



Caregility Telestroke  
Go-Live Packet  
Telestroke Cart and iPad Overview



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# Telestroke Cart and iPad Overview

Audience: IP Providers, Clinicians and Staff

## Caregility – 301C Telestroke Cart

- Wireless cart must be placed 3-5 feet from the foot of the observed patient's bed.
- Make sure the cart does not block the walkway or have any wires/cords that can cause someone to trip.
- Ensure the cart is plugged in, even when stored.
- Always clean the cart according to hospital policy before placing it in another patient's room.
- Never touch, cover or move the camera to reposition – it will break the camera. Instead, move the cart.

### Cleaning process between patient use:

1. Before cleaning:
  - Turn off the system's power.
  - Do not spray into the equipment tray.
  - Do not grab or spray the microphone.
  - Do not grab the camera or move the camera head.
  - Do not spray the camera lenses, camera or speaker.
  - Do not unplug or move any wires while cleaning.
2. Clean the cart components with hospital-approved cleaning wipes (if exposed to c-diff, only use bleach wipes).
3. To clean the monitor and components, use a dry, soft cloth or duster. When necessary, use hospital-approved cleaning wipes. Avoid excess dampness, and do not allow liquids to spill inside.

### To reboot the device:

**\*\*ONLY reboot the system if the patient is in route, time permits or after the patient is seen. Resort to an iPad if the system needs rebooting. \*\***

1. Hold down the **power** button on the main panel until device powers off.
2. Wait 10-20 seconds.
3. Power the device back on, using the button on the main panel.
4. The device will reboot.
5. If issues continue, contact the IT Help Desk. In an emergency, convert to a back-up iPad.





## Caregility – 301C Telestroke Cart Troubleshooting Tips

- **System will not power up.**
  - Confirm the power cord is properly plugged into a live outlet and the other end into the power port of the cart.
  - Confirm switch is in the **on** position.
  - If issues continue, submit a Help Desk ticket to the MDI team.
  - Revert to a back-up iPad until the cart issue is resolved.
- **Computer does not turn on.**
  - After confirming the system has power, check the power connection to the PC as well as the power connector located in the top-left section of the lower electronics.
  - Hard reboot the device by holding down the **power** button until device powers off completely. Wait 20 seconds and turn the device back on.
- **System turns on but camera does not move.**
  - Check for the power light (green) on the front of the camera. If there is no light or the light is yellow/amber, check the power connection to the camera.
  - If the camera has power, reboot the system.
  - If the camera does not move on power cycle, submit a Help Desk ticket to the MDI team.
  - Revert to a back-up iPad until the cart issue is resolved.

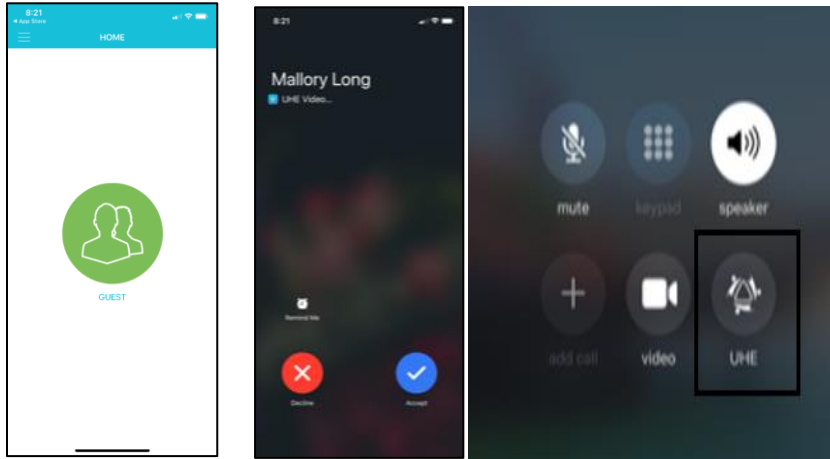
**For support, contact the IT Help Desk at 832.667.5600.**

