

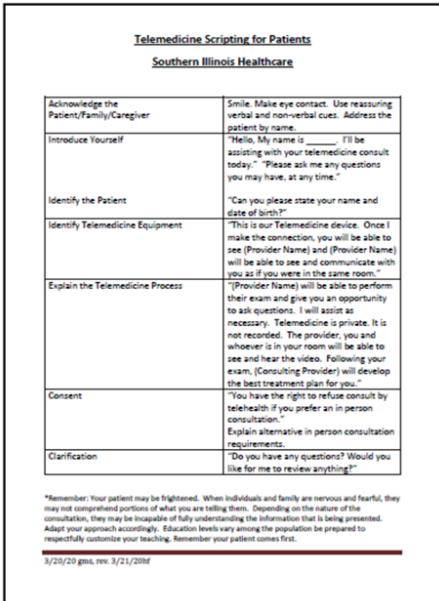


Standard Operating Procedure

SITE: System Nursing	EFFECTIVE DATE: April 2, 2020
SUBJECT: Eko DUO / iPad Pro Live Stream Workflow	REVISION DATE: 4/6/20 hf, 4/15/20 gs, 8/3/20 gs
DOCUMENT NUMBER:	LOCATION OF TEMPLATE: : Telehealth & Virtual Care 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 iPad Pro / Eko DUO Live Stream



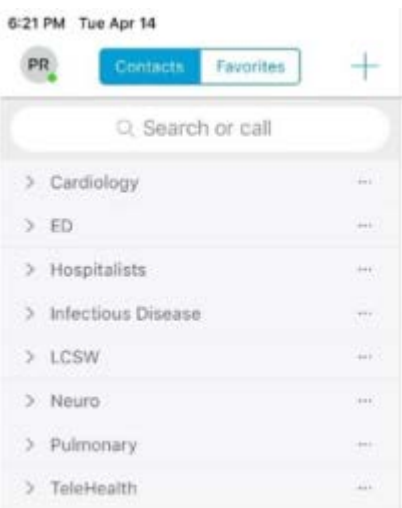
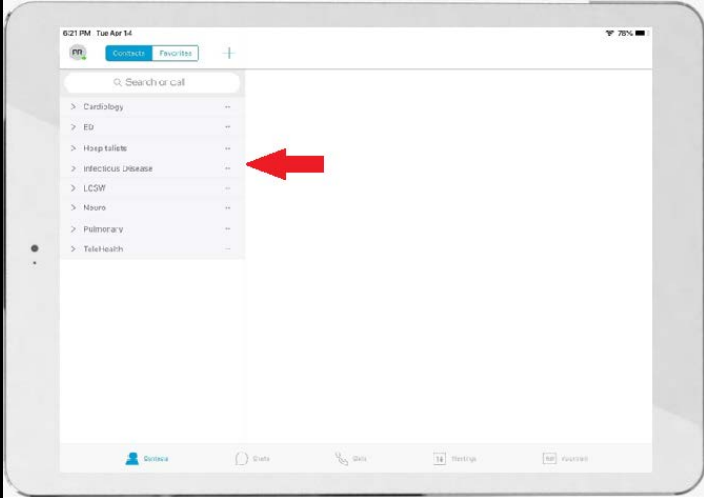
SCOPE: Nursing

