

# Avel eCare Senior Care

## Digital Staff Competency for Video Encounter

Employee Name: \_\_\_\_\_

Reviewer/Date: \_\_\_\_\_

Purpose: Demonstrate competence with use of telemedicine equipment for digital health encounters via two-way camera.

**TytoCare Product Overview:** Will be able to identify and explain TytoCare equipment and function.

Yes  No

- Cart:
  - Brakes, Basket, Height Adjustment
- iPad / TytoCare Device:
  - Soft Pad, LCD Touch Screen, Charging Indicator, Charging Plug-in
- Camera:
  - Blue Dot Guiding Insertion Direction, Built-in Illumination, and Infrared Thermometer
- Stethoscope:
  - Headphones Jack Port
- Otoscope:
  - Disposables
- Tongue Depressor Blade
  - Disposables

**Conducting a Visit:** Will be able to demonstrate steps in initiating a digital health video encounter.

Yes  No

- Call Avel eCare Senior Care and set up video encounter time.
- Home screen on iPad - tap on TytoCare icon to launch app.
- Enter username and password and tap "Login."
- Start typing generic resident name and list of matching patients will appear, tap on correct patient and then hit the "select patient" button.
- On screen, tap on "See a clinician online."
  - Tap "Continue" and then "Yes" on next 2 screens.
  - TytoCare device is disconnected - You are about to initiate an online session with a clinician without a TytoCare Device.
- Medical information is personal. You are about to use TytoCare solution to share it with your clinician.
- Select the provider you will be connecting with.
  - While you are waiting for the provider to acknowledge the visit you will see the screen that says "Thank you for your patience." Please do not exit the TytoCare application until the clinician starts the visit.
- Tap "OK" to start the video session.
- By tapping ABORT on top left screen - this will start the process to end the video conference.
- By tapping SWITCH camera on top right of the screen, you will switch the camera to the rear facing camera.
- On bottom of screen there is 3 icons:
  - **Red symbol** indicates TytoCare device is not connected - turns green when on. To connect simply turn the TytoCare device on.
  - Camera icon will turn the camera on and off. When you press it the provider will no longer be able to see you. Press it again to turn it back on.

- Microphone icon will turn off your microphone.

**Assessments:** Will be able to appropriately demonstrate assessments utilizing TytoCare peripherals under the direction of provider/RN.

Yes  No

- Heart and Lungs Exam:
  - Connect Stethoscope tip to TytoCare device.
  - Able to follow provider verbal instructions or on screen prompts on TytoCare display or iPad display.
- Ear Exam:
  - Connect otoscope tip to TytoCare device with appropriate disposable speculum placement.
  - Insert the device into ear canal and follow commands from provider and onscreen prompts.
- Throat Exams
  - Connect tongue depressor tip to TytoCare device with appropriate disposable tongue depressor blade. Insert until you hear the piece lock into place, detach by pressing the locking latch at bottom of disposable.
  - Insert device into mouth and follow commands from provider- stick out tongue and say "ahhhhhh," point towards tonsils.
- Skin Exams
  - Place device about 1.5-2 inches from skin to allow camera to focus.
  - To focus camera, press on the screen where the skin lesion, rash or other area that is visible.
- Temperature
  - Place device close between eyebrows without touching skin.

**End Visit:** Will demonstrate ability to successfully end video encounter.

Yes  No

- Provider will end visit, Select "OK" to end the session.
- Select the 3 lines in the top left hand corner of iPad, select log out and then "OK."
- Are you sure want to logout? Select "Yes."
- TytoCare device will have a screen telling you the online visit is finished. Click finish and you will be brought back to main screen.
- Place TytoCare device on charger.

**TytoCare Cleaning:** Will demonstrate or verbalize appropriate measures for cleaning digital health equipment.

Yes  No

- Pad screen cleaned with LCD/Screen cleaning wipes
- All exterior surfaces of TytoCare equipment can be sanitized with standard 70% Isopropyl alcohol wipes.
- Accessories that come in contact with patient needs to be disinfected- wiped down with germicidal wipes.