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.

InTouch Health

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)

4. 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.

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

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

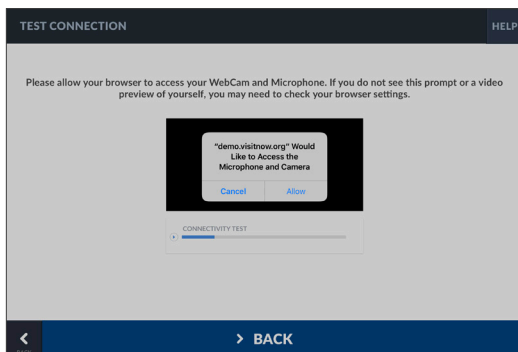# Step-by-Step Workflow (continued)

7. Registration/Check-in Process is complete. Patient enters virtual waiting room and waits for provider to join.
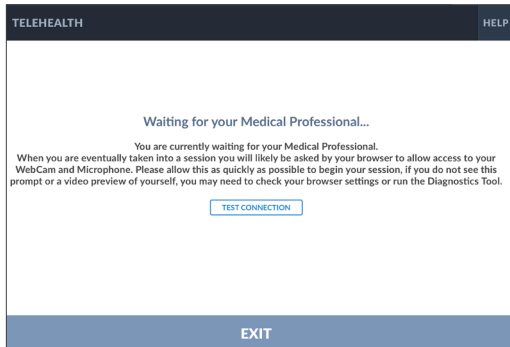
8. While waiting, the patient can test their audio/video connection prior to the consult by clicking the *Test Connection* button.
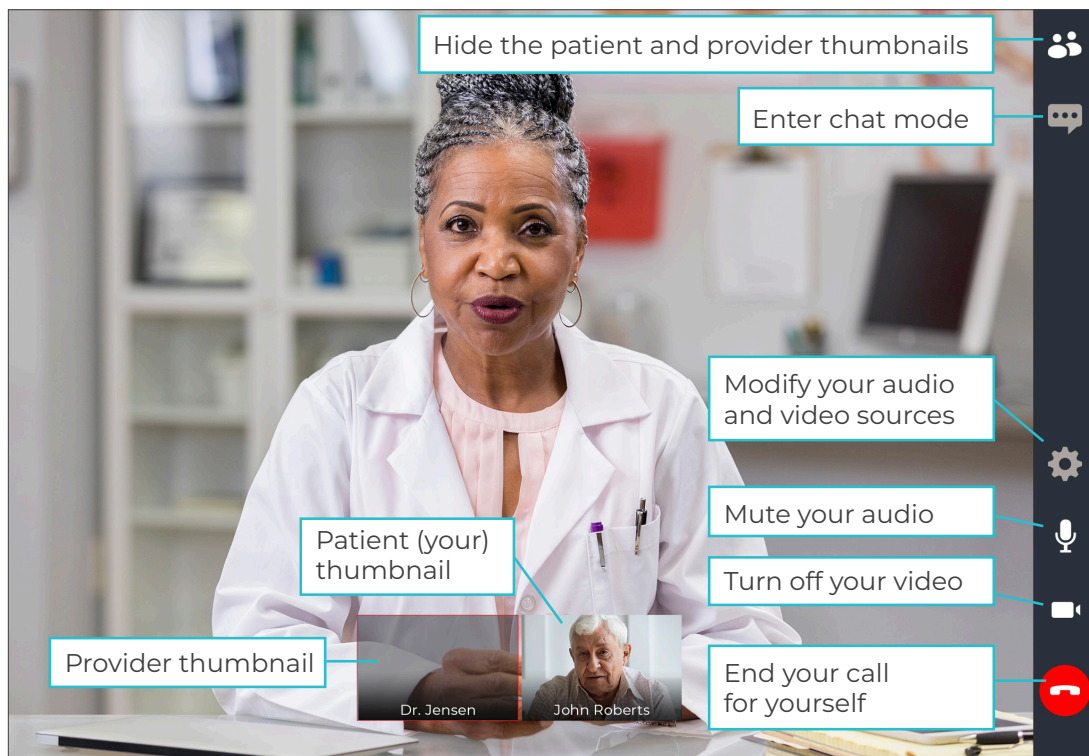

9. Please allow your browser to access your webcam and microphone. If you do not see this prompt or a video preview of yourself, you may need to check your browser settings.


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.

