CVT Patient Tablet – Technology Overview

Resource Guide for the Provider and Team

Operations Manuals

- The CVT Patient Tablet program is operationalized using the Clinic Based Operations Manual and the Home Telehealth Operations Manual designed through the National Telehealth Training Centers.

- These manuals are available from the [Telehealth Services Website](#)

- [Clinic Based Telehealth Operations Manual](#)

- [Home Telehealth Operations Manual](#)

CVT Into the Home Supplemental Ops Manual

- The following link will take you to the CVT Into the Home Supplemental Operations Manual. This provides general expectations for the program.

- Please review this manual when setting up your CVT Into the Home Program.

[CVT Into the Home Supplemental Ops Manual](#)

Clinic Set Up and Support

- Your local Facility Telehealth Coordinator (FTC) will provide ongoing guidance and support as your CVT Patient Tablet program develops.

- The FTC is responsible for the Needs Assessment, Deployment Check List and Telehealth Service Agreements. Once these things are accomplished, the FTC will continue to support you and your team.

Clinic Designation

- Your CVT Patient Tablet appointments should be set up in a new clinic using your naming convention
  - The name should contain the designation for the CVT Tablet apart from other CVT Into the Home appointments
  - This will provide clear data collection for your CVT Patient Tablet program
  - Design the name with "CVT TAB" in it – usually after your Telehealth designation
    - ie: ECH TH CVT TAB Withrow

Common Goals

- Common goals of the CVT Patient Tablet Program include:
  - Improved access for patients
  - Meeting the potential for 5 Telehealth visits for Home Based Primary Care programs
  - Supporting the care of homebound patients
  - Providing Home access for primary and specialty services

Clinical Applications for CVT Patient Tablet Encounters

- Consultations and intakes for screening or beginning care with new patients
- Follow up visits in addition to face to face care
- Diagnose and treat various medical and mental health conditions
- Various therapies and rehab medicine including home evaluations
- Veteran and caregiver support and education
- Wound evaluations
- Triage for medical or mental health conditions

Episodic vs Chronic Care

- For many situations, CVT Into the Home using the Patient