

TeleRounding with Care.ai



Audience: Houston Methodist Providers

Logging In

- To log into **care.ai**, navigate to <https://hm.care.ai/>
- Enter your **HM email address** as your **username** and your **HM password**. If logging in off the HM network, you will be prompted to go through multi-factor authentication (MFA).

Please select the **Public Computer** option if this is not a machine you use regularly, then enter your **Username** below and click **Log in** to access the system.

Username:

This is a public computer
 This is a private computer

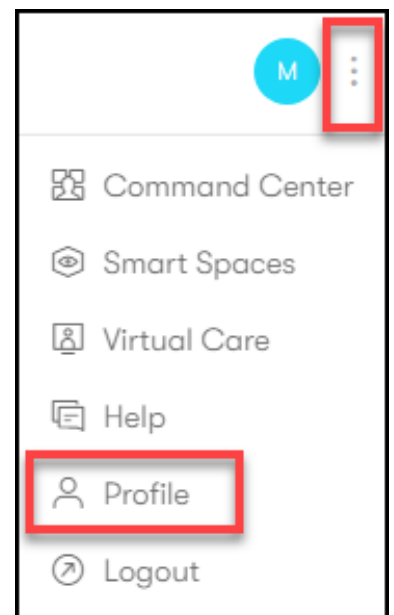
Log in

Setting Up Preferences

For quicker load times and to reduce the number of clicks in the future, follow these steps to set up **Virtual Care** as your default module.

Please note that this action only needs to be completed once. Once set, you will automatically be taken to the Virtual Care screen upon login moving forward.

- Click on the **three dots** located in the top right corner of the screen.
- Select **Profile**.

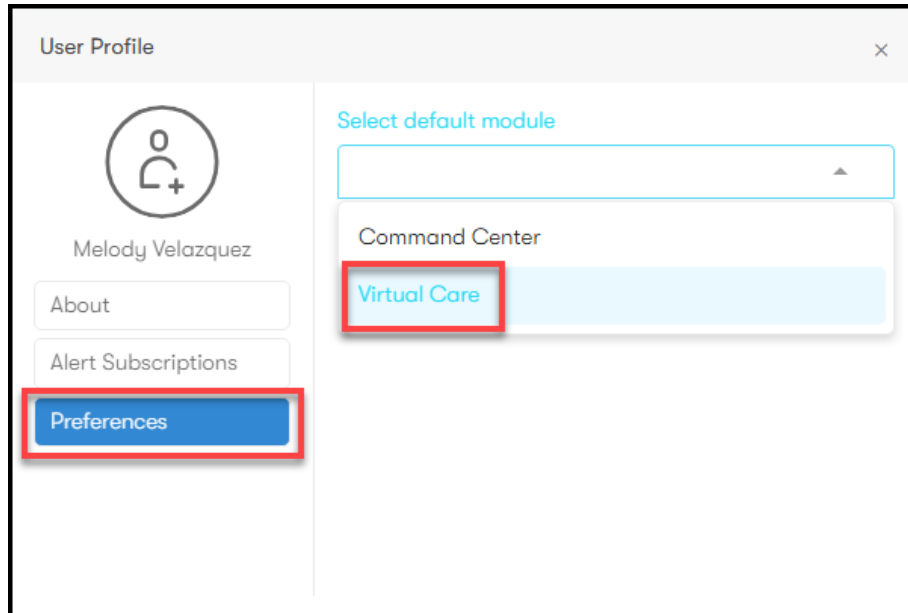


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The **User Profile** window will open.

- Click on **Preferences**.
- Select **Virtual Care** from the **Select default module** drop-down menu.



Device Set-Up

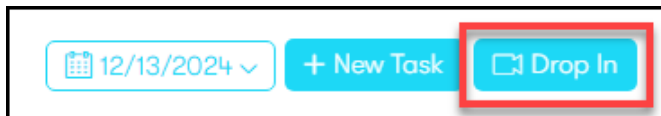
Before placing a call to a patient room, please work closely with the bedside team to ensure the proper device is setup and ready for the call.

