

Senior Care Implementation Guide



Avel eCare Senior Care

Phone: 844.322.4236 or 605.606.0584

Fax: 605.679.7031

E-Mail: SeniorCare@avelecare.com

4500 N Lewis Ave
Sioux Falls, SD 57104

www.avelecare.com

Visit our Senior Care Customer Portal [here](#)

Our Mission

Every person and every community deserves access to high quality care. Avel's experts collaborate with local clinicians through telehealth, to deliver high quality care when and where it's needed.

Our Values

1. Service:

- We are called to be caregivers. We provide compassionate care to each patient we encounter.
- We support the local care team, anticipating and responding to their needs.
- We care for our partners by providing valuable and affordable services, helping to keep health care local.

2. Quality:

- We hold ourselves to the highest standards.
- We believe all patients deserve access to quality care.
- We design our programs to deliver quality and measure our work to ensure continuous improvement.
- We help local care teams in their pursuit to enhance care delivery.

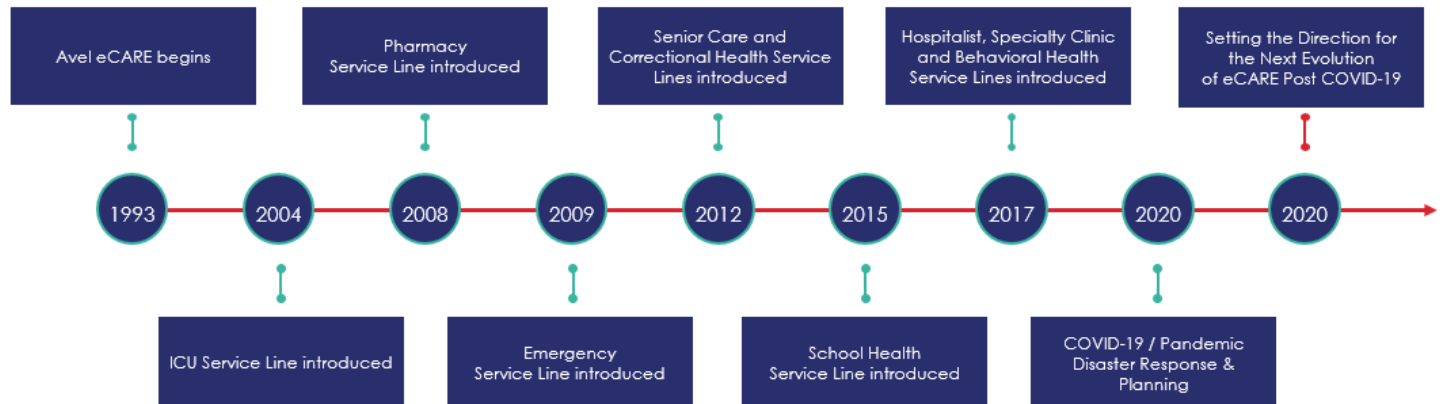
3. Collaboration:

- We serve the local care team in their mission to care for patients and communities.
- We aim for true partnership by recognizing the individuality of our collaborators and by working to achieve success together.

4. Innovation:

- We are innovators and catalysts for change - breaking down barriers and working effectively as a team.
- We work with others in the industry to advance the field of telehealth.