Hide the patient and provider thumbnails

Enter chat mode

Modify your audio and video sources

Mute your audio

Patient (your) thumbnail

Turn off your video

Provider thumbnail

End your call for yourself

Dr. Jensen

John Roberts

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.
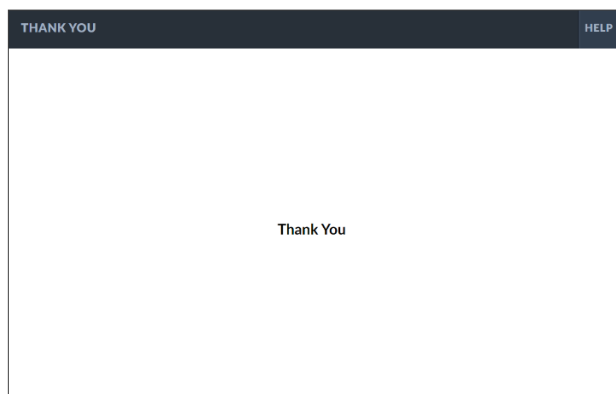
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InTouch Health

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
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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)

4. 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.
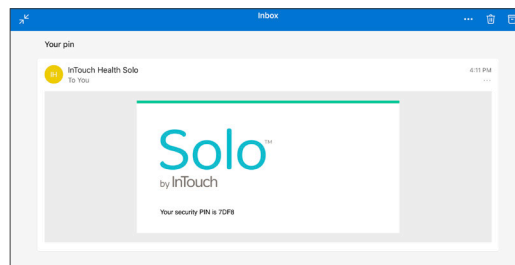
5. Once the code is verified, existing patients can review basic demographic information.

6. Patient will then be presented with a window to select a date and time for the virtual visit.
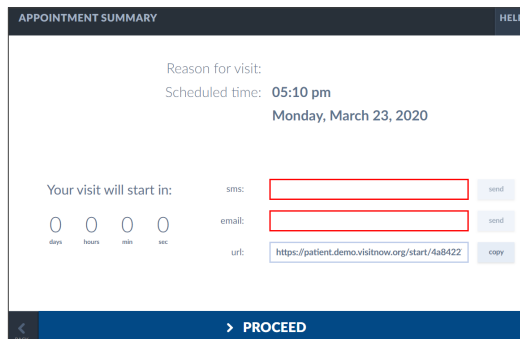
Step-by-Step Workflow (continued)

7.   Appointment scheduled. Patient sees appointment summary.
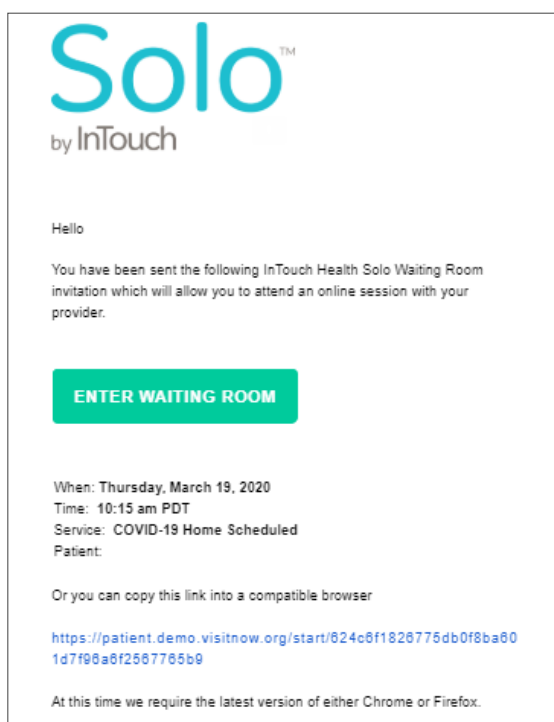
8.   Appointment notification sent to patient via email.
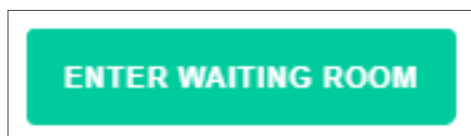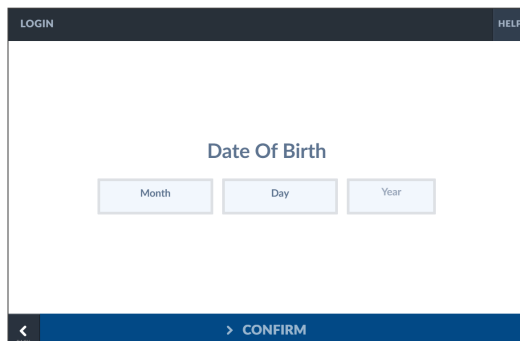
9.   On day of visit, within visit window: patient refers to appointment notification email. Patient clicks the link to begin the check-in process.

