

Patient Quick Reference Guide: In-Home On-Demand Virtual Consult

Technical Specifications

Software Requirements:

InTouch Health recommends utilizing a Chrome, Safari, or Firefox browser.

Browser	Version	Operating System
Chrome	V68.0 and later	Mac OS 10.14 and later; Windows 7 and 10; Android v9.0 and later
Safari	12.1 and later	Mac OS 10.14 and later; iOS 12.1 and later
Firefox	v61.0 and later	Mac OS 10.4 and later; Windows 7 and 10

NOTE: Microsoft Edge and Internet Explorer are not supported.

Hardware Requirements

It is required that you have a working microphone and speaker in order to conduct a virtual consult. These should be built into your device or can be purchased from a third-party and connected to existing hardware.

If using a mobile device, InTouch Health recommends the following minimum requirements:

Mobile Devices	Minimum Requirements
iOS Devices	iPhone 5s and later iPad 5th generation or later
RAM	6 GB
Webcam	InTouch Provider Access Web App supports most webcams. Recommended: Logitech cameras Exception: SunPlus cameras and drivers via HP computer.

Best Practices

Ensure the setting is just right.

First, check that the internet connection is strong, and the risk of delays or other problems are minimal. Second, always ensure that there is enough light so that the provider can see you clearly on the other end. Third, background noise can be a major barrier to communication — patients are encouraged to wear headsets with microphones if possible.

Set up the webcam at eye level.

You're trying to replicate an in-person visit. If you are not using a built-in camera, place the camera or webcam on top of a surface that is eye level to mimic this important interaction.

Choose a professional space for your virtual visits.

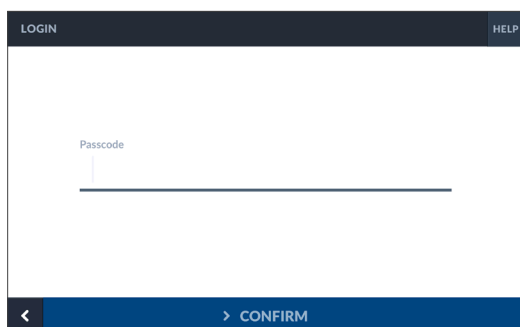
Patients should feel comfortable and secure that their privacy is protected. A quiet space free of distractions is crucial. Also, ensure you will not be interrupted during the duration of the consult by people walking through the screen's field of vision. It's best to sit at a desk or table when possible.

Step-by-Step Workflow

1. Patient clicks *Web Link* to begin registration and check-in process.
2. Patient enters Welcome page.



3. Existing (known) patients may be required to authenticate with InTouch Health through Email or SMS.



Step-by-Step Workflow (continued)

- Existing patients will receive code via SMS or email. Patient selects delivery method. New patients will be asked to provide Name, DOB, Phone #, Email, and Sex.

PICK YOUR DELIVERY METHOD

EMAIL SMS (XXX-XXX-4205)

CONFIRM

Inbox

Your pin

InTouch Health Solo
To You

Solo
by InTouch

Your security PIN is 7098

- Once the code is verified existing patients can review basic demographic information.

DEMOGRAPHICS

GENDER: DOB:

ADDRESS PREFERRED LANGUAGE

PHONE ETHNICITY

EMAIL RACE

EMERGENCY CONTACT MARITAL STATUS

CONFIRM

- Patient required to fill out any consent forms and/or Medical Questionnaires.

TODAY'S VISIT

PAST MEDICAL HISTORY

DIABETES HEART DISEASE

LUNG DISEASE (E.G. COPD, ASTHMA) ☒ HIGH BLOOD PRESSURE

CANCER DIAGNOSIS HIV OR ANY IMPAIRMENT TO IMMUNE SYSTEM

OTHER NONE OF THE ABOVE

CONFIRM

CONSENT FOR CARE

PATIENT CONSENT FORM

Our Notice of Privacy Practices provides information about how we may use and disclose protected health information about you. The Notice contains a Patient Rights section describing your rights under the law. You have the right to review our Notice before signing this Consent. The terms of our Notice may change. If we change our Notice, you may obtain a revised copy by contacting our office.

