



Standard Operating Procedure

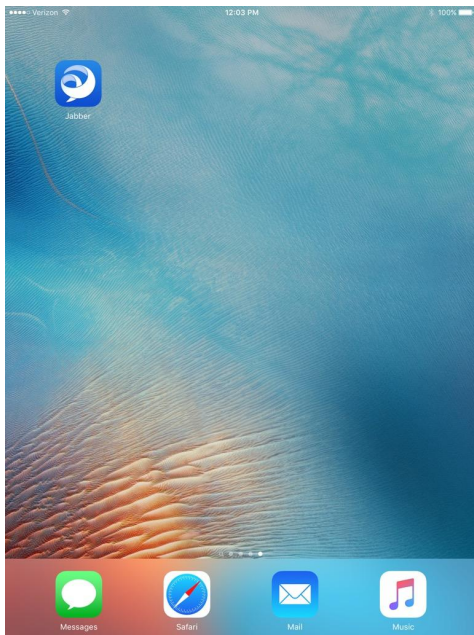
SITE: System	EFFECTIVE DATE: March 20, 2020
SUBJECT: Nursing Telemedicine Device Usage	REVISION DATE:
DOCUMENT NUMBER:	LOCATION OF TEMPLATE: Telehealth & Virtual Care Shared Drive
AUTHORIZED BY: Heather Fear	DATE: March 20, 2020
SOP OWNER: Heather Fear	

PURPOSE: To ensure nursing staff appropriately conduct a telemedicine consultation using the Cisco Jabber application with iPad device at the bedside.

DEFINITIONS:

1. Distant Site – Site where the physician providing services is located at the time the service is provided via audio/video telecommunications
2. Healthcare Professional – RN, LCSW, PA, or APN must be with patient at all times
3. Originating Site – location of the patient receiving services
4. Presenter – Healthcare Professional that is at the originating site with the patient at the start of the telemedicine visit presents the patient to the physician who is at the distant site.
5. Telehealth – use of telecommunication technologies for clinical care, patient teaching, home health, healthcare professional education, and other diverse aspects of a healthcare system.
6. Telemedicine – practice of healthcare delivery, diagnosis, consultation, treatment, and the transfer of medical data through interactive audio, video, and data communications that occur in real-time and in the physical presence of the patient.

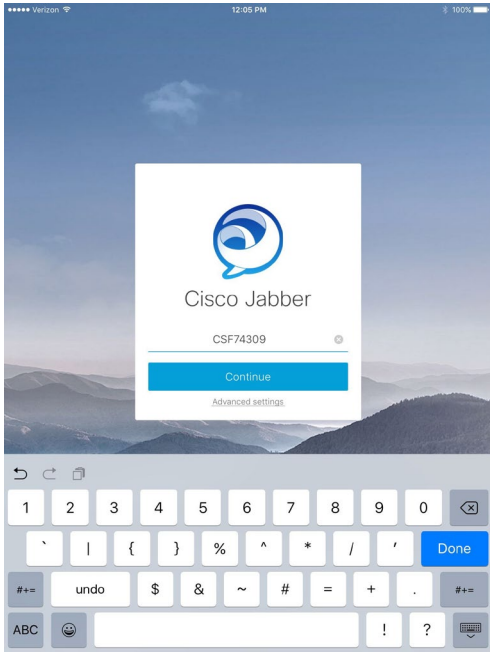
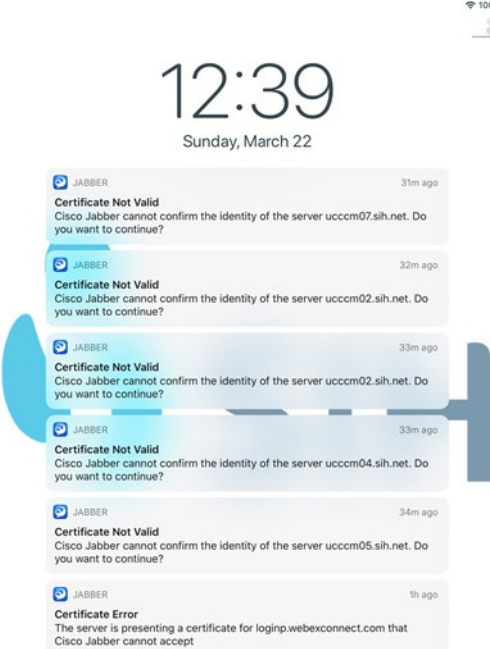
PROCEDURE:

Activity / Task		Task Time	What It Looks Like
1	The iPad device needs to be turned on with the screen showing the Jabber icon.		