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

	Activity / Task	Task Time	What It Looks Like														
1	<p>Initiate Patient Telemedicine Encounter</p> <ol style="list-style-type: none"> Explain telemedicine to the patient and obtain verbal consent. Introduce patient to physician using scripting. <p>- Patient scripting is essential for patient comfort and understanding.</p> <p>- Please identify the patient by having them state their name and date of birth.</p> <p>- Patient consent is NOT required when the patient and provider are in the same facility.</p> <p>- The patient has the right to refuse telemedicine consult.</p>		 <p>Telemedicine Scripting for Patients Southern Illinois Healthcare</p> <table border="1"> <tr> <td>Acknowledge the Patient/Family/Caregiver</td> <td>Smile. Make eye contact. Use reassuring verbal and non-verbal cues. Address the patient by name.</td> </tr> <tr> <td>Introduce Yourself</td> <td>"Hello, My name is _____, I'll be assisting with your telemedicine consult today." "Please ask me any questions you may have, at any time."</td> </tr> <tr> <td>Identify the Patient</td> <td>"Can you please state your name and date of birth?"</td> </tr> <tr> <td>Identify Telemedicine Equipment</td> <td>"This is our Telemedicine device. Once I make the connection, you will be able to see (Provider Name) and (Provider Name) will be able to see and communicate with you as if you were in the same room."</td> </tr> <tr> <td>Explain the Telemedicine Process</td> <td>"(Provider Name) will be able to perform their exam and give you an opportunity to ask questions. I will assist as necessary. Telemedicine is private. It is not recorded. The provider, you and whoever is in your room will be able to see and hear the video. Following your exam, (Consulting Provider) will develop the best treatment plan for you."</td> </tr> <tr> <td>Consent</td> <td>"You have the right to refuse consult by telehealth if you prefer an in person consultation." [Explain alternative in person consultation requirements.]</td> </tr> <tr> <td>Clarification</td> <td>"Do you have any questions? Would you like for me to review anything?"</td> </tr> </table> <p><small>*Remember: Your patient may be frightened. When individuals and family are nervous and fearful, they may not comprehend portions of what you are telling them. Depending on the nature of the consultation, they may be incapable of fully understanding the information that is being presented. Adapt your approach accordingly. Education levels vary among the population being prepared to respectfully customize your teaching. Remember your patient comes first.</small></p> <p><small>3/20/20 gss, rev. 3/21/20hf</small></p>	Acknowledge the Patient/Family/Caregiver	Smile. Make eye contact. Use reassuring verbal and non-verbal cues. Address the patient by name.	Introduce Yourself	"Hello, My name is _____, I'll be assisting with your telemedicine consult today." "Please ask me any questions you may have, at any time."	Identify the Patient	"Can you please state your name and date of birth?"	Identify Telemedicine Equipment	"This is our Telemedicine device. Once I make the connection, you will be able to see (Provider Name) and (Provider Name) will be able to see and communicate with you as if you were in the same room."	Explain the Telemedicine Process	"(Provider Name) will be able to perform their exam and give you an opportunity to ask questions. I will assist as necessary. Telemedicine is private. It is not recorded. The provider, you and whoever is in your room will be able to see and hear the video. Following your exam, (Consulting Provider) will develop the best treatment plan for you."	Consent	"You have the right to refuse consult by telehealth if you prefer an in person consultation." [Explain alternative in person consultation requirements.]	Clarification	"Do you have any questions? Would you like for me to review anything?"
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2	<p>Turn iPad Pro device on. The screen should have the Eko and Jabber icons visible.</p>  <p>Eko icon</p> <p>Jabber icon</p>		 <p>The screenshot shows an iPad Pro home screen with the time 8:19 PM and date Tue Apr 14. At the top, there are two app icons: Eko and Jabber, both with red arrows pointing to them. In the bottom dock, there is an Eko app icon. The background features the SIH logo.</p>														