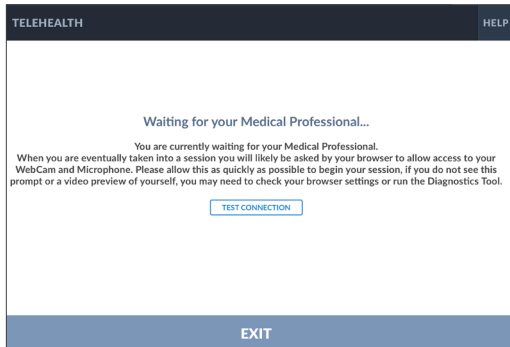
You have the right to request that we restrict how protected health information about you is used or disclosed for treatment, payment, or health care operations. We are not required to agree to this restriction, but if we do, we shall honor that agreement.

By signing this form, you consent to our use and disclosure of protected health information about you for treatment, payment and health care operations. You have the right to revoke this Consent in writing, signed by you. However, such a

SIGN

Step-by-Step Workflow (continued)

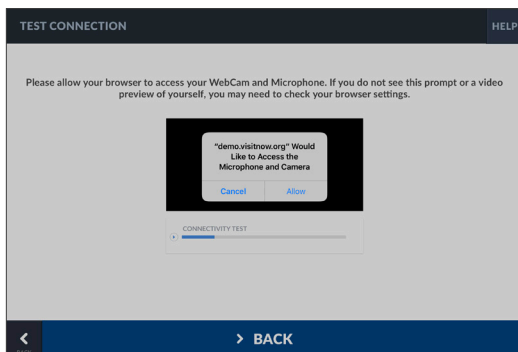
7. Registration/Check-in Process is complete. Patient enters virtual waiting room and waits for provider to join.



8. While waiting, the patient can test their audio/video connection prior to the consult by clicking the *Test Connection* button.



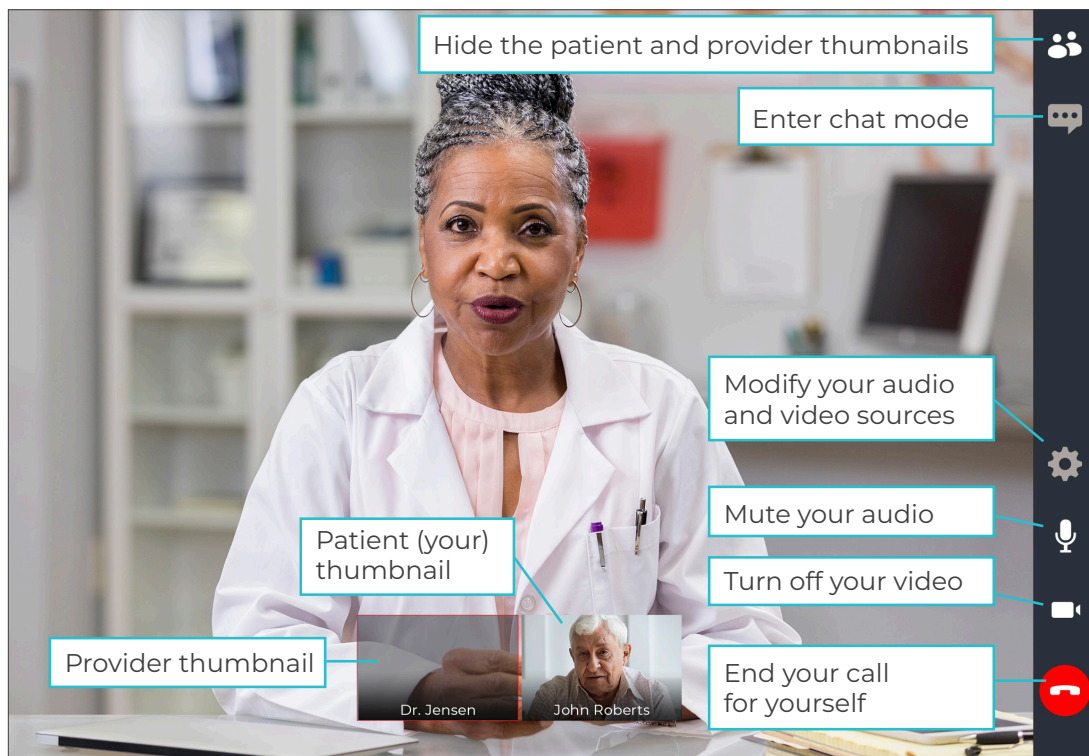
9. Please allow your browser to access your webcam and microphone. If you do not see this prompt or a video preview of yourself, you may need to check your browser settings.



