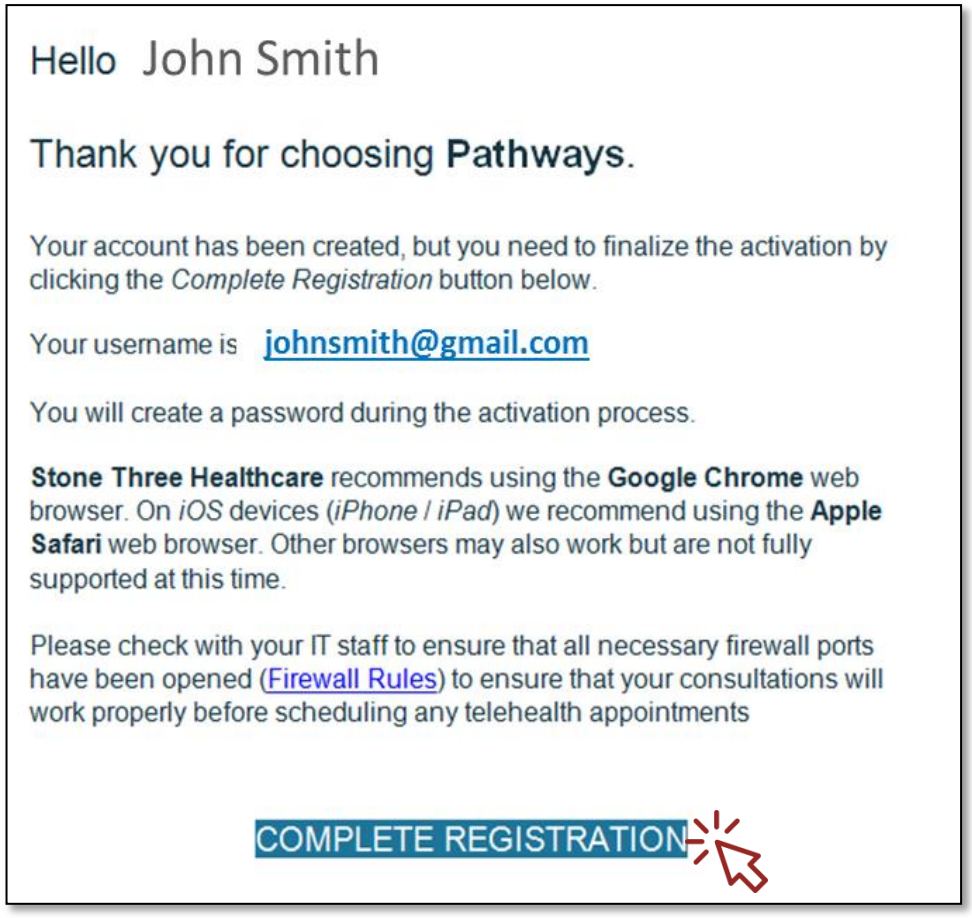
Operating System and Processor	Windows 8 or greater / 1.6 GHZ macOS 10 or greater / 1.2 GHz
Memory	4 Gig
Storage	128 GB
Network	Internet connectivity at 2 Mbps or greater (run a speed test now)
Web Browser (PC)	Google Chrome (Download the Chrome Browser)
Web Browser (Mobile or Direct to Consumer)	Google 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.