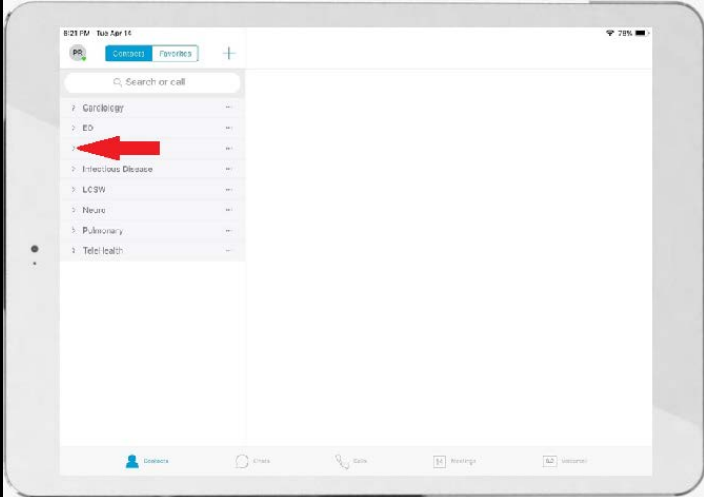
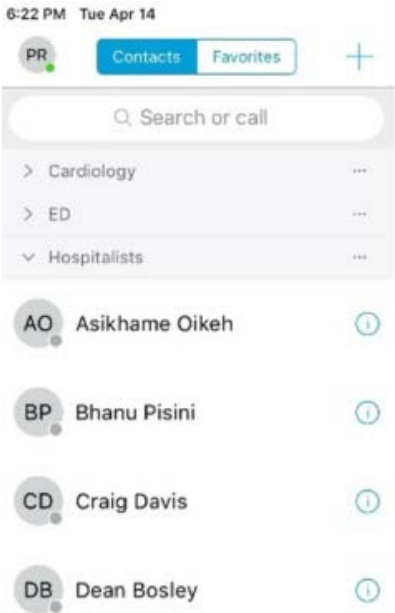
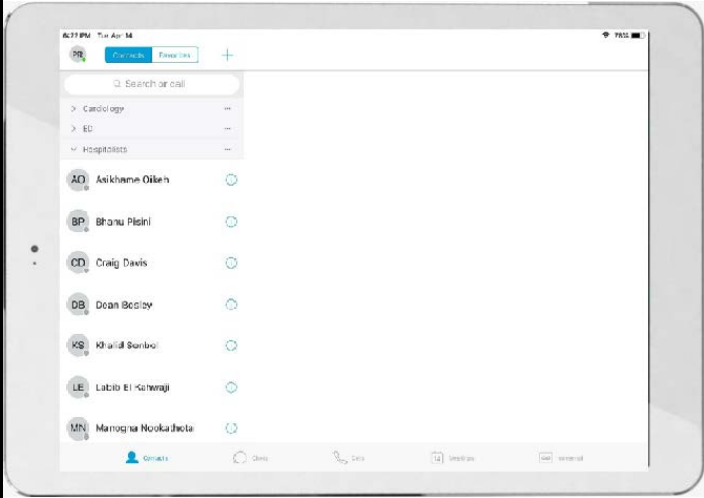
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3	<p>Tap the Jabber icon to open the application.</p> 		
4	<p>Your Jabber profile will load with pre-loaded group contacts.</p> 		

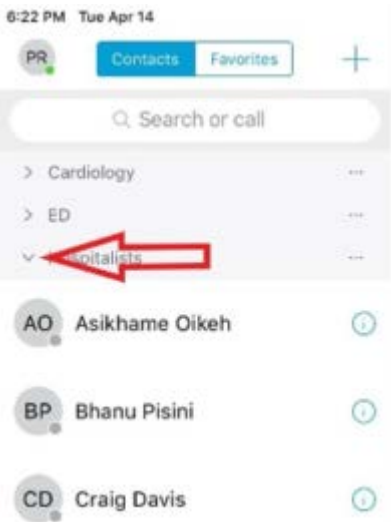
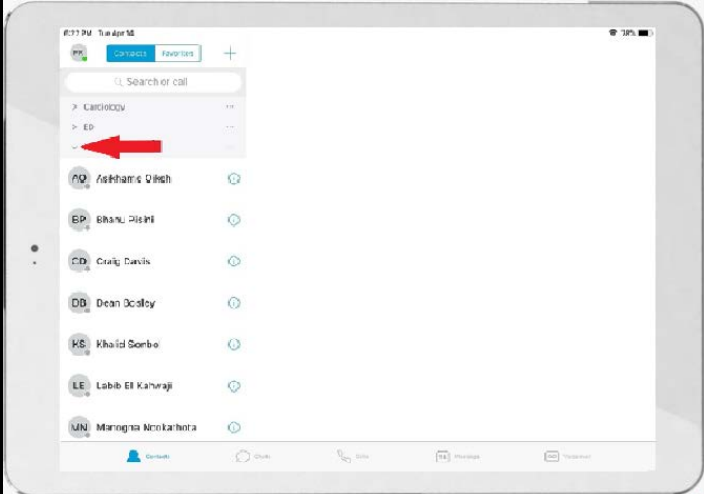
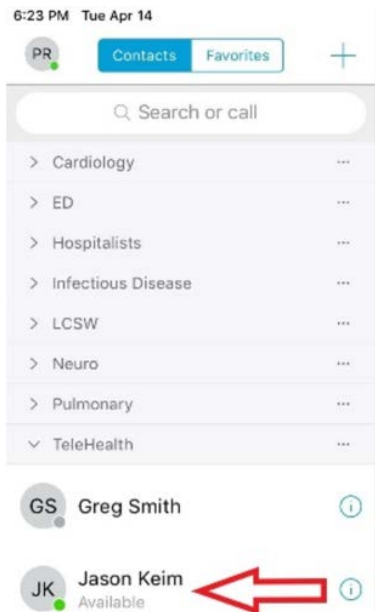
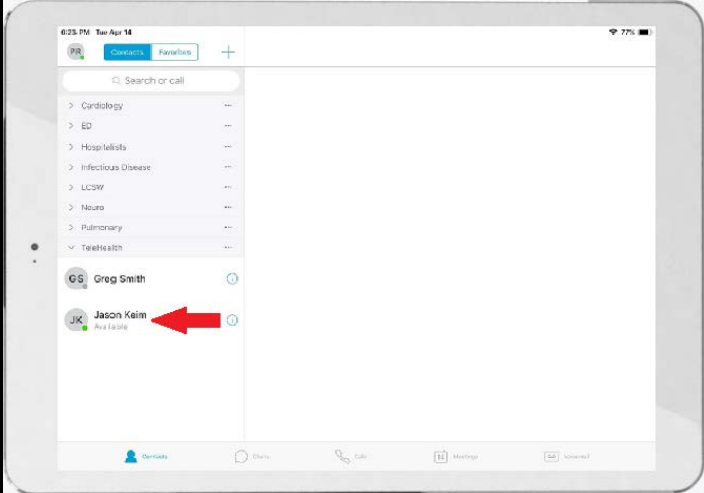
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<p>5 Tap on the carrot next to the group of the Provider you want to contact.</p> 		
<p>6 This will open all of the Providers that are part of that group.</p> 		

