# InTouch Health is now Teladoc Health

This video conferencing technology enables clinicians to video conference with the inpatient population.

Get the application:
Mobile – Available on iOS only, download "***Teladoc Health Provider Access***" from the app store if not already downloaded.

Important – InTouch has been rebranded to Teladoc and the icon may now be changed on your desktop and mobile device
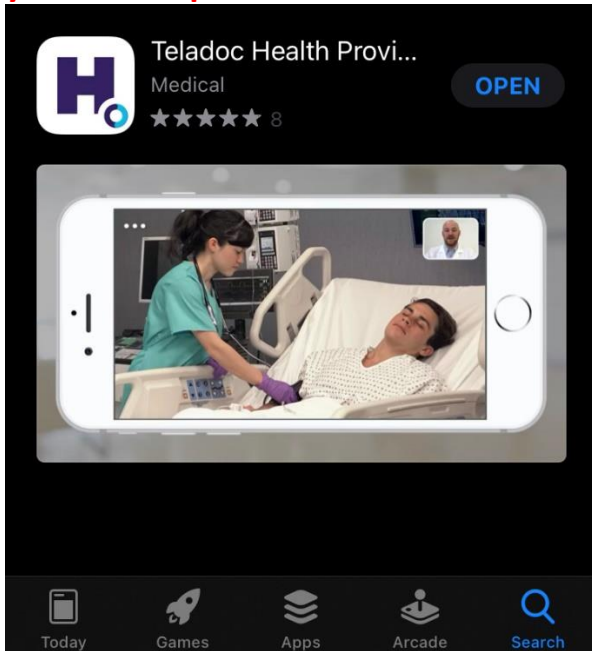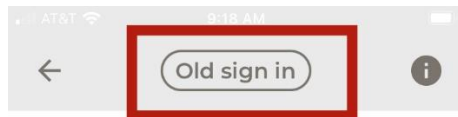

Desktop – Windows 10 only. If using a hospital PC and not already installed, utilize the ***Software Center*** to download and install. Launch Software Center by performing a windows search in the Spyglass, and then look for ***InTouch Health Provider Access*** to install it. Alternatively, you can install from the InTouch website by visiting the following link https://ynhh.sharefile.com/d-s274ab664818407bb

How to log in via Mobile – The first time launching you will need to ***Allow notifications***, ***Accept the license***, and ***Allow access to your camera and Microphone***

Enterprise User – Follow this to use your Epic login / network ID. We are transitioning away from the generic ID's soon, if you cannot log in using this method, email telehealth@ynhh.org for access.

Step 1 - Select the icon at the top right of the login screen as shown below	Step 2 - Type *YNHH* and press *Authenticate*	Step 3 - Sign in using your *Epic ID* / *Password*

Generic ID – If you followed the above steps and still need to login using the generic ID, select *Old Sign in* to log into InTouch.

| Westerly Hospital - COVIDWH	Bridgeport Hospital – COVIDBH1	York Street Campus
Lawrence & Memorial – COVIDLM1	Saint Raphael Campus	COVIDNP, COVIDWP11, COVIDWP8,
Greenwich Hospital - COVIDGH1	COVIDSLA, COVIDV5W, COVIDV5N, COVIDV3N, COVIDV3S, COVIDV3E	COVIDWP9, COVIDWP7, COVIDEP10, COVIDEP97, COVIDEP95, COVIDEP88, COVIDEP77, COVIDEP75, COVIDEP67, COVIDEP65, COVIDEP55, COVIDEP4, COVIDSP, COVIDCTICU

How to log in via Desktop – The first time launching you will need to ensure that you have a camera, headset, or speakerphone plugged in. InTouch will walk you through the device selection and testing.