Step-by-Step Workflow (continued)

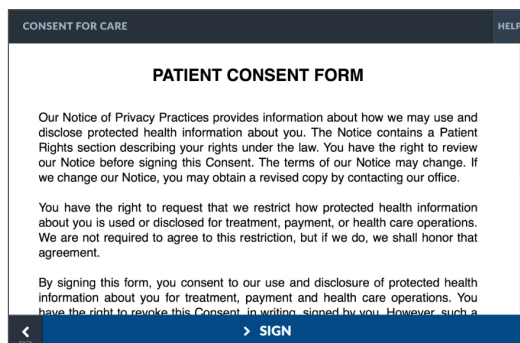10. Patient will be required to authorize by entering DOB.

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

12. Patient enters virtual waiting room.

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

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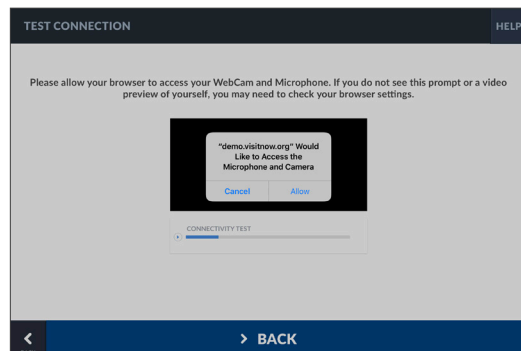
You can use the camera icon in the right corner of your Chrome browser to adjust audio video settings.

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

Hide the patient and provider thumbnails

Enter chat mode

Modify your audio and video sources

Patient (your) thumbnail

Mute your audio

Turn off your video

Provider thumbnail

End your call for yourself
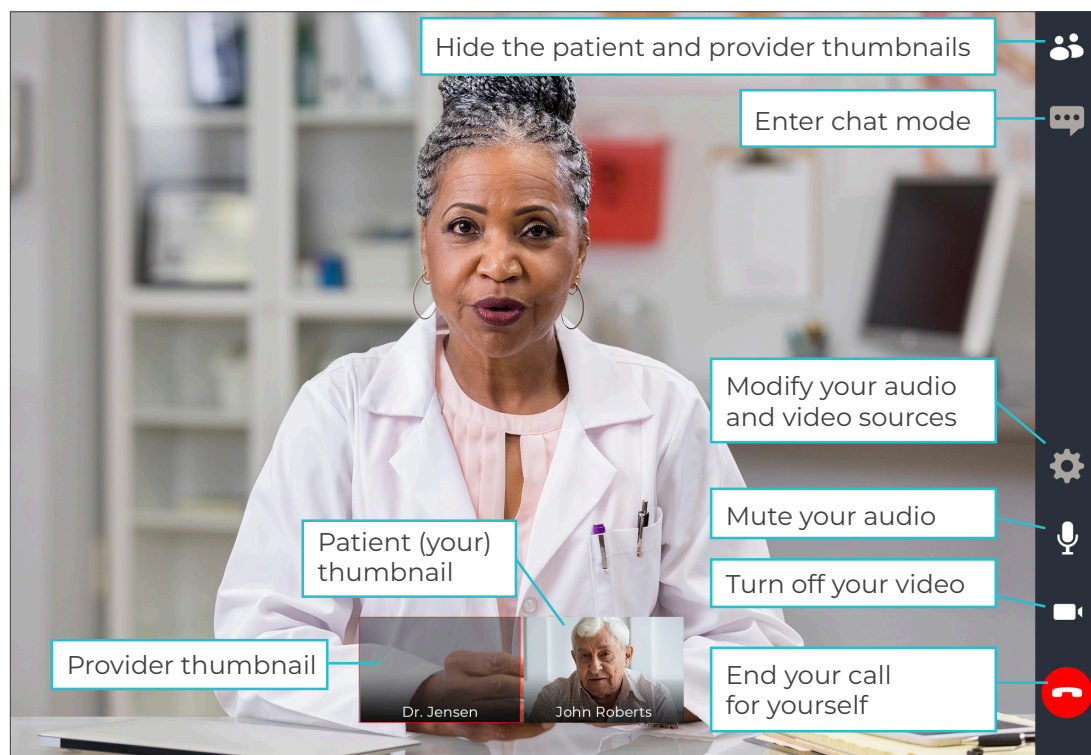
Step-by-Step Workflow (continued)

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.