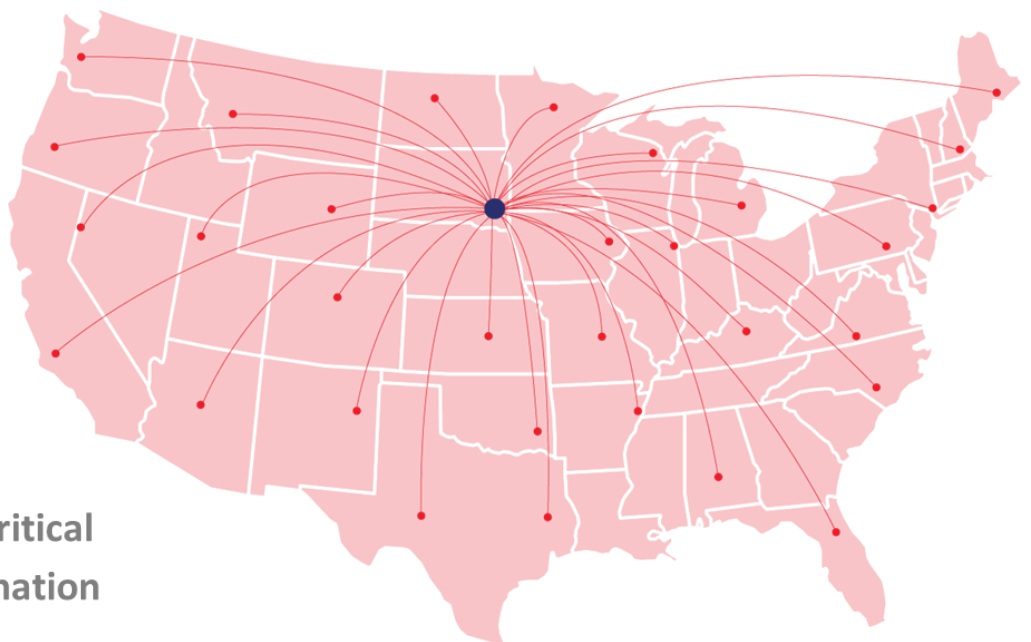
Avel eCare Overview



25+ years
of Delivering
Telehealth Services

Over **600 sites**
in **32 states**

Serves **17%** of all Critical
Access Hospitals in the nation



Meet the Senior Care Team



Dr. Joseph Rees, Medical Director

Joseph Rees, DO, is the Medical Director for Avel eCare Senior Care. Dr. Rees began his career at Avera McKennan Hospital and University Health Center as a Hospitalist in Sioux Falls, South Dakota. While practicing at Avera McKennan, Dr. Rees also served as Co-Director of the Internal Medicine Department, where he provided over-site to the internal medical residents and the medical students for Sanford School of Medicine of The University of South Dakota. Dr. Rees attended Kansas City University of Medicine and Biosciences, where he received his Doctor of Osteopathy, and completed his internal medicine residency and Geriatric Fellowship at Sanford School of Medicine of the University of South Dakota in Sioux Falls, South Dakota.

Dr. Victoria Walker

Victoria Walker, MD, serves as Avel eCare's Senior Care Medical and Clinical Officer. In this role, she is responsible for the clinical senior care team to deliver clinical services that exceed customer expectations, lead quality programs for senior care, and actively work on regulatory monitoring and public policy to benefit telehealth and seniors. Dr. Walker started her career as a Family Physician, and transitioned into the Geriatric field as she loved the complexity of medical care these patients needed. She has been practicing medicine for 20 years and joined Avel eCare in August 2020, bringing in her expertise to post-acute and long-term care medicine.



Dr. Walker received her medical degree from the University of South Dakota and completed her residency in Washington, PA. While completing a Health and Aging Policy Fellowship in 2014-16, Dr. Walker was the national coordinator for the Family Caregiver Platform Project and worked with the Centers for Medicare & Medicaid Services (CMS) to partner with the provider community to reduce adverse events in post-acute and long-term care. She is a clinical associate professor at the University of South Dakota Sanford School of Medicine, is certified by the American Board of Family Medicine and is a certified Medical Director by AMDA-The Society for Post-Acute and Long-Term Care Medicine. Dr. Walker also serves on the board of the South Dakota Foundation for Medical Care and the national board of AMDA-The Society for Post-Acute and Long-Term Care Medicine.

Meet the Senior Care Team - Providers



**Robin Arends, DNP, CNP,
FNP-BC, PMHNP-BC**

NPI: 1063660363



Ephrem Bejiga, CNP, FNP-C

NPI: 1902417983



**Vickie Britson, PhD, CNP,
FNP-BC**

NPI: 1942522743



**Muriel Engbrecht, CNP,
FNP-BC, PMHNP-BC**

NPI: 1124292180



**Tricia Heinricy, DNP, CNP,
FNP-C**

**Nurse Practitioner
Manager**

NPI: 1477926558



Filiz Junge, CNP, FNP-BC

NPI: 1457026551



**Kari Kurtenbach, CNP,
FNP-C**

NPI: 1467127811



**Amy Thompson, CNP,
FNP-C**

NPI: 1669752358

Meet the Senior Care Team - Providers



**Katherine Turner, CNP,
FNP-BC**

NPI: 1366803181



Nadia Yusufi, DNP, FNP-C

NPI: 1841665056

Our team is comprised of:

- Board Certified Geriatrician
- Board Certified Geriatric Pharmacists
- Board Certified Gerontological Registered Nurses
- Board Certified Family Physician
- Licensed Masters Social Worker
- Advanced Practice Providers
- Nurse Practitioners of Psychiatry
- Wound Certified Nurse Practitioner
- Administration and Support Staff

Meet the Senior Care Team - Registered Nurses



**Wanda Brown, RN-BC-
Gerontology**



**Kiley Elsinger, RN-BC-
Gerontology**



Zita Hans, RN-BC-Gerontology



Elissa Kallsen, RN, ADN



**Pamela Paulsen, RN-BC-
Gerontology, RAC-CT
Nurse Manager**



Janae Poppens, RN-BSN



**Jennifer Sjaarda Dinger, RN
BC-Gerontology, MSN, MHA,
OCN, BSN**



**Heather Thompson, RN, ADN,
BC-Gerontology**

Meet Additional Senior Care Team Members



Teresa Eastman,
PharmD, BCGP



Angela Johnson,
PharmD, BCGP



Michele Snyders,
CSW-PIP, APHSW-C

Why Call eCare Senior Care?