Enterprise User – Follow this to use your Epic login / network ID. We are transitioning away from the generic ID's soon, if you cannot log in using this method, email telehealth@ynhh.org for access.
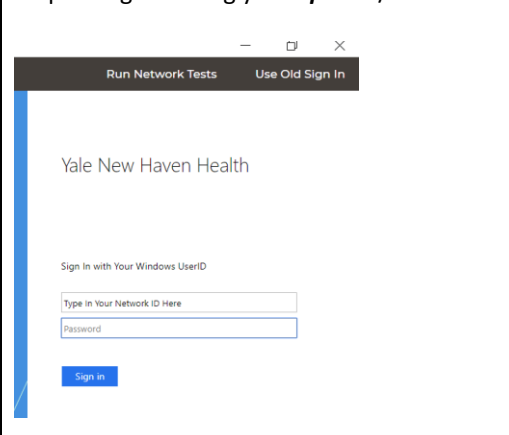
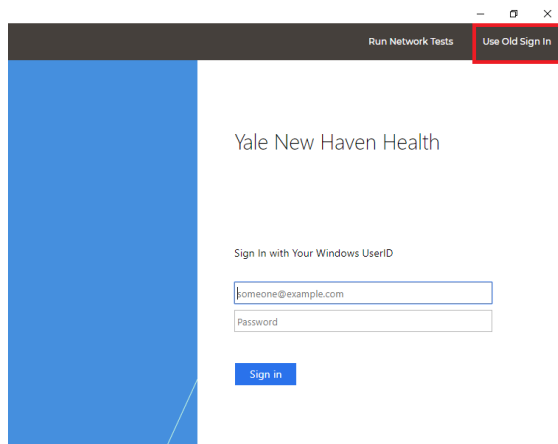| Step 1 - Select Switch to *Enterprise Mode*	Step 2 - type in *ynhh* as the Enterprise Domain Name and select *Authenticate*	Step 3 - Sign in using your *Epic ID* / *Password*
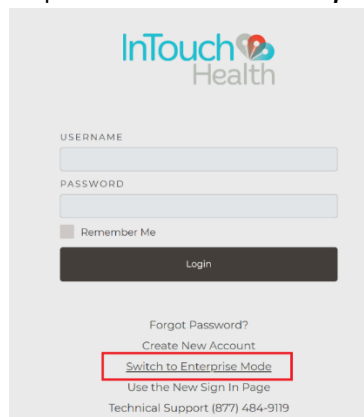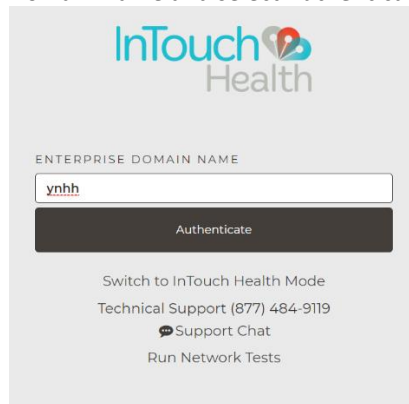
Generic ID – If you followed the above steps and still need to login using the generic ID, select *Old Sign In* to log into InTouch. ID's are listed above.