When available, in room mounted cameras should be used. If the camera is malfunctioning, a Mobile Cart should be implemented by the bedside staff and the cart number should be communicated to you. While iPads are available for most rooms, this device option should be a last resort.

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Place a Call

- In the **Virtual Care** module, click **Drop In**.



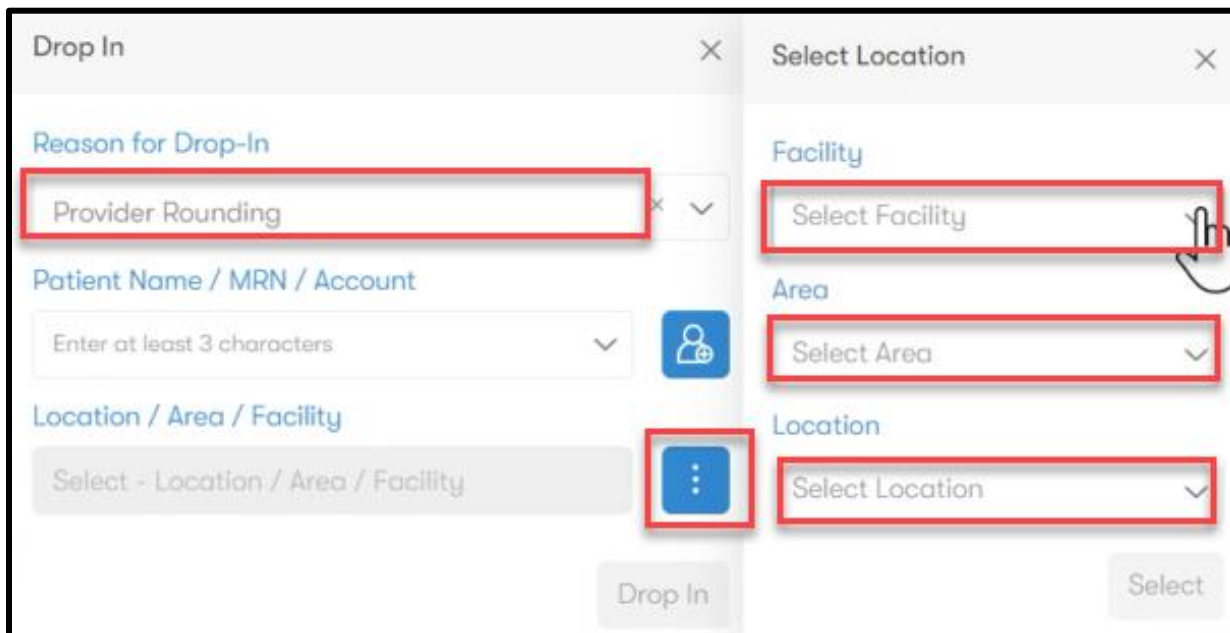
The **Drop-In** window will appear.

- Select the **Reason for Drop-In = Provider Rounding**
- Click on the **three dots** next to **Location/Area/Facility**.

The **Select Location** window will appear.

- Select the **Facility** where the patient is located.
- Select the **Area*** based on the device that you will be calling into.
- Select the **Location.***

** Refer to the next section for information related to the Area & Location fields.*





Calling into a Room

If you are calling into a room with a wall mounted camera (R2):

- In the **Area** field, select the **unit** the patient is in.
- In the **Location** field, select the **room** the patient is in. You will see an online/offline indicator icon. This icon will vary by the devices associated with the room and if they are online. Note: While the icon might be yellow or red, it does not mean that all devices associated with this location are offline.
- Click **Select**.