Clinical Questions



Change in Resident Condition



Event/Incident Reporting



Phone Consults with Provider or RN



Assessment of resident over video



Medication support



Staff Education

We're here to help—contact us anytime at:

844.322.4236

Email: SeniorCare@avelecare.com

Who Should I Call for Help?			
<i>Examples are not all-inclusive; if in doubt contact Avel eCare to discuss</i>	Attending Provider Issues that are ok to address non-urgently	Avel eCare Senior Care Conditions that are concerning but don't appear to be life threatening	911 Immediately life-threatening conditions
Blood Pressure	Systolic blood pressure that is often >150 or below 100	Systolic blood pressure >160 with mild symptoms Systolic blood pressure < 100	Systolic (top number) > 180 with a headache, vomiting, new confusion, weakness or changes in vision Systolic blood pressure <100 with a pulse that is >120 or below 55
Blood Sugar (FSBS)	Levels that are often between 60-100 or over 250 (or outside parameters set by provider)	Blood sugar levels that need to be treated with additional insulin orders Blood sugar less than 50 with symptoms of confusion	Blood sugar less than 60 that does not rise above 80 after juice/glucose tablets, associated with confusion or decreased consciousness Blood sugar level greater than 400 that does not respond to treatment and is associated with signs of illness
Breathing	Chronic condition management, medication refills	Resident with a new or increasing cough	Shortness of breath that makes it difficult for the resident to speak
Diarrhea	Loose stools in a patient who is taking medication for constipation	New onset of loose stools Nausea Abdominal discomfort	Large amount of blood from the rectum Diarrhea with high fever, severe pain or confusion
Fall	Talk to the provider about evaluating medications and other issues that may be contributing to fall risk	For nursing assessment before helping a resident get up off the floor and evaluation for potential injuries	Obvious serious injuries, such as a laceration that looks like it needs stitches, suspect a fracture, head injury, changes in ability to speak/move
Infection	Mild upper respiratory symptoms (e.g. runny or congested nose)	Pain with urination, increased frequency of urination, new rash or sore on skin, new respiratory symptoms, fever 99-101	Fever associated with a change in level of alertness, symptoms of infection and systolic blood pressure <100, severe abdominal pain, severe headache, or difficulty talking while breathing
Upset Stomach	Nausea after taking medications	Vomiting, abdominal discomfort	Vomiting blood, can't keep any fluids down, pulse >110

Senior Care Cart and Equipment



TytoCare Device Operating Instructions

Getting Started

This guide instructs you how to set up and operate your TytoPro product. Please follow the instructions below to start your examination process.



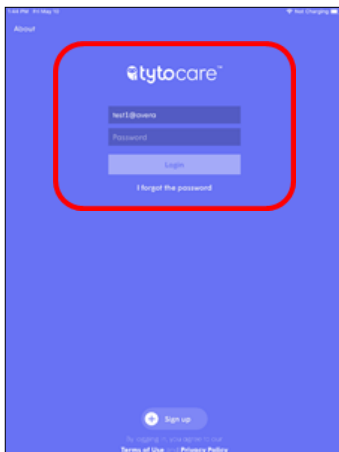
Conducting a Visit



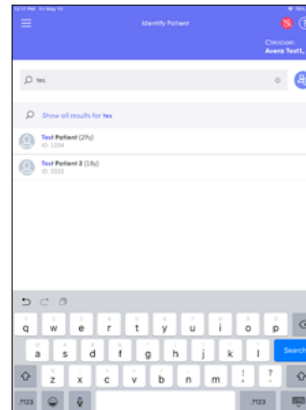
1. Turn tablet on and swipe up on the line on the bottom center.



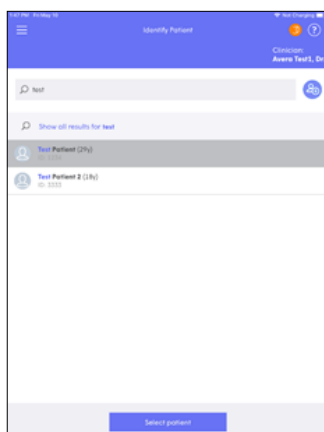
2. Select the TytoCare icon to launch the app.



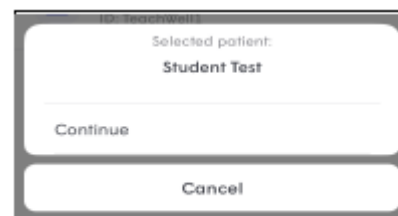
3. Username should autogenerate; enter password and tap "Login".