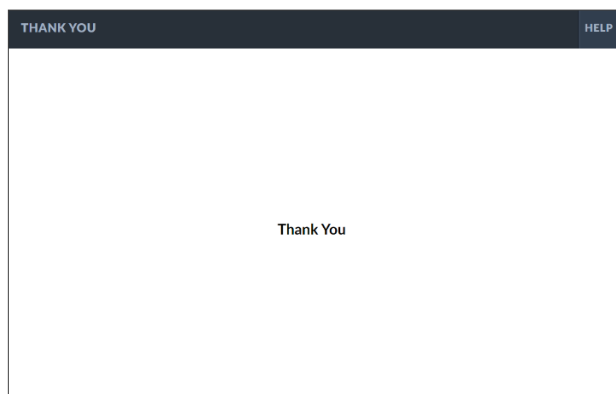
You can use the camera icon in the right corner of your Chrome browser to adjust audio video settings.

Step-by-Step Workflow (continued)

10. Once a Provider connects, the patient will enter the virtual consult.



11. Provider will complete and end consult when appropriate. Patient's virtual consult disconnects and patient is brought to the Thank You page and then back to Welcome page.



Patient Quick Reference Guide: In-Home Scheduled Virtual Consult

Technical Specifications

Software Requirements:

InTouch Health recommends utilizing a Chrome, Safari, or Firefox browser

Browser	Patient	Operating System
Chrome	V68.0 and later	Mac OS 10.14 and later; Windows 7 and 10; Android v9.0 and later
Safari	12.1 and later	Mac OS 10.14 and later; iOS 12.1 and later
Firefox	v61.0 and later	Mac OS 10.4 and later; Windows 7 and 10

NOTE: Microsoft Edge and Internet Explorer are not supported.

Hardware Requirements

You are required to have a working microphone and speaker in order to conduct a virtual consult. These should be built into your device or can be purchased from a third-party and connected to existing hardware.

If using a mobile device, InTouch Health recommends the following minimum requirements:

Mobile Devices	Minimum Requirements
iOS Devices	iPhone 5s and later iPad 5th generation or later
Android Devices	Most Android devices running a minimum OS version are expected to work. Note: Older models typically have a reduced frame rate and lower quality cameras

Best Practices

Ensure the setting is just right.

First, check that the internet connection is strong, and the risk of delays or other problems are minimal. Second, always ensure that there is enough light so that the provider can see you clearly on the other end. Third, background noise can be a major barrier to communication — patients are encouraged to wear headsets with microphones if possible.

Set up the webcam at eye level.

You're trying to replicate an in-person visit. If you are not using a built-in camera, place the camera or webcam on top of a surface that is eye level to mimic this important interaction.

Choose a professional space for your virtual visits.

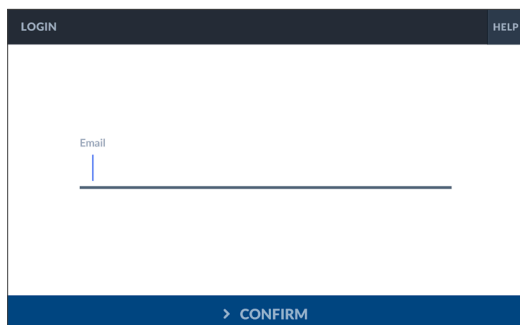
Patients should feel comfortable and secure that their privacy is protected. A quiet space free of distractions is crucial. Also, ensure you will not be interrupted during the duration of the consult by people walking through the screen's field of vision. It's best to sit at a desk or table when possible.

Step-by-Step Workflow

1. Patient clicks Web Link to begin Registration and Scheduling process.
2. Patient enters Welcome page.



3. Existing (known) patients may be required to authenticate with InTouch Health through Email or SMS.



Step-by-Step Workflow (continued)

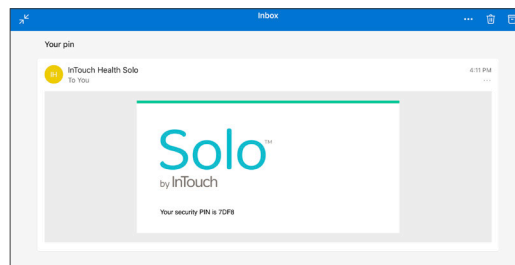
- Existing patients will receive code via SMS or email. Patient selects delivery method. New patients will be asked to provide Name, DOB, Phone #, Email, and Sex.