Select Location

Facility
HM The Woodlands

Area
HOPE 5N

Location
5002

Select

Select Location

Facility
HM Baytown

Area
MAIN 3 WEST

Location
3001

- 3001
- 3002
- 3003
- 3004
- 3005
- 3006

This is the only time patient information will be populated in the **Patient Name/MRN/Account** field.

Drop In

Reason for Drop-In
Provider Rounding

Patient Name / MRN / Account
2032

Location / Area / Facility
2032/2 EAST/HM Baytown

Drop In

- Click **Drop In**. You will see the status of the devices associated with that location.



Calling into a Mobile Cart

If you are calling into a mobile cart:

- In the **Area** field, select **Mobile Carts**.
- In the **Location** field, select the **Cart** number.
- Click **Select**.

Select Location

Facility

HM Sugar Land

Area

MOBILE CARTS

Location

CART 01

Select

You will notice that the **Patient Name/MRN/Account** field will be **blank**. Do not enter any patient information.

Drop In

Reason for Drop-In

TelePsych

Patient Name / MRN / Account

Location / Area / Facility

CART 01/MOBILE CARTS/HM Sugar Land

Drop In

- Click **Drop In**.

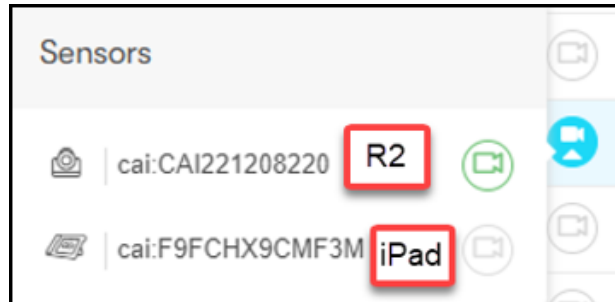
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Multiple Devices

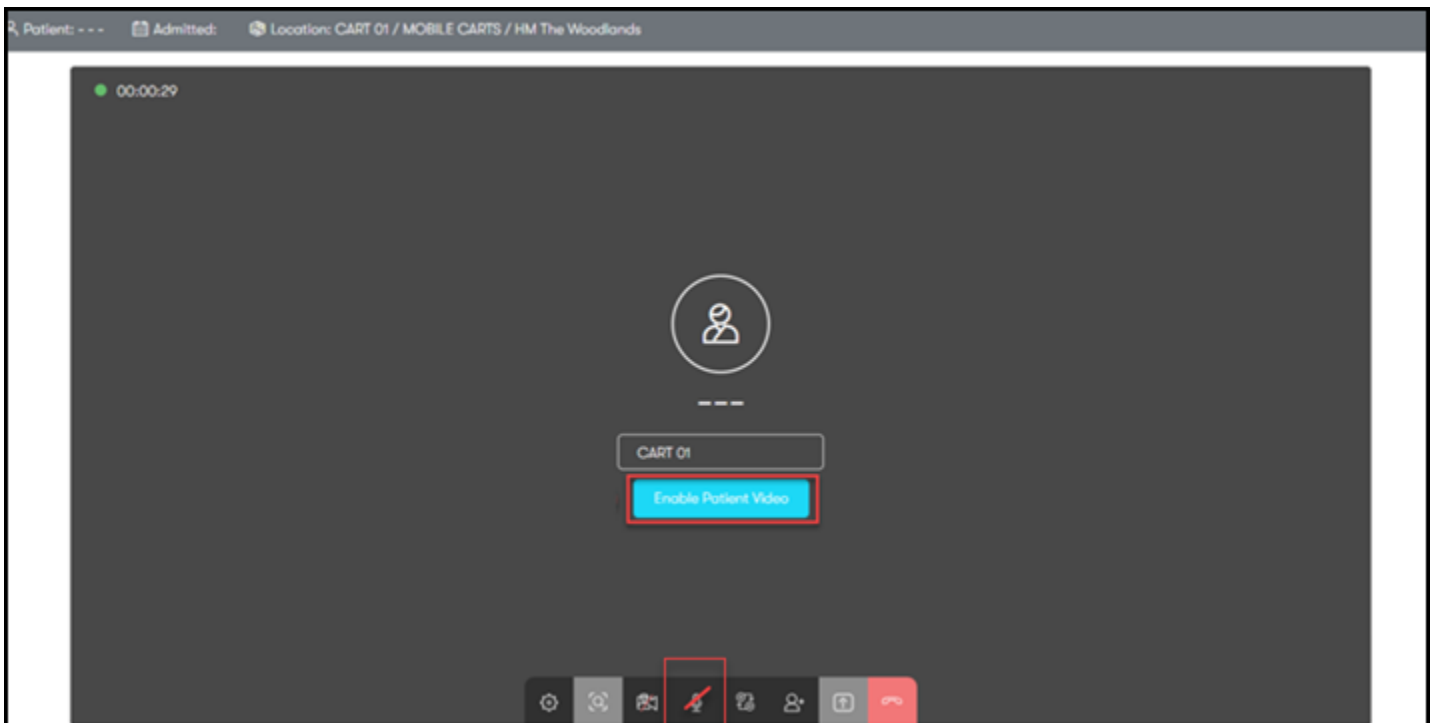
If the room has multiple active devices, such as a wall mounted camera (R2/R20) and an iPad:

- Hover over the **Camera** icon. The icon that is green indicates that the device is online and available for use.
- Select the **Device** you will use for the session. The R2, Care.ai camera is the preferred method that should be used for all sessions unless otherwise indicated by floor staff



Privacy Screen

After selecting the device, you will be taken to the privacy screen. You will be able to hear into the room. Unmute your mic to speak with the patient. Once patient has verbally granted permission to the call, click **Enable Patient Video**.



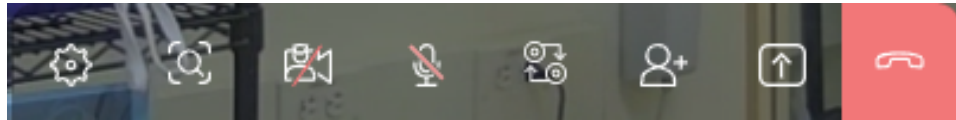
The patient will now see you on the TV and you will be able to see the patient.

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In Call Features

In-Call icons are visual indicators designed to streamline communication and help you navigate the platform more efficiently during patient calls and interactions. These icons provide quick, easy-to-understand visual cues to assist in managing patient care and monitoring.



Settings

You can control the audio level in the patient room under this button, as well as update the camera and mic settings on their end.

Camera Presets

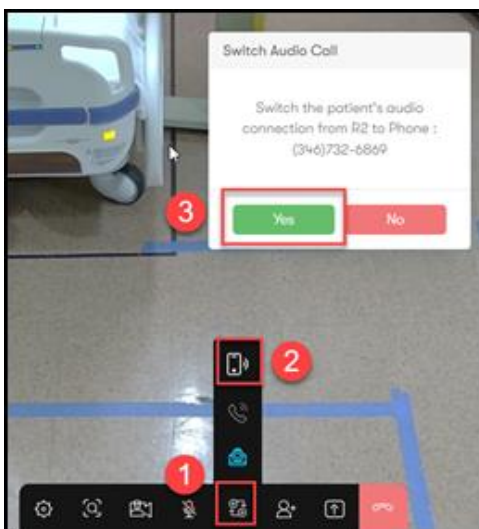
Camera location presets can be set for each room. **Default 1** will be the patient bed. Do not delete any presets already defined.