4. Once logged in, use facility designated patient name to continue.

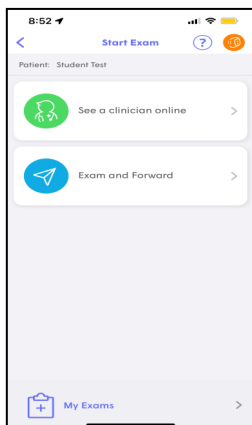


5. Tap on the name, then "Select Patient" button.

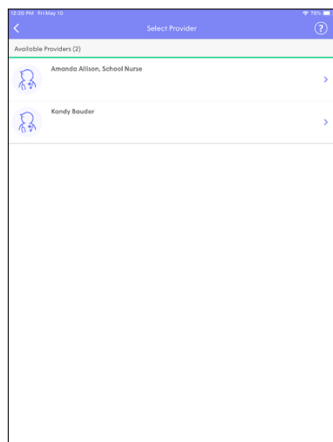


6. Click on "Continue" to go to the next screen

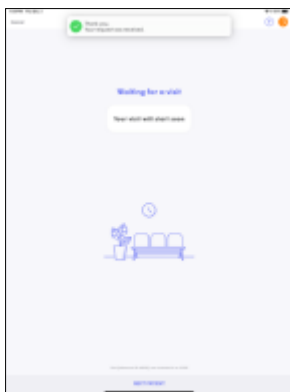
Conducting a Visit (cont.)



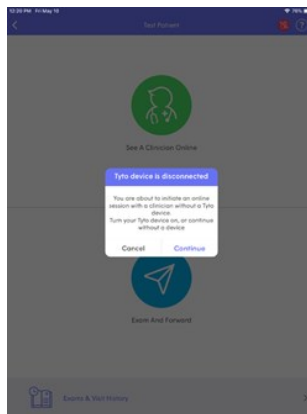
7. Select “See a Clinician Online”



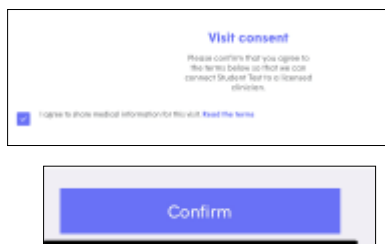
9. Select the provider you will be connecting



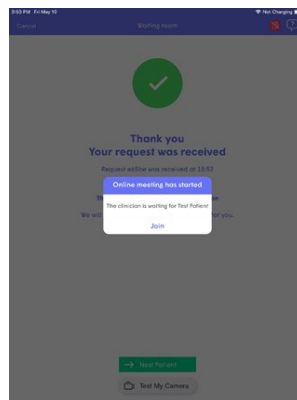
11. This screen will appear next and notify the nurse that you’re ready to begin the visit



8. You might see the screen above indicating the Tyto device is not paired. For assistance with pairing the device, refer to TytoCare Cart Troubleshooting on page 23. Select “Continue”

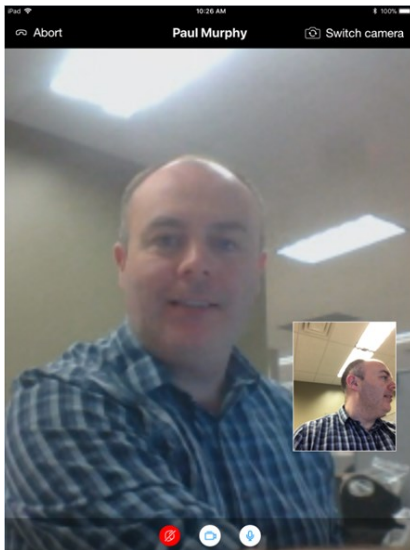


10. Select the check box and Select Confirm at the bottom of the page

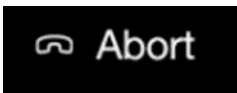


12. When you see this screen, the provider has acknowledged the request—tap “Join” to start the video session

Conducting a Visit (cont.)



13. Once in the video session, you will see the provider on the main screen and yourself on the picture in picture view



14. By tapping Abort on the top left of the screen, this will start the process to end the video conference



15. By tapping Switch camera on the top right of the screen, you will switch the camera from forward facing to rear facing.

Conducting a Visit (cont.)



16. On the bottom of the screen, there are three icons (as shown above). The **red** symbol indicates the Tyto device is not connected; this will turn green when the device is connected – to connect, simply turn the device on.

The **camera** icon will turn off your camera – when you press it, the provider will no longer be able to see you. Press it again, to turn it back on.

