

Caregility Upgrade MyChart 2.0

Agenda

- Overview
- New look and feel
- Added features
- Support

Overview

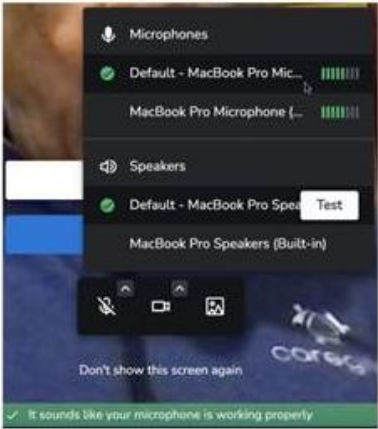
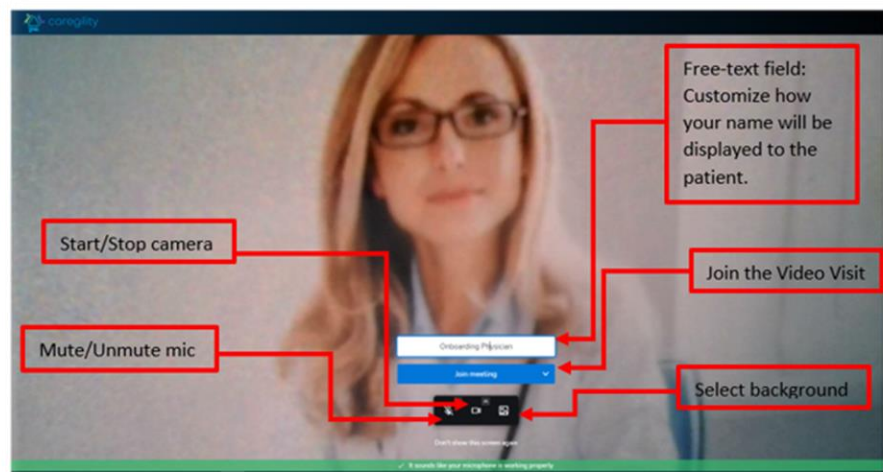
Caregility MyChart 2.0

- Go-live: Oct. 4, 2021.
- Includes new features and improved call quality.
- Training resources available at:
it.houstonmethodist.org/telemedicine-training.

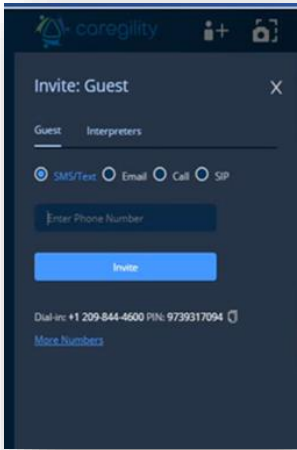
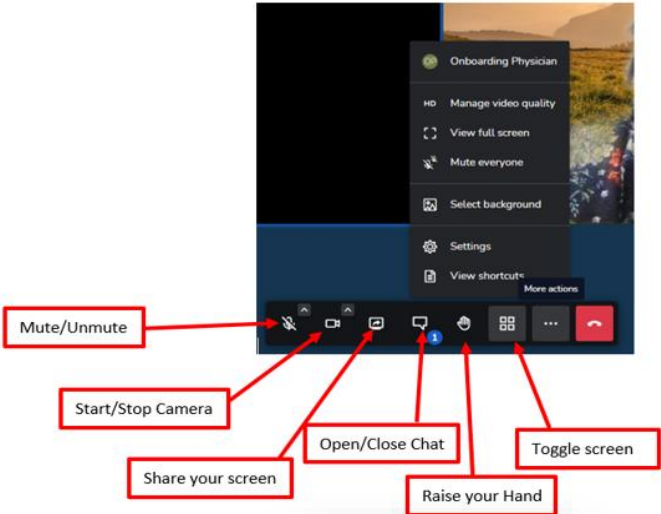
New Look and Feel