PICK YOUR DELIVERY METHOD

EMAIL

SMS (XXX-XXX-4205)

< CONFIRM



- Once the code is verified, existing patients can review basic demographic information.

DEMOGRAPHICS

HELP

GENDER: [REDACTED]

DOB: [REDACTED]

ADDRESS [REDACTED] PREFERRED LANGUAGE [REDACTED]

PHONE [REDACTED] ETHNICITY [REDACTED]

EMAIL [REDACTED] RACE [REDACTED]

EMERGENCY CONTACT [REDACTED] MARITAL STATUS [REDACTED]

< CONFIRM

- Patient will then be presented with a window to select a date and time for the virtual visit.

SCHEDULING

HELP

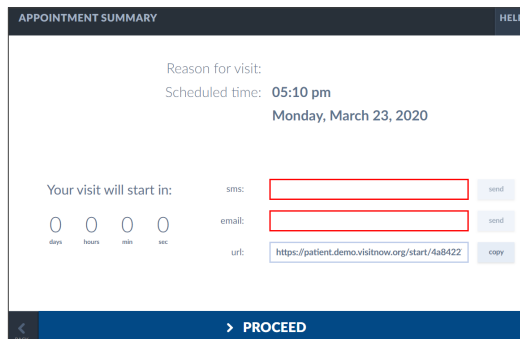
TODAY MARCH 23, 2020

6:15 pm	8:15 pm	10:15 pm
6:30 pm	8:30 pm	10:30 pm
6:45 pm	8:45 pm	10:45 pm
7:00 pm	9:00 pm	11:00 pm
7:15 pm	9:15 pm	11:15 pm
7:30 pm	9:30 pm	11:30 pm
7:45 pm	9:45 pm	11:45 pm
8:00 pm	10:00 pm	

< CONFIRM

Step-by-Step Workflow (continued)

7. Appointment scheduled. Patient sees appointment summary.



APPOINTMENT SUMMARY HELP

Reason for visit:
Scheduled time: 05:10 pm
Monday, March 23, 2020

Your visit will start in:

0 days 0 hours 0 min 0 sec

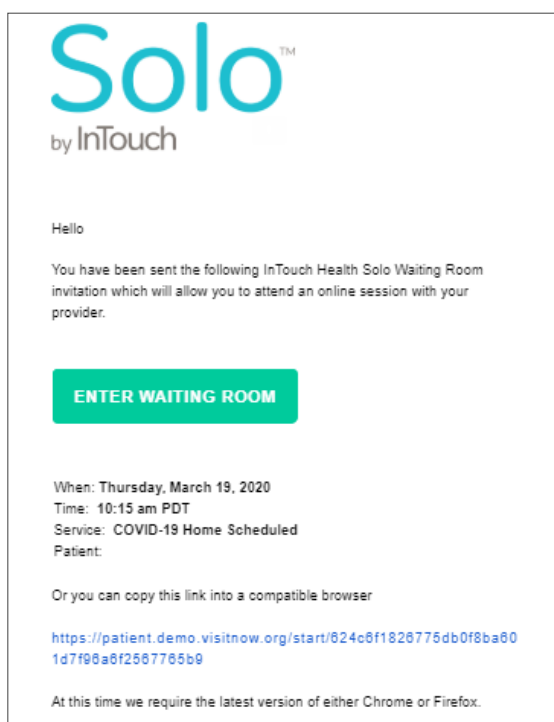
sms: send

email: send

url: copy

< BACK > PROCEED

8. Appointment notification sent to patient via email.



SoloTM
by InTouch

Hello

You have been sent the following InTouch Health Solo Waiting Room invitation which will allow you to attend an online session with your provider.

ENTER WAITING ROOM

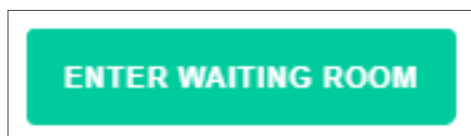
When: Thursday, March 19, 2020
Time: 10:15 am PDT
Service: COVID-19 Home Scheduled
Patient:

Or you can copy this link into a compatible browser

<https://patient.demo.visitnow.org/start/624c6f1826775db0f8ba601d7f96a6f2567765b9>

At this time we require the latest version of either Chrome or Firefox.

