

Caregility – Telestroke Cart and iPad Overview



Audience: Providers, Clinicians and Staff

Caregility – 301C Telestroke Cart

- Wireless cart must be placed 3-5 feet from the foot of the observed patient's bed.
- Make sure the cart does not block the walkway or have any wires/cords that can cause someone to trip.
- Ensure the cart is plugged in, even when stored.
- Always clean the cart according to hospital policy before placing it in another patient's room.
- Never touch, cover or move the camera to reposition – it will break the camera. Instead, move the cart.

Cleaning Process between patient use:

1. Before cleaning:
 - Turn off the system's power.
 - Do not spray into the equipment tray.
 - Do not grab or spray the microphone.
 - Do not grab the camera or move the camera head.
 - Do not spray the camera lenses, camera or speaker.
 - Do not unplug or move any wires while cleaning.
2. Clean the cart components with hospital-approved cleaning wipes (if exposed to c-diff, only use bleach wipes).
3. To clean the monitor and components, use a dry, soft cloth or duster. When necessary, use hospital-approved cleaning wipes. Avoid excess dampness, and do not allow liquids to spill inside.

To reboot the device:

****ONLY** reboot the system if the patient is in route, time permits or after the patient is seen. Resort to an iPad if the system needs rebooting. ******

1. Hold down the power button on the main panel until device power off.
2. Wait 10-20 seconds.
3. Power the device back on, using the button on the main panel.
4. The device will reboot.
5. If issues continue, contact the IT Help Desk. In an emergency, convert to a back-up iPad.





Caregility – 301C Telestroke Cart Troubleshooting Tips

System will not power up

- Confirm the power cord is properly plugged into a live outlet and the other end into the power port of the cart.
- Confirm switch is in the on position. o If issues continue, submit a Help Desk ticket to the MDI team.
- Revert to a back-up iPad until the cart issue is resolved.

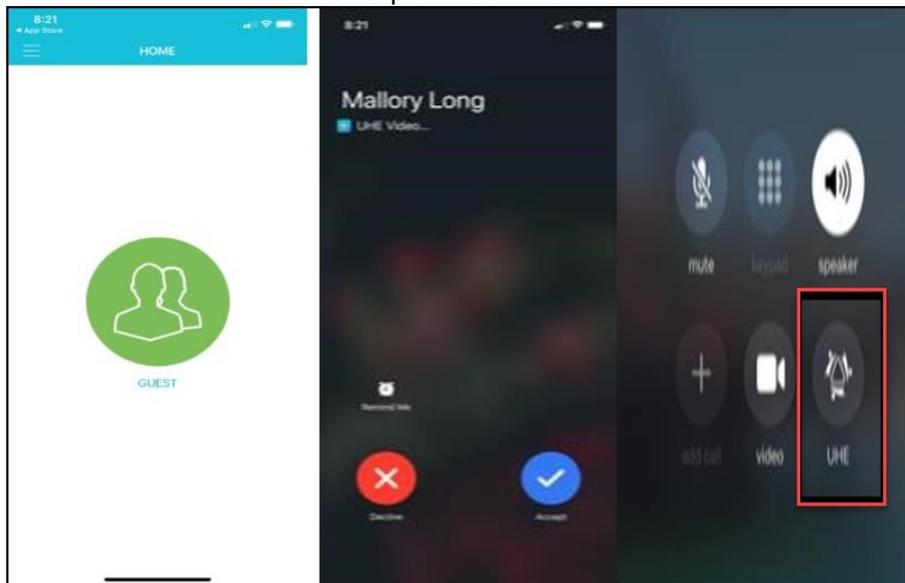
Computer does not turn on

- After confirming the system has power, check the power connection to the PC as well as the power connector located in the top-left section of the lower electronics.
- Hard reboot the device by holding down the power button until device powers off completely. Wait 20 seconds and turn the device back on.
- System turns on but camera does not move
- Check for the power light (green) on the front of the camera. If there is no light or the light is yellow/amber, check the power connection to the camera.
- If the camera has power, reboot the system.
- If the camera does not move on power cycle, submit a Help Desk ticket to the MDI team.
- Revert to a back-up iPad until the cart issue is resolved.

