

MaineHealth

MaineHealth Telestroke Network

Technology Training (CISCO)

Last revised: 7/28/2016

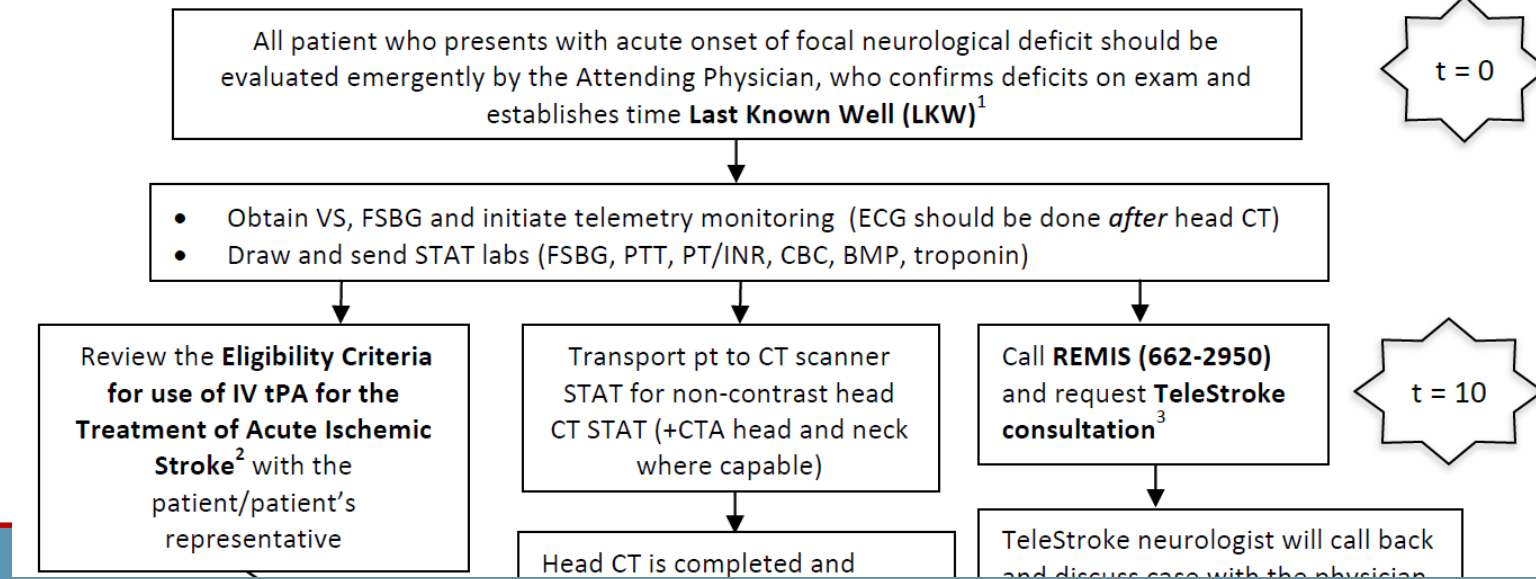
Objectives:

- 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



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

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- 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:

- Telestroke Cart storage location
- **Power/Network cables/outlets**
- Video monitor
- Remote control
- Microphone

- 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.

MaineGeneral

Network Outlet



LH - Miles

Network Outlet



MMC



Power Plug and Outlet



Have knowledge of:

- Telestroke Cart storage location
- Power/Network cables/outlets
- Video monitor
- Remote control
- Microphone

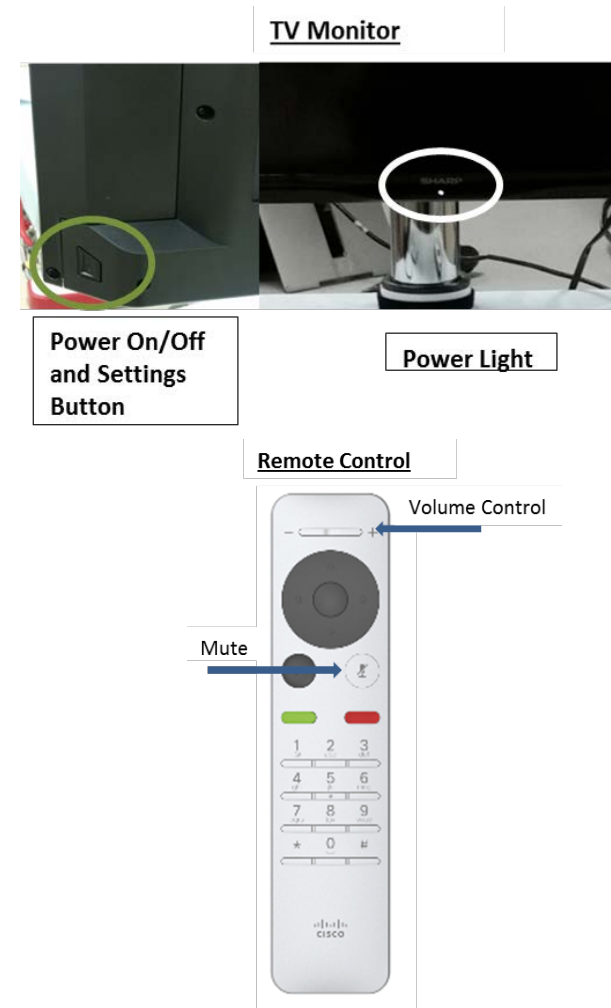
- Video monitor:

- 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:

- Telestroke Cart storage location
- Power/Network cables/outlet
- Video monitor
- Remote control
- **Microphone**

- **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.

Microphone



Mute
Button and
Microphone
Light

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