Objectives:

- Learn Telestroke Workflow
- 2 Take-Home Messages
- Obtain necessary knowledge of the Telestroke technology
- Learn how to report a technical problem
- Review common technical problems
- Review resources in the cart

Please note: your identified local Telestroke nurse champion or trainer should be able to walk you through this presentation.
**Telestroke Workflow**

**TeleStroke Protocol for Suspected Acute Stroke**

- All patient who presents with acute onset of focal neurological deficit should be evaluated emergently by the Attending Physician, who confirms deficits on exam and establishes time **Last Known Well (LKW)**

- Obtain VS, FSBG and initiate telemetry monitoring (ECG should be done after head CT)
- Draw and send STAT labs (FSBG, PTT, PT/INR, CBC, BMP, troponin)

- Review the **Eligibility Criteria for use of IV tPA for the Treatment of Acute Ischemic Stroke** with the patient/patient’s representative
- Transport pt to CT scanner STAT for non-contrast head CT STAT (+CTA head and neck where capable)
- Call REMIS (662-2950) and request **TeleStroke consultation**
- TeleStroke neurologist will call back and discuss case with the physician

**Remember**

- The Telestroke cart needs to be moved into the patient’s room immediately once the provider suspects the patient is having an acute stroke.
- When calling REMIS must say **Telestroke consult**.
- Place the Telestroke at a corner of the foot of the bed.
2 Take-Home Messages:

1) Plug in BOTH the Network and Power plugs.

2) DO NOT TURN ANYTHING ON/OFF or PRESS ANY BUTTON ON THE CART unless you are troubleshooting the cart.
Have knowledge of:

- Telestroke Cart storage location
- Power / Network cables and outlets
- Video monitor
- Remote control
- Microphone
Have knowledge of:

- Telestroke Cart storage location:
  - Telestroke cart should have a permanent storage home and can vary between hospitals. Find out where the storage space is from your trainer or colleagues.
  - Example:
    » Hallway
    » Supply room
    » Critical care room
Have knowledge of:

• **Power / Network cables and outlets:**
  - The network cable plugs into the network outlet. Make sure it is plugged in tightly (you may hear a clicking noise).
  - The network outlets are labeled. Make sure it is plugged in tightly (see examples below).
  - Power outlets are not labeled (last image below). Simply plug the power cord into the nearest power outlet.

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**MaineGeneral**

- Network Outlet

**LH - Miles**

- Network Outlet

**MMC**

- Video

**Power Plug and Outlet**

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**MaineHealth**
Have knowledge of:

- **Video monitor:**
  - Before use, always verify TV monitor light is on:
    » Yellow light means it is in sleep mode
    » No light on the monitor means the TV is off.
    Press TV monitor power button

- **Camera remote control:**
  - You NEVER have to use the remote unless you are troubleshooting the cart with a Telehealth Duty Officer.
Have knowledge of:

- **Microphone:**
  - The microphone has a light that indicates whether it is off (no light), muted (red), not muted (green).
  - Use the cord to move the microphone closer to the patient to make it easier for the Telestroke Neurologist to hear their responses.

- Telestroke Cart storage location
- Power/Network cables/outlet
- Video monitor
- Remote control
- **Microphone**
How to Report a Technical Problem

• **Every** unsolved technical problem needs to be reported to our Telehealth Duty Officer.

• To report the problem, call the Contact Center **(207) 662-6400**

• Key words to use: **HIGH Priority** and to **send out a page** to a 24/7 on-call **Telehealth Duty Officer**. Information should include:
  
  - Location – Example: Maine Medical Center’s Emergency Department
  - Phone number that you can be directly reached at ________.
  - Brief problem- Example: can hear TS provider but she can’t hear you.
Common Technical Problem # 1

Cannot hear the Telestroke neurologist or hear loudly

• Check the wires and connections on the back of the cart to see if you notice something unplugged.
• Verify that the neurologist has un-muted their microphone.
• Verify that the neurologist does not have a headset connected to the computer.
• Verify that your speakers volume are turned up.
• Adjust TV monitor speakers.
• Ask neurologist to disconnect and reconnect.
• Call the Contact Center at 662-6400.
Common Technical Problem # 2

Telestroke neurologist cannot hear or hear loudly the patient or ED team members

• Check the wires and connections on the back of the cart to see if you notice something unplugged.

• Verify that the neurologist has un-muted their microphone.

• Verify that the neurologist does not have a headset connected to the computer.

• Verify that your speakers volume are turned up.

• Adjust TV monitor speakers.

• Ask neurologist to disconnect and reconnect.

• Call the Contact Center at 662-6400.
Common Technical Problem # 3

Cart does not work / won’t power up / connect

• Check the wires and connections on the back of the cart to see if you notice something unplugged.

• Verify that the Network and Power Cable is plugged tightly into the correct outlet in the wall.

• Unplug and re-plug the Power and Network Cable.

• Turn TV monitor on if TV power light is black (off).

• Ask neurologist to disconnect and reconnect or whether they are calling into the correct cart.

• Call the Contact Center at 662-6400.
Resources

• Resources in the Telestroke cart drawer:
  - Troubleshooting guide
  - NIHSS scorecard
  - NIHSS pictures and words
  - Telestroke Patient/Family Info card
  - TV remote control (to not be used unless troubleshooting with a Telehealth Duty Officer)

• Have questions? Please contact Tho Ngo, Telestroke Program Manager, with any questions, concerns, thoughts and feedback. We want to hear from you!
  - ngot@mainehealth.org
  - (207) 662-2703