LAPTOP TELEHEALTH KIT USER GUIDE

Maine Seacoast Mission

A Look Inside

This guide was created by the Maine Seacoast Mission and MCD Global Health to help island residents meet with their doctors using simple, reliable telehealth tools. It walks you through how to set up and use each device, with tips for safety and problem-solving. Questions about the equipment or the pilot project? Email Andrew Solomon asolomon@mcd.org or Margaret Snell msnell@seacoastmission.org.

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Get to Know Your Kit

The Logitech webcam provides a clearer, more adjustable view than the laptop's built-in camera. It can be used when the provider needs a better angle or higher-quality video.

Get to Know Your Kit

Lenovo Thinkpad X1
Carbon Gen 12 Intel

Vitals Kit

Blood Pressure Monitor
Wraps around the upper arm to measure blood pressure and heart rate for monitoring overall cardiovascular health.

Thermometer (ear or forehead readings)
Measures body temperature quickly and accurately to help identify fever or infection.

(items in vitals kit do not connect to the laptop)

Pulse Oximeter
Clips onto a fingertip to check oxygen levels and pulse rate in seconds.

Bluetooth Headphones

Sony bluetooth headphones can be used during a telehealth visit for clearer sound and more privacy. The headphones, which can connect through an audio port or wirelessly through a bluetooth connection, help patients hear their provider better in noisy environments, and also keep conversations private so others nearby cannot overhear sensitive information.

Firefly Otoscope

Features

- 1280 x 1204 resolution
- Captures microscopic pictures and videos
- See more patients and reduce patient visit time with more efficient record documenting
- Variable magnification up to 150x (digitally) and upto 50x (optically)
- Observes and records in real time (30 FPS)
- Multi-layered glass lenses
- Rugged industrialized construction

Uses

- Inner ear observation
- Patient education
- Electronic medical records (EMR
- Telemedicine
- Medical schools

**It is recommended that the Firefly otoscope only be used by someone with clinical experience to avoid the risk of injury to the ear.*

What's Included

- USB Digital Video Otoscope
- Disposable Specula
  - 2 pieces 3mm
  - 9 pieces 4mm
  - 4 pieces 5mm
- Velvet carrying case

Telemedicine.com
General Examination Wand Setup

The Telemedicine.com Wand is a general examination camera that allows providers to see high-quality, close-up images of the skin, mouth, or other external areas during a virtual visit. The Wand can be used when a provider requests a clearer look at a rash, wound, sore, or other visible concern.

Step 1

Take USB cable and line it up to the back of the wand

Step 2

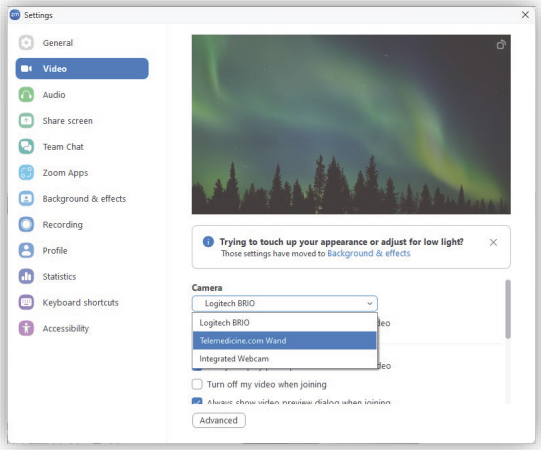
Gently push in the cable until it seats flush with the wand

Step 3

Plug the other end of the USB cable into a computer

Step 4

Within your software select Telemedicine.com Wand as the video camera to project the wand video image



TeleMedicine.com
Your Single Resource for Telemedicine

How To Apply The Sheath On The Telemedicine.com General Examination Wand

1: Hold the open end of the sheath with the paper side facing down and insert the wand lens-side-down under the white tab facing the paper.

2: Gently slide the wand until it reaches the end of the cover. Do not use it if the sheath becomes torn or punctured.

3: Peel back the plastic film top cover and discard.

4: Peel back the opposite-side paper cover and discard.

5: Gently continue pushing the wand into the cover so that the plastic film is smooth and wrinkle-free against the wand camera lens. Use as normal.