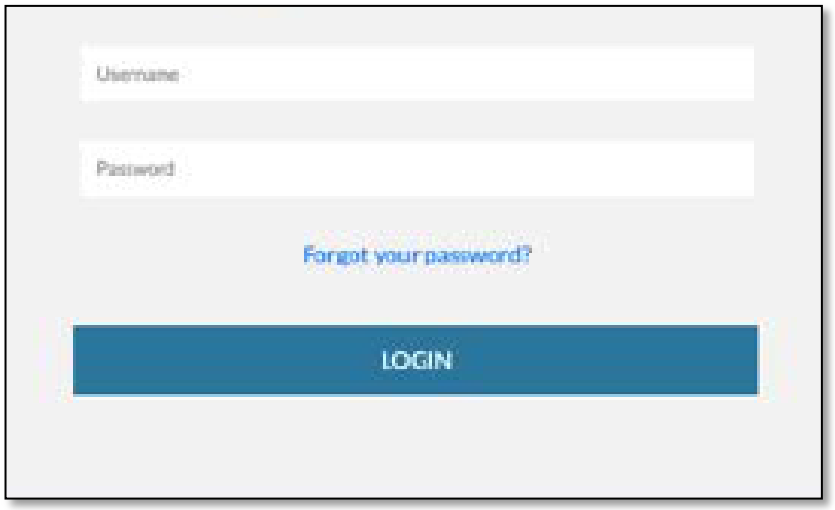
ACTIVATING A TELEHEALTH ACCOUNT

- 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



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



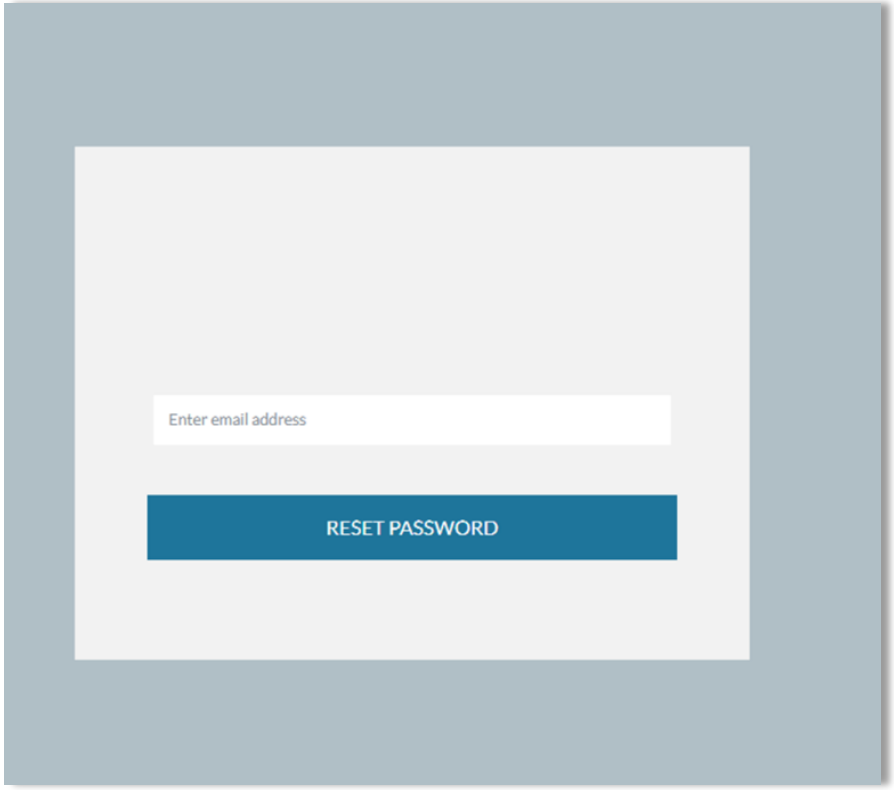
HELPFUL HINT

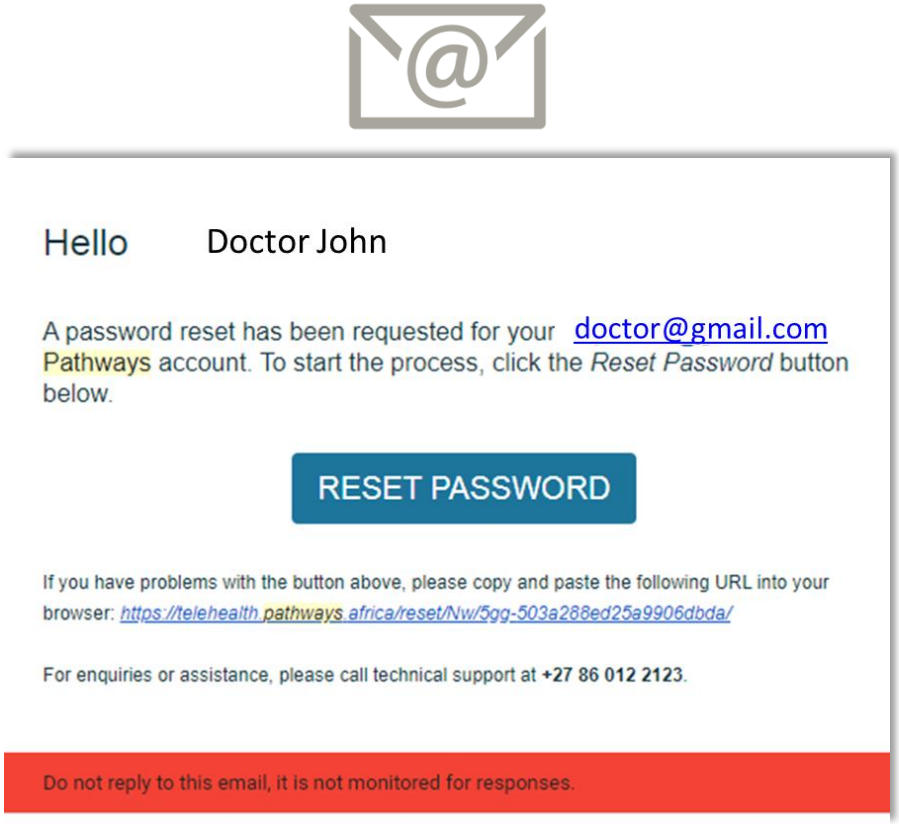
Add the site as a favourite or make a desktop short cut to the website.

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/

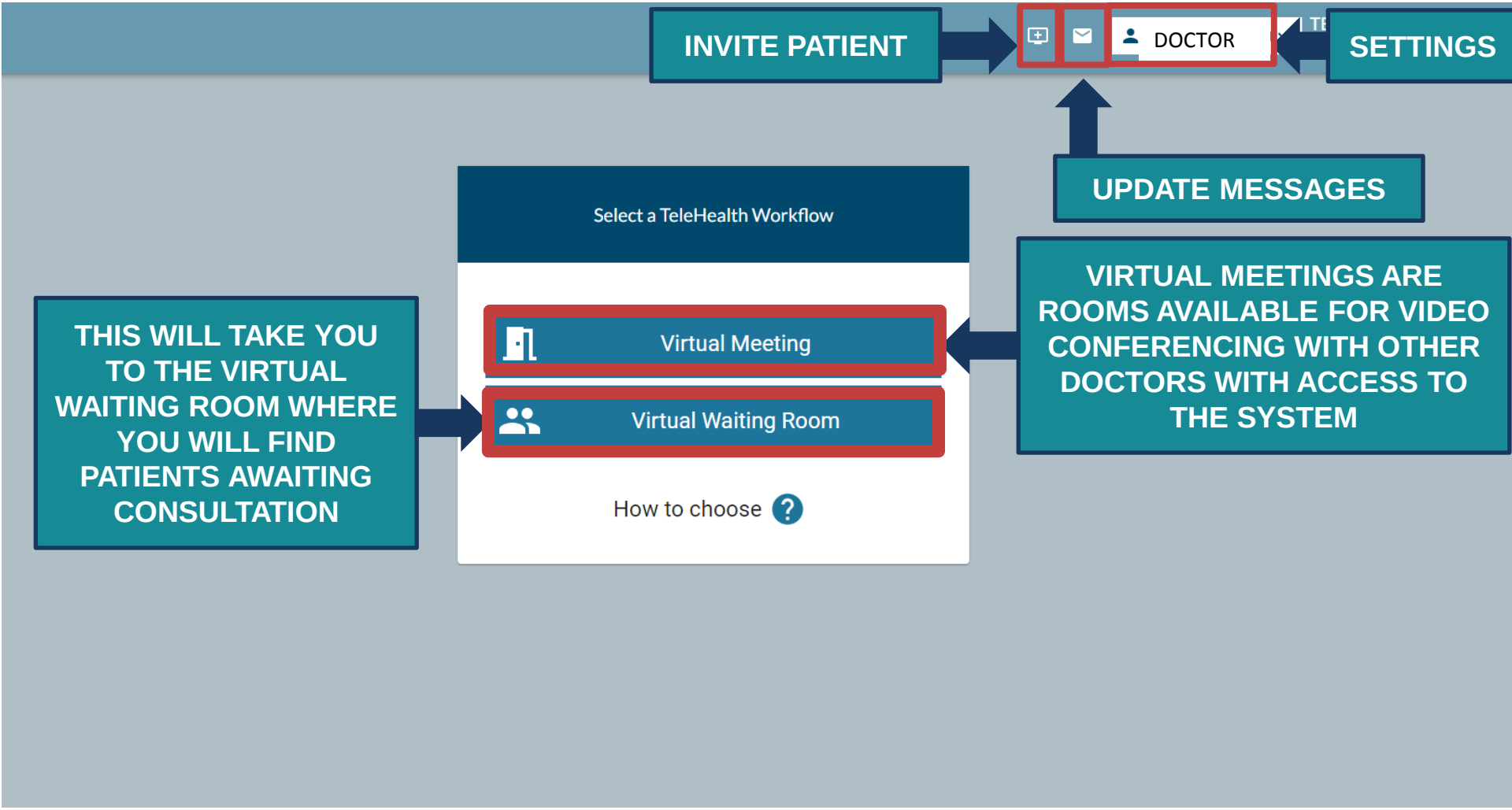
FORGOT YOUR PASSWORD

- 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.





THE LANDING PAGE
DOCTORS VIEW



THE LANDING PAGE
SUPPORT STAFF VIEW

TELEHEALTH TRAINING

MODULE 2

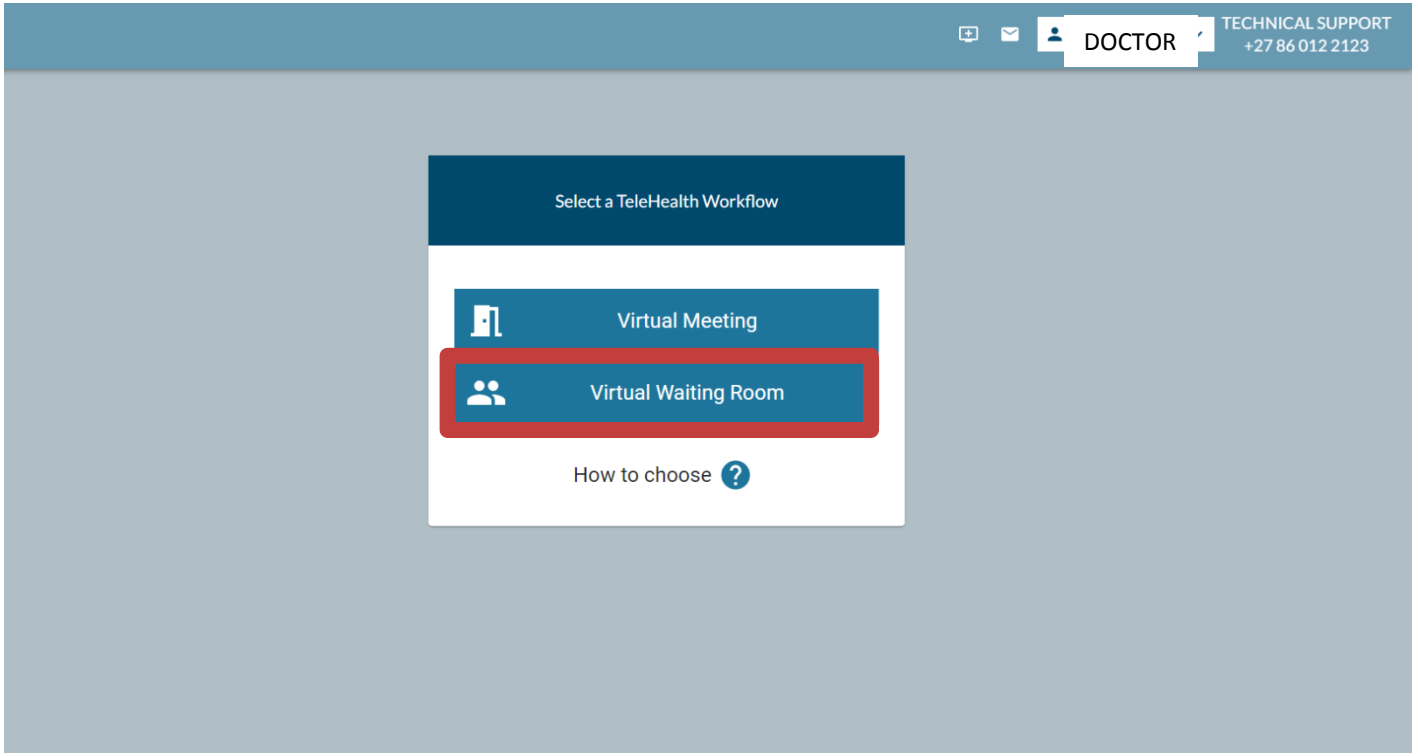
- Sending Appointment Invites
- Consulting a Patient
- Consultation Console
- Report Download