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7	<p>To hide the contacts of that group simply tap the carrot pointing down.</p> 		
8	<p>Tap on the Provider you would like to contact to open a chat window.</p> 		



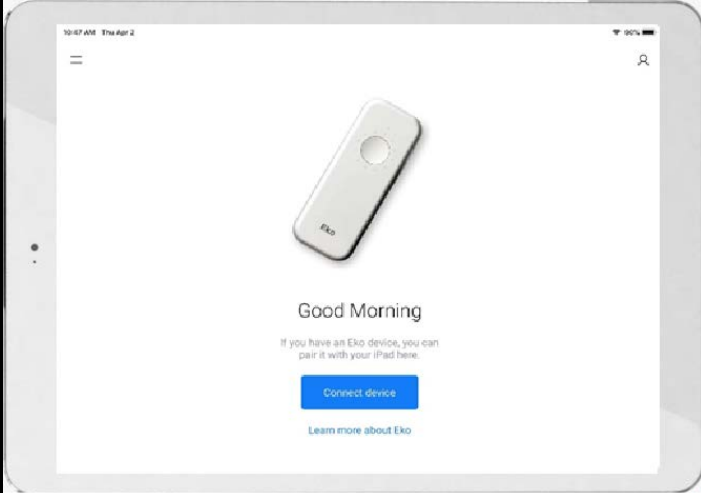

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Activity / Task		Task Time	What It Looks Like
9	<p>The Jabber chat window will now be open and ready to use for the chosen Provider.</p> <p>Swipe up from the bottom of the screen on the iPad Pro to minimize the Jabber application and go back to the iPad Pro home screen.</p>		
10	<p>Tap the Eko icon to open the Eko application.</p>		