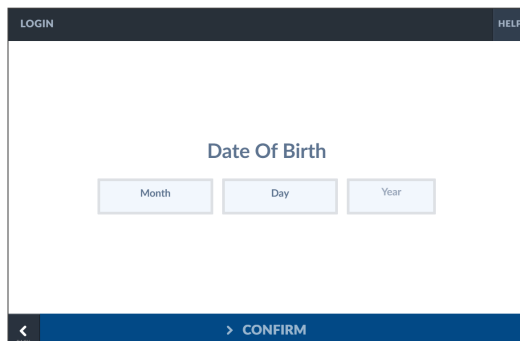
9. On day of visit, within visit window: patient refers to appointment notification email. Patient clicks the link to begin the check-in process.



ENTER WAITING ROOM

Step-by-Step Workflow (continued)

10. Patient will be required to authorize by entering DOB.



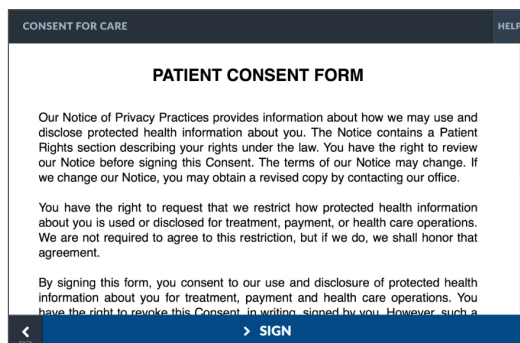
LOGIN HELP

Date Of Birth

Month Day Year

< > CONFIRM

11. Patient required to fill out any consent forms and/or medical questionnaires.



CONSENT FOR CARE HELP

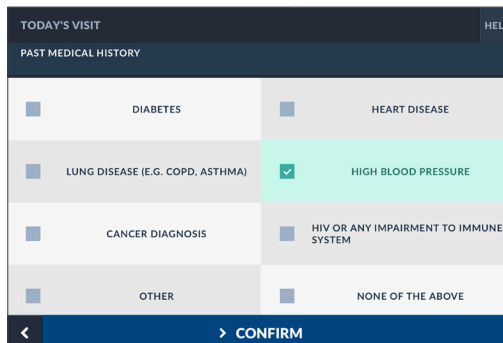
PATIENT CONSENT FORM

Our Notice of Privacy Practices provides information about how we may use and disclose protected health information about you. The Notice contains a Patient Rights section describing your rights under the law. You have the right to review our Notice before signing this Consent. The terms of our Notice may change. If we change our Notice, you may obtain a revised copy by contacting our office.

You have the right to request that we restrict how protected health information about you is used or disclosed for treatment, payment, or health care operations. We are not required to agree to this restriction, but if we do, we shall honor that agreement.

By signing this form, you consent to our use and disclosure of protected health information about you for treatment, payment and health care operations. You have the right to revoke this Consent in writing, signed by you. However, such a

< > SIGN



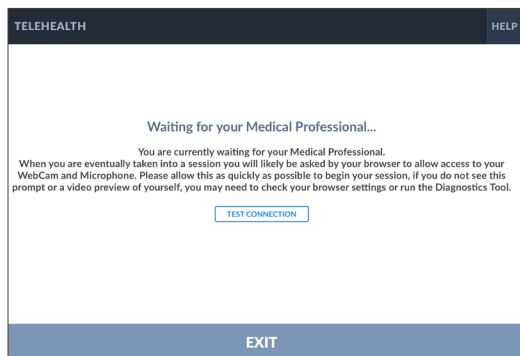
TODAY'S VISIT HELP

PAST MEDICAL HISTORY

<input type="checkbox"/> DIABETES	<input type="checkbox"/> HEART DISEASE
<input type="checkbox"/> LUNG DISEASE (E.G. COPD, ASTHMA)	<input checked="" type="checkbox"/> HIGH BLOOD PRESSURE
<input type="checkbox"/> CANCER DIAGNOSIS	<input type="checkbox"/> HIV OR ANY IMPAIRMENT TO IMMUNE SYSTEM
<input type="checkbox"/> OTHER	<input type="checkbox"/> NONE OF THE ABOVE

< > CONFIRM

12. Patient enters virtual waiting room.



TELEHEALTH HELP

Waiting for your Medical Professional...