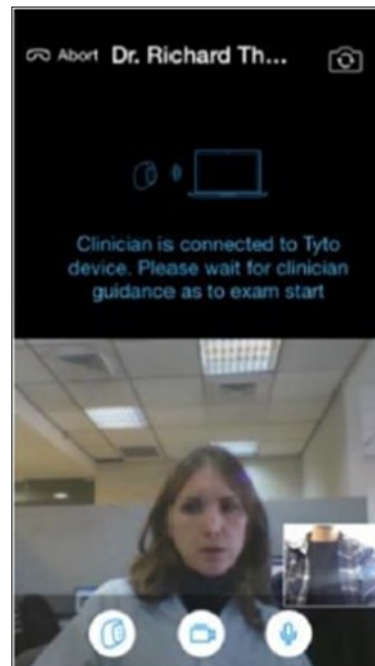
The **microphone** icon will turn off your microphone – when you press it, the provider will no longer be able to hear you. Press it again to turn it back on.



Tyto device display when under remote control

17. During the online visit, the clinician controls your device remotely, and will guide you through the examinations.

The two images above show when your display is under remote control.



iPad display when under remote control

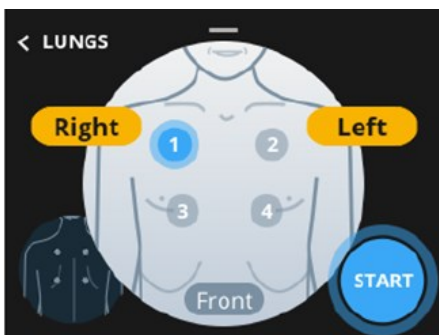
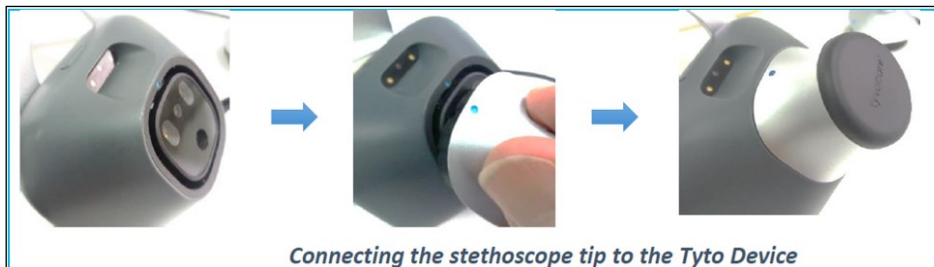
Using the TytoCare Device

Heart and Lung Exams



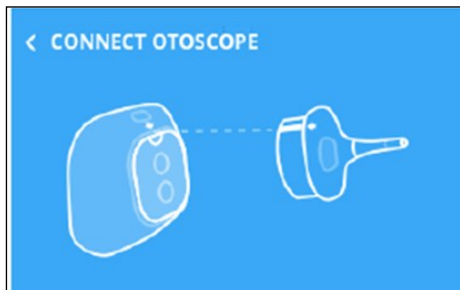
When the provider asks for the heart or lung exam, you'll see this prompt.

- Connect the stethoscope tip
- Follow verbal instructions from the provider as well as the screen prompts and move the stethoscope to the appropriate area on the patient.



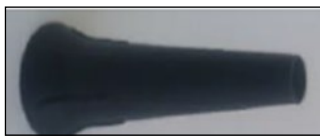
Using the TytoCare Device

Ear Exams



When the provider asks for an ear exam, you'll see the following prompt.

- Connect the Otoscope tip as shown; then place a disposable speculum on the tip by rotating it
- On the handheld TytoCare screen, select which ear on the patient you are going to look into first.



Example of an eardrum

- Insert the device into the ear canal following the verbal commands from the provider and on-screen prompts.
- Watch the video stream on the device and the iPad as you conduct the exam and maneuver the device to get the best image
- After the exam, dispose speculum and return peripheral back to box on cart

Using the TytoCare Device

Throat Exams

How to connect the tongue depressor:

1. Attach the holder connector part to the device socket, following the blue dots.



2. Insert the tongue depressor blade into the holder until you hear a locking click.

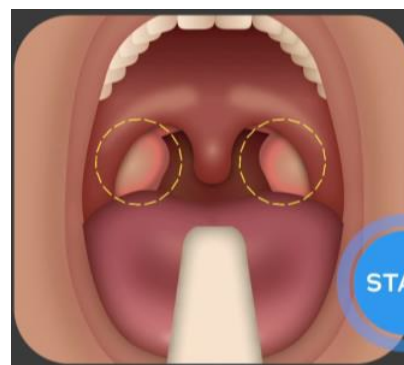
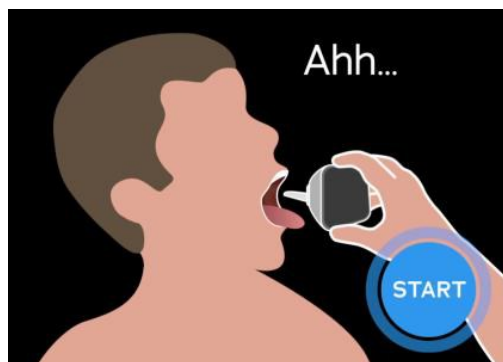


3. To detach the blade from the holder, press the locking latch at the bottom of the tongue depressor.



When asked to conduct the throat exam, connect the tongue depressor as shown.

