




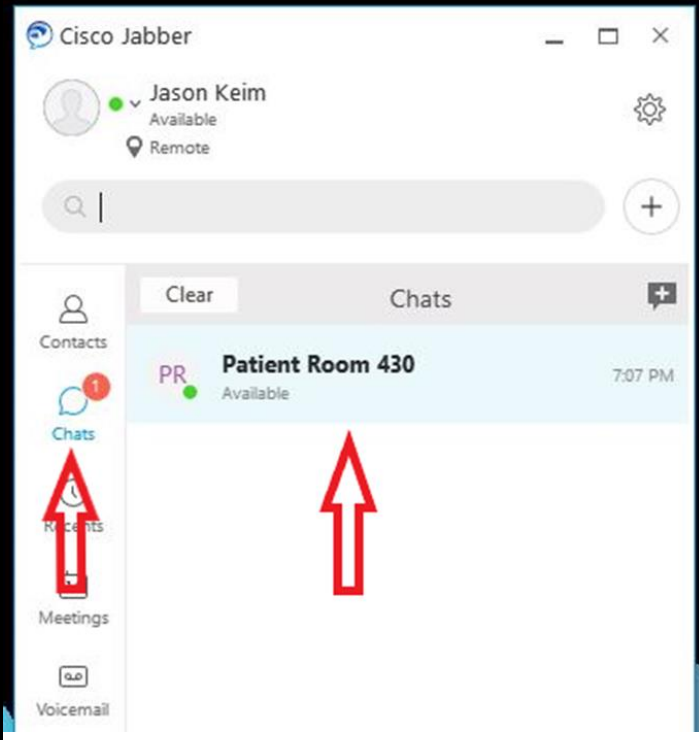
# Standard Operating Procedure

SITE: System	EFFECTIVE DATE: April 2, 2020
SUBJECT: Eko DUO Provider Live Stream Listening	REVISION DATE: 4/13/20 gs, 4/15/20 gs
DOCUMENT NUMBER:	LOCATION OF TEMPLATE: TVC Shared Drive
AUTHORIZED BY:	DATE: April 2, 2020
SOP OWNER: Heather Fear, System Director of Telehealth & Virtual Care	

**PURPOSE:** Provide for the efficient and effective use of the Eko DUO/iPad Live Stream.

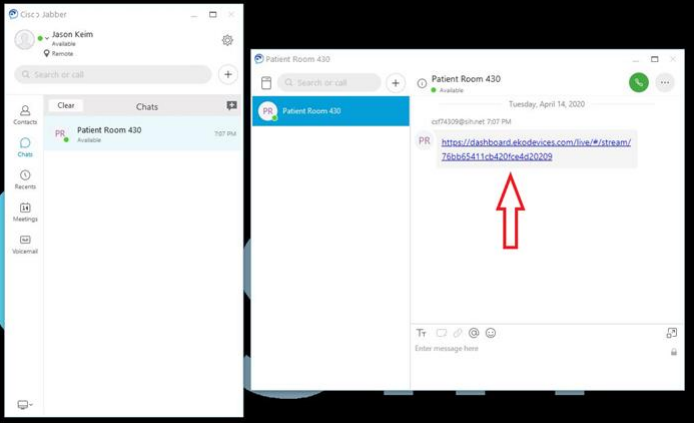
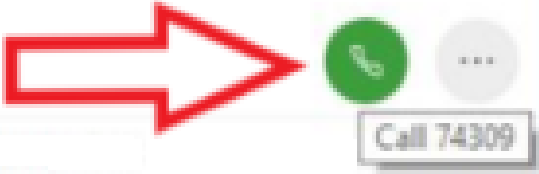
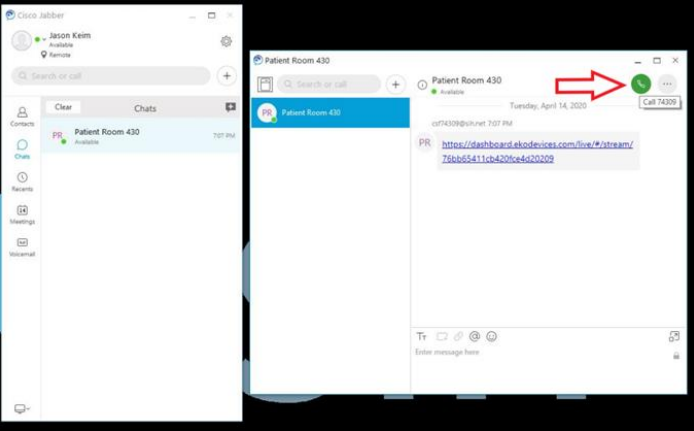
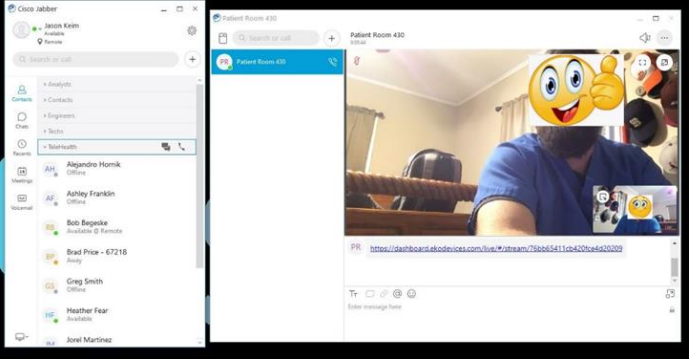
**SCOPE:** Providers