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.**

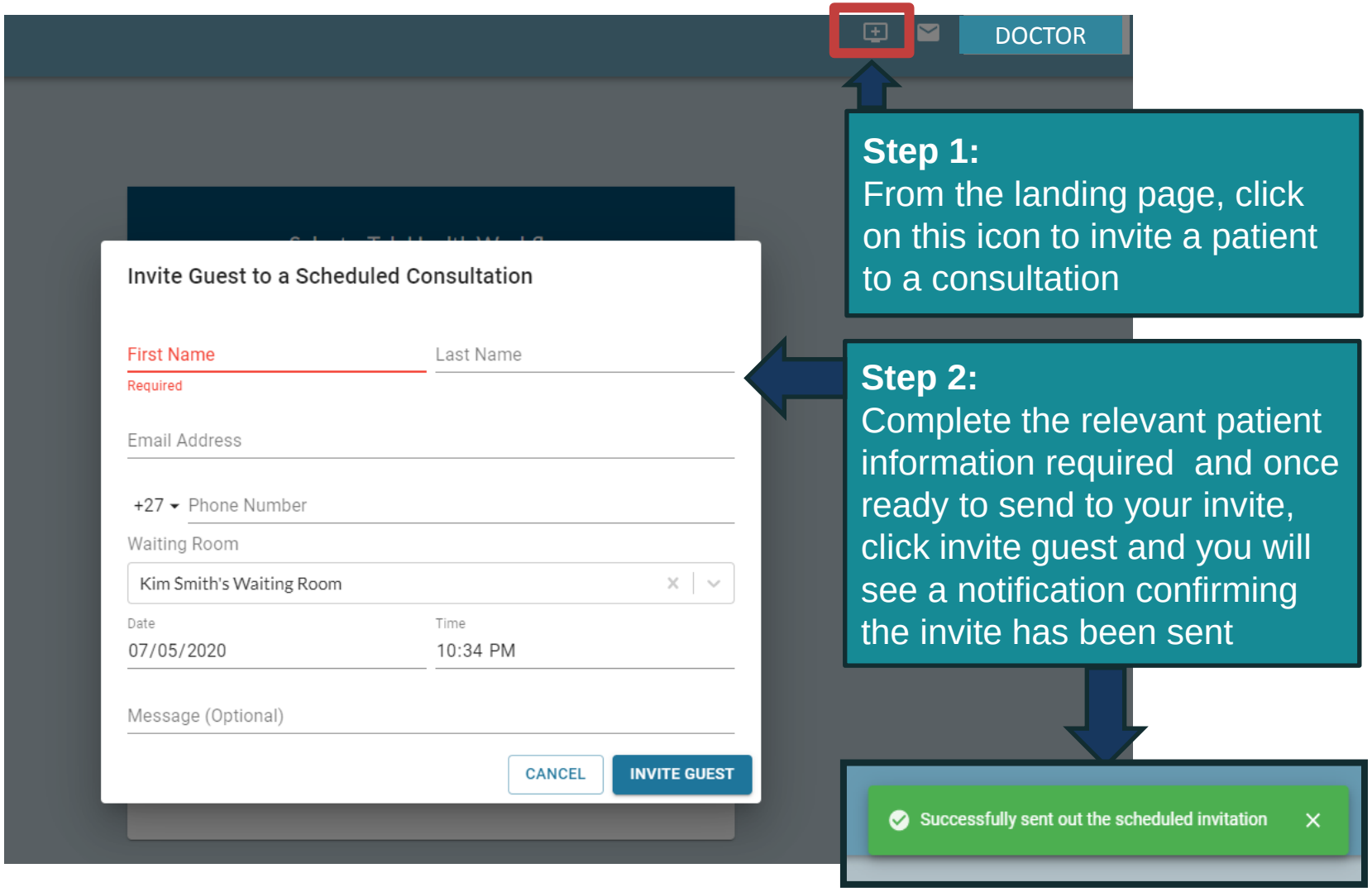
- To consult directly with patients, we will be following the:

Virtual Waiting Room Telehealth Workflow



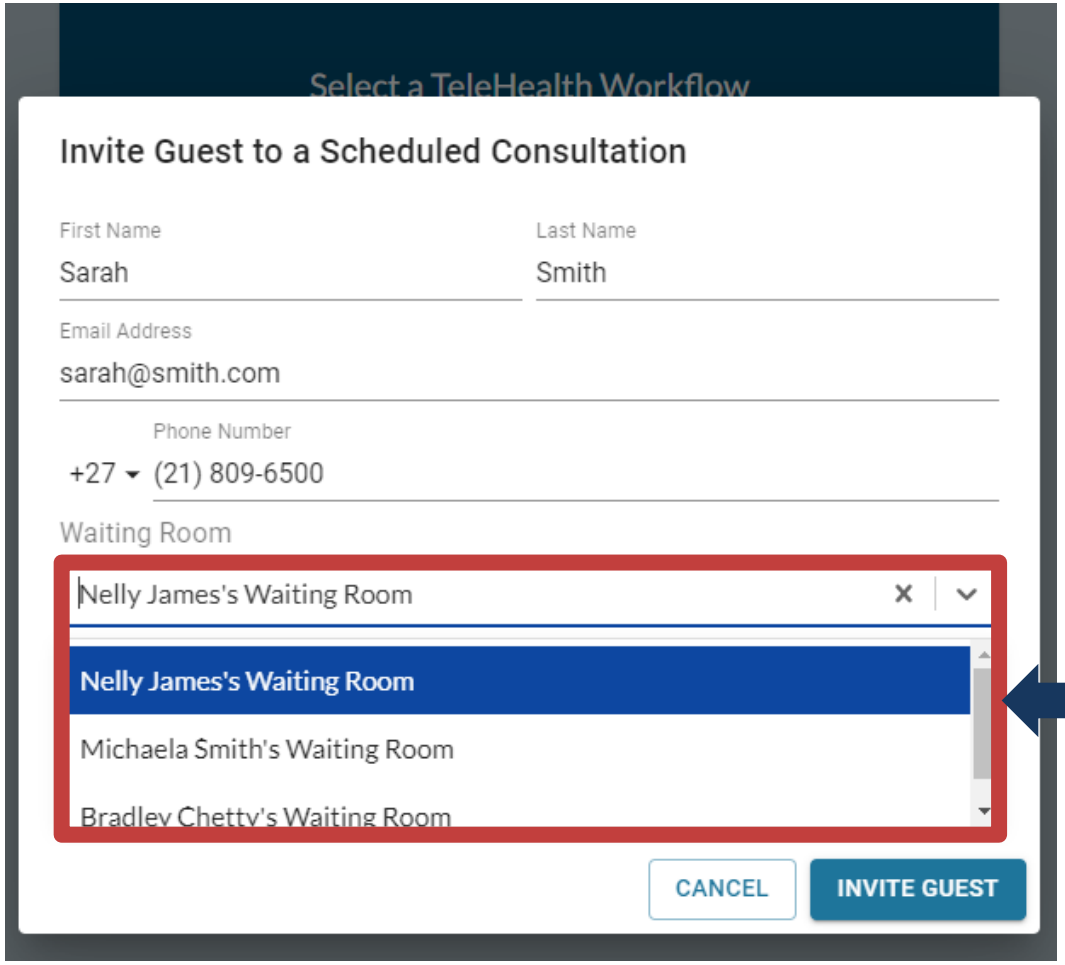
PATIENT APPOINTMENT

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



PATIENT APPOINTMENT

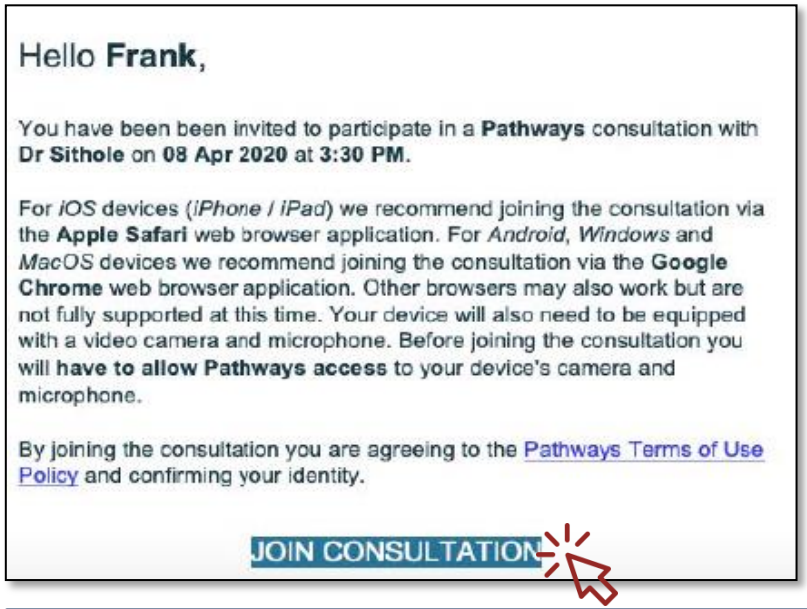
SUPPORT STAFF/ DOCTORS SECRETARY SENDING AN INVITE

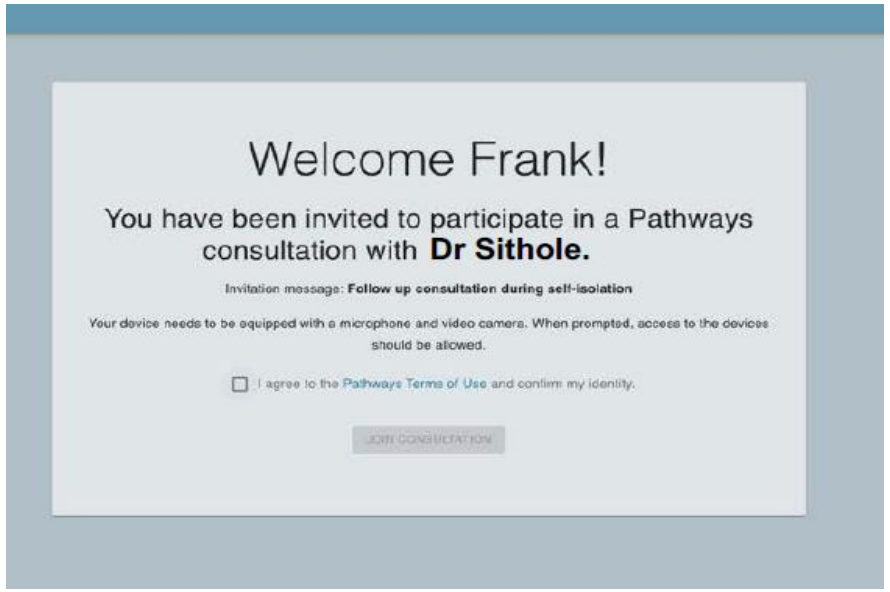


THE DOCTORS SUPPORT STAFF MUST SELECT THE SPECIFIC DOCTOR THE PATIENT WILL SEE WHEN MAKING THE APPOINTMENT.
THERE WILL ONLY BE MULTIPLE DOCTORS IF MORE THAN ONE EXISTS IN THE PRACTICE

