*Audience: IP Providers, Clinicians and Staff*

Getting Started

Setting up a Caregility account: Once your account has been created, you will receive an email to activate your account.

1. Go to the **Apple Store** (iOS) or **Google Play** (Android) on your device and download the **UHE iConsult Mobile App**.
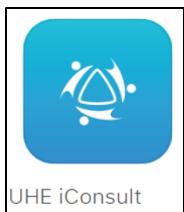
2. After downloading **UHE iConsult**, open the app and sign in using your HM email. This will take you through multi-factor authentication (MFA) to log in with your HM password.
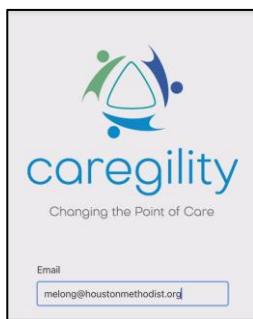
Calling Carts/Wall Mounts

From mobile device:

1. Select the **Bedside** icon from the home screen.
2. Select the appropriate module (**Telerounding**, **Telestroke**, **VICU**, etc.) for organization, building for facility and correct unit.
3. Select **Call**.
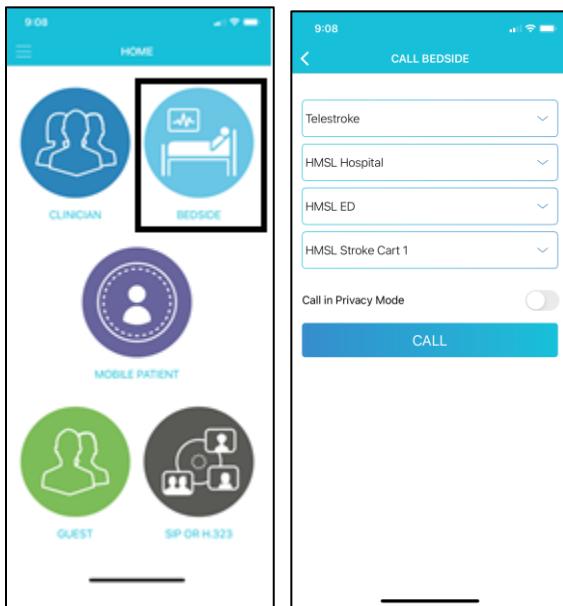
4. Carts and wall mounts will auto answer the call.
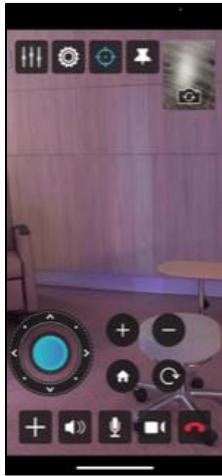
3. PTZ controls will display on the screen.

From desktop:

1. Navigate to the Caregility site:
   - Standard view: https://Heathcare.univago.com.
   - Mobile View: https://mobile.uheplatform.com/.
2. Select appropriate module (**Telerounding**, **Telestroke**, **VICU**, etc.) for organization, building for facility and correct unit.
3. Select **Call.**
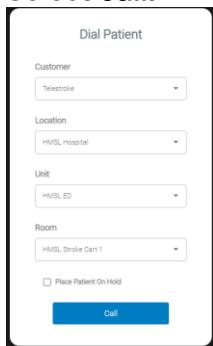
4. Carts/wall units will auto answer the call.

Cart/wall unit controls:

To pan the camera around the room, touch the blue joystick button and drag in the direction you wish to move the camera.

