

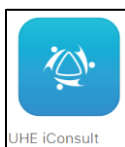
Caregility Telerounding Workflows



Audience: IP Providers, Clinicians, Staff

Getting Started: Setting Up a Caregility Account

- To login via a desktop, go to landing.caregility.net. Use your HM email address to log in to the platform. If you don't yet have an account or need your account updated, go to it.houstonmethodist.org/telemedicine-training and submit a request.
- Go to **login via mobile**, go the Apple Store(iOS) or Google Play (Android) on your device and download the **Caregility Mobile App**.



- 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.

The screenshot shows the 'Caregility SSO External' login page. At the top is the Houston Methodist logo with the tagline 'LEADING MEDICINE'. Below the logo, the text reads 'Caregility SSO External'. A note says: '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 are two radio buttons: 'This is a public computer' and 'This is a private computer'. A 'Submit' button is below. At the bottom, there is a 'Restart Login' link and a disclaimer: 'This is a private computing system and network. Any unauthorized access or usage will be disciplined and may be subject to civil and criminal penalties.'

The second part of the screenshot shows the password entry screen. It says 'Please enter the password associated with your User ID.' There is a key icon. Below this, there are fields for 'Username:' and 'Password:'. The 'Password:' field has a masked password '.....'. A blue 'Submit' button is at the bottom.

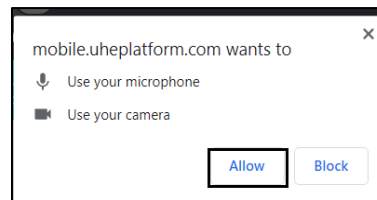
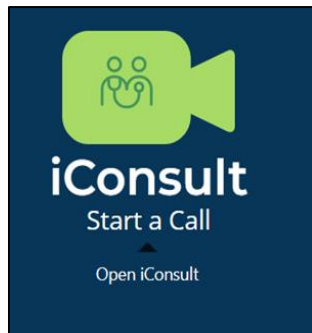
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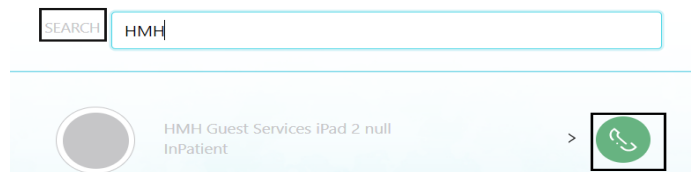
Calling Telerounding iPads

From Desktop

- To access the mobile view from a desktop, go to <https://landing.caregility.net>. **Note:** You must use **Chrome** or **Safari**. **Internet Explorer** and **Microsoft Edge** aren't supported.
- 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 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.



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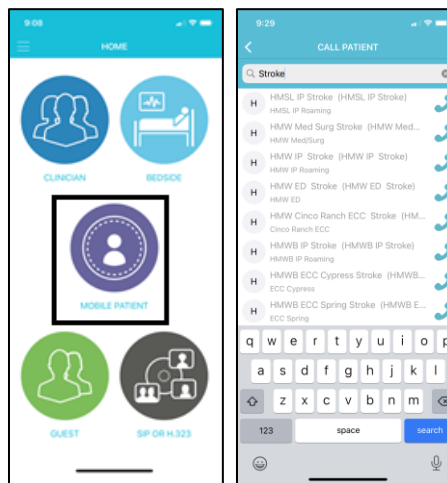


- Within the call, you can add a participant, mute camera/mic and enable full screen.




From Mobile Device

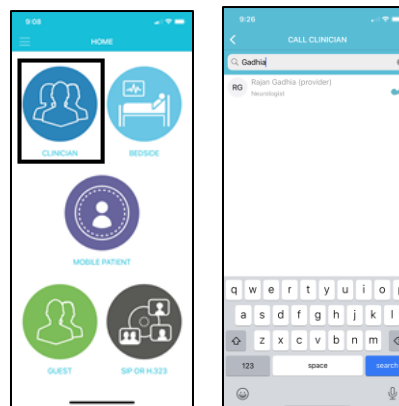
- Select the **mobile patient** icon from the home screen.
- On the **call patient** screen, type in the room number or roaming iPad name and click the **phone** icon.



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

Adding Another Person to the Call

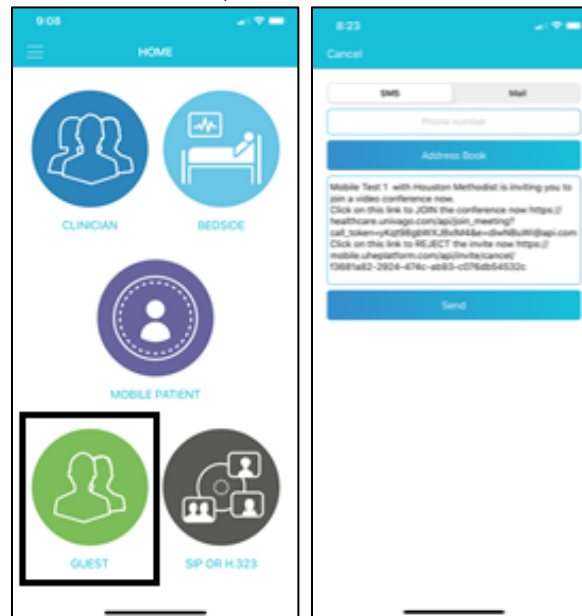
- From the video call screen, select the **add participate** icon , choose whether to add a clinician to the call or a guest.
- To add a clinician, select the **Clinician** icon. Search for the clinician you're connecting to and select the **phone** icon. The clinician is added to the call.



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- 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:

- **Providers:** Physician Service Desk, 832.667.5555 and submit a ticket to the Virtual Health team.
- **Staff:** IT Service Desk, 832.667.5600 and submit a ticket to the Virtual Health team.