- Instruct patient to open mouth as wide as possible, stick tongue out and say “ahhh”
- Make sure you’re able to see the back of the throat clearly on the screen to give the provider a good look of the throat
- **DO NOT throw away holder/connector — only dispose the tongue blade!**



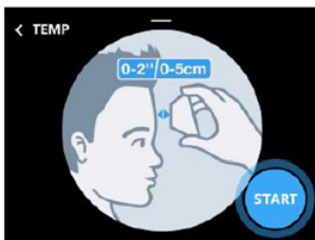
Using the TytoCare Device

Temperature Exams

The infrared Temperature Sensor is located at the front of the device:



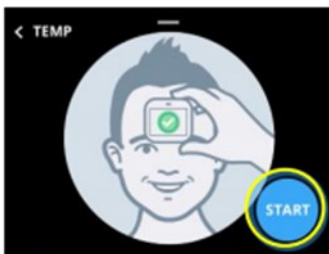
When you are ready to begin taking the temperature, aim Tyto device at the center of the forehead, just between and above the eyebrows, with a distance of no more than 2 inches (5 cm).



Place Tyto device close to the skin, not exceeding 2 inches (5 cm) from forehead

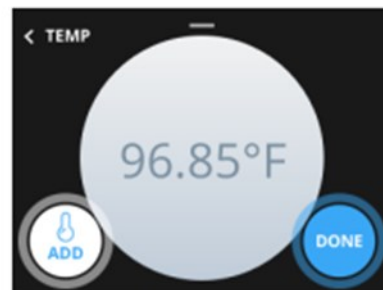
Note: Make sure the forehead is exposed, without hair interfering and no sweat on forehead. Also, the patient should be in a relaxed state. Remove any excess perspiration from the patient's forehead.

Press **START** when you are ready to begin the exam.



Hold Tyto steady on the forehead during one timing circle (6 seconds), until you hear a beep.

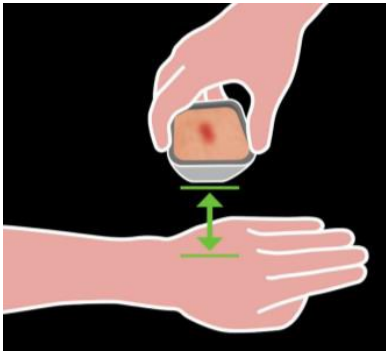
Device screen showing correct location on forehead and Start button



Measured temperature

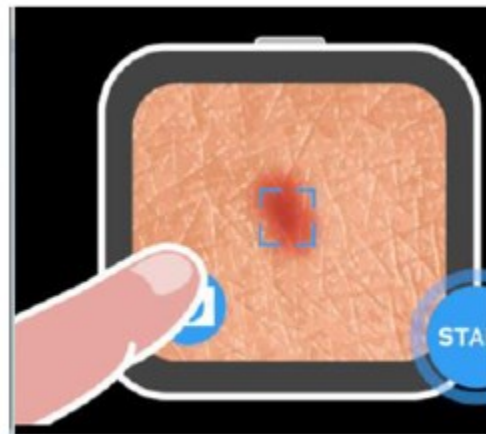
Using the TytoCare Device

Skin Exams

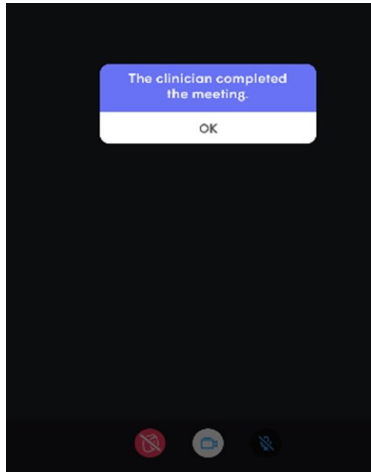


When asked to conduct the skin exam, place the Tyto device about 1.5-2 inches from the skin to allow the camera to focus so the provider can get a good clear look at the skin.

