

Caregility – Connecting to a Telestroke Device



Audience: Telestroke Providers

Getting Started

Logging into Caregility

1. To login via desktop, go to <https://landing.caregility.net/>
2. Caregility can be launched using **Chrome** and **Safari** only.
3. Go to login via mobile, go the Apple Store (iOS) or Google Play (Android) on your device and download the **Caregility** mobile app.



4. If you're off the HM network and logging in, you'll be prompted to go through SSO.
5. Enter Email.

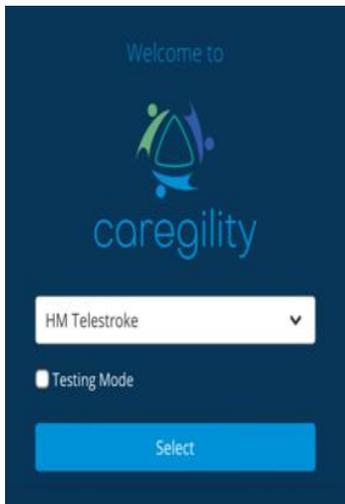


6. HM username and password.

A screenshot of the Houston Methodist SSO External login form. At the top is the Houston Methodist logo with the tagline "LEADING MEDICINE". Below the logo is the text "Caregility SSO External". A paragraph of instructions reads: "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." There is a "Username:" label above a text input field containing the placeholder "Username". Below the input field are two radio button options: "This is a public computer" and "This is a private computer". At the bottom is a "Submit" button.

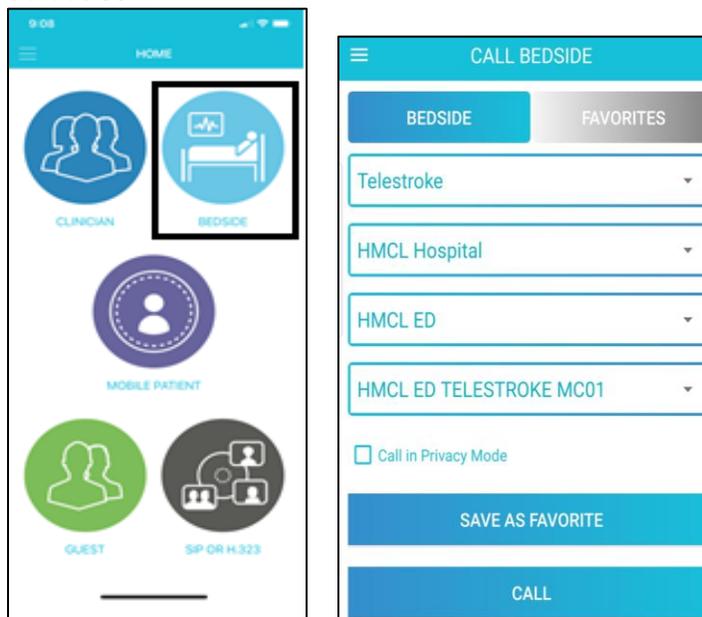
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7. Select the program after logging in.



From Mobile Device Calling Telestroke Carts

1. Select the **Bedside** icon from the home screen.
2. Select appropriate device.
3. Select **Call**.



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- 4. Carts will auto answer the call.
 - a. Controls will display on the screen.



b. Cart Controls:

To pan the camera around the room, touch the blue joystick button and drag in the direction you wish to move the camera.