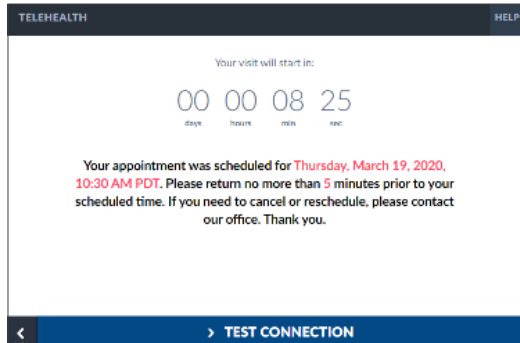
You are currently waiting for your Medical Professional.

When you are eventually taken into a session you will likely be asked by your browser to allow access to your WebCam and Microphone. Please allow this as quickly as possible to begin your session, if you do not see this prompt or a video preview of yourself, you may need to check your browser settings or run the Diagnostics Tool.

TEST CONNECTION

EXIT

13. If the patient is early to their appointment, they will review this message/screen.



TELEHEALTH HELP

Your visit will start in:

00 00 08 25
days hours min sec

Your appointment was scheduled for **Thursday, March 19, 2020, 10:30 AM PDT**. Please return no more than **5** minutes prior to your scheduled time. If you need to cancel or reschedule, please contact our office. Thank you.

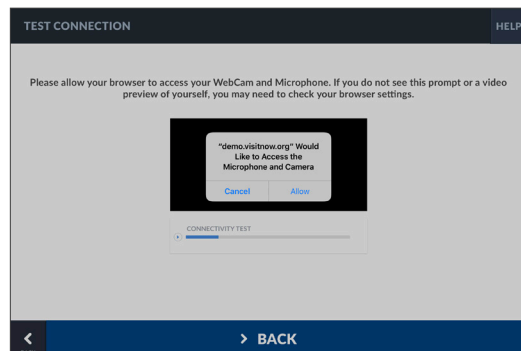
< > TEST CONNECTION

Step-by-Step Workflow (continued)

14. While waiting, the patient can test their audio/video connection prior to consult by clicking the *Test Connection* button.

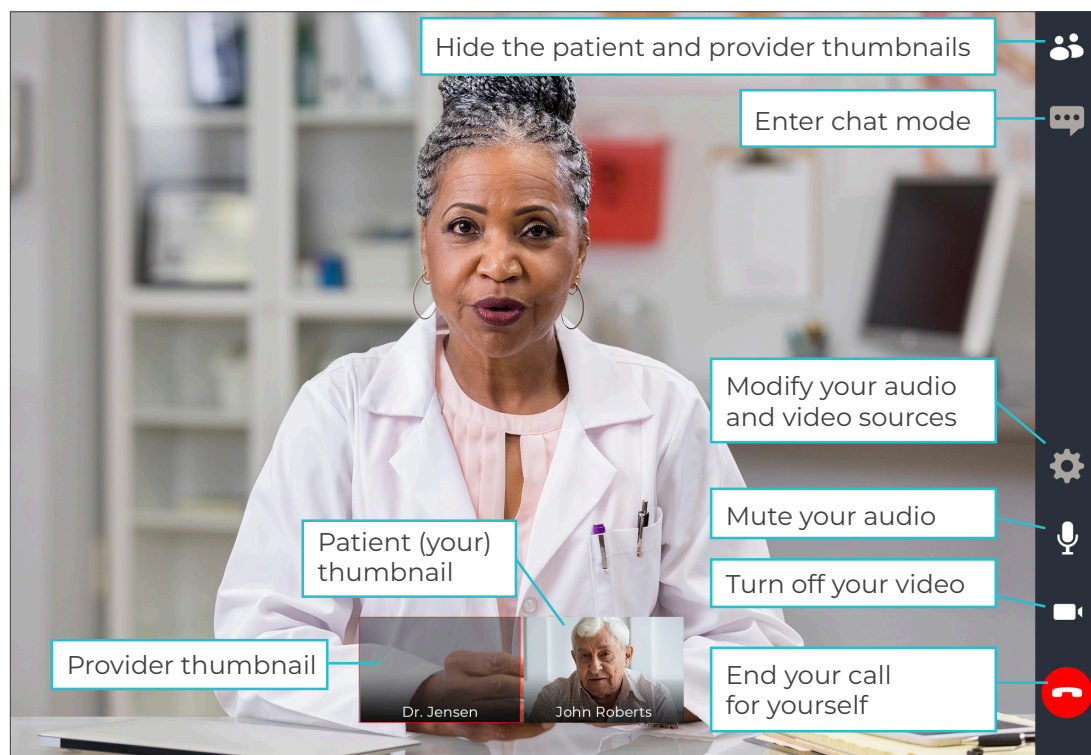


15. Please allow your browser to access your webcam and microphone. If you do not see this prompt or a video preview of yourself, you may need to check your Browser settings.