Enhanced Tools

New Pre-Video Toolbar



New In-Video Toolbar



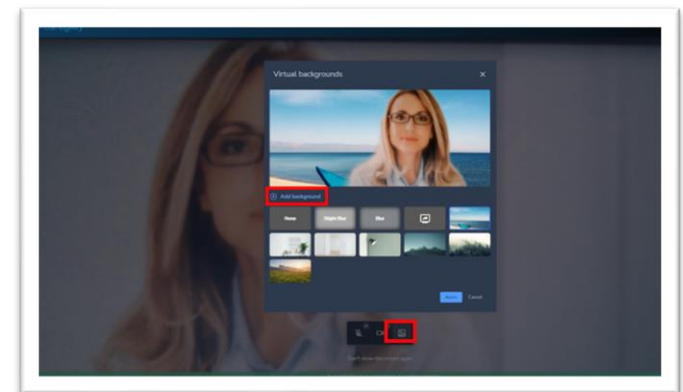
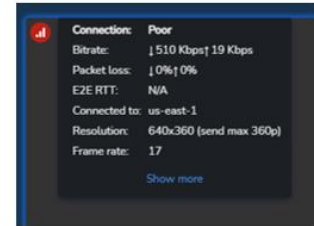
New Look and Feel

- New view includes side-by-side “tile” view with additional menu options.



New Features

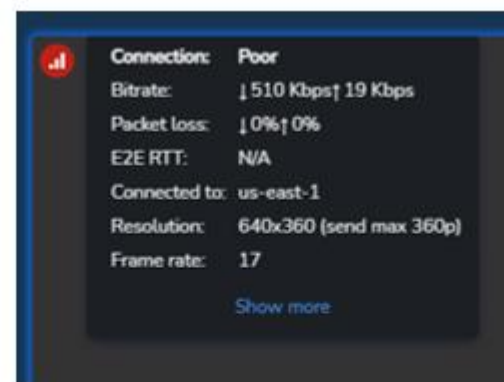
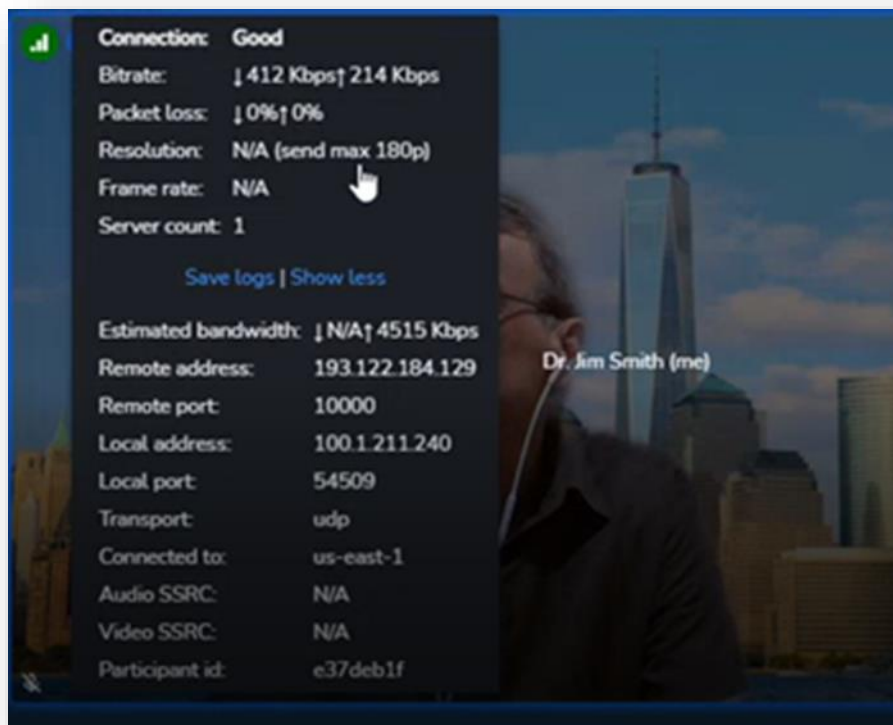
- Improved quality over low bandwidth conditions.
 - Ability to adjust based on network conditions.
 - Voice has priority over video.
 - Call statistics are now available in call.
- Faster connection times (within a second).
- Custom backgrounds.
- Improved screenshare.
 - Patients and guests can now screenshare.
- Private chat with individuals in a call.
- Post survey with comments.
- Stratus integration.



