Caregility Telestroke
Go-Live Packet
Connecting with Patients

Caregility Telestroke – Connecting with Patients

Table of Contents

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**.
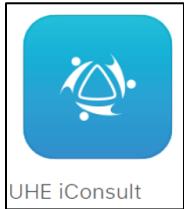
2. After downloading **UHE iConsult**, open the app and sign in using your HM email. This will take you through multi-factor authentication (MFA) to log in with your HM password.

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**.
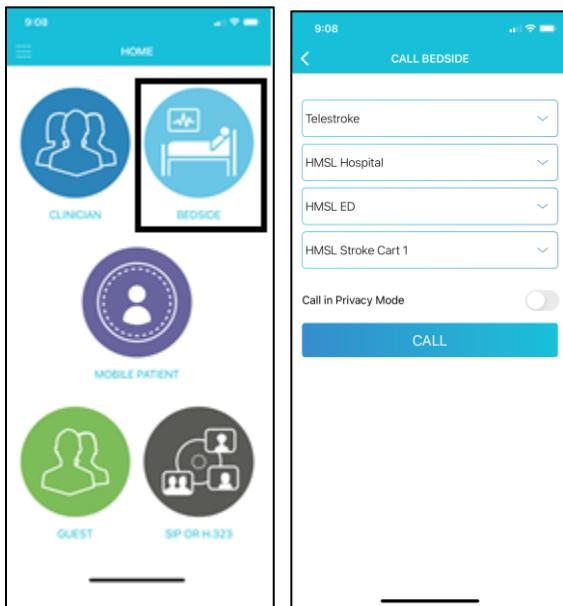
4. Carts and wall mounts will auto answer the call.
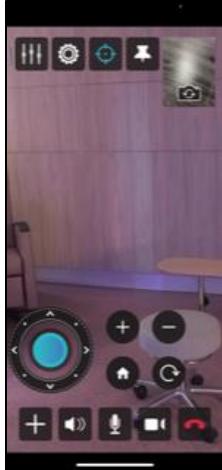
3. PTZ controls will display on the screen.

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.**
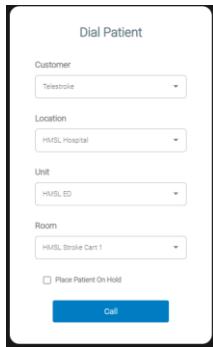
4. Carts/wall units will auto answer the call.

Cart/wall unit controls:

Video visit controls:
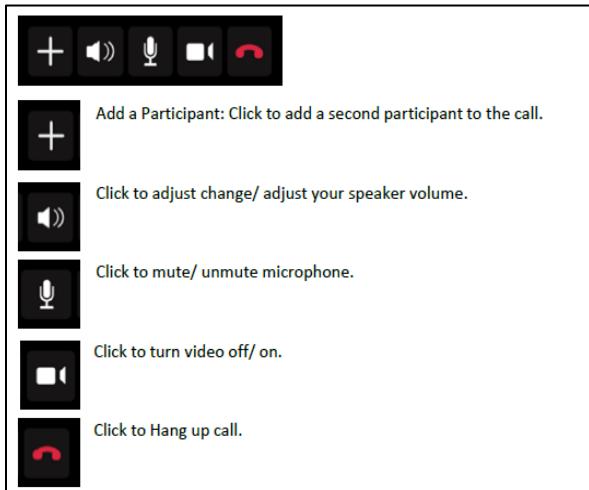
Calling Telestroke iPads

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.
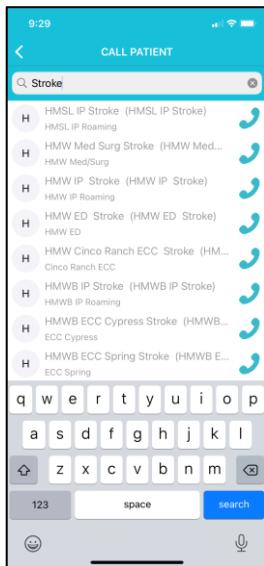
3. Staff/patient will be prompted to answer the inbound call from the provider. Patient and provider are connected.
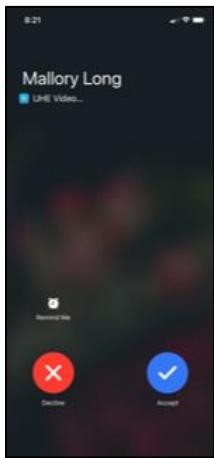
From desktop:

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.
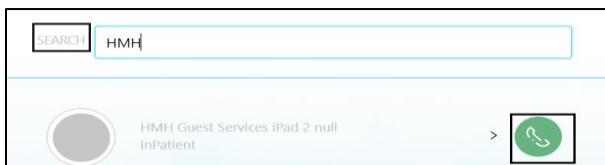
4. Staff/provider will be prompted to **Accept** the inbound call.
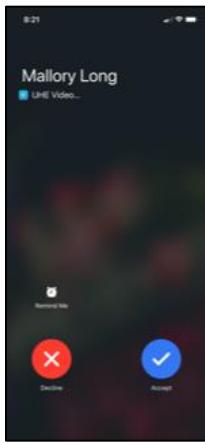
5. Within the call, you can add a participant, mute camera/mic and enable full screen.

