

Caregility Telepsychiatry Consults



Audience: Inpatient and ED Staff

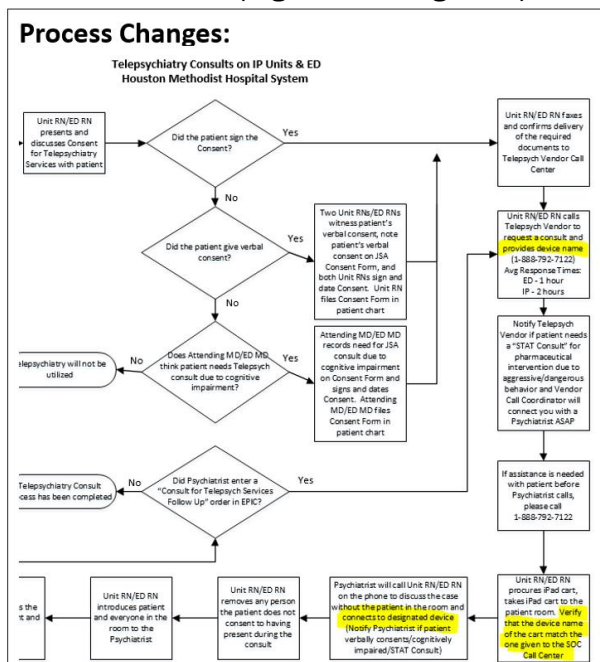
Caregility overview and process changes, tip sheet, troubleshooting tips and iPad device names and locations. **Note:** Keep the device plugged in and charging when not in use. For workflow details, refer to the **Telepsychiatry Consults on IP Units & ED** process diagram below.

Why We're Transitioning to Caregility

- Current virtual platform for telepsychiatry consults, ClearSea, will phase out at the end of 2020.
- Updates and patches to fix issues will no longer be provided.
- Caregility is a telehealth application that allows real-time, two-way audio/video communication for patient assessments.
- It gives the remote clinician full control over the camera, speaker and microphone during the consult.
- Clinicians can add other participants (providers, clinicians, specialists, family members and other care team members) via text or an email link without requiring a downloaded app to access the video visit.

Process Changes

- **Current Process**
 - RN calls the SOC Call Center to schedule a consult.
 - The Call Center calls the RN when it's time to connect and gives the name of the provider.
 - RN finds the provider name in ClearSea and selects it to start the tele-consult.
- **Starting Wednesday, Nov. 11**
 - RN calls the Call Center to schedule a consult and provides the device name that will be used.
 - During the scheduled time, the provider will call the designated device.
 - Please refer to page six of this go-live packet to review the actual process diagram.



Caregility Telepsychiatry Consults

Getting Started

Note: Keep the device plugged in and charging when not in use.

The icon below is for the **Caregility** app. This app replaces the **ClearSea/Life Size** app.




UHE iConsult

Epic Order

- In Epic, enter a **Consult for Telepsych Services Initial Consult** or a **Consult for Telepsych Services Follow Up Consult**.
- The consent can be printed from the Epic order by clicking **JSA Fax Forms & Consults** link under **Reference** at the bottom of the Epic order.

A screenshot of the Epic EMR interface for a 'Consult for Telepsych Services Initial Consult'. The form includes fields for 'Process' (Please contact JSA Health Telepsychiatry Call 1-888-792-7122), 'Inst.' (Complete JSA Health Telepsychiatry Consult Form then Fax to 1-886-283-3450), 'Priority' (STAT, Routine, STAT), 'From (attending physician and phone number):', 'Reason For Consult' (Medication Recommendation, For DC Disposition, ED Boarder Reassessment, Admit to HMH 7 Main North, Inpatient Stabilization, Other (Specify)), 'Comments', and 'Reference' (1. JSA Fax Forms & Consults). The form has 'Accept' and 'Cancel' buttons at the top and bottom.

Scheduling the Consult

- Call the Call Center, 888.792.7122 to request a psychiatric consult. The Call Center will call you at the number provided when the psychiatrist is available.
 - Average ED response time is one hour.
 - Average IP response time is four hours, with ED patients prioritized from 5 p.m. – 8 a.m.
 - Provide the **name of the device** you are using for the consult.
 - The device will be labeled with a unique name containing the site name and location (e.g., HMW ED 1).
 - If the device label has come off, you can find the device name in the device by:
 - Click the top-left corner menu .
 - Click **My Profile** and the device name will display.
- The provider will connect to the device name you provided for the consult.
- Notify the Call Center of any device changes, so they can alert the provider (e.g., you planned to use device HMW ED Telepsych 1, but the battery died, so now you're using device HMW ED Telepsych 2).

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Incoming Call from Psychiatrist


- Staff/provider will be prompted to **Accept** the inbound call. If not in the app, select the **UHE** icon on the bottom right.



- Within the call, you can add a participant, mute camera/mic and enable full screen.



How to Add an Additional Person to the Call

From the video call screen, select the **add participate** icon , to add a guest.

- To add a guest, select the **Guest** icon. Select how you want the invitation link to be sent: By email or by text (SMS), you will enter a phone number. Once the selection has been made, hit **Send**.
 - Guest is added to the call and will need to click the link sent to phone/e-mail.
 - The link will only be active for 30 minutes.**
 - Use this feature to add a family member to the telepsychiatry consult. You can also use this feature to add the psychiatrist, if they can't connect to the device.



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Troubleshooting Issues

For any issues, contact the IT Help Desk, 832.667.5600 and place a ticket to the MDI team. Be sure to tell the Help Desk that this is a telepsychiatry issue.

Keep the device plugged in and charging when not in use.

iPad Device Names and Locations

Hospital Name	Device Location	Device Name
Houston Methodist Hospital (HMH)	HMH ED – ED Station 5	HMH ED Telepsych 1
	HMH IP, Main 7 North	HMH M7N Telepsych 1
	HMH IP, Main 7 North	HMH IP BERT Telepsych 1
Houston Methodist Willowbrook Hospital (HMWB)	HMWB ED	HMWB ED Telepsych 1
	HMWB ED	HMWB ED Telepsych 2
	HMWB IP	HMWB IP Telepsych 1
	HMWB IP	HMWB IP Telepsych 2
	HMWB IP	HMWB IP Telepsych 3
Houston Methodist West Hospital (HMW)	HMW ED	HMW ED Telepsych 1
	HMW ED	HMW ED Telepsych 2
	HMW L&D	HMW LD Telepsych 1
	HMW IP	HMW IP Telepsych 1
Houston Methodist Clear Lake Hospital (HMCL)	HMCL ED	HMCL ED Telepsych 1
	HMCL IP	HMCL IP Telepsych 1
Houston Methodist Baytown Hospital (HMB)	HMB ED	HMB ED Telepsych 1
	HMB IP	HMB IP Telepsych 1
	HMB IP	HMB IP Telepsych 2
Houston Methodist Sugar Land Hospital (HMSL)	HMSL ED	HMSL ED Telepsych 1
	HMSL ED	HMSL IP Telepsych 1
Houston Methodist The Woodlands Hospital (HMTW)	HMTW ED	HMTW ED Telepsych 1
	HMTW IP	HMTW IP Telepsych 1
Houston Methodist Continuing Care Hospital (HMCCH)	HMCCH IP	HMCC IP Telepsych 1
	HMCCH IP	HMCC IP Telepsych 2
	HMCCH IP	HMCC IP Telepsych 3