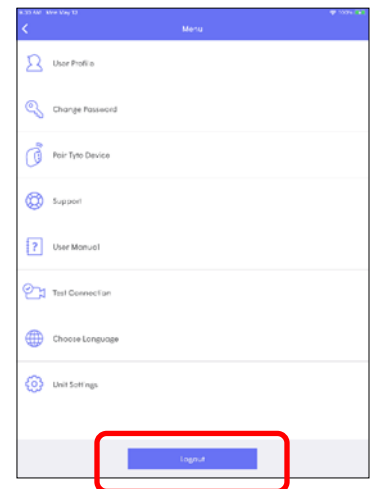
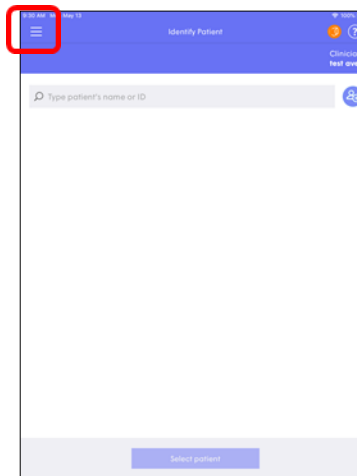
To focus the camera, press on the screen where the skin lesion, rash or other area you wish to share with the clinician is visible.



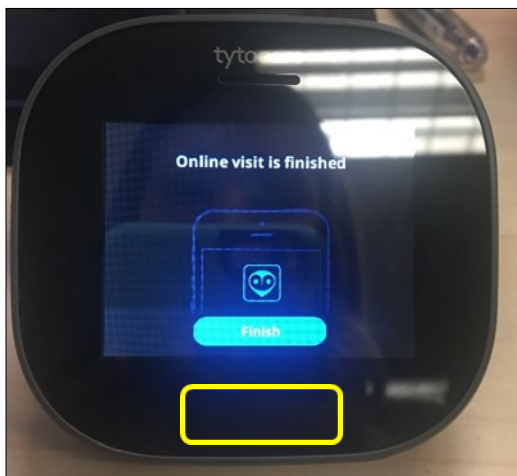
Ending a Visit



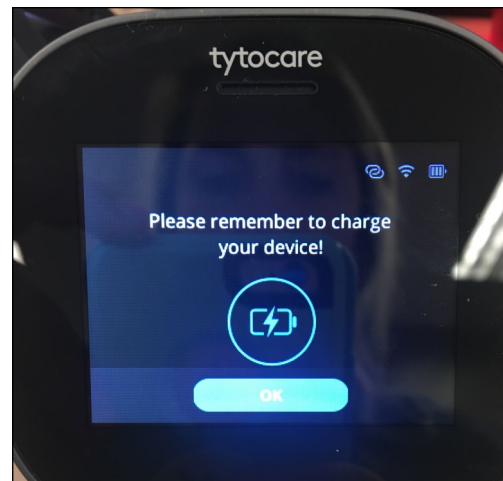
1. When you see this screen, the provider has ended the visit—select “OK” to end the session.



2. Next you will be brought to this screen; select the three lines in the top left hand corner. Then select “logout”, and “Yes” and you’ll be brought back to the main login screen.



3. On the TytoCare device you’ll see a screen telling you the online visit is finished; press “Finish”.



4. The above icon will appear. Select “OK” and plug the Tyto device into the charging cable.

Remember to plug in the device when not in use.

Post-Encounter Survey: We know you are busy, but please take time to complete this quick survey – we are always trying to improve our services & we value your input!

TytoCare Device Troubleshooting

My Device Won't Turn On

1. Check if the Tyto is charged
2. Connect the charging cable to the device, there will be an orange LED light that turns on while charging and will turn green when fully charged
3. When not in use, Tyto device should be plugged in.

My Device Won't Charge

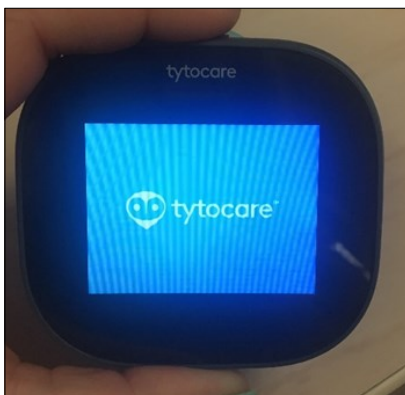
1. Make sure the charger is in the correct port, there are 2 similar ports on the bottom of the Tyto. The one for charging is smaller and the other is for connecting headphone which is larger. Ensure the charge is being inserted into the correct port and the orange LED light is lit up.
2. Once that is verified, make sure the cart as a whole is plugged into power.