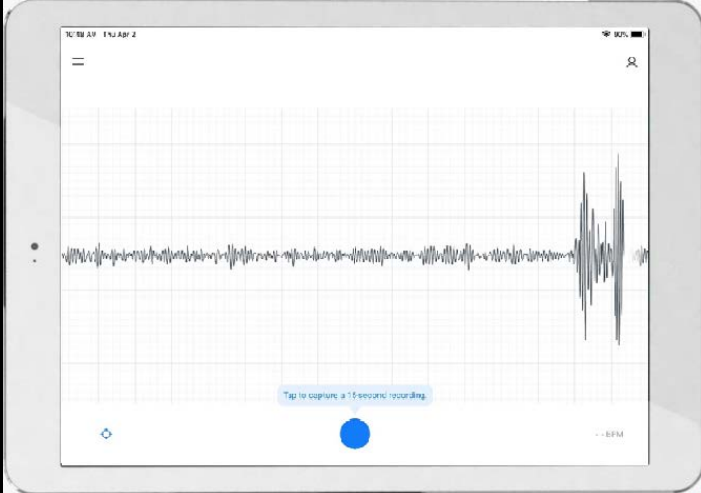

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11	The Eko application will open and come to the DUO connection screen.		
12	Press and hold the button on the front of the DUO for 2 seconds. You will see the lights around the DUO light up and one light will stay lit at the 9 o'clock position. (if it's not lit, it's ok, setting will be checked in step 15 b.)		

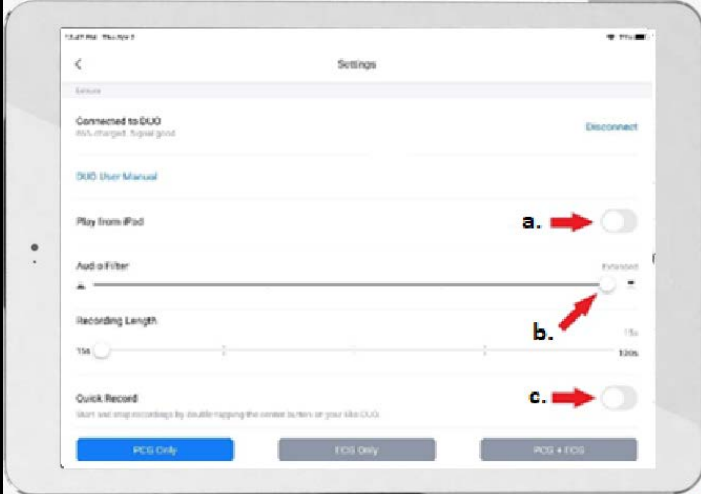
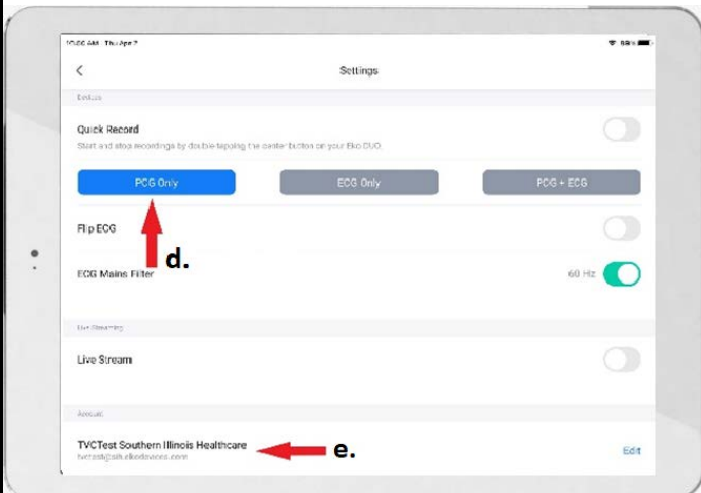
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13	<p>Eko DUO should now be connected and you will see the waveform from whatever is being picked up by the diaphragm of the device.</p> <p>The next steps will help you set up the Eko application for live streaming.</p>		
14	<p>Tap the two lines at the top left of the iPad Pro to open the "Settings" screen.</p>		