Connecting to a room

- <u>Always</u> contact the floor nurse caring for your patient to inform ahead of time that you will be connecting for a remote consult. This allows the nurse to inform the patient, if applicable, to move the portable cart into place if the video conferencing hardware is not permanently mounted. If permanently mounted, the nurse will need to turn on the Television to Channel 1 or particularly at Greenwich, select Telemedicine from the TV menu.
- Use Epic to find out what room your patient is in and translate it to the InTouch naming convention to search for the room. The naming convention is Campus-Department-Room#. For example, GH-ICU-2201
- Once you found the room, the application will connect to the InTouch cart or in-room wall mounted device and you will be able to have a bi-directional audio/video conversation with the people in the room. Make sure to click **Disconnect** (top left corner) when you are completely done using the InTouch Provider icon.
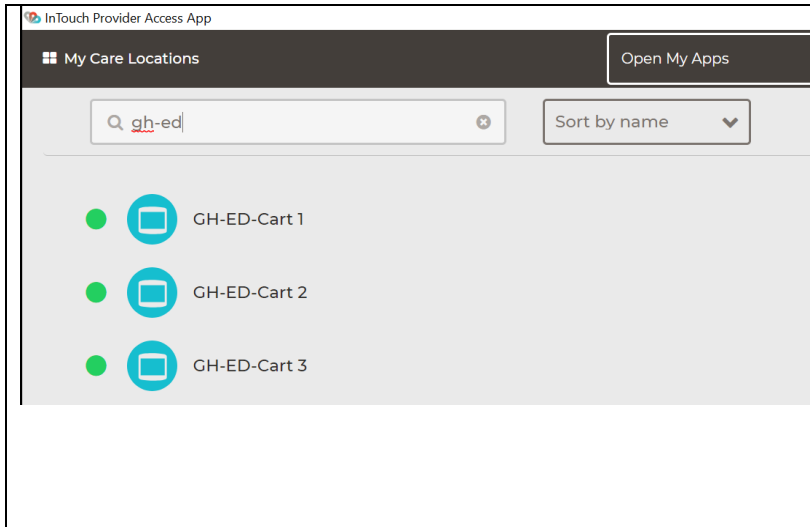
	Use the **Search My Care Locations** option at the top to filter to a particular campus. Example: GH for Greenwich, BH for Bridgeport, YSC for York Street Campus, SRC for Saint Rapheal Campus, LMH for Lawrence & Memorial, and WH for Westerly Hospital
	A **green** icon indicates the device is on and available A **blue** icon indicates the device is being accessed by another provider A **grey** icon indicates the device is off line If this is a in-room wall mounted device that is offline, email the issue to LIST_Telemedicine@YNHH.ORG, and request the unit to move the downtime cart in the room. If multiple rooms are offline, place a call to the Service Desk and request that the Telhealth team be contacted.

Moving the Camera / Zooming in

If the cart or wall mounted system has a camera capable of pan, tilt, and zooming, following the below instructions to use:
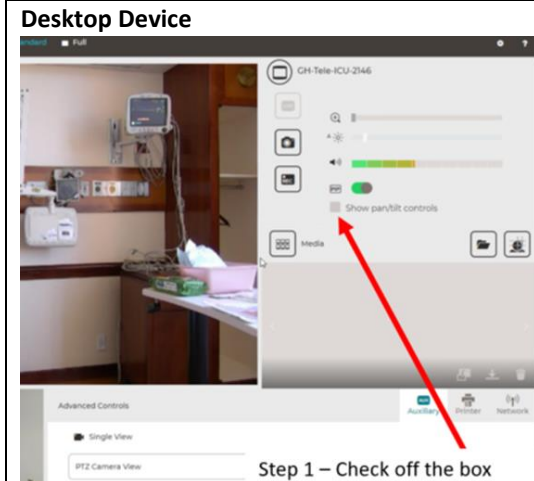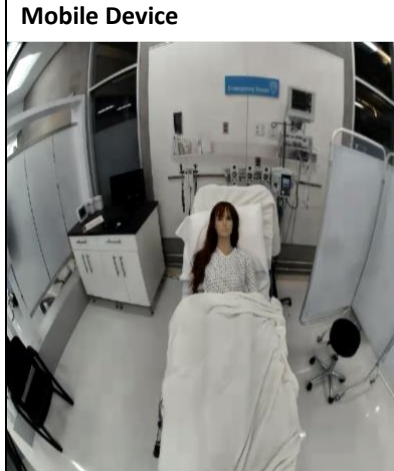
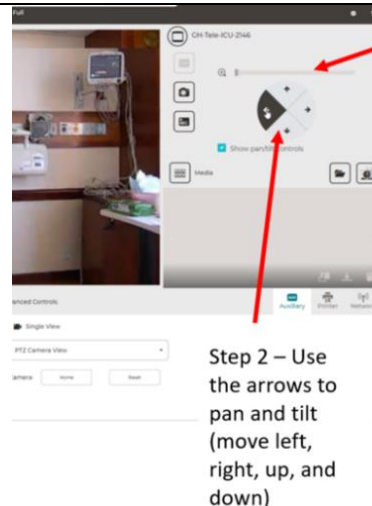| **Mobile Device**	
	To zoom in – spread - Press with two fingers and spread them apart until you zoom in to the desired level **To zoom in – box zoom** - Press and drag with a single finger to make a zoom box. Start with your finger in the center of the view you would like to see close up, then drag until the zoom box includes all that you want to see. **To zoom out – pinch** – Press with two fingers and pinch them together until you zoom out to the desired level **Zoom out – double tap** – Quickly press and release twice with a single finger, zooms out to full view **Point to see – tap** – Press and release with a single finger, camera moves and focuses to that location
Desktop Device	
 Step 1 – Check off the box	 Step 3 – Use the slider bar to zoom in and out Step 2 – Use the arrows to pan and tilt (move left, right, up, and down)