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



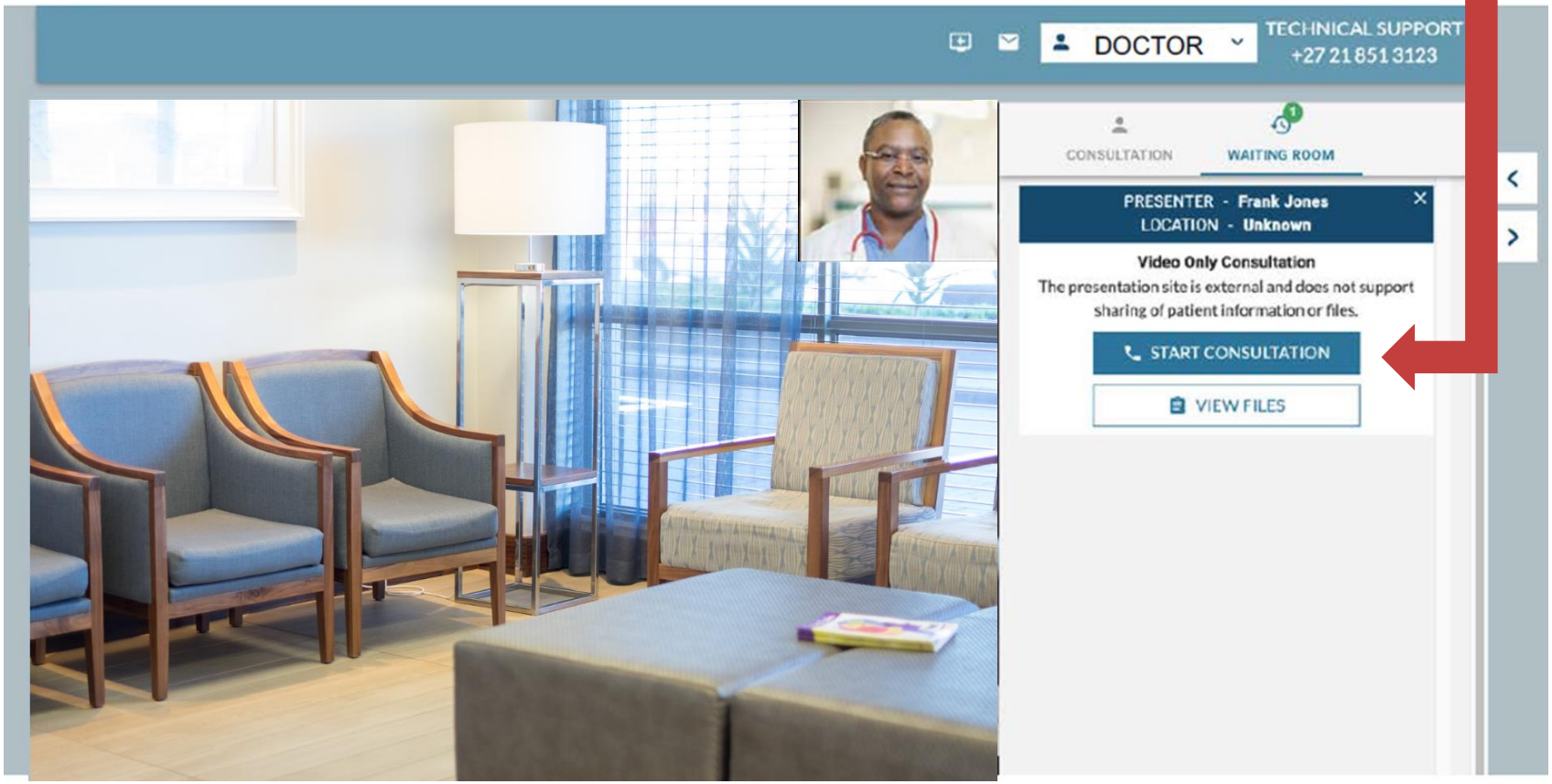


HELPFUL HINT

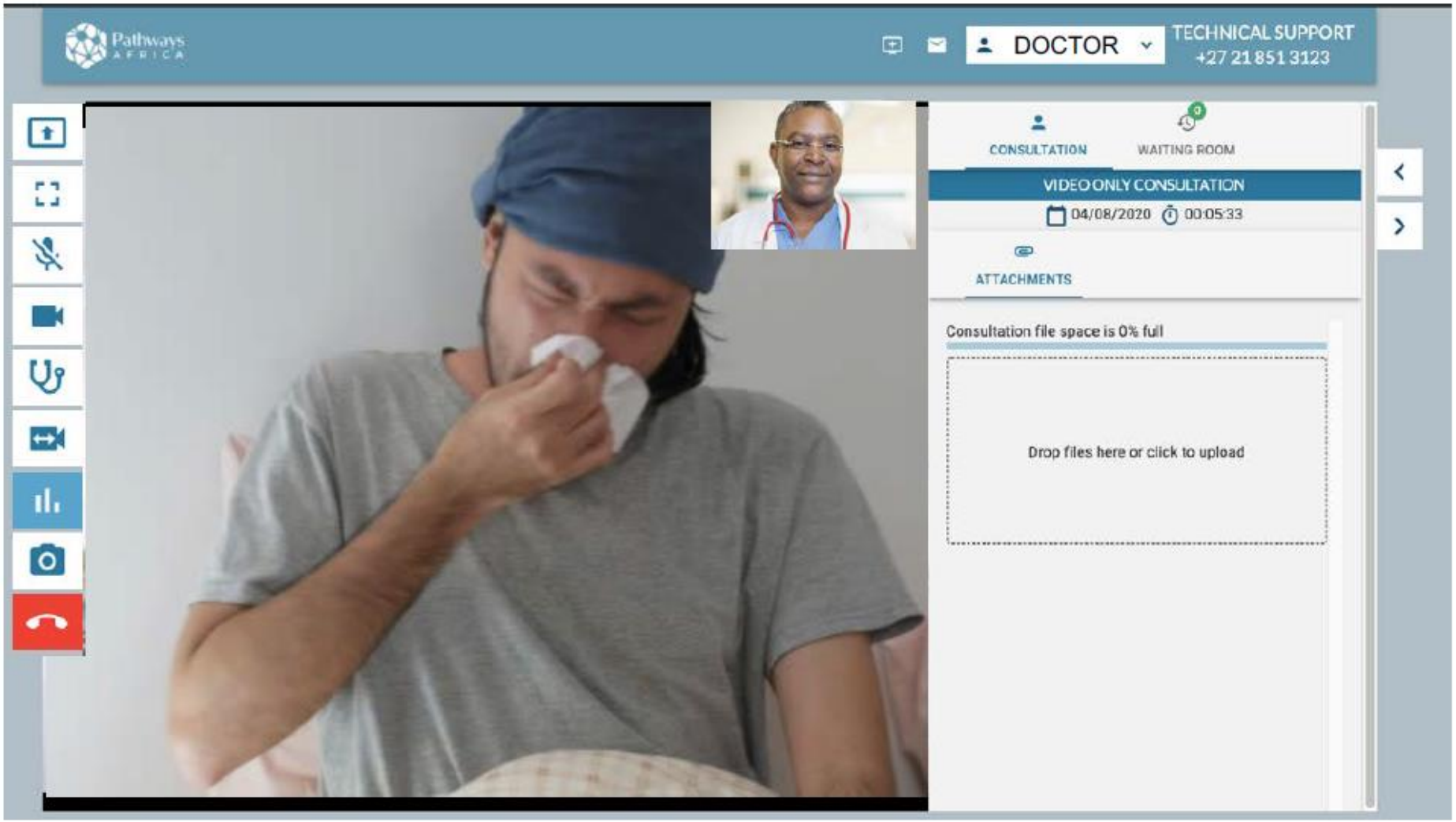
Send the patient the FAQs from the website prior to the consult and advice them to watch the short video in the email message to explain what to expect. Watch the short video here https://youtu.be/vFa1RQMm9fU

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

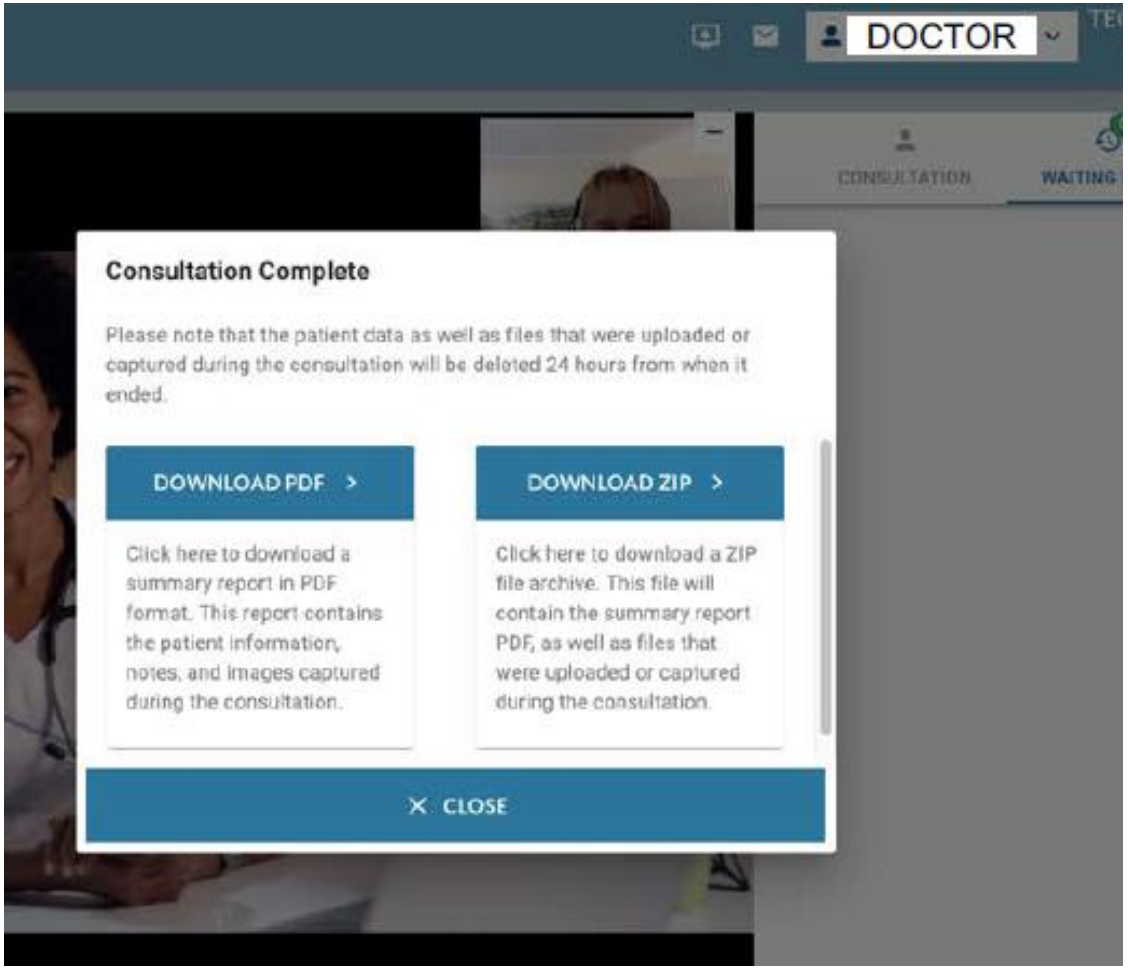


MAKING SENSE OF THE IN-CONSULTATION CONTROLS

	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 CONSULATION 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