Modify Background

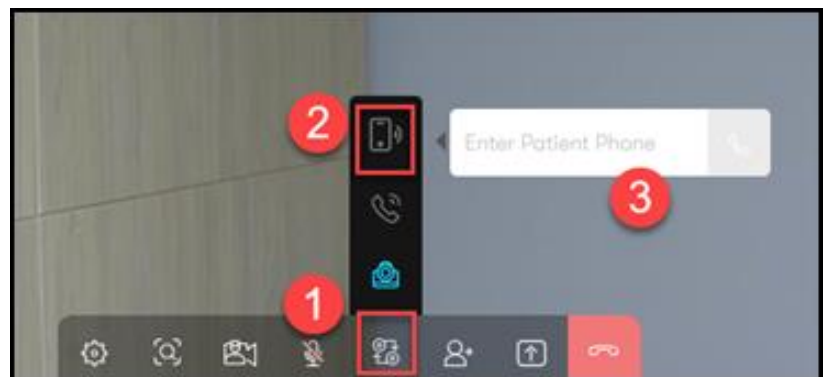
We are currently experiencing issues with different backgrounds degrading the video call quality. Refrain from using this feature at this time.

Switch Patient Audio Source

You can switch the patient's audio source to their cellphone (the number on file in Epic). This is often suggested for those who are hard of hearing, in a room with loud background noises and if more privacy is requested by the patient. If you are calling into a Mobile Cart, you will have to manually enter the telephone number.



Connecting from R2



Connecting from Mobile Cart



Pan-Tilt-Zoom (PTZ)

There is a PTZ wheel on the right-hand side of the screen to move the camera throughout the room. A PTZ camera can be remotely controlled to:

- Pan (move horizontally)
- Tilt (move vertically)
- Zoom (adjust the focal length to get a closer view)



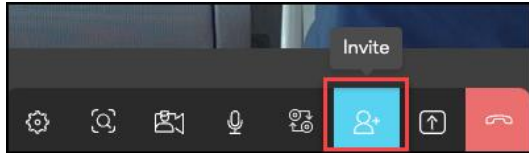
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Invite Participant

The Invite Participant feature is used to add new individuals (interpreter, family member, caregivers or other staff members) to the platform to participate in monitoring, communication, or care-related activities.

- Click on the **Invite** icon.

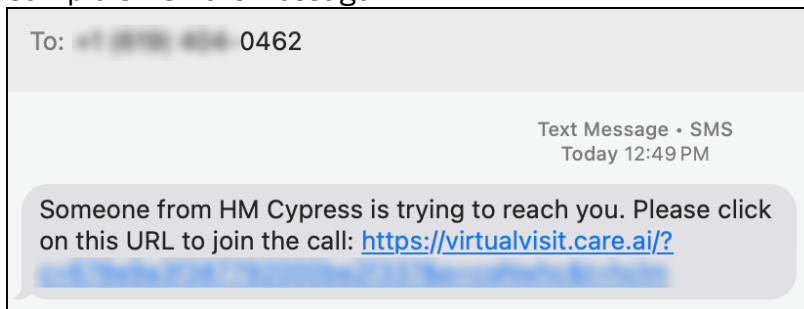


- Select the **Dialer** option and enter the **name**, **phone number** and **email** of the person you want to invite into the session.
- Click **Send Invite**.

A screenshot of the 'Invite' form in the Care.ai interface. The form has a title bar with 'Invite' and a close button. Below the title bar are three tabs: 'User', 'Translator', and 'Dialer'. The 'Dialer' tab is selected and highlighted with a blue underline. The form contains three input fields: 'Name', 'Phone', and 'Email'. Each field has a placeholder text and a small icon on the right. At the bottom right of the form is a 'Send Invite' button.