# Telestroke Cart and iPad Overview

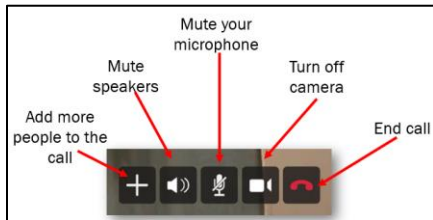


## Caregility – Telestroke iPad

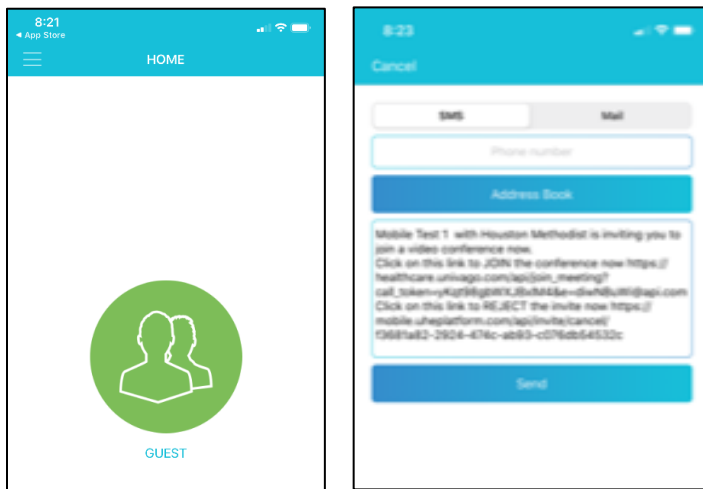
- Mobile iPads are locked down to the **Caregility (UHE)** app. Staff can accept inbound calls from physicians for telestroke consults. Note: iPads are not setup to auto answer.



- Once in the call, staff have controls to mute the mic/camera and add participants.



- To call a provider, select the **Guest** icon on the main screen. Invites can be sent via text or email.



# Caregility – Telestroke Cart and iPad Overview



## 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

# Telestroke Cart and iPad Overview



## Contact Lists

### Stroke Coordinators Contact List

- For questions about processes, contact your site's stroke coordinator.
- When contacting IT regarding a telestroke cart issue, please copy **Paige McIntyre**.

Site	Contact Name	Cell Number	Email Address
HMH	Paige McIntyre	713.363.9052	<a href="mailto:pmcintyre@houstonmethodist.org">pmcintyre@houstonmethodist.org</a>
HMTW	Melissa Willet	936.270.2755	<a href="mailto:mwillett@houstonmethodist.org">mwillett@houstonmethodist.org</a>
HMW	Tonia Shelton	832.522.0115	<a href="mailto:tpshelton@houstonmethodist.org">tpshelton@houstonmethodist.org</a>
HMWB	Marian Skewes	281.737.8748	<a href="mailto:MKSkewes@houstonmethodist.org">MKSkewes@houstonmethodist.org</a>
HMB	Susan Zamora	281.420.7311	<a href="mailto:sezamora@houstonmethodist.org">sezamora@houstonmethodist.org</a>
HMSL	Fiona Smith	281.276.0656	<a href="mailto:fsmacdonnell@houstonmethodist.org">fsmacdonnell@houstonmethodist.org</a>
HMCL	Jason Lee	713.394.6479	<a href="mailto:jlee5@houstonmethodist.org">jlee5@houstonmethodist.org</a>

### Telestroke Providers Contact List

- Contact providers on their cell phone if:
  - After 10 minutes, you do not receive a response from a PerfectServe call or text.
  - PerfectServe is down.

Site	Contact Name	Cell Number	Email Address
HMH	Dr. Rajan Gadhia	281.507.5166	<a href="mailto:rrgadhia@houstonmethodist.org">rrgadhia@houstonmethodist.org</a>
	Dr. Vivek Misra	281.507.8638	<a href="mailto:vmisra@houstonmethodist.org">vmisra@houstonmethodist.org</a>
	Dr. John Volpi	713.829.5698	<a href="mailto:jjvolpi@houstonmethodist.org">jjvolpi@houstonmethodist.org</a>
	Dr. Tanu Garg	346.267.8301	<a href="mailto:tgarg@houstonmethodist.org">tgarg@houstonmethodist.org</a>
HMTW	Dr. Nhu Bruce	619.578.3470	<a href="mailto:nbruce@houstonmethodist.org">nbruce@houstonmethodist.org</a>
	Dr. Shyam Panchal	936.270.3900	<a href="mailto:spanchal@houstonmethodist.org">spanchal@houstonmethodist.org</a>
HMWB	Dr. Kasey Gildersleeve	832.370.4007	<a href="mailto:kgildersleeve@houstonmethodist.org">kgildersleeve@houstonmethodist.org</a>

# Telestroke Cart and iPad Overview



## IT Support

Issue	Contact Name	Phone Number	Email Address	Notes
Cart, iPad or network issues	IT Help Desk	832.667.5600	<a href="mailto:HELPDESK@houstonmethodist.org">HELPDESK@houstonmethodist.org</a>	<ul style="list-style-type: none"><li>• If you have a telestroke issue, contact the IT Help Desk.</li><li>• If a cart and iPad are down, ask for MDI to be paged.</li></ul>



# Telestroke Cart and iPad Overview

## Telestroke Process Diagram: ED and IP