**PROCEDURE:** iPad / Eko DUO / Cisco Jabber Use Instructions for Live Stream

Activity / Task	Task Time	What It Looks Like
<p>1 <b><i>Do not login to your virtual Physician Desktop via VMWare, Live Stream services will not work in a virtual environment.</i></b></p> <p>Open the Cisco Jabber application on desktop.</p>		
<p>2 Click on “<b>Chats</b>” on the left and then click the message from the corresponding patient room.</p> <p>If there are no new chats (noted with a white number in red circle), the nurse has yet to send the Live Stream link.</p>		


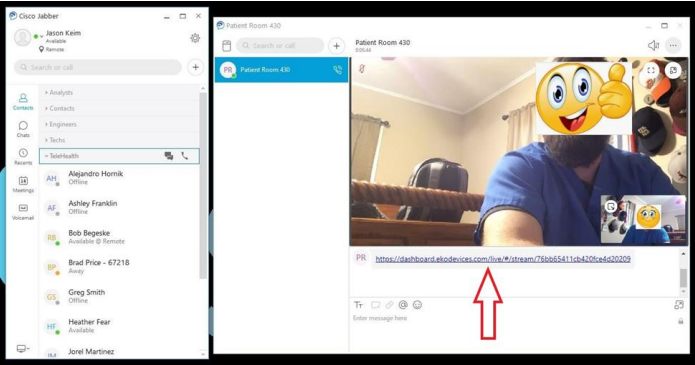

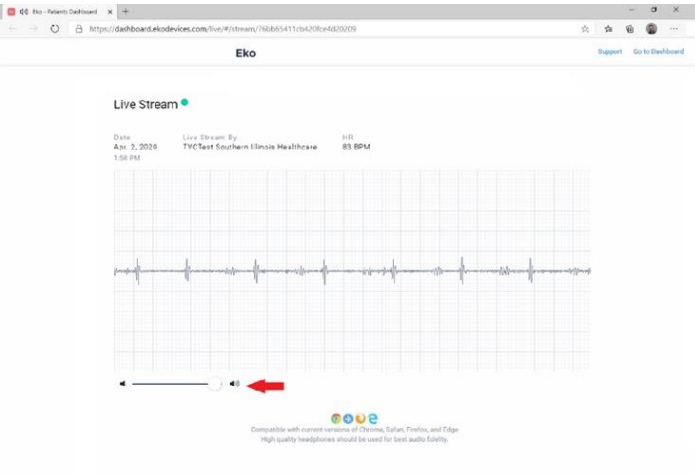
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3	<p>A new window will open with the chat from the patient room.</p> <p>Notice the Live Stream link is available.</p>		
4	<p>Click on the white phone in the green circle in the upper right to call the iPad in the patient room.</p> 		
5	<p>Video visit will begin when the nurse answers your call.</p> <p>The view from the patient room is the larger view.</p> <p>The video you are sending to the patient room is the smaller view in the lower right corner.</p>		

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	Activity / Task	Task Time	What It Looks Like
6	<p>When ready to begin auscultation, click on the Live Stream link below the patient video.</p> 		
7	<p>The Live Stream with waveform will open in the Edge browser.</p> <p>Make sure the volume setting is turned all the way up.</p> 		
8	<p>To go back to the Video visit, click on the Jabber icon at the bottom of your desktop.</p> 