Thinklabs Y One

Instructions for Use

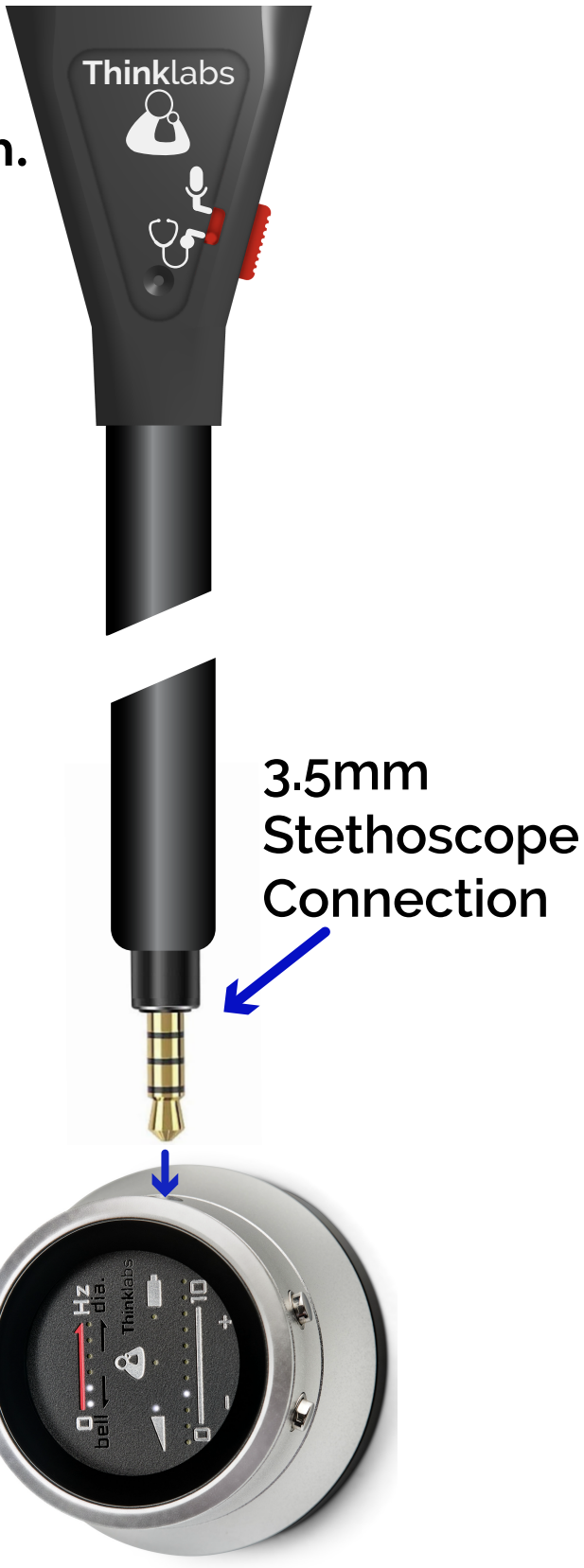
Standard Stethoscope Headset

1. Plug the Y into the One.

2. Turn on the One and listen.

The Y has stereo headphones and both left and right will reproduce the stethoscope sound.

Note: The red Output Selector Switch has no effect when the Y is used as a standard headset.