Click to zoom In/ Out

Click to move the camera to its Home position

Click to refresh the camera

Video visit controls:

+	**Add a Participant:** Click to add a second participant to the call.
🔊	Click to adjust change/ adjust your speaker volume.
🎤	Click to mute/ unmute microphone.
📹	Click to turn video off/ on.
📞	Click to Hang up call.
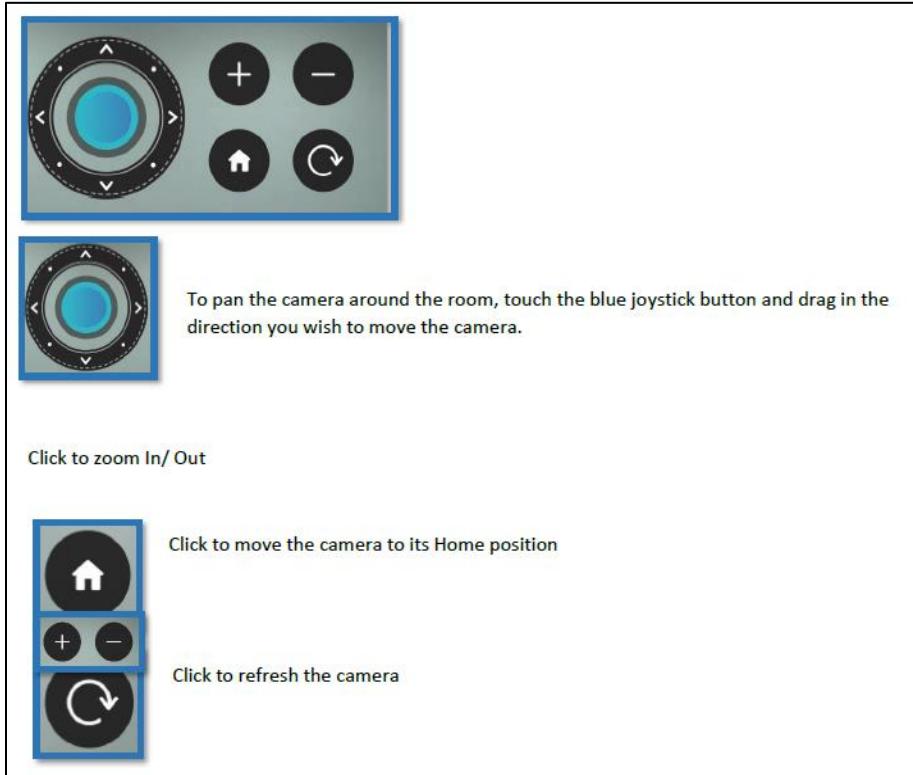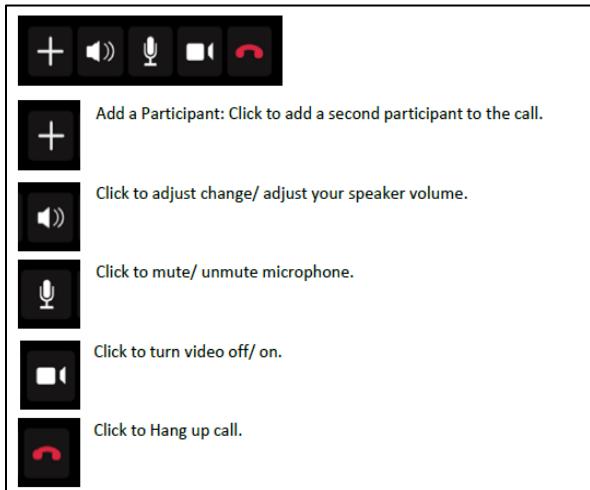
Calling Telestroke iPads

From mobile device:

1. Select the **Mobile Patient** icon from the **Home** screen.

2. On the **Call Patient** screen, select patient room and click the **phone** icon.
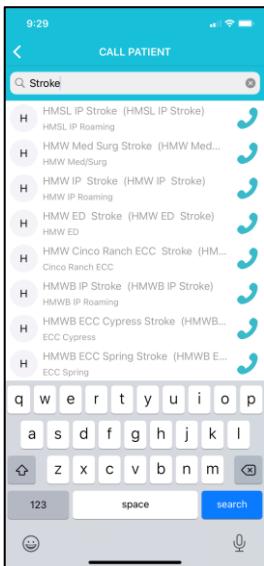
3. Staff/patient will be prompted to answer the inbound call from the provider. Patient and provider are connected.
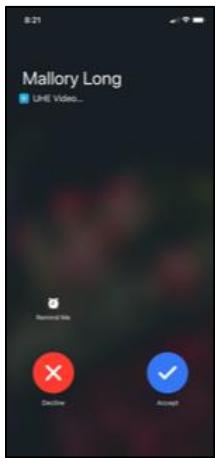
From desktop:
1. To access the mobile view from a desktop, go to https://mobile.uheplatform.com/.