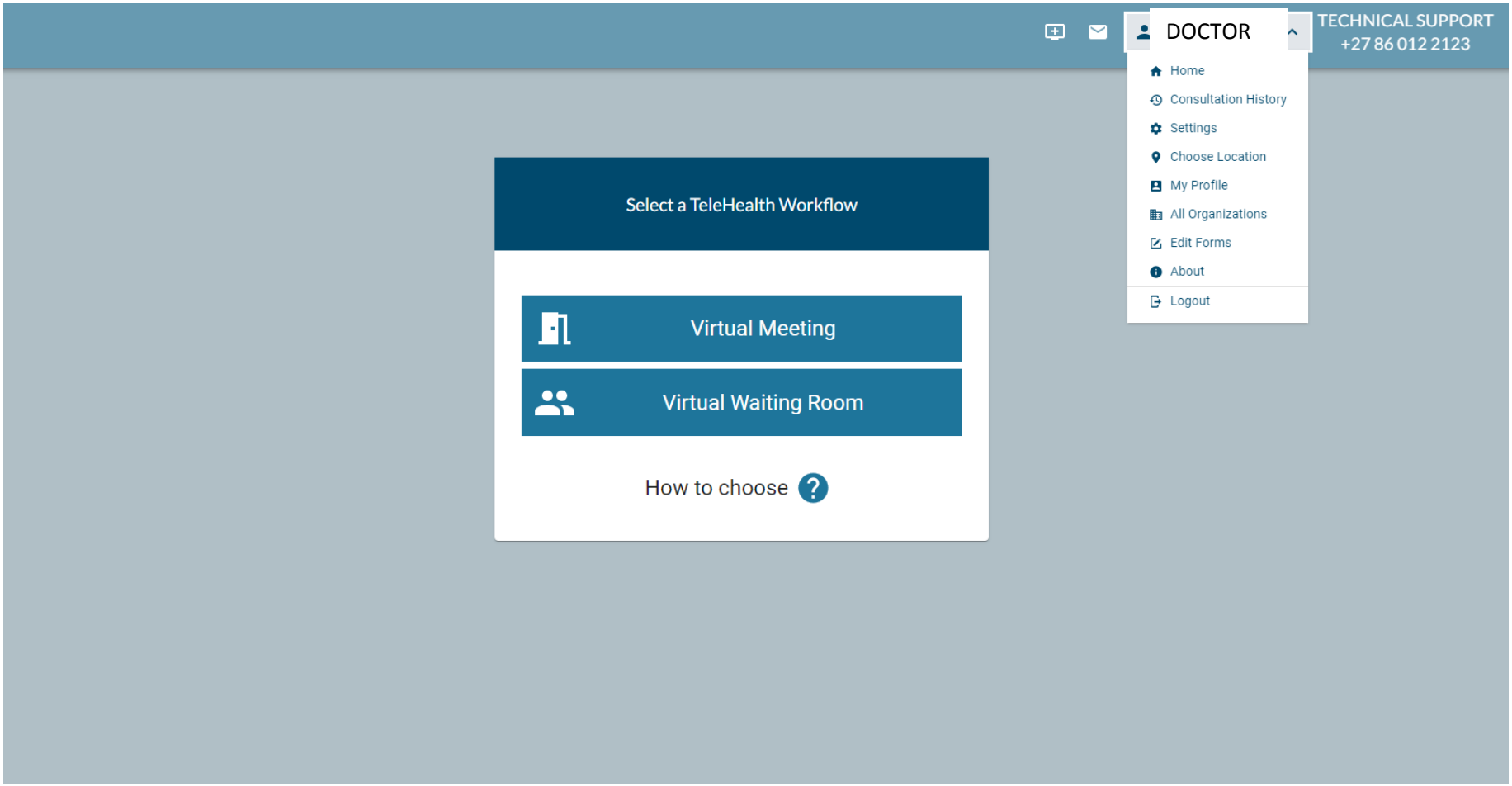
screenshot_2020-05-18_12-08-12.jpeg

TELEHEALTH TRAINING
MODULE 3

- Understanding the Settings

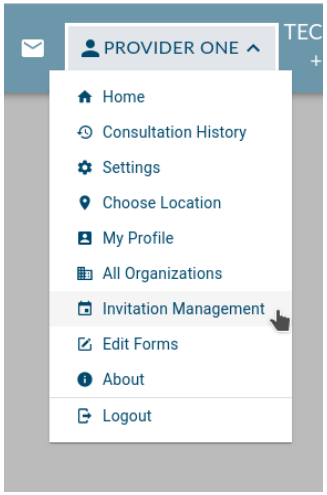
SETTINGS

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



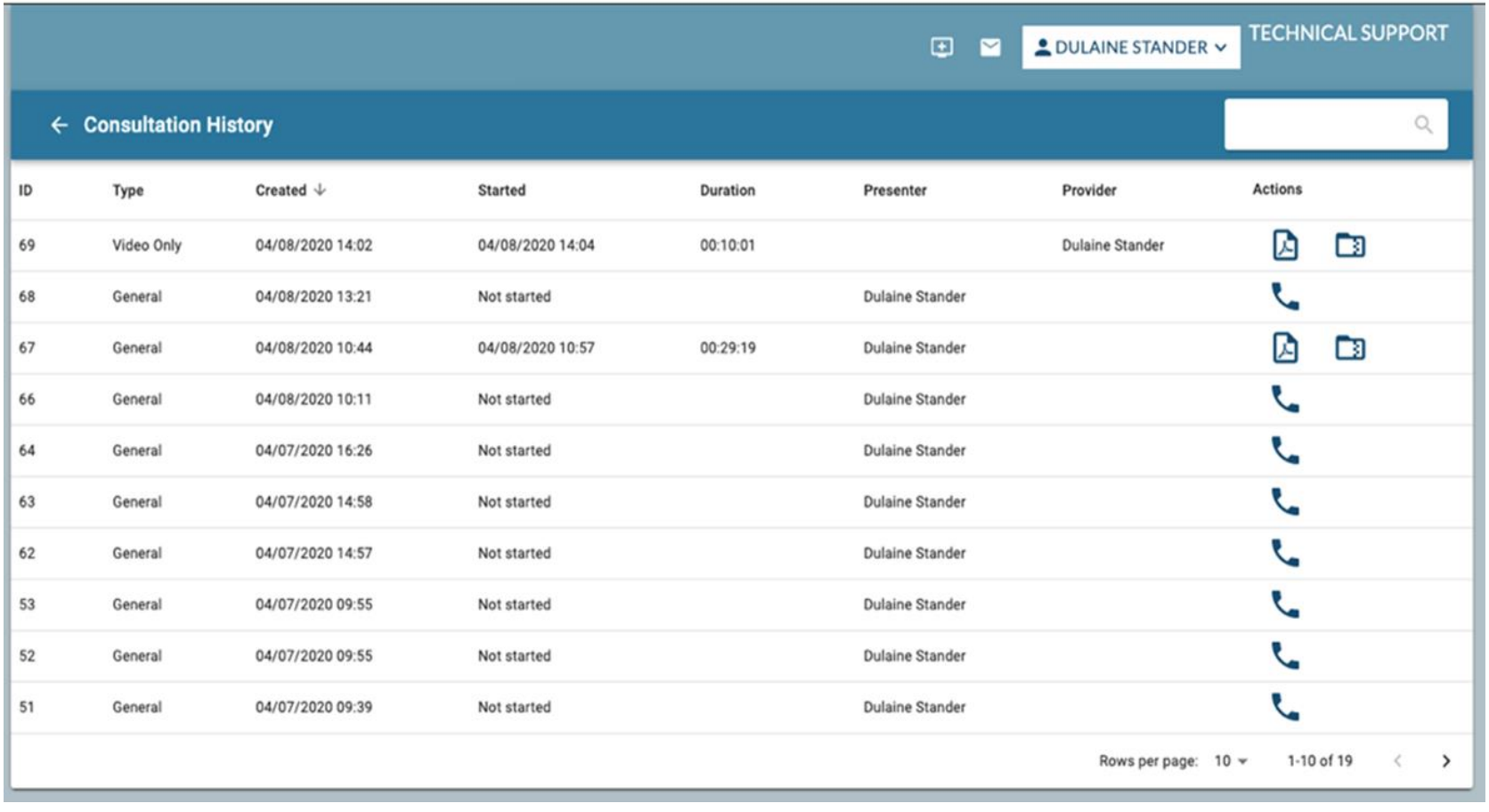
SETTINGS OVERVIEW

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

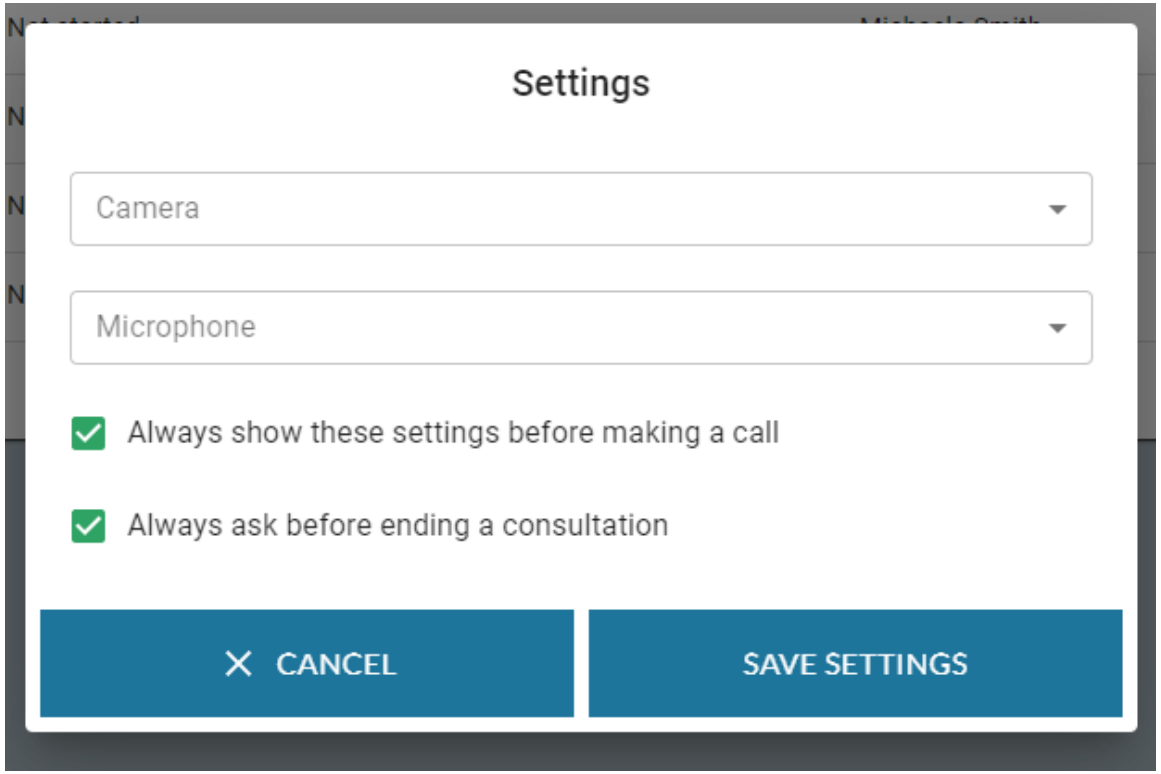