Other Controls

Mobile Device - Click on the top left of the screen to see available options. Click the red Session circle to end the session. Click Sign Out (bottom right corner) when you are completely done using the InTouch Health app.	
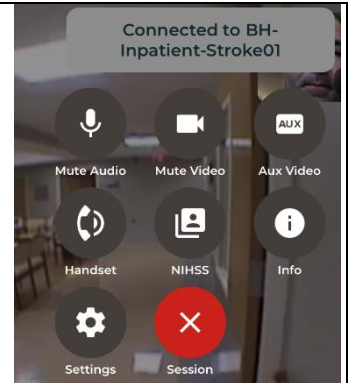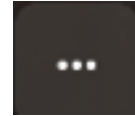
Desktop Device

Disconnect/End Video   **Full Screen**
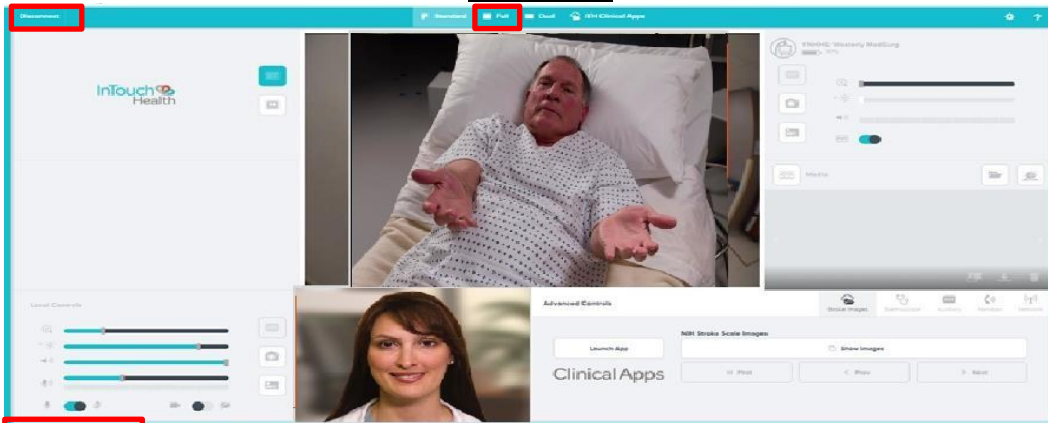
Mute Volume

ICU Specific Information

- The Camera is positioned next to the TV and has 2 green lights that are always on indicating network connectivity and power. The PC is housed in a box mounted behind the TV
- The Speaker and the microphone are one device (black circle) mounted in the ceiling towards the patient bed, it has blue lights that light up when sound is heard from within the room
- TV must be powered on and the TV Channel needs to be on Channel 1 to see the bunker staff
    - For Greenwich only, the Telemedicine ICU HDMI1 option needs to be selected from the TV menu

- The Insight Tele-ICU staff
    - will still have access to connect to the room, see the local staff / patient, and verbally communicate even if the TV is not on, set to Channel 1, or on the Telemedicine menu option
    - All clinicians are requested to move the camera back to the wall position before disconnecting. This will be automated in a future software release.
    - will not be using Epic to connect to the room, but direct through InTouch until a future date when integration will be configured.
- One portable telehealth cart will remain with each unit as a backup if a problem were to occur with the in-room system. Downtime carts are kept in the following locations in each ICU
    - Milford ICU Conference Room
    - L&M ICU Room 7, CCU Room 7
    - Westerly Storage Room
    - Greenwich Intermediate Care Room 2130