I Can't Log In to the App

1. Verify your username and password
2. Check that the iPad is connected to the Internet
3. "Kill" the app by double-clicking the iPad home button and swiping up on the Tyto App

The Device is Stuck on a TytoCare Blue Screen

1. Force shut down of the device by pressing down the upper physical button on the device continuously for 10 seconds.



TytoCare Device Troubleshooting (cont.)

I Cannot Hear the Provider

1. Use the side buttons on the iPad, press the top one to make sure the sound is all the way up.
2. For additional troubleshooting, see instructions for Adjusting Sound on TytoCare Device.

The Image on the Video Exams is Not Sharp

1. For the Ears exam, clean the lens at the tip of the otoscope thoroughly, using 70% isopropyl alcohol wipes or cotton swabs (Q-tips) dipped in 70% alcohol.
2. For the Throat and Skin exams, clean the camera lens at the front of the device, using 70% isopropyl alcohol wipes.
3. Another reason could be the image is not focused. During the throat or skin exams, touch the device screen, at the area of interest, to apply auto-focus. In the skin exam, make sure the camera is not too close to the skin.

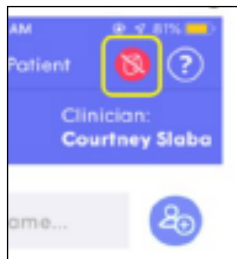
Cannot Connect to Tyto Device

1. If the green dot is not displayed, instruct the clinician to check the device and to make sure it is on and paired.
2. Take Tyto device off charger cord before logging in to encounter. Turn Tyto device on and make sure is at main screen "To start unidentified visit"
3. See instructions for Pairing the device.

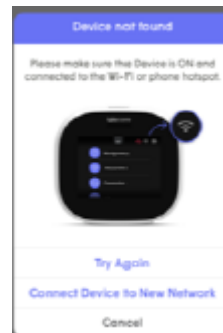
The Thermometer is Giving Bad Readings (Too Low or Too High)

1. See instructions for Calibrating the device.

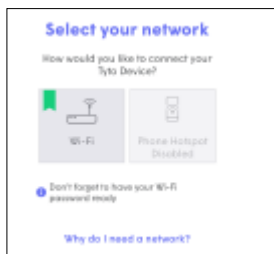
Pairing the TytoCare Device



1. If the Tyto device is disconnected, you will see a red icon at the top of the screen. Select the red icon.



2. Select "Connect Device to new Network"



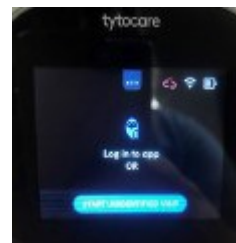
3. Select WiFi



4. Enter your WiFi password



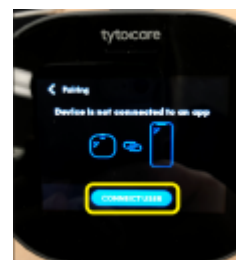
5. This will be the QR code you scan after getting the Tyto device prepared.



6. Swipe down the line at the top center of the Tyto device.

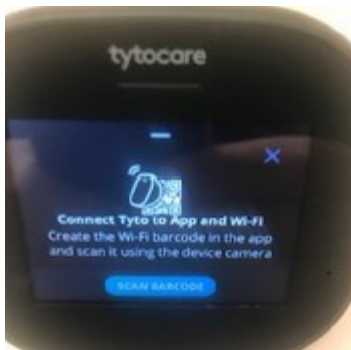


7. Select "Pairing"



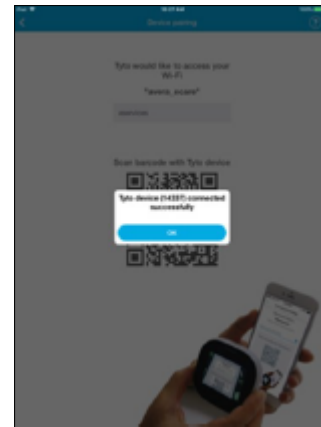
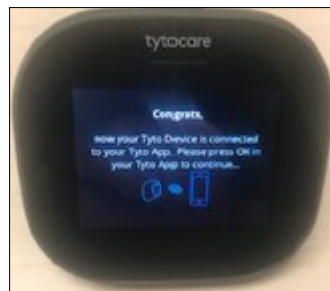
8. Select "Connect to User".

Pairing the TytoCare Device (cont.)



9. Select "Scan Barcode".

Center the QR code located on the iPad screen with the display on the TytoCare device. Pairing of the device is completed when the following message is displayed on the screen:



Cleaning the TytoCare Device

When cleaning the Tyto device, peripherals and case, use wipes that contain Isopropyl Alcohol concentration of 70% or less.

Cleaning the Cart

When cleaning the cart, use disinfectant wipes.

Cleaning the iPad

When cleaning the iPad, use any type of screen cleaning wipes.