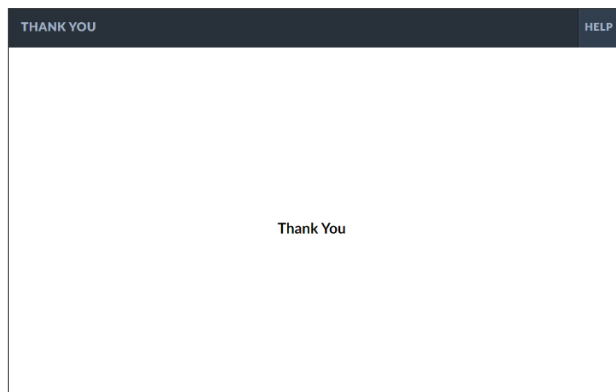
You can use the camera icon in the right corner of your Chrome browser to adjust audio video settings.

16. Once a provider connects, the patient will enter the virtual consult.



Step-by-Step Workflow (continued)

17. Provider will complete and end consult when appropriate. Patient's virtual consult disconnects, and patient is brought to the Thank You page and then back to Welcome page.



Patient Quick Reference Guide: In-Facility Virtual Consult

Technical Specifications

Solo™ can enable any Microsoft Windows 7/10, Android, iOS, or InTouch Health device that is equipped with a Camera/Microphone/Speaker/Chrome Web Browser to be used as a patient access device in-facility.

Best Practices

Ensure the setting is just right.

First, check that the internet connection is strong, and the risk of delays or other problems are minimal. Second, always ensure that there is enough light so that the Provider can see you clearly on the other end. Third, patients should feel comfortable and secure that their privacy is protected. A quiet space free of distractions is crucial.

Set up the device at eye level.

You're trying to replicate an in-person visit. If you are not using a built-in camera, place the camera or webcam on top of a surface that is eye level to mimic this important interaction.

Step by Step Workflow

1. Patient enters facility.
2. Patient is admitted and taken to private room.



3. Medical Assistant selects "COVID-19 Facility" on Solo enabled device screen.

Step-by-Step Workflow (continued)

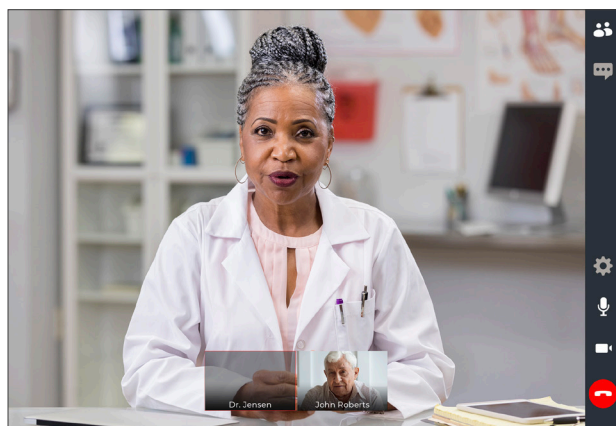
- Medical Assistant inputs demographics and completes COVID-19 intake form on device.

The screenshot shows a 'DEMOGRAPHICS' form with a 'HELP' button in the top right corner. The form contains several input fields: 'GENDER:', 'DOB:', 'ADDRESS', 'PREFERRED LANGUAGE', 'PHONE', 'ETHNICITY', 'EMAIL', 'RACE', 'EMERGENCY CONTACT', and 'MARITAL STATUS'. Each field has a small edit icon (pencil) to its right. At the bottom of the form is a blue bar with a back arrow on the left and a '> CONFIRM' button on the right.

- Patient enters waiting room.

The screenshot shows a 'TELEHEALTH' waiting room screen with a 'HELP' button in the top right corner. The main text reads 'Waiting for your Medical Professional...'. Below this, a smaller text block states: 'You are currently waiting for your Medical Professional. When you are eventually taken into a session you will likely be asked by your browser to allow access to your WebCam and Microphone. Please allow this as quickly as possible to begin your session, if you do not see this prompt or a video preview of yourself, you may need to check your browser settings or run the Diagnostics Tool.' A 'TEST CONNECTION' button is located below the text. At the bottom of the screen is a blue bar with an 'EXIT' button.

