SIH 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
1	Do not login to your virtual Physician Desktop via VMWare, Live Stream services will not work in a virtual environment. Open the Cisco Jabber application on desktop.		SIH
2	Click on " <b>Chats</b> " on the left and then click the message from the corresponding patient room. If there are no new chats (noted with a white number in red circle), the nurse has yet to send the Live Stream link.		Cisco Jabber – C × Jason Keim Available Remote Remote Clear Chats PR Patient Room 430 PR Available Tor PM Voicemail



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3	A new window will open with the chat from the patient room. Notice the Live Stream link is available.		Construction Cons
4	Click on the white phone in the green circle in the upper right to call the iPad in the patient room.		Correct Address Action Address Add
5	Video visit will begin when the nurse answers your call. The view from the patient room is the larger view. The video you are sending to the patient room is the smaller view in the lower right corner.		Constabler       Image: Constabler         Image: Constabler       Image: Constabler



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	Activity / Task	Task Time	What It Looks Like
6	When ready to begin auscultation, click on the Live Stream link below the patient video.		Class Johner Class Johner Cl
7	The Live Stream with waveform will open in the Edge browser.		● 48 No. Nouro Stational × +         - • • ×           ← → ○         ▲ Mps://doi/Nouro/Nob/511164008/e400009         ☆ ★ ● ● ● ···           Eko         Baport         Sols Dav/band           Live Stream ●         Doi:         Live Stream By         HR
	Make sure the volume setting is turned all the way up.		As: 2,202 TVCTest Sochen Illevia Maithean Bill BPM
	•		<ul> <li>Image: A second s</li></ul>
8	To go back to the Video visit, click on the Jabber icon at the bottom of your desktop.		