For support, contact the IT Help Desk at **832.667.5600**.

Caregility – Telestroke iPad

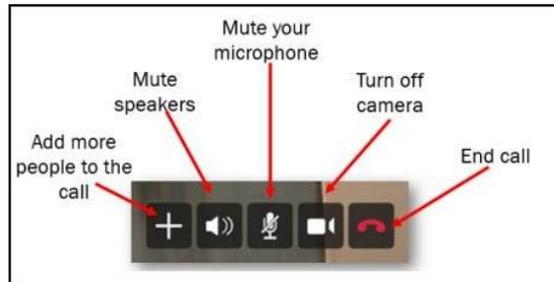
Mobile iPads are locked down to the Caregility (UHE) app. Staff can accept inbound calls from physicians for Telestroke consults. Note: iPads are not setup to auto answer.



Caregiity - Telestroke Cart and iPad Overview

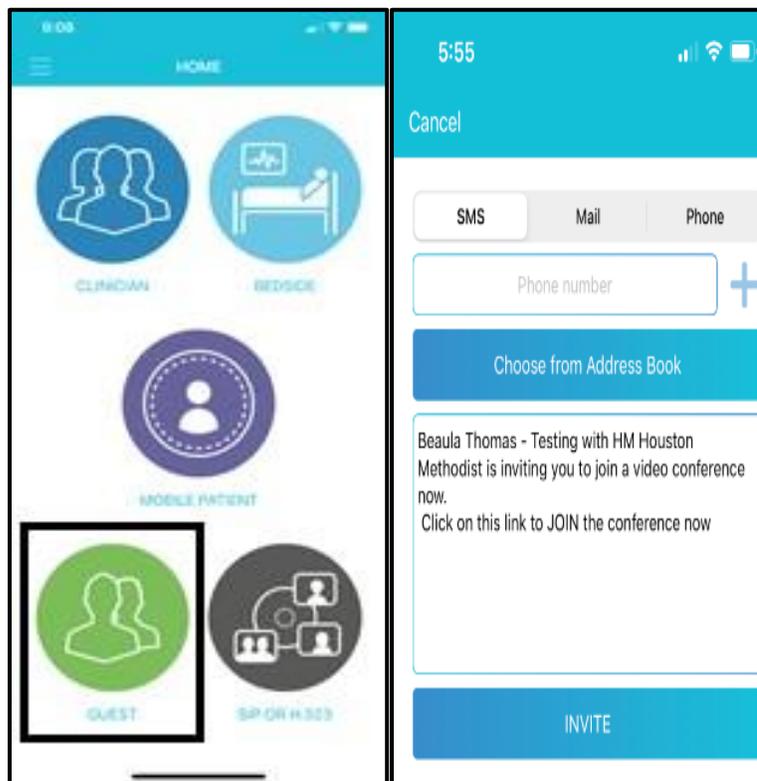


Once on the call, staff have controls to mute/camera and add participants.



mute the

To call a provider select the Guest icon on the main screen. Invites can be sent via text or email.



Caregility – Telestroke Cart and iPad Overview



Telestroke Locations & iPad Names:

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



Telestroke Location & Cart Names:

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 process.
- Please copy Nnenna Okpara on any correspondence with IT about a TeleStroke cart issue.

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

TeleStroke Providers

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

Site	Contact Name	Cell Number	E-mail 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	jivolpi@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	mngrimes@houstonmethodist.org

Caregility – Telestroke Cart and iPad Overview



Helpful Contacts

Issue	Contact Name	Phone Number	E-mail Address	Notes
Telestroke Cart/iPad Issue	IT Service Desk	832-667-5600	itsupport@houstonmethodist.org	Notify Service Desk you have a "TeleStroke" issue. Ask for MDI to be paged if cart or iPad are down