- Provider begins consult and conducts assessment. Medical Assistant present to help provider with assessment if needed.



- Provider will complete and end consult when appropriate.

Patient Quick Reference Guide: In-Facility Virtual Consult

Technical Specifications

For the Tele-isolation use case, the devices in-facility can be configured such that a Provider can directly connect to them, thus eliminating the need for any onsite in-room intervention by the facility staff. This allows for true patient room isolation without medical staff exposure.

Best Practices

Ensure the setting is just right.

First, check that the internet connection is strong, and the risk of delays or other problems are minimal. Second, always ensure that there is enough light so that the Provider can see you clearly on the other end. Third, patients should feel comfortable and secure that their privacy is protected. A quiet space free of distractions is crucial.

Set up the device at eye level.

You're trying to replicate an in-person visit. If you are not using a built-in camera, place the camera or webcam on top of a surface that is eye level to mimic this important interaction.

Step-by-Step Workflow

1. Patient enters facility.
2. Patient is admitted and taken to private room.
3. Medical Assistant places device in private room with camera at eye level to the patient.



4. Medical Assistant pages doctor or contacts call center that a COVID-19 consult is requested.

Step-by-Step Workflow (continued)

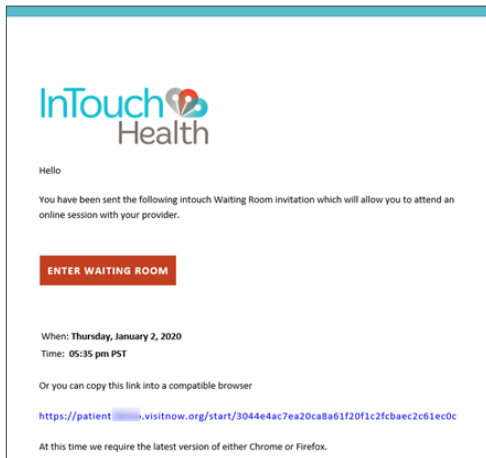
5. Provider receives notification that consult is requested.
6. Provider begins consult and conducts assessment. No other medical professionals are in the room.



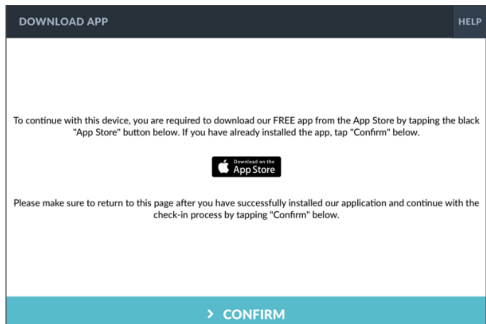
7. Provider will complete and end consult when appropriate.

Patient Quick Reference Guide: Downloading the iOS App

1. Notifications: Once your virtual consult has been requested or scheduled, you will receive a notification via SMS or email. This notification confirms the date and time of the consult and includes a link to access the virtual waiting room.

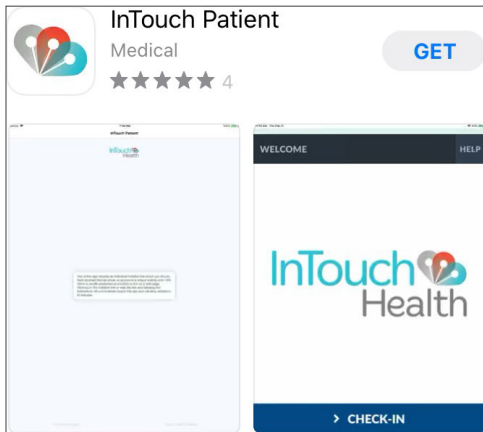


2. Patient Access: Enter the virtual waiting room either by clicking the link in the SMS or email.
3. Click *Check-in*.
 - a. If you are using a laptop or computer, you will enter the waiting room and begin the patient intake/check-in process through a browser.
 - b. If you are using a mobile device or personal tablet, continue to Step 4.
4. Downloading the app: if you do not already have the InTouch Patient App installed, the following message will be displayed.



- a. Select *Download on the App Store* button as displayed above. Below is the Apple Store application that is available to download, select *Get* to download.

NOTE: Do not click *Open* from the App Store. You must go back to the browser and click *Confirm*. (Follow step b. to continue)



- b. Once confirmed, the following message will be displayed. Select the option *Open* to initiate the download and enter the waiting room.