Click to zoom In/ Out

Click to move the camera to its Home position

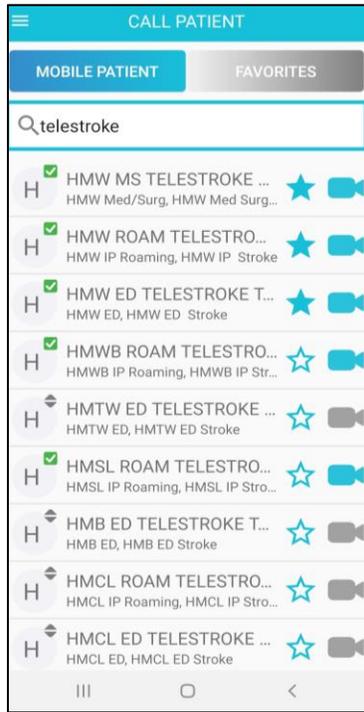
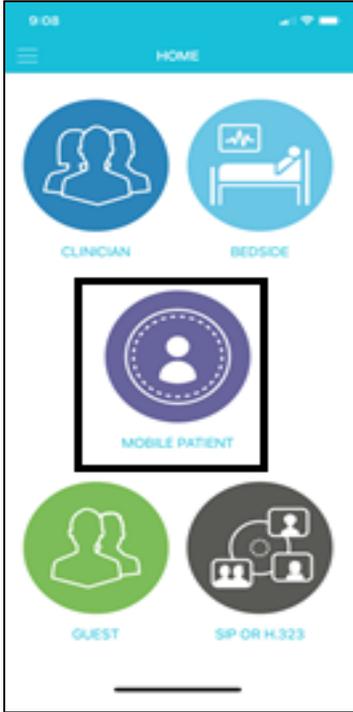
Click to refresh the camera

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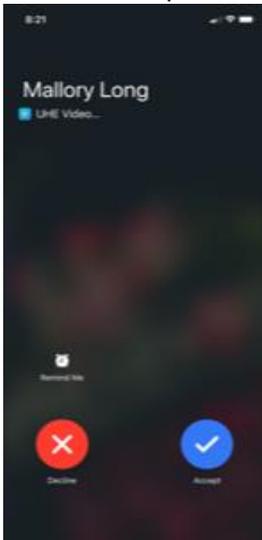


Calling Telestroke iPads

1. Select the **mobile patient** icon from the **Home** screen.
2. On the **Call Patient** screen, select the device and click the **video** icon.



3. Staff will be prompted to answer the inbound call from the provider.
4. Patient and provider are connected.



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From Desktop

- Navigate to the Caregility site: <https://landing.caregility.net/>
- Select **Program**.

Caregility Login

Select Your Program

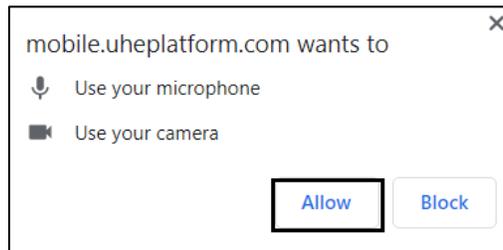
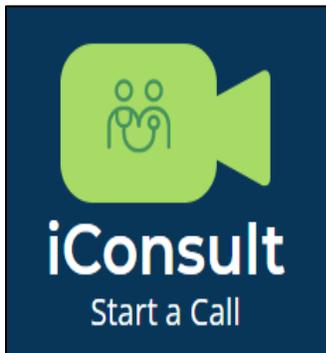
Program

HM Telestroke

Testing Mode

Select

- Select the **iConsult** icon from the home screen. If prompted, select **Allow** for camera and audio.



- In the **Search** field, type the name of the device you want to connect to and select the **video** icon to call the patient.
- Calling Telestroke iPads:

Clinician Guest **Mobile Device** Wall/Cart SIP/H.323

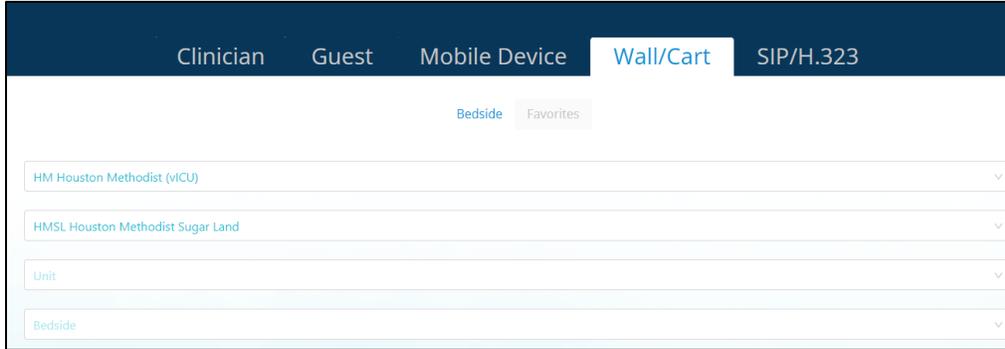
Mobile Device Favorites

SEARCH hm

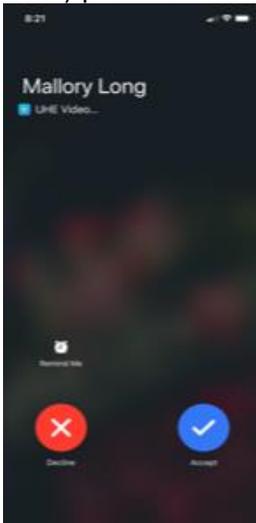
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- Calling Telestroke carts:



- Staff/provider will be prompted to **Accept** the inbound call.



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

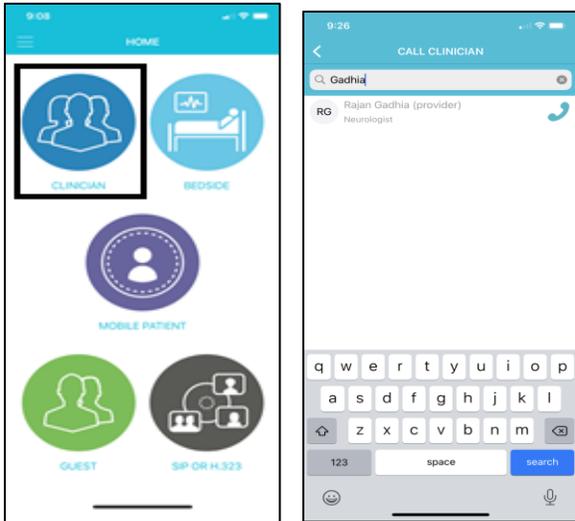


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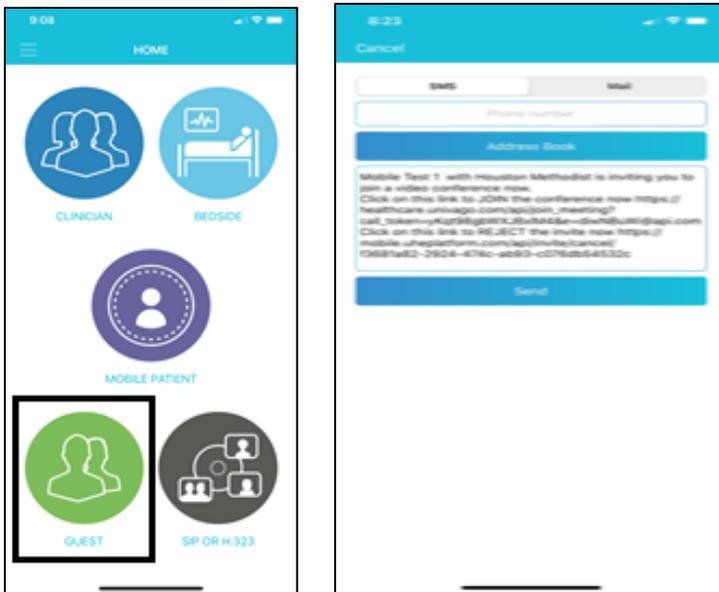


How to Call a Clinician – Bridging for Consult

1. From the video call screen, select the **add participant** icon , choose whether to add a clinician or guest to the call.
 - To add a clinician, select the **Clinician** icon. Search for the clinician you want to connect to and select the **phone** icon. Clinician is added to the call.