- The patients name will appear in the presenter column with the treating doctor being the provider.
- The PDF or Zip file summary will be available for **48 hours** as previously noted



SETTINGS

SETTINGS

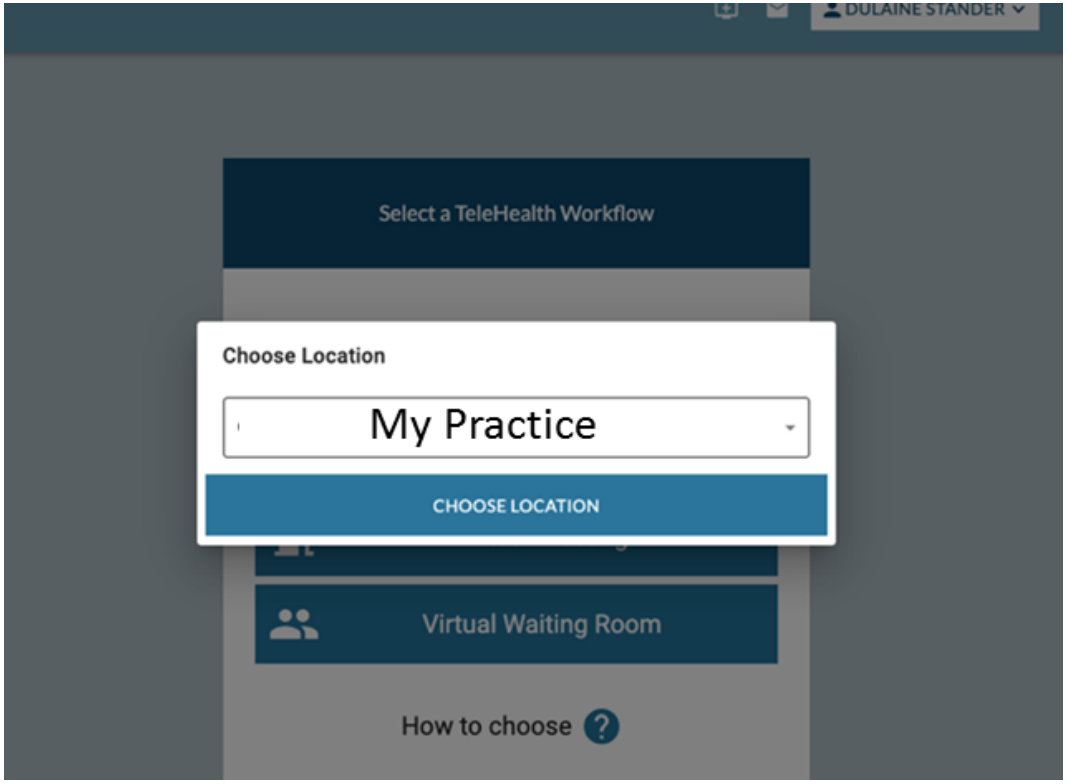
- Please check that your camera and microphone settings are working correctly



SETTINGS

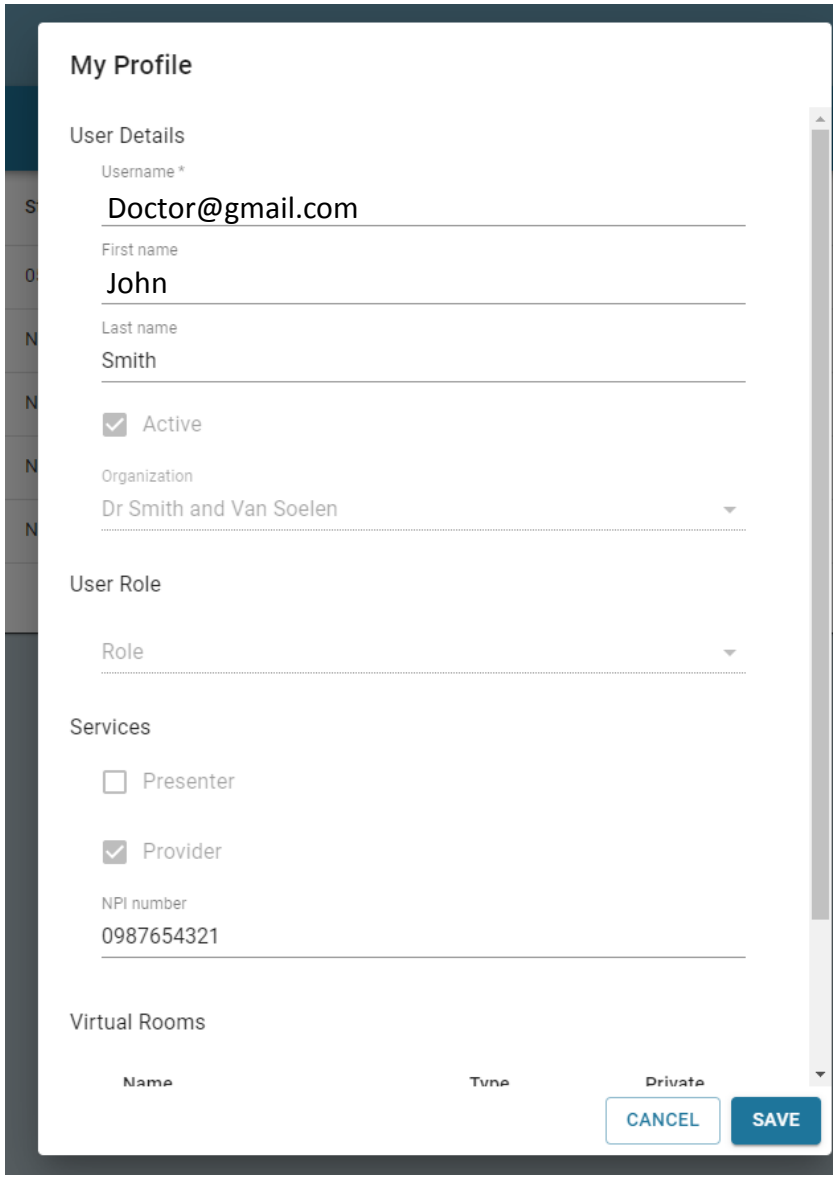
CHOOSE LOCATION

- 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.



