



Standard Operating Procedure

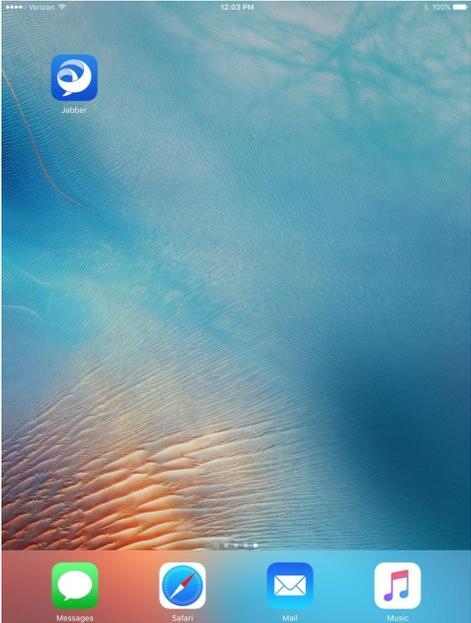
SITE: System	EFFECTIVE DATE: March 20, 2020
SUBJECT: Provider Telemedicine Device Usage-iPad to iPad/Jabber Video	REVISION DATE:
DOCUMENT NUMBER:	LOCATION OF TEMPLATE: Telehealth & Virtual Care Shared Drive
AUTHORIZED BY: Heather Fear	DATE: March 20, 2020
SOP OWNER: Heather Fear	

PURPOSE: To ensure providers appropriately conduct a telemedicine consultation using the Cisco Jabber application with iPad device.

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.

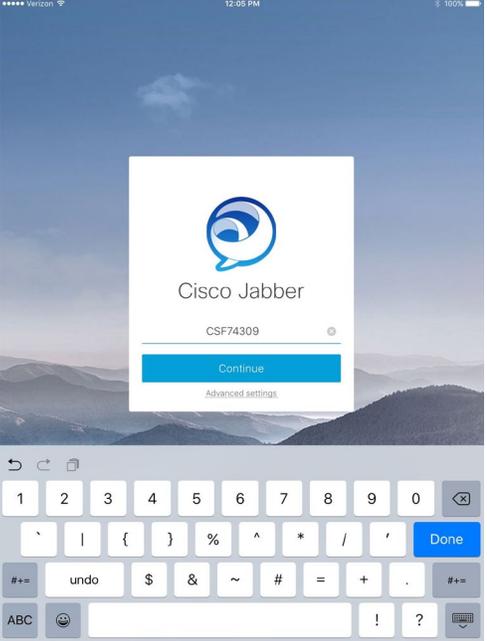
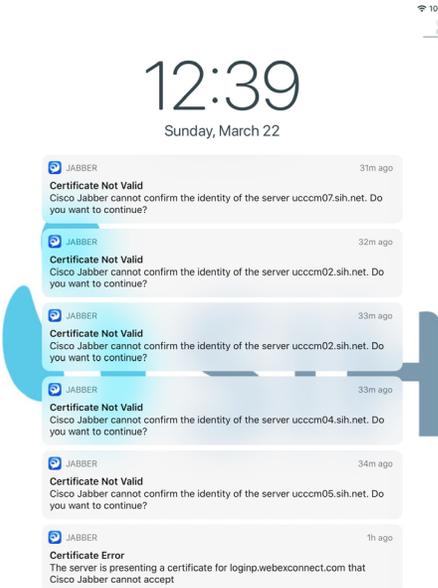
PROCEDURE:

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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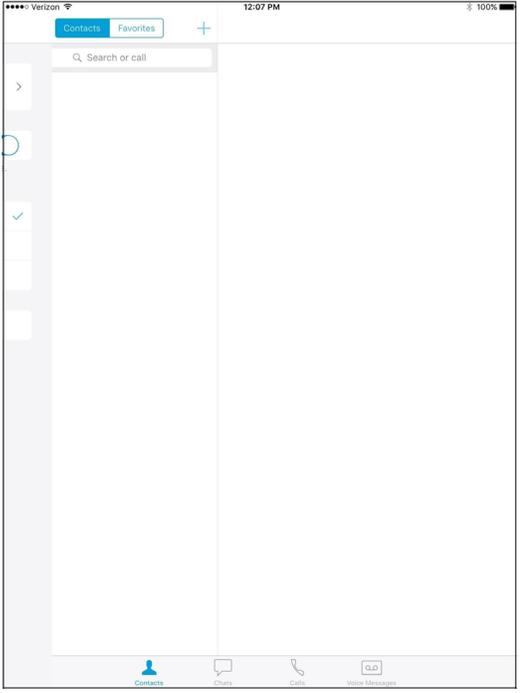
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	Activity / Task	Task Time	What It Looks Like
2	<p>Tap the Jabber icon to open the login screen.</p> <p>Enter the login and password credentials indicated on the back of the iPad device.</p> <p>The login and password are the same.</p> <p>Example:</p> <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. 		



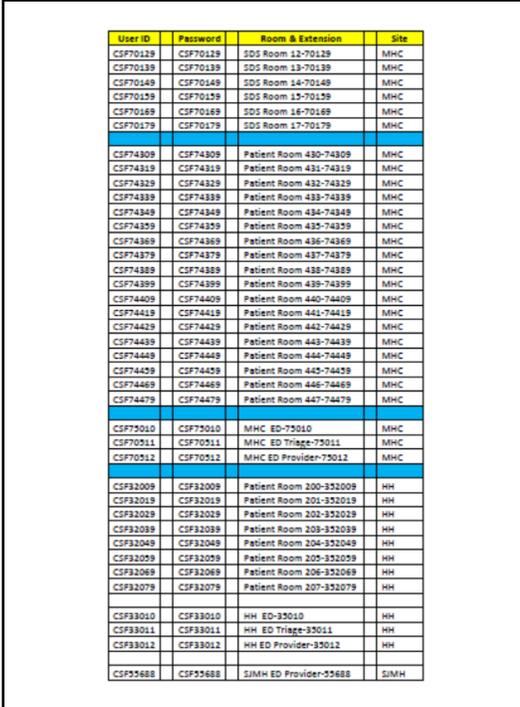
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4	Once logged in, the provider will be able to place a video call to the individual iPad device located in the patient room, ED or triage location by entering the 5-digit extension and tapping the call key.		

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<p>5 Enter the 5-digit extension for the location to make the video call using the list of rooms and extensions provided.</p>		 <table border="1"> <thead> <tr> <th>User ID</th> <th>Password</th> <th>Room & Extension</th> <th>Site</th> </tr> </thead> <tbody> <tr><td>CSF70129</td><td>CSF70129</td><td>SDS Room 12-70129</td><td>MHC</td></tr> <tr><td>CSF70139</td><td>CSF70139</td><td>SDS Room 13-70139</td><td>MHC</td></tr> <tr><td>CSF70149</td><td>CSF70149</td><td>SDS Room 14-70149</td><td>MHC</td></tr> <tr><td>CSF70159</td><td>CSF70159</td><td>SDS Room 15-70159</td><td>MHC</td></tr> <tr><td>CSF70169</td><td>CSF70169</td><td>SDS Room 16-70169</td><td>MHC</td></tr> <tr><td>CSF70179</td><td>CSF70179</td><td>SDS Room 17-70179</td><td>MHC</td></tr> <tr><td>CSF74309</td><td>CSF74309</td><td>Patient Room 430-74309</td><td>MHC</td></tr> <tr><td>CSF74319</td><td>CSF74319</td><td>Patient Room 431-74319</td><td>MHC</td></tr> <tr><td>CSF74329</td><td>CSF74329</td><td>Patient Room 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<p>6 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. They have been given instruction to notify the Tier 2 tech on call immediately.</p>																																																																																																																																																																		