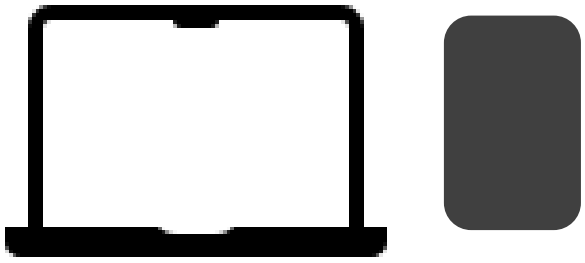


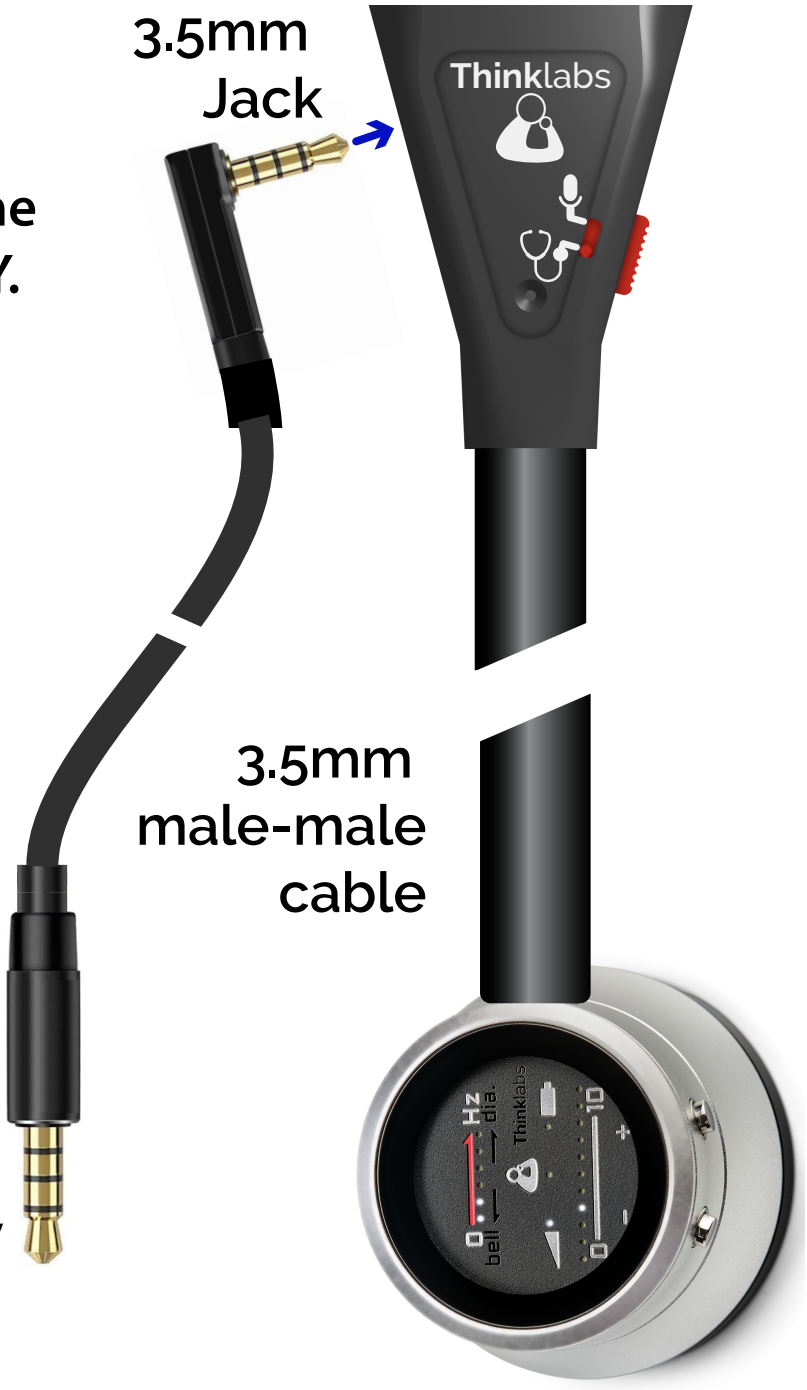
Recording / Telemedicine Connection

1. Connect cable to the 3.5mm jack on the Y.

2. Connect cable to the 3.5mm Headset jack on computer or mobile device.*

* If your device does not have a 3.5mm headset jack, use a 3.5mm to USB-C or Lightning (Apple) adapter.

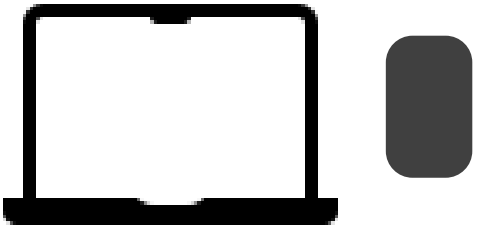




Always use a 4-conductor cable with 3 black rings on the metal plug. A stereo plug with 2 rings will not work correctly.

Output Selector Switch

Select Stethoscope or Voice Mic as output to connected device.



Output Selector Switch changes the output to the connected device, but does not change what you hear on the Y. Stethoscope and connected device are always audible.

Workflow for using Thinklabs Digital Stethoscope with Zoom

1. Patient-side clinician starts Zoom meeting with far-end Provider using normal Zoom sound
2. When it is time to auscultate, the Patient-side clinician plugs in the Thinklabs One stethoscope via the Y Headset
    a. The red toggle switch should be in the down position to send auscultation sounds
    b. Move the red toggle switch to the up position if the Patient-side clinician would like to talk to the far-end Provider
3. Patient-side clinician clicks “...Audio”, "Audio Settings" (at the bottom of their screen), and Enable Original Sound For Musicians and Echo Cancellation, and begins auscultation (check for "Original Sound for Musicians: On" at the top of the screen - if it says "off", click once to toggle "on")
    a. Important! The far-end provider should always wear headphones, as computer speakers are not good enough to project the low bass tones of heart and lung sounds with full fidelity.
4. When auscultation is finished, the Patient-side clinician unplugs the Y Headset from the iPad / iPhone to continue with the visit

Preparing the Technology

Videoconferencing Software

This device is preloaded with the most commonly used telehealth platforms—such as Zoom, Microsoft Teams, and doxy.me—as well as apps to access a variety of patient portals. These tools make it easy to connect with healthcare providers for virtual visits and follow-up appointments. If you need an additional app or software that is not already installed on the device, please contact Andrew Solomon asolomon@mcd.org, or Margaret Snell, msnell@seacoastmission.org for assistance.