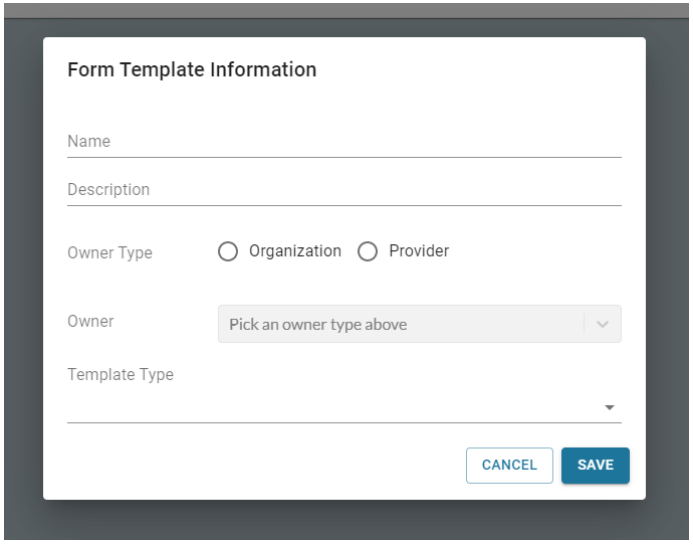
SETTINGS
MY PROFILE

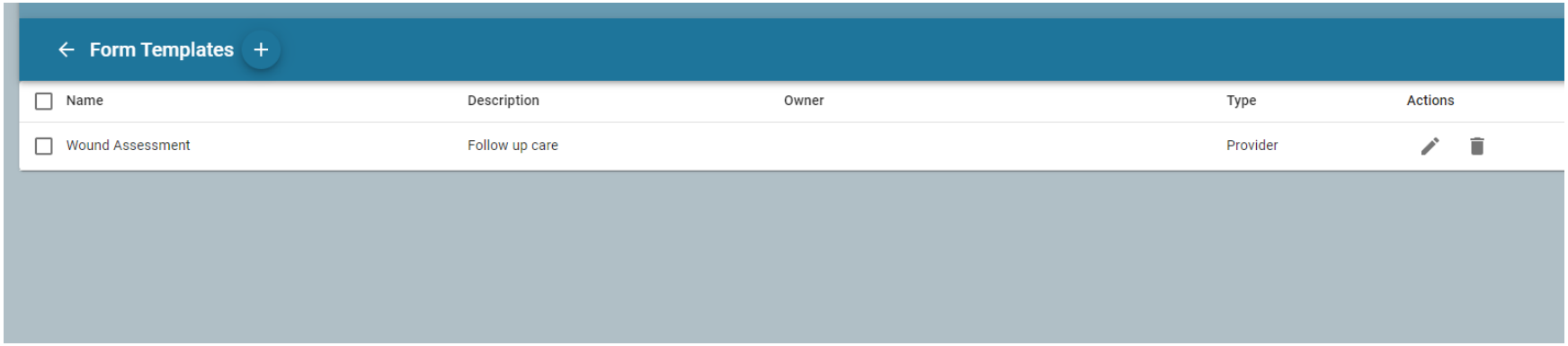
- MY PROFILE provides and overview of your detail.
- Those that are greyed out are the user permissions that are configured by Mediclinic when the account is created



SETTINGS
EDIT FORM

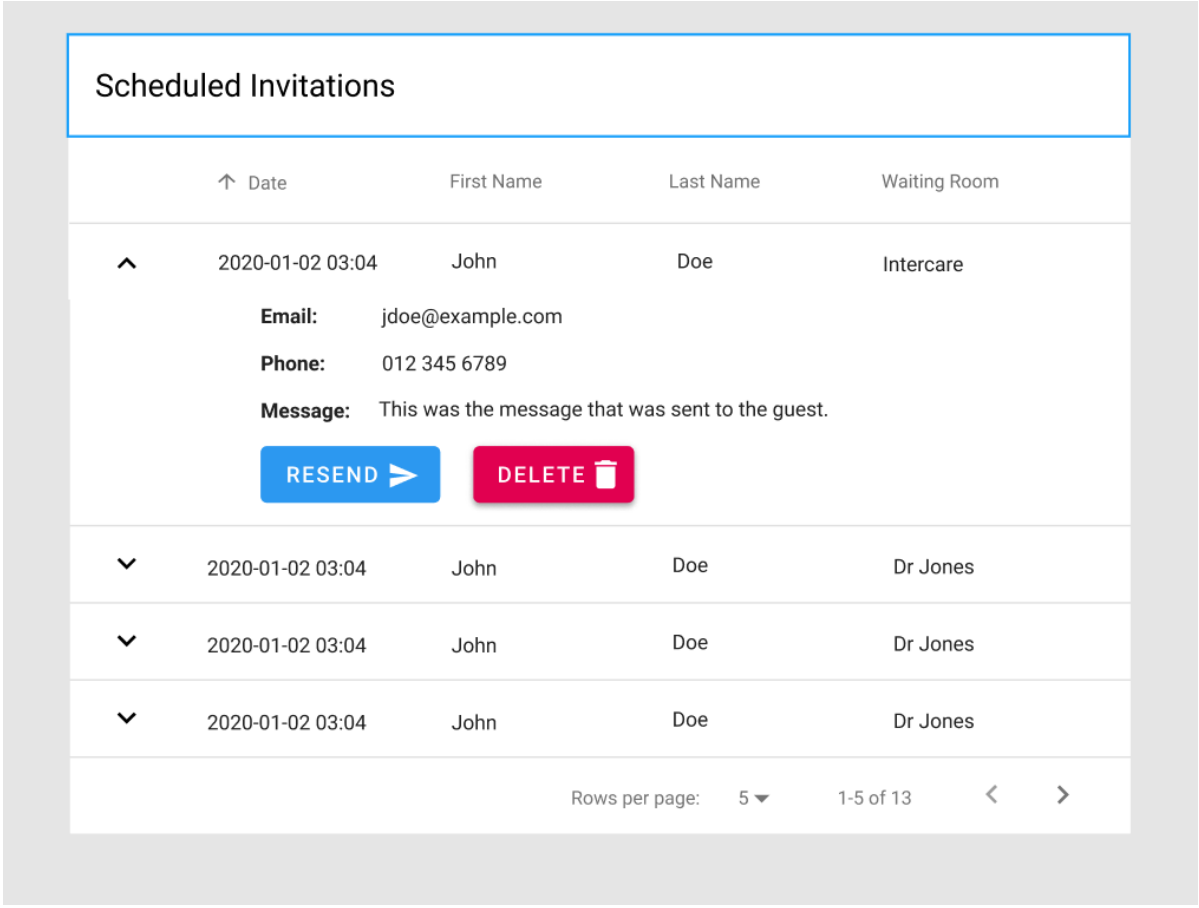
- The edit forms function is more relevant in the context of nurse based virtual care where assessment templates can be created.
- The documentation functionality will however be expanded upon in the direct to patient functionality in future.
- For detail on form creation please see the detail in the 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.





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



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