

Equipment Operating Instructions

Video Utilization | iPad Pro with Polycom RealPresence

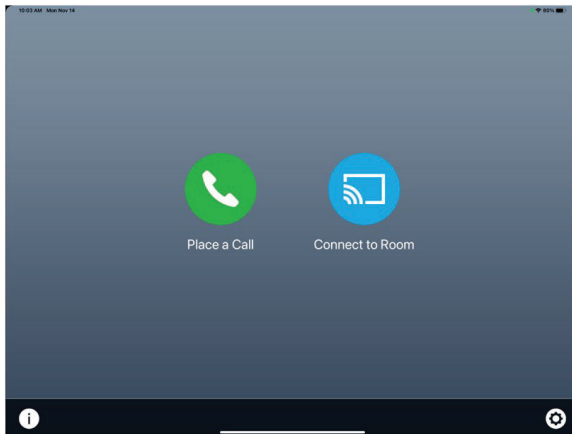
The iPad and software are deployed with auto sign-in, user credentials are not required for activation.

1. Launch the 'RealPresence' application by selecting it on the iPad home screen. Video cannot be activated by Avel eCare EMS from this screen.



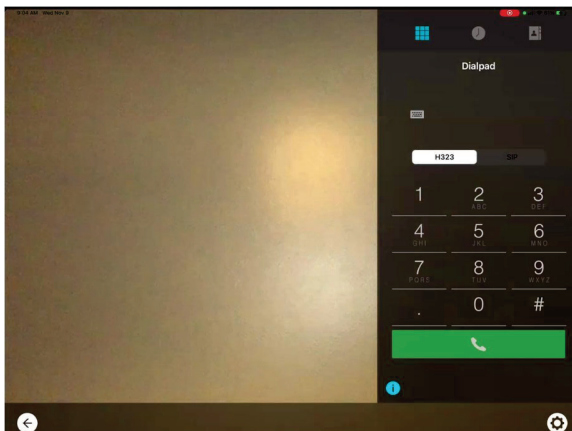
2. Video software is set to open the "Place a Call" screen as indicated below, no further action is needed. Avel eCare EMS can place a call at this point and the software will auto answer.

Note: Best practice is to leave this screen open at all times for hands free video activation when requesting support.



3. If EMS selects "Place a Call" from the above step, the dial pad screen shown below will open with a live view of within the ambulance. Select the back arrow in the bottom left corner to return to the "Place a Call" screen.

Note: Avel eCare EMS can place a call from both screens ("Place a Call" and dial pad).



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Live Video Session

During a video encounter, Avel eCare EMS will be seen at the top of the screen with EMS and the patient seen in the picture-in-picture at the bottom of the screen as indicated below. The device is used for live video only, no PHI nor images are recorded nor stored by Avel eCare EMS .

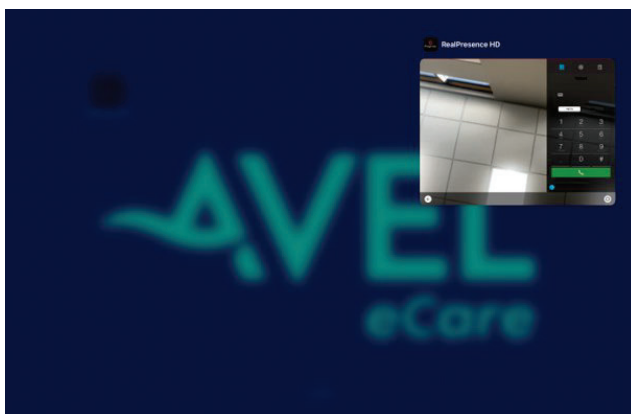


Video Troubleshooting

Video latency may occur during EMS transport which results in brief pixilation of video, however this resolves without intervention. The audio and video stream with Avel eCare EMS will continue.

Video disruption may occur in geographical areas with limited cellular service. The audio and video stream with Avel eCare EMS will disconnect resulting in a frozen view of EMS and the patient on screen.

1. EMS will kill the video application by swiping from the bottom of the iPad screen up, then hold. The RealPresence application will cascade into a smaller window as shown below.



2. Select and hold the small cascade window and swipe up to kill the application.
3. Re-launch the RealPresence application by selecting it on the home screen.

Note: Avel eCare EMS may attempt to call an EMS cell phone to re-establish communication if video disruption occurs. If the basic troubleshooting steps do not resolve video disruption, EMS is encouraged to call Avel eCare EMS .