Test Connected Devices

Visit MCD's Telehealth Access Point Resource Hub for quick tutorial videos on each device - https://mcd.org/PNMI/ - or use the QR code below.

Before Returning the Equipment

- Use the cleansing wipes provided in the back pack to wipe down all devices
- Sign out of all apps and clear passwords

Preparing for Telehealth Visits

Pre-Session Preparation

- Ensure the battery is fully charged and/or device is properly connected to power
- Turn on power to laptop
- Confirm that the camera, microphone, and speakers (or headphones) are functioning correctly
- Check the internet connection stability to avoid disruptions during the session
- To run a telehealth technology test, visit netrc.org/prepare-for-visit.php
- Contact NETRC for further assistance - https://netrc.org/contact-us.php

Privacy & Security

- Follow HIPAA (Health Insurance Portability and Accountability Act) guidelines to protect patient privacy and maintain data security
- Ensure privacy by providing a space with a closed door and checking output noise levels on the device(s)
- Learn more about HIPAA and telehealth with this National TRC Guide to Compliance - https://netrc.org/wp-content/uploads/2017/04/HIPAA-Telehealth-Stepwise-Guide.pdf
- Learn more about security and privacy tips here: https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/telehealth-privacy-security/index.html
- Use secure and encrypted communication platforms for sessions

Lighting & Environment

- Ensure adequate lighting in the room to allow clear visuals during the session
- Minimize background noise to enhance audio quality
- Ensure privacy by closing door(s) to room where the session is taking place
- Position the device at a suitable distance to capture the patient's face and upper body clearly on the screen
- Adjust the camera angle to focus on the patient's face and upper body
- Avoid camera movements during the session to prevent distraction
- Speak clearly and at an appropriate volume to ensure effective communication

Troubleshooting Tips

No Power or Startup Issues

- Ensure the device is connected to a power source and that the power is turned on
- Check power cables and connections for any loose or damaged parts
- Confirm that the batteries are charged (if applicable)
- Test power source with another device to determine if issue is with the outlet

Connectivity Problems

- Verify the device is connected to a stable and reliable internet connection
- Check for Wi-Fi signal strength or Ethernet cable connectivity
- Using wireless? Connect via Ethernet to test if the issue is related to the wireless network

Audio Issues

- Check that the microphone and speaker or blue tooth headhpones are properly connected and not muted
- Adjust the volume settings on the cart/tablet and all connected devices
- Test audio output with different devices (e.g., headphones) to identify if the issue is with the cart/tablet hardware or the connected device

Video Issues

- Ensure the camera is functioning and not physically obstructed
- Check the camera's focus and angle to ensure proper framing of the user
- Ensure the camera is properly connected

Software Glitches

- Restart the device
- Check for updates and perform updates if necessary
- Clear cache and cookies in the browser if you're using web-based telemedicine platforms

Display Problems

- Check the monitor's connections (HDMI, VGA, etc.) to ensure they are secure
- Adjust brightness, contrast, and resolution if the display appears distorted

Camera Focusing or Quality Issues

- Clean the camera lens (screen) to remove any smudges or dirt
- Adjust the camera's focus settings using its software interface or within the video conferencing platform

Maine Relay Phone Numbers

Maine Relay provides free, 24-hour telephone relay services for people who are deaf, hard of hearing, or have a speech disability. These numbers connect callers with a specially trained operator who helps relay conversations between standard voice users and individuals using TTYs, captioned telephones, or other assistive devices. Use these numbers if you or the person you're calling has difficulty hearing or speaking over the phone.

Voice: 800-457-1220

TTY: 800-437-1220

Voice Carry-Over (VCO): 866-479-7565

Hearing Carry-Over (HCO): 800-437-1220

Speech-to-Speech (STS): 888-890-9256

Spanish-to-Spanish: 888-890-9255

Spanish-to-English: 888-890-9255

International: 605-224-1837

Relay Conference Captioning (RCC):

MaineRCC.com