

# Caregility Telepsychiatry Consults



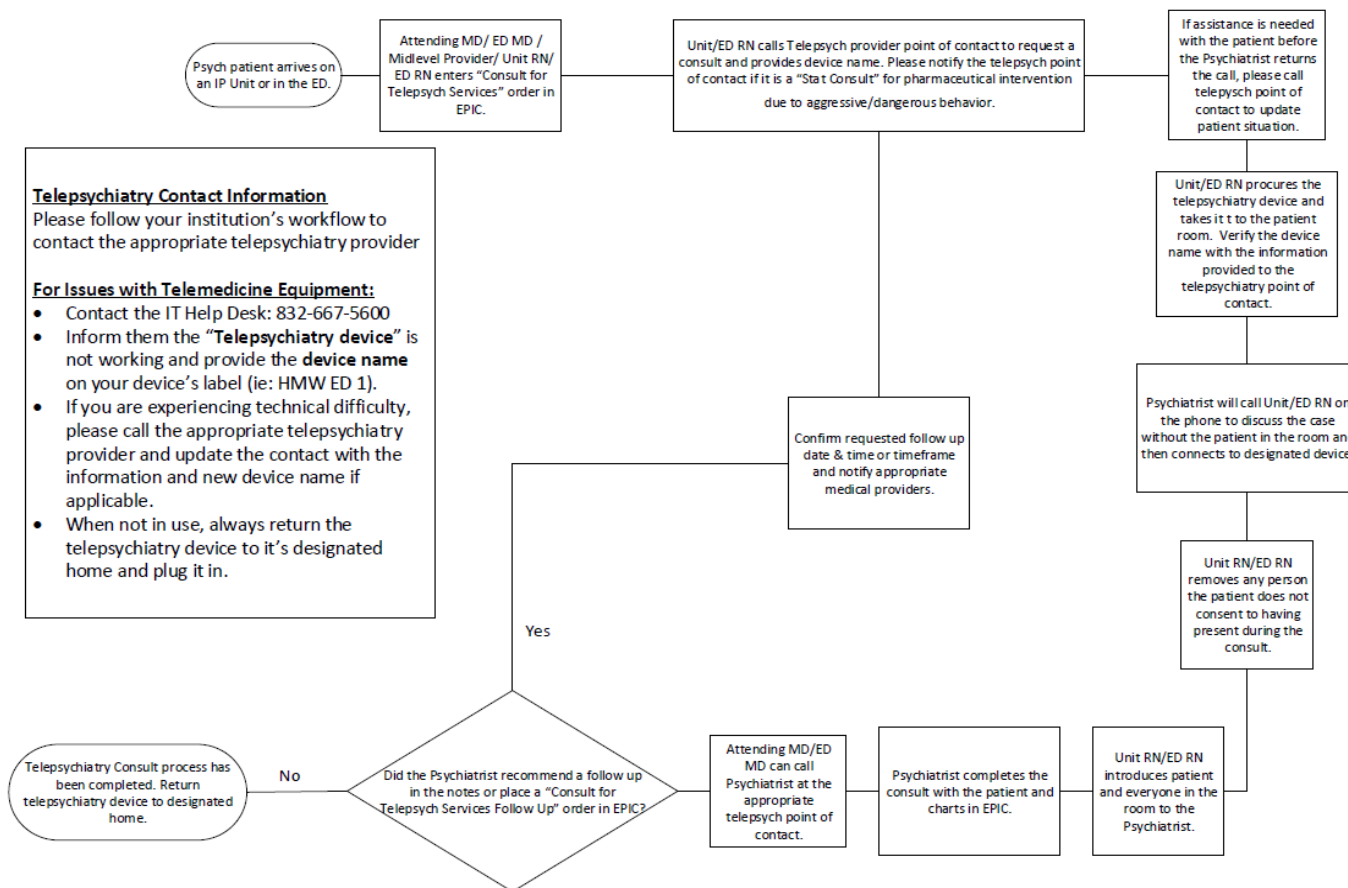
Audience: Inpatient and ED Staff

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.

## Process Changes

- The nurse or other delegate calls the Call Center to initiate a consult and provides the device name that will be used.
- During the scheduled time, the provider will call the designated device.

Telepsychiatry Consults on IP Units & ED  
Houston Methodist Hospital System



Revised 2/22/2022

# 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.




UHE iConsult

## Epic Order

- In Epic, enter a **Consult for Telepsych Services Initial Consult** or a **Consult for Telepsych Services Follow Up Consult**.

## Scheduling the Consult

- To request a psychiatric consult, Call the Call Center. The number can be found within the order details. When the psychiatrist is available, the Call Center will call you at the number provided.
  - Provide the name of the Telepsych 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 you don't see a label on the device, you can find it in the device:
      - Click the top-left corner menu .
      - Click **My Profile** and the device name will display.
  - 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).
  - The provider will connect to the device name you provided for the consult.
  - Expected **Emergent** consult response times are within four hours.
  - Expected **Routine** consult response times are as follows:
    - Calls received between 7 a.m. and 12 p.m. shall be answered same day, by 7 p.m. local time.
    - Calls received after 12 p.m. will be answered by 12 p.m. the next day.

