



Intensive Health Staff Telehealth Guide

Introduction

For patients on-site at Intensive Health for a telehealth session, we use the telehealth cart (a rolling cart with a computer, monitor, and audio/visual communication tools powered by an onboard battery supply). When not using the cart, store it in a cool, dry place, and plug it in to recharge the battery.

How to Schedule a doxy.me Session

- When the patient calls to schedule an appointment, our team will determine whether their visit is appropriate for telehealth.
- If a telehealth visit is chosen, note that it is a telehealth session in the appointment block on the schedule.
- On the business day before their appointment, the receptionist will send the patient an email with the sign-in link, the appointment time, the provider they will be seeing, and the phone number of the practice.

Testing the Equipment

For sessions where the patient is at Intensive Health, test the equipment before the first telehealth session of the day.

1. Log into the computer.
2. Make sure the camera and headset are connected properly.
3. Open Google Chrome from the dock.
4. Go to <https://stepworks.doxy.me/drj> (also available in bookmarks bar)

Starting a Session

Before the patient enters...

1. Verify that the monitor and computer are turned on.
2. Unplug the battery supply from the wall outlet. If the battery supply starts to beep, press the mute button on the front of the supply unit.
3. Log into the Intensive Health account.
4. Open Google Chrome from the dock.
 - a. For Dr. Brittany Ingram, go to <https://stepworks.doxy.me/drj> (also available in bookmarks bar)

- b. For Becca, go to <https://stepworks.doxy.me/msbecca>
- c. For Joyce and Jen, go to <https://stepworks.doxy.me/waitingroom>

Enter the Exam Room...

1. Position the cart a comfortable distance from the patient.
2. Plug in the battery power supply (if possible).
3. Swivel the monitor to face the patient.
4. Clean the headset.
5. Enter the patient's first and last name into doxy.me. (This places the patient in the provider's virtual waiting room.)
6. Instruct them to wear the headset.
7. Text the provider to let them know that the patient is ready.

After the Session...

1. Swivel the monitor back.
2. Close the browser.
3. Log out of the computer.
4. Unplug the battery power supply.
5. Clean the headset.
6. Remove the cart from the room.
7. Plug it in to recharge the battery.

Emergencies

The provider or Intensive Health team member should immediately stop the session to attend to the emergency. Move the equipment out of the way quickly and secure the patient. Once the space and patient are secure, follow Intensive Health emergency protocols.

Troubleshooting

If you have technical difficulties, please remove the cart from the exam room. Avoid troubleshooting problems in front of the patient.

Audio isn't Working...

1. Make sure the audio is not muted on the computer.
 - a. Click the speaker icon in the top-right area.
 - b. Verify audio is turned up.
2. Make sure the Google Chrome software is updated.
 - a. In the Chrome menu, select About Google Chrome.

- b. Click Update or Relaunch in the first box.
3. Make sure the microphone and sound are permitted in Chrome.
 - a. In the Chrome menu, select Preferences.
 - b. Click Advanced.
 - c. Under Privacy and Security, select Site Settings.
 - d. Select Sound.
 - e. If the doxy.me site is muted, unmute it.
 - f. Return to the previous page and select Microphone.
 - g. If the doxy.me site is blocked, unblock it.
4. If the problem persists, restart the computer and re-enter the webmeeting.
5. If the problem persists, contact Stepworks IT.

Video isn't Working...

1. Close Google Chrome and reopen it.
 - a. In the Chrome menu, select Quit Chrome.
 - b. Re-open the browser and go to the web meeting.
2. Make sure the Google Chrome software is updated.
 - a. In the Chrome menu, select About Google Chrome.
 - b. Click Update or Relaunch.
3. Make sure the camera is permitted in Chrome.
 - a. In the Chrome menu, select Preferences.
 - b. Click Advanced.
 - c. Under Privacy and Security, select Site Settings.
 - d. Select Camera.
 - e. If the doxy.me site is blocked, unblock it.
4. If the problem persists, restart the computer and re-enter the webmeeting.
5. If the problem persists, contact Stepworks IT.

For any other issues, create a support ticket with the Stepworks IT department.