2. Select the **Patient** icon from the **Home** screen. If prompted, select **Allow** for camera and audio.

3. In the **Search** field, type the name of the patient's room you want to connect to and select the **Phone** icon to call the patient.
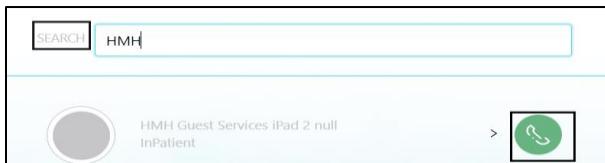
4. Staff/provider will be prompted to **Accept** the inbound call.
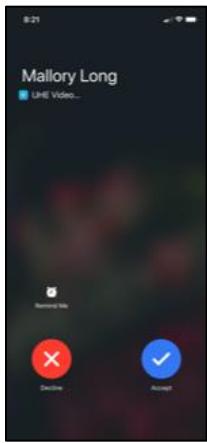
5. Within the call, you can add a participant, mute camera/mic and enable full screen.

How to Call a Clinician

1. From the **Home** screen, select the **Clinician** icon. Search for the clinician that you want to connect to and select the **phone** icon.
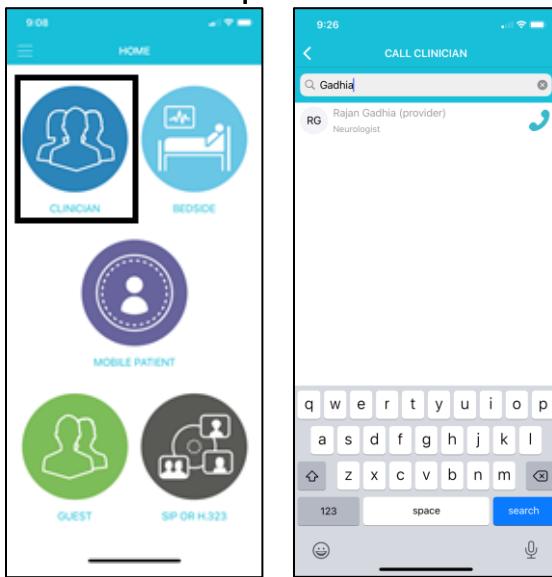
2. The recipient will click **Accept** to answer the call. If not in the app, once the call has been accepted, select the **UHE** button to start the video. The video call will now take place.
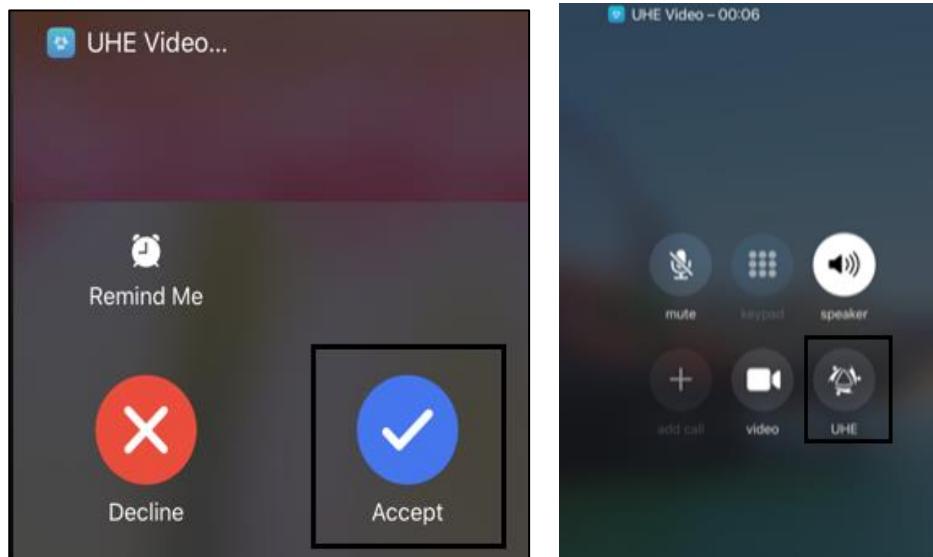
How to Add an Additional Person to Call