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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.



# Caregility Telepsychiatry Consults



## Troubleshooting Issues

For any issues, contact the IT Service Desk at 832.667.5600, and place a ticket with the Virtual Health team. Be sure to tell the Service Desk that this is a telepsychiatry issue.

When not in use, keep the device plugged in and charging.

iPad Device Names and Locations Hospital Name	Device Location	Device Name
Houston Methodist Hospital (HMH)	HMH Main ED	HMH MAIN ED TELEPSYCH TC01
	HMH MAIN 7	HMH MAIN 7 TELEPSYCH TC01
	HMH Roaming	HMH ROAM TELEPSYCH TC01
	HMH Main 7SW	HMH HMCC M7SW TELEPSYCH TC01
Houston Methodist Willowbrook (HMWB)	HMWB ED	HMWB ED TELEPSYCH TC01
	HMWB Roaming	HMWB ROAM TELEPSYCH TC01
	HMWB Roaming	HMWB ROAM TELEPSYCH TC02
	HMWB Roaming	HMWB ROAM TELEPSYCH TC03
	HMWB Spring ECC	HMWB SPRING ECC TELEPSYCH TC01
	HMWB Cypress ECC	HMWB CYPRESS ECC TELEPSYCH TC01
	HMWB WN7E IMU	HMWB 7E TELEPSYCH TC01
	HMWB WN6E	HMWB 6E TELEPSYCH TC02
	HMWB WN5E	HMWB 5E TELEPSYCH TC02
	HMWB WN5E	HMWB 5E TELEPSYCH TC01
	HMWB WN6E	HMWB 6E TELEPSYCH TC01
	HMWB WN5W	HMWB 5W TELEPSYCH TC01
	HMWB WN7W	HMWB 7W TELEPSYCH TC01
	HMWB WN6W	HMWB 6W TELEPSYCH TC01
	HMWB Observation A	HMWB OBS TELEPSYCH TC01
	HMWB Observation A	HMWB OBS TELEPSYCH TC02
	HMWB Mother Baby	HMWB MOTHER BABY TELEPSYCH TC01
	HMWB CVICU	HMWB SICU TELEPSYCH TC01
HMWB Roaming	HMWB ICU TELEPSYCH TC01	

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<b>Houston Methodist West (HMW)</b>	HMW ED	HMW ED TELEPSYCH TC01
	HMW ED	HMW ED TELEPSYCH TC02
	HMW Roaming	HMW ROAM TELEPSYCH TC01
	HMW LD	HMW LD TELEPSYCH TC01
	HMW Roaming	HMW ROAM TELEPSYCH TC03
	HMW Roaming	HMW ROAM TELEPSYCH TC02
<b>Houston Methodist Clear Lake (HMCL)</b>	HMCL ED	HMCL ED TELEPSYCH TC01
	HMCL ROAMING	HMCL ROAM TELEPSYCH TC01
	HMCL ROAMING	HMCL MAIN 3 TELEPSYCH TC02
	HMCL ROAMING	HMCL MAIN 3 TELEPSYCH TC01
	HMCL ROAMING	HMCL MAIN 4 TELEPSYCH TC01
<b>Houston Methodist Baytown (HMB)</b>	HMB ED	HMB ED TELEPSYCH TC01
	HMB ROAMING	HMB ROAM TELEPSYCH TC01
	HMB ROAMING	HMB ROAM TELEPSYCH TC02
<b>Houston Methodist Sugar Land (HMSL)</b>	HMSL ED	HMSL ED TELEPSYCH TC01
	HMSL ROAMING	HMSL ROAM TELEPSYCH TC01
	HMSL SIENNA ECC	HMSL SIENNA ECC TELEPSYCH TC01
	HMSL INFUSION CENTER	HMSL TELEPHARM INFUSION CENTER TC01
<b>Houston Methodist The Woodlands (HMTW)</b>	HMTW ED	HMTW ED TELEPSYCH TC01
	HMTW L&D	HMTW LD TELEPSYCH TC01
	HMTW ROAMING	HMTW ROAMING TELEPSYCH TC01
	HMTW ED	HMTW ED TELEPSYCH TC02
	HMTW ROAMING	HMTW ROAMING TELEPSYCH TC02
	HMTW ROAMING	HMTW ROAMING TELEPSYCH TC03
	HMTW MAIN 6 SOUTH	HMTW 6S TELEPSYCH TC01
<b>Houston Methodist Continuing Care Hospital (HMCCH)</b>	HMCC ROAMING	HMCC ROAM TELEPSYCH TC01
	HMCC ROAMING	HMCC ROAM TELEPSYCH TC02
	HMCC ROAMING	HMCC ROAM TELEPSYCH TC03