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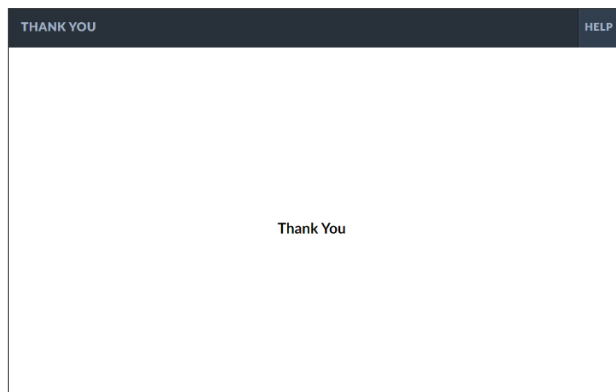
Patient Quick Reference Guide: In-Facility Virtual Consult

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.
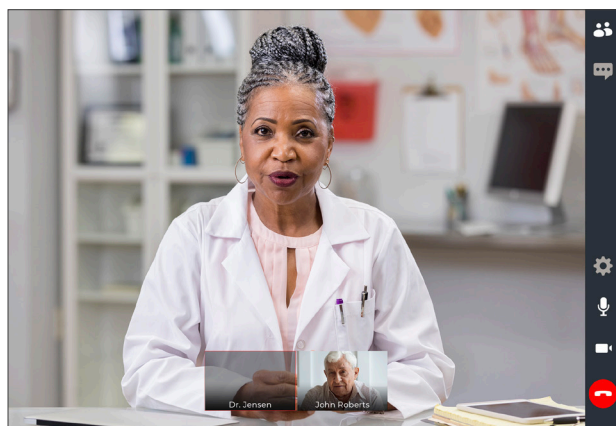
InTouch Health

Step-by-Step Workflow (continued)

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

5. Patient enters waiting room.

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

7. Provider will complete and end consult when appropriate.

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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.
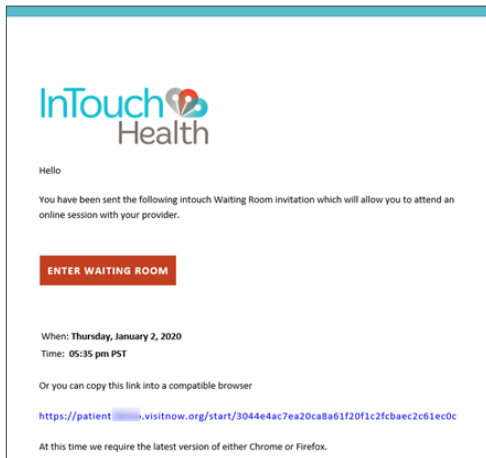

2. Patient Access: Enter the virtual waiting room either by clicking the link in the SMS or email.

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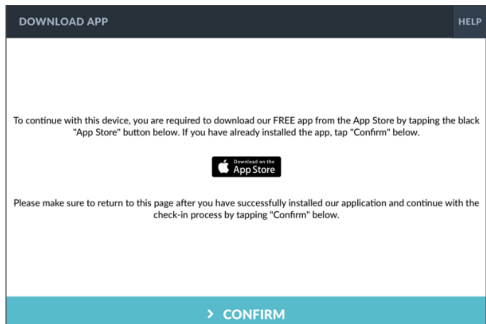
   a. Select *Download on the App Store* button as displayed above. Below is the Apple Store application that is available to download, select *Get* to download.

NOTE: Do not click *Open* from the App Store. You must go back to the browser and click *Confirm*. (Follow step b. to continue)
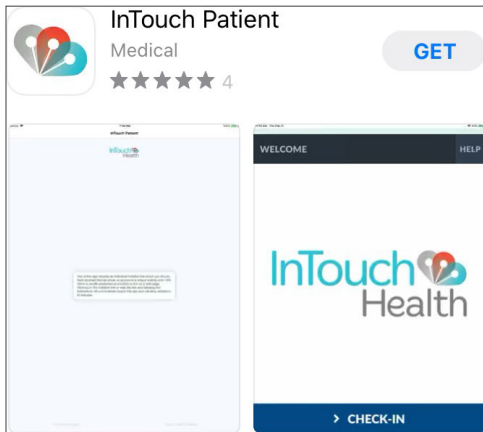
b. Once confirmed, the following message will be displayed. Select the option *Open* to initiate the download and enter the waiting room.

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