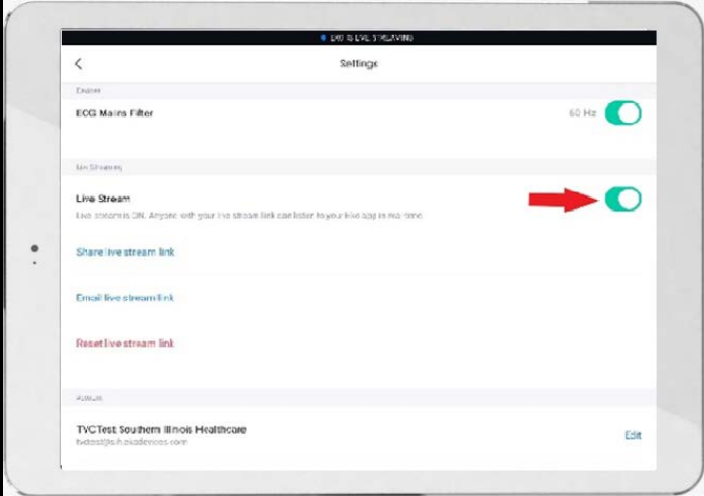
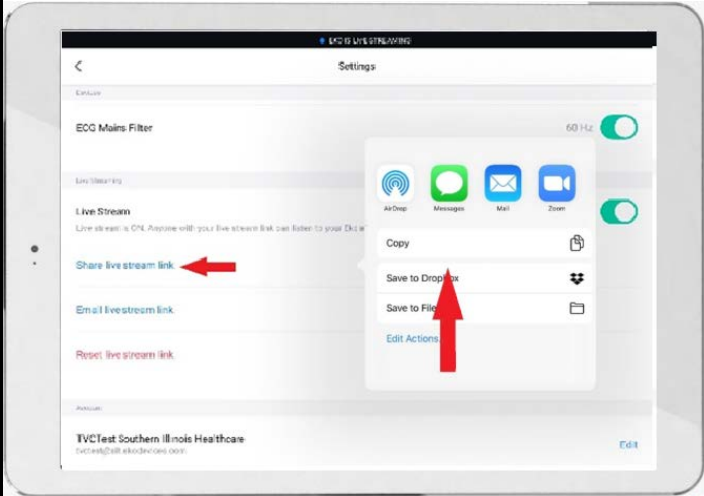
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15	<p>Check to make sure the following settings match:</p> <ul style="list-style-type: none"> a. “Play from iPad” = off b. “Audio Filter” = Extended c. “Quick Record” = off 		
16	<p>Scroll down a bit and check to make sure the following settings match:</p> <ul style="list-style-type: none"> d. “PCG Only” button selected e. Account matches labeling on iPad Pro <p>The next steps will help you initiate the live stream.</p>		

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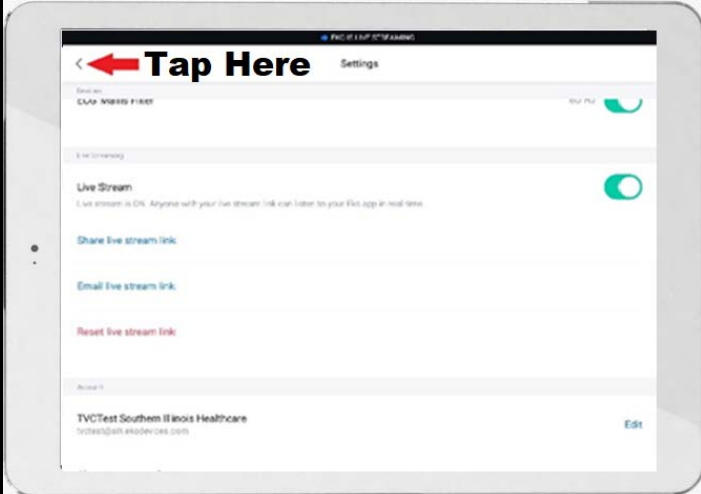

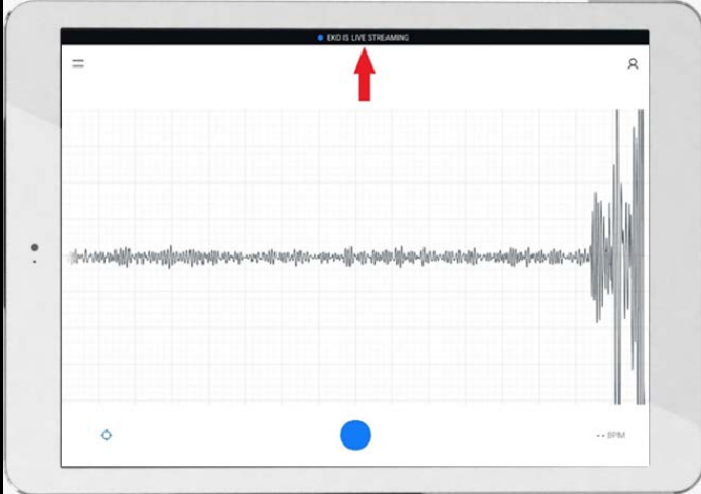
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	Activity / Task	Task Time	What It Looks Like
17	Tap the “Live Stream” button to turn on.		
18	Tap “Share live stream link” to open the dashboard. On the dashboard, tap “Copy.”		