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.
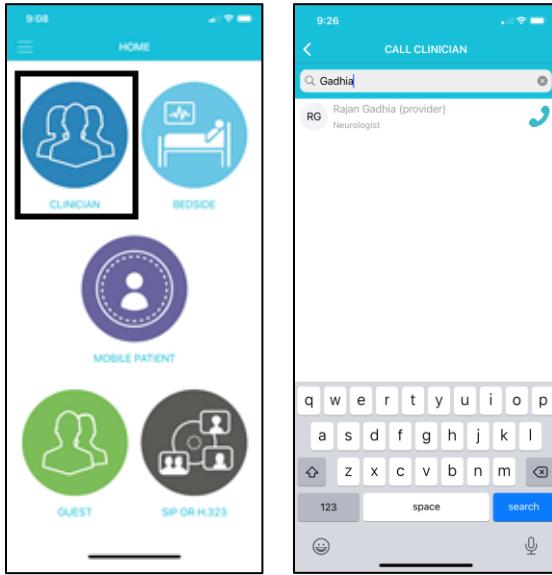
2. The recipient will click **Accept** to answer the call. If not in the app, once the call has been accepted, select the **UHE** button to start the video. The video call will now take place.
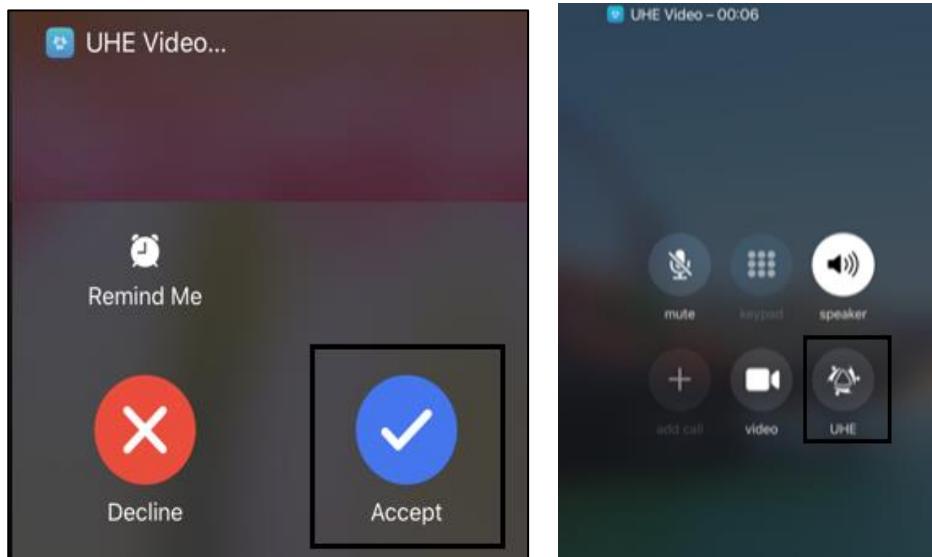
How to Add an Additional Person to Call

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.
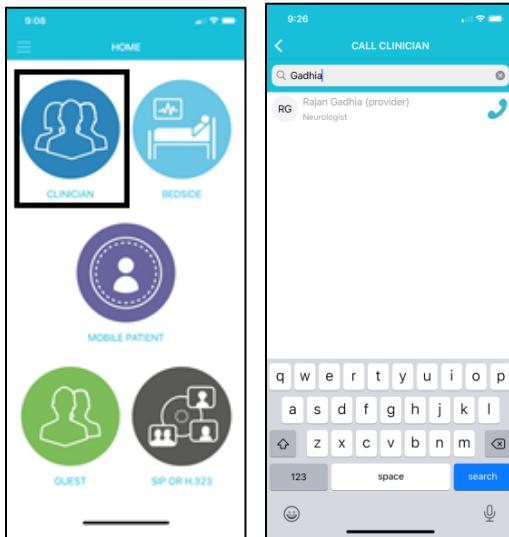
4. To add a guest, select the **Guest** icon.
   a. Select how you want the invitation link to be sent – by email or for text (SMS), you will enter a phone number.
   b. Once the selection has been made, hit **Send.** The guest is now added to the call.
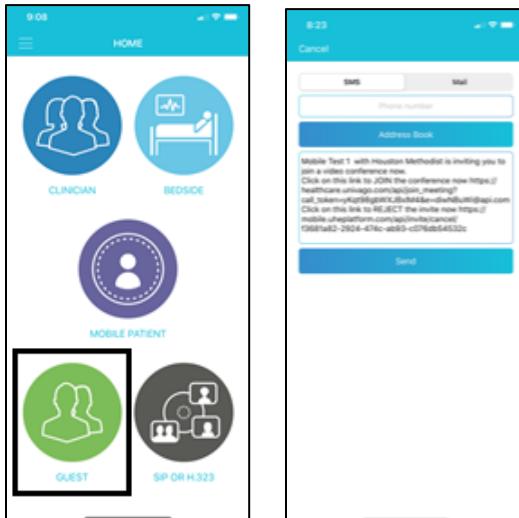
Device Locations