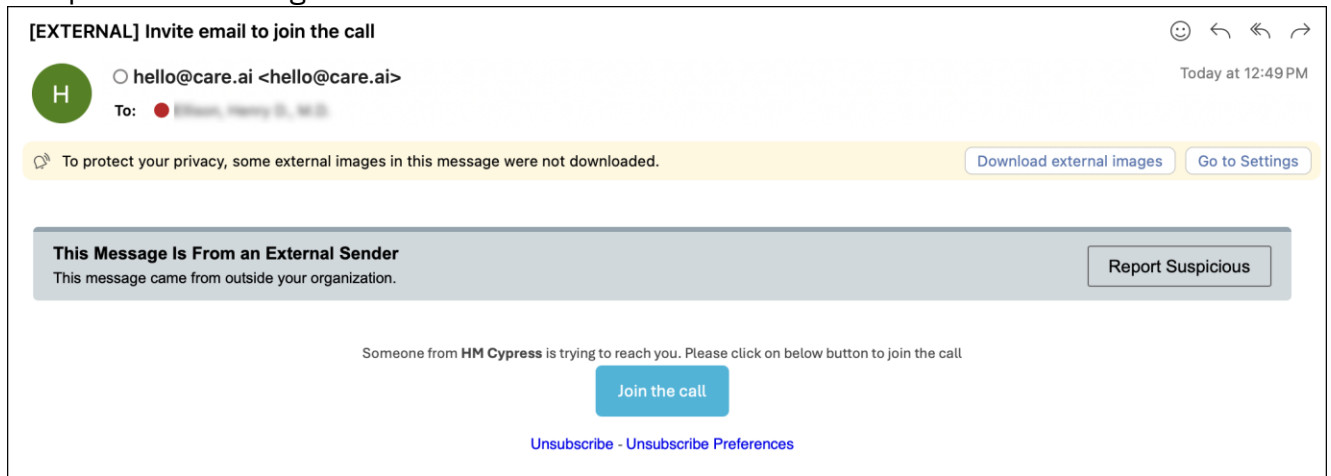
- Guests will receive a SMS text message and an email inviting them to join the virtual visit.

Sample SMS Text Message:



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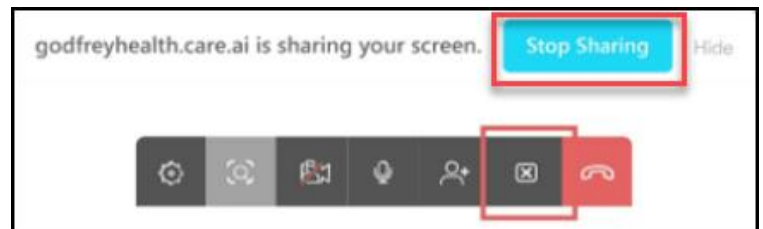
Sample Email Message:



- Once a guest has joined the call, you will see the patient and guest in a tile view. You can mute the mic, mute the camera, and remove guest participants.

Screenshare

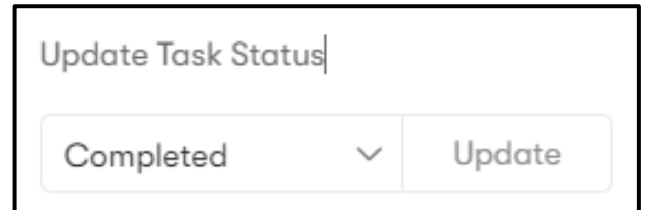
When utilizing screenshare, it is recommended to share an entire screen than a single application. Ensure that no other patient information is displaying before using this feature. You can stop screenshare by selecting either the **Stop Sharing** button or the **X** icon.



End the Session

At the end of the call, select the **Red Phone** button. You will receive a pop-up asking if the task is complete.

- If the you need to come back to the task at a later time or mark documentation time, select **No**.
- If the task if truly complete, select **Completed**.





Incomplete or Deferred Calls

For any calls you were unable to complete due to patient availability or technical issues, mark the call as **Incomplete** and change the task status to **Deferred** for technical issues.

📧	Rounding	WT 1703-R2 / HMH Wal...	MALLORY DEX...	10:00 AM	Select Status ▾
					<ul style="list-style-type: none"><li data-bbox="1214 520 1393 569">Ready<li data-bbox="1214 583 1393 625">Chart Review<li data-bbox="1214 646 1393 688">Deferred<li data-bbox="1214 709 1393 758">Completed