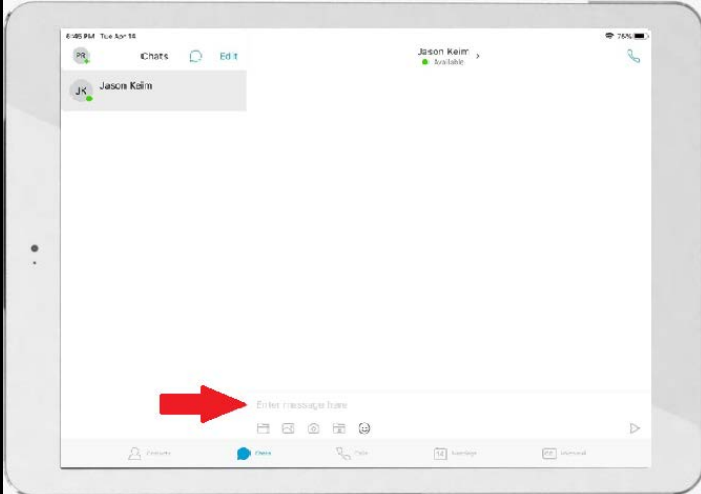

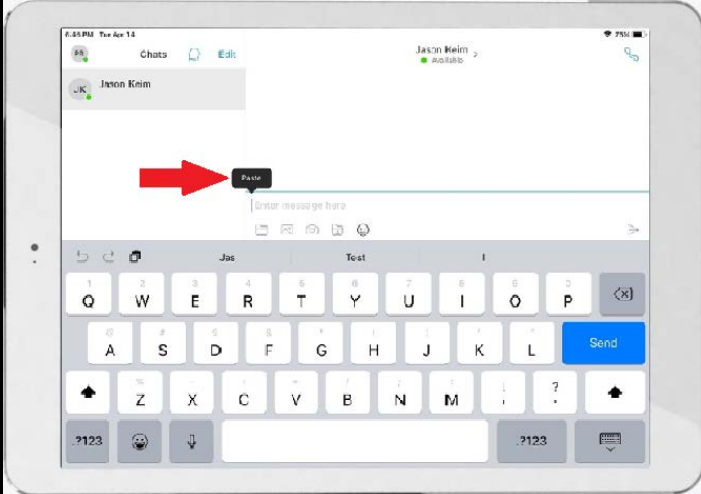
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19	<p>Tap the carrot at the top left of the Eko application Settings screen to be taken back to the Live Stream waveform view.</p>		
20	<p>Now you are back to the wave form view.</p> <p>Notice at the top “EKO IS LIVE STREAMING.”</p>  <p>Swipe up from the bottom of the screen on the iPad Pro to minimize the Eko screen and go back to the iPad Pro home screen.</p>		

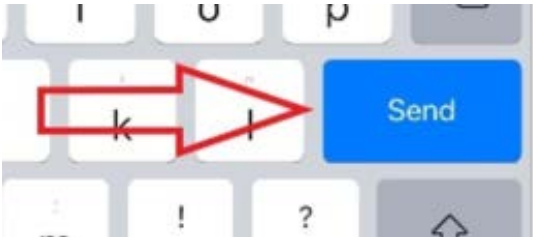
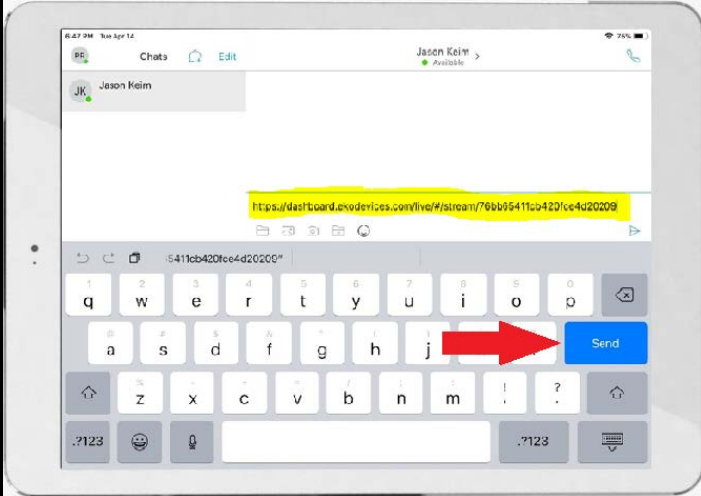