1. From the video call screen, select the **add participant** icon ⊞. Choose whether to add a clinician to the call or a guest.
2. To add a clinician, select the **Clinician** icon.
3. Search for the clinician that you want to connect to and select the **phone** icon. The clinician is now added to the call.
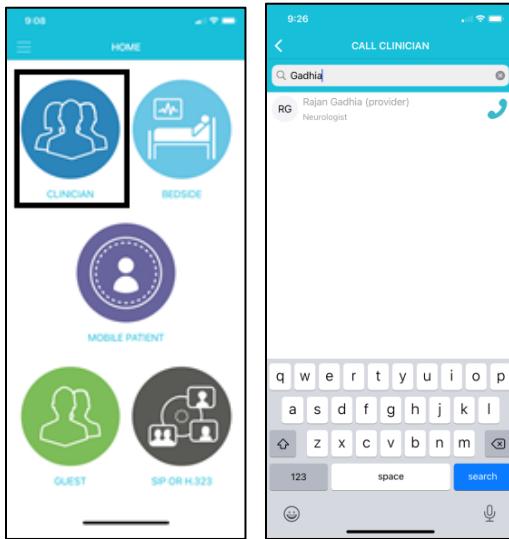
4. To add a guest, select the **Guest** icon.
   a. Select how you want the invitation link to be sent – by email or for text (SMS), you will enter a phone number.
   b. Once the selection has been made, hit **Send.** The guest is now added to the call.
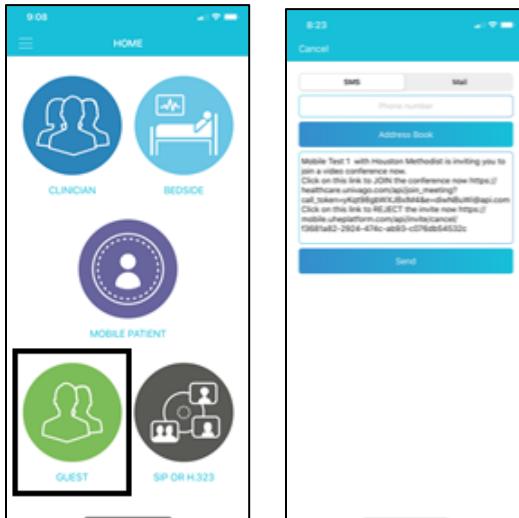
Device Locations

Stroke cart locations:

Location	Cart Name
HMTW ED	HMTW Stroke Cart 1
HMWB ED	HMWB Stroke Cart 1
HMB ED	HMB Stroke Cart 1
HMCL ED	HMCL Stroke Cart 1
HMSL ED	HMSL Stroke Cart 1
HMW ED	HMW Stroke Cart 1

Stroke iPad locations:

Location	iPad Name
HMSL IP Rounding	HMSL IP Stroke
HMSL Sienna ECC	HMSL Sienna ECC Stroke
HMW IP Roaming	HMW IP Stroke
HMW IP Med Surg	HMW Med Surg Stroke
HMW ED Backup	HMW ED Stroke
HMW Cinco Ranch ECC	HMW Cinco Ranch ECC Stroke
HMWB IP Roaming	HMWB IP Stroke
HMWB Cypress ECC	HMWB ECC Cypress Stroke
HMWB Spring ECC	HMWB ECC Spring Stroke
HMTW ED Backup	HMTW ED Stroke
HMTW ECC	HMTW ECC Stroke
HMB ED Backup	HMB ED Stroke
HMB IP Roaming	HMB IP Stroke
HMCL IP Roaming	HMCL IP Stroke
HMCL ED Backup	HMCL ED Stroke