New Features

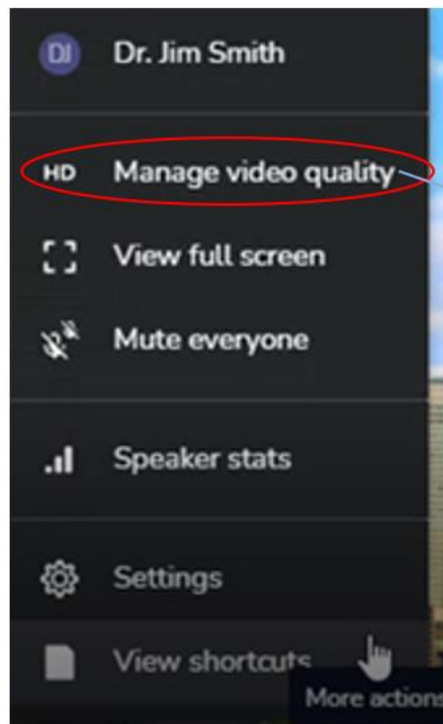
Bandwidth Visibility for Patients and Providers

- Providers can see both provider and patient connection details.
- Providers also can adjust the quality of the call to facilitate troubleshooting immediately, if needed.



New Features

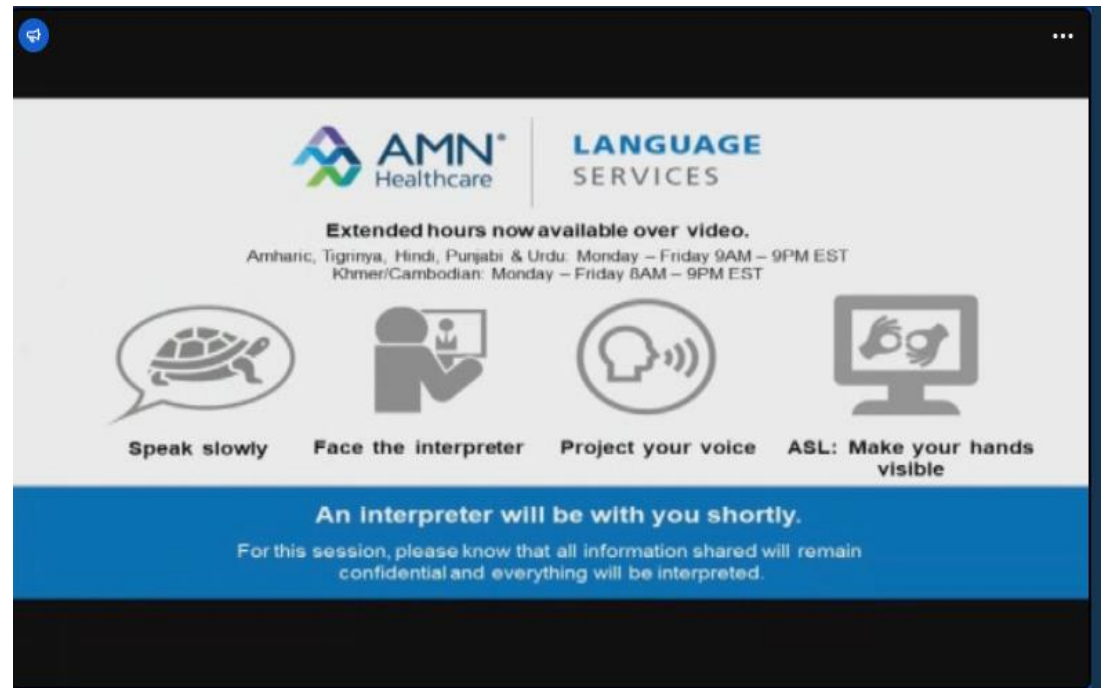
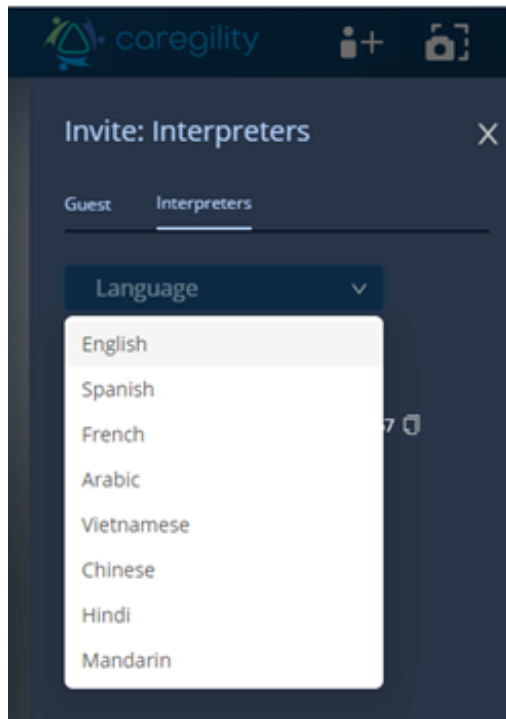
Adjust Bandwidth in Real Time



