

Caregility – Telerounding Workflows



Audience: IP Providers, Clinicians, Staff

Getting Started: Setting Up a Caregility Account

- Use your HM email address to log in to the platform. If you don't have an HM email, use your HM login with @houstonmethodist.org (e.g., mphytxt@houstonmethodist.org).
 - If you don't yet have an account or need your account updated, go to <https://it.houstonmethodist.org/telemedicine-training> and submit a request.
 - While your account is being created, ask the staff to use the **Request Call** button to have you bridged into the call.
- To login via a desktop, go to landing.caregility.net.
- Go to **login via mobile**, go the Apple Store(iOS) or Google Play (Android) on your device and download the **Caregility Mobile App**.



UHE iConsult

- If you're off the HM network and log in, you'll be prompted to go through MFA. **Note:** Always use your HM email address as your username.

Caregility SSO External	Caregility SSO External
<p>Please select the 'Public Computer' option if this is not a machine you use regularly, then enter your User ID below and click 'Submit' to access the system.</p> <p><input type="radio"/> This is a public computer <input type="radio"/> This is a private computer</p> <p>Username: <input type="text"/></p>	<p>Please enter the password associated with your User ID.</p> <p>Username: <input type="text"/></p> <p>Password: <input type="password"/></p> <p><input type="button" value="Submit"/></p>

Caregility – Telerounding Workflows



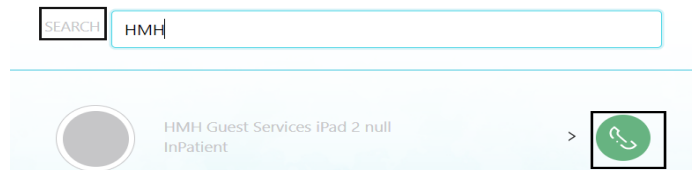
Calling Telerounding iPads

From Desktop

- To access the mobile view from a desktop, go to <https://landing.caregility.net>.
 - You must use **Chrome** or **Safari**. **Internet Explorer** and **Microsoft Edge** aren't supported.
- Select the **Patient** icon from the home screen. If prompted, select **Allow** for camera and audio.



- In the **Search** field, type the name of the patient room you want to connect to and select the **Phone** icon to call the patient.



- 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.



Caregility – Telerounding Workflows


From Mobile Device

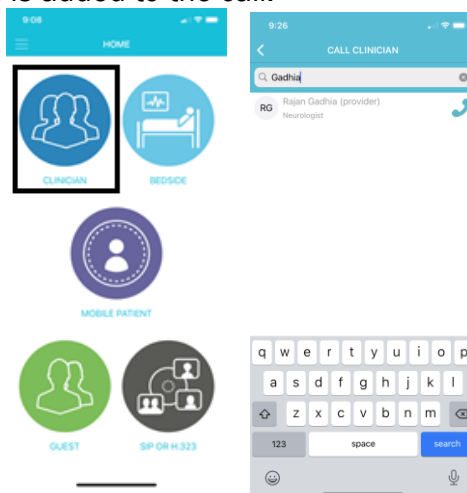
- Select the **mobile patient** icon from the home screen.
- On the **call patient** screen, type in the room number or roaming iPad name and click the **phone** icon.



- Staff/patient will be prompted to answer the inbound call from the provider.
- Patient and provider are connected.

Adding Another Person to the Call

- From the video call screen, select the **add participate** icon , choose whether to add a clinician to the call or a guest.
- To add a clinician, select the **Clinician** icon. Search for the clinician you're connecting to and select the **phone** icon. The clinician is added to the call.



Caregility – Telerounding Workflows

- To add a guest, select the **Guest** icon.
- Select how you want the invitation link to be sent:
 - By email or Text (SMS) – enter a phone number.
 - Once selections have been made, hit **Send**. Guest is added to the call.



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