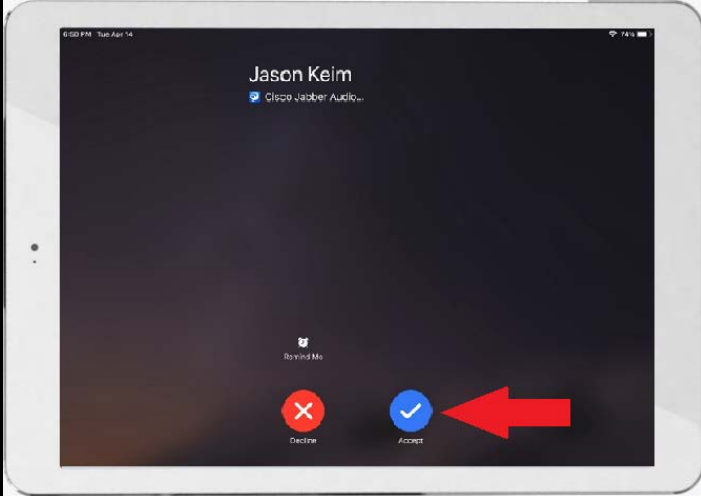
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21	<p>Tap the Jabber icon to re-open the Jabber chat window.</p>  <p>In the Jabber chat window, tap the “Enter message here” field.</p>		
22	<p>Tap again in the same field to open the option to paste the copied Live Stream link.</p> <p>Tap “Paste.”</p> 		

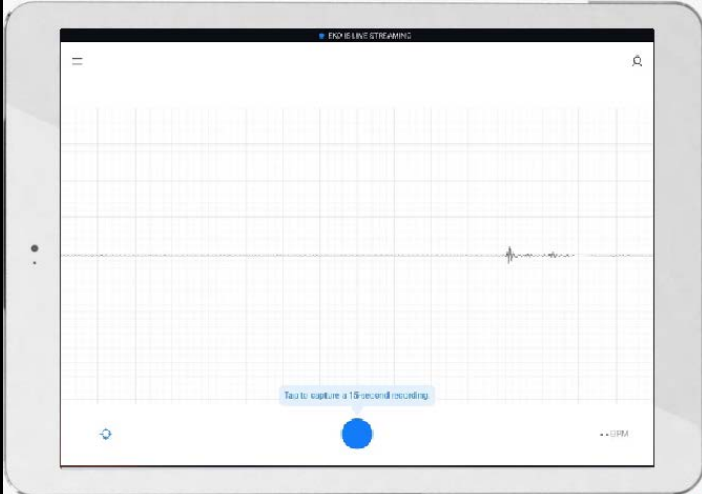
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23	<p>You will now see the Live Stream link pasted into the message field.</p> <p>Tap the “send” button.</p> 		
24	<p>The provider may call your device as soon as they receive the Jabber message with the link to the live stream.</p> <p>Answer the call from Provider via Jabber to speak with the Provider and allow the Provider to speak to the patient.</p> 		

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25	<p>When the Provider is ready to begin auscultation, swipe up from the bottom of the screen on the iPad Pro to minimize the current screen and return to the iPad Pro home screen.</p> <p>Tap the Eko icon to re-open the Live Stream waveform.</p>		
26	<p>During auscultation, place the iPad Pro very near the patient in order to visualize the waveform.</p> <p>Additionally, make sure to use the stethoscope earpiece to achieve optimal auscultation. Note: Adjusting the volume of the earpiece on the Eko device does not affect the volume of the signal heard by the provider.</p>		