New Features

Stratus In-Visit Language Interpreter

- Providers can now use Stratus to invite an interpreter into the visit to communicate with patients.
- Stratus provides interpretation assistance for forty languages.



New Features

Stratus In-Visit Language Interpreter

Stratus Video Available Languages

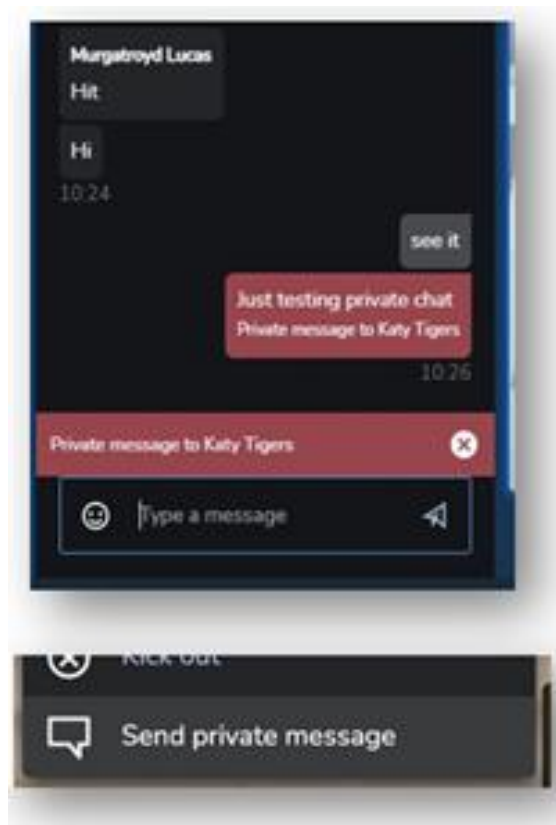
Ask your patients to indicate which language they speak.

ASL American Sign Language	አማርኛ Amharic	العربية Arabic	Հայերեն Armenian	বাংলা Bengali
bosanski Bosnian	ဗမာစကား Burmese	កម្ពុជា Cambodian	廣東話 Cantonese	CDI/ASL CDI/ASL Team
hrvatski Croatian	فارسی Farsi	français French	ગુજરાતી Gujarati	kreyòl ayisyen Haitian Creole
हिन्दी Hindi	hmong Hmong	日本語 Japanese	ကညီ Karen	한국어 Korean
普通话 Mandarin	नेपाली Nepali	پښتو Pashto	فارسی Persian	polski Polish
português (BRA) Portuguese (BRA)	português (EU) Portuguese (EU)	ਪੰਜਾਬੀ Punjabi	Română Romanian	русский Russian
srpski Serbian	soomaali Somali	español Spanish	kiswahili Swahili	tagalog Tagalog
ትግርኛ Tigrinya	Türk Turkish	Українська Ukrainian	اردو Urdu	tiếng Việt Vietnamese

New Features

Private Chat

- Private messages can be sent to individual participants of the video session.
- This is ideal for a session where additional participants were invited.



- Providers and staff needing immediate assistance can email Telemedsupport@houstonmethodist.org. Be sure to include URGENT in the subject line.
- For standard questions and enhancement requests, place a ticket with the IT Help Desk, assigned to Epic Telemedicine.
- Patients needing help with connecting can call the patient support line, 713.441.7265.
- For more information and resources, visit <https://it.houstonmethodist.org/telemedicine-training/>.

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