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



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Device Names and Locations

Telestroke iPads

Location	iPad Name
HMB ED	HMB ED TELESTROKE TC01
HMB ED	HMB ED TELESTROKE TC02
HMB IP Roaming	HMB ROAM TELESTROKE TC01
HMCL IP Roaming	HMCL ROAM TELESTROKE TC01
HMCL IP Roaming	HMCL ROAM TELESTROKE TC02
HMCL ED	HMCL ED TELESTROKE TC01
HMCL ED	HMCL ED TELESTROKE TC02
HMCL Deer Park ECC	HMCL DEER PARK ECC TELESTROKE TC01
HMCL Deer Park ECC	HMCL DEER PARK ECC TELESTROKE TC02
HMSL IP Rounding	HMSL ROAM TELESTROKE TC01
HMSL ED	HMSL ED TELESTROKE TC01
HMSL ED	HMSL ED TELESTROKE TC02
HMSL Sienna ECC	HMSL SIENNA ECC TELESTROKE TC01
HMSL Sienna ECC	HMSL SIENNA ECC TELESTROKE TC02
HMW IP Roaming	HMW ROAM TELESTROKE TC01
HMW IP Med Surg	HMW MS TELESTROKE TC01
HMW ED	HMW ED TELESTROKE TC01
HMW ED	HMW ED TELESTROKE TC02
HMW Cinco Ranch ECC	HMW CINCO ECC TELESTROKE TC01
HMW Cinco Ranch ECC	HMW CINCO ECC TELESTROKE TC02
HMWB IP Roaming	HMWB ROAM TELESTROKE TC01
HMWB Spring ECC	HMWB SPRING ECC TELESTROKE TC01
HMWB Spring ECC	HMWB SPRING ECC TELESTROKE TC02
HMWB ED	HMWB ED TELESTROKE TC01
HMWB ED	HMWB ED TELESTROKE TC02
HMWB Cypress ECC	HMWB CYPRESS ECC TELESTROKE TC01
HMWB Cypress ECC	HMWB CYPRESS ECC TELESTROKE TC02
HMTW ED	HMTW ED TELESTROKE TC01
HMTW ED	HMTW ED TELESTROKE TC02
HMTW ECC	HMTW WOODLANDS ECC TELESTROKE TC01
HMTW ECC	HMTW WOODLANDS ECC TELESTROKE TC02

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Telestroke Carts

Location	Cart Name
HMB ED	HMB ED TELESTROKE MC01
HMCL ED	HMCL ED TELESTROKE MC01
HMSL ED	HMSL ED TELESTROKE MC01
HMTW ED	HMTW ED TELESTROKE MC01
HMWB ED	HMWB ED TELESTROKE MC01
HMW ED	HMW ED TELESTROKE MC01

Telestroke Contact List

Stroke Coordinators

- Contact the stroke coordinator at your site for questions about patients or processes.
- Copy Nnenna Okpara on any correspondence with IT about a Telestroke cart issues.

Site	Contact Name	Cell Number	E-mail Address
HMH	Nnenna Okpara	612-730-5990	nsokpara@houstonmethodist.org
HMH	Lindsay Randle Director Virtual Admin	832-506-7043	lnrandle@houstonmethodist.org
HMH	Reid Bullock Manager Virtual Admin	713-384-3312	rtbullock@houstonmethodist.org
HMTW	Stacey Day	346-718-8413	sdlay@houstonmethodist.org
HMW	Tonia Shelto	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

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Telestroke Providers

If no response to PerfectServe text/call after 10 minutes or if PerfectServe is down, contact providers on their cell numbers.

Site	Contact Name	Cell Number	E-mail Address
HMH	Dr. Rajan Gadhia	281-507-5166	rgadhia@houstonmethodist.org
	Dr. Vivek Misra	281-507-8638	vmisra@houstonmethodist.org
	Dr. John Volpi	713-829-5698	jvolpi@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
HMB	Kiely Whitham, NP	Daytime coverage	kwhitham@houstonmethodist.org
	Abriana Gaul, NP	Daytime coverage	angaul@houstonmethodist.org
HMCL	Maranda Grimes, NP	Daytime coverage	mgrimes@houstonmethodist.org

Helpful Contacts

Issue	Contact Name	Phone Number	Email Address	Notes
Telestroke Cart/iPad Issue	IT Service Desk	832.667.5600	itsupport@houstonmethodist.org	Notify Service Desk you have a “telestroke” issue. If cart or iPad are down, ask for MDI to be paged.