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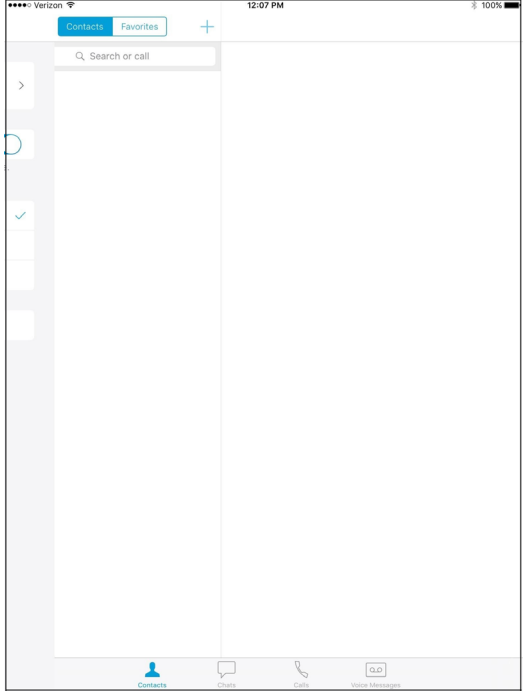
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Activity / Task		Task Time	What It Looks Like
2	<p>Tap the Jabber icon to open the login screen.</p> <p>Enter the login and password credentials indicated on the back of the iPad device.</p> <p>The login and password are the same.</p> <p>Example:</p> <p>LOGIN: CSF74309 PASSWORD: CSF74309</p>		
3	<p><u>TROUBLE SHOOTING TIP</u></p> <p>PROBLEM</p> <p>“Certificate Not Valid” error notification.</p> <p>SOLUTION</p> <ol style="list-style-type: none"> 1. Enter @sih.net at end of user name. 2. If end user gets certificate errors just hit accept and their account will stay active. 		



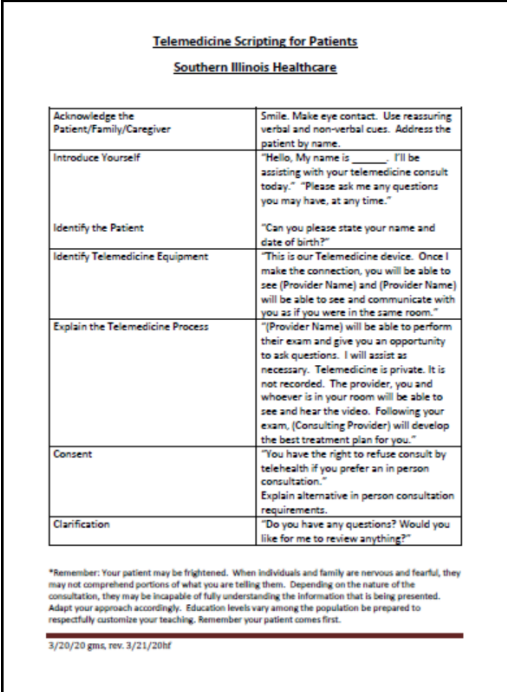

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Activity / Task		Task Time	What It Looks Like
4	<p>Once logged in, the screen will be ready to accept a video call from the provider.</p> <p>The provider will call into the iPad device. Refer to the specific information in the next step (#5) regarding the initiation of the telemedicine encounter.</p> <p>*A licensed healthcare professional MUST remain in the room with the patient at all times during the virtual visit.</p>		

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Activity / Task	Task Time	What It Looks Like
<p>5</p> <p>Initiate Patient Telemedicine Encounter</p> <p>a. Explain telemedicine to the patient and obtain verbal consent.</p> <p>b. Introduce patient to physician using scripting.</p> <p><i>-Patient scripting is essential for patient comfort and understanding.</i></p> <p><i>-Please identify the patient by having them state their name and date of birth.</i></p> <p><i>-Patient consent is NOT required when the patient and provider are in the same facility. The patient has the right to refuse telemedicine consult.</i></p>		 <p>The image shows a document titled "Telemedicine Scripting for Patients" from Southern Illinois Healthcare. It contains a table with two columns: the first column lists steps (Acknowledge the Patient/Family/Caregiver, Introduce Yourself, Identify the Patient, Identify Telemedicine Equipment, Explain the Telemedicine Process, Consent, Clarification) and the second column provides corresponding scripts for each step. Below the table, there is a note: "*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 be prepared to respectfully customize your teaching. Remember your patient comes first." and a date "3/20/20 gms, rev. 3/21/20hf".</p>
<p>6</p> <p>When the telemedicine intervention is complete, leave the Jabber application running.</p> <p>Leave the iPad device turned on and plugged in to remain fully charged.</p> <p>Please call ITS Help Desk x67401 to report issues.</p> <p>Let the representative know this is a Covid Response iPad/Jabber issue.</p> <p>They have been given instruction to notify the Tier 2 tech on call immediately.</p>		 <p>The image shows a white iPad lying on a light-colored wooden surface. A black charging cable is plugged into the bottom of the iPad and the other end is plugged into a white wall outlet. The iPad screen is dark.</p>