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

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	pmcintyre@houstonmethodist.org
HMTW	Melissa Willet	936.270.2755	mwillett@houstonmethodist.org
HMW	Tonia Shelton	832.522.0115	tpshelton@houstonmethodist.org
HMWB	Marian Skewes	281.737.8748	MKSkewes@houstonmethodist.org
HMB	Susan Zamora	281.420.7311	sezamora@houstonmethodist.org
HMSL	Fiona Smith	281.276.0656	fsmacdonnell@houstonmethodist.org
HMCL	Jason Lee	713.394.6479	jlee5@houstonmethodist.org

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	rrgadhia@houstonmethodist.org
	Dr. Vivek Misra	281.507.8638	vmisra@houstonmethodist.org
	Dr. John Volpi	713.829.5698	jjvolpi@houstonmethodist.org
	Dr. Tanu Garg	346.267.8301	tgarg@houstonmethodist.org
HMTW	Dr. Nhu Bruce	619.578.3470	nbruce@houstonmethodist.org
	Dr. Shyam Panchal	936.270.3900	spanchal@houstonmethodist.org
HMWB	Dr. Kasey Gildersleeve	832.370.4007	kgildersleeve@houstonmethodist.org

IT Support

Issue	Contact Name	Phone Number	Email Address	Notes
Cart, iPad or network issues	IT Help Desk	832.667.5600	HELPDESK@houstonmethodist.org	• If you have a telestroke issue, contact the IT Help Desk. • If a cart and iPad are down, ask for MDI to be paged.

ED and IP Telestroke Process Diagram

ED and IP Telestroke Process Diagram

*All PerfectServe communication to include the requesting ED MD/IP MD/ ED NP/IP NP.

- EMS/Air Medical brought patient to ED for evaluation with ED MD and triage.
- EMS/Air Medical identify patient w/ potential acute stroke.
- Patient presented via vehicle w/ acute stroke symptoms.

ED Triage/ UAA send Pre-Alert* via PerfectServe to tele-neuro MD (after 9 p.m. not required).

ED MD/ED RN assess patient w/ NIHSS, LKN and TPA contraindications

ED Triage/UAA send Official Tele-Neuro Alert* & Request for Consult or downgrade sent via PerfectServe.

- Inpatient/ICU patient identified by IP RN for potential acute stroke

IP RN calls Rapid Response Team or Intensivist.

IP MD/IP NP assess patient w/ NIHSS, LKN & TPA contraindications

IP MD/IP NP/IP RN send Official Tele-Neuro Alert* & Request for Consult or downgrade sent via PerfectServe.

Patient is taken to STAT CT/CTA head and neck.

In-house neurologist manages patient. Tele-neuro MD available for patient changes after hours (4pm-7am)

Tele-neuro MD conducts evaluation w/ observing NIHSS by ED RN/IP RN and consents patient for TPA if applicable.

ED RN/IP RN use designated device to connect tele-neuro MD and patient, presents patient & family, LKN and conducts NIHSS with tele-neuro MD ED – tele-neuro Cart/IP – tele-neuro iPad.

ED Triage/ED UAA/IP RN sends Alert* to tele-neuro MD that patient is back in room.

Does tele-neuro MD want to utilize virtual consult? — Yes / No

Tele-neuro MD contacts ED MD/IP MD, discusses case, pre-mix TPA, if applicable.

ED MD/IP MD/IP NP receives CT/CTA results and joins tele-neuro MD and ED RN/IP RN in virtual patient room for video evaluation. Recommend face-to-face encounter between IP NP and patient or (if unable) Plan of Care communication between tele-neuro MD and ED MD/IP MD/IP NP.

Tele-neuro MD makes determination for TPA/ thrombectomy after review of CT/CTA exam, LKN and contraindications and documents in Epic.

Does patient need TPA and thrombectomy? — No / Yes

Does patient need thrombectomy only? — No / Yes

Does patient need TPA only? — No / Yes

Patient transferred to HMH by EMS/Air Medical.

ED MD/IP MD/IP NP orders and administers TPA and ED RN IP RN monitors neurological exam and VS.

ED MD/IP MD/IP NP orders and administers TPA and ED RN/IP RN monitors neurological exam and VS.

Transfer Center arranges for transfer to HMH for thrombectomy (applies to all sites except HMTW).

ED Triage/ED UAA/IP NP/IP RN pages Transfer Center for ELVO/EWLVO patient, if applicable.

All sites except HMTW: Tele-neuro MD recommends that ED MD/IP MD calls Transfer Center 713.441.4848 for transfer to HMH Thrombectomy Center/Angio Suite
Only HMTW: Tele-neuro MD discusses with Neuro-Endo MD on-call the plan to transfer patient to HMH.

In-house neurologist manages patient. Tele-neuro MD available for patient changes after hours (4pm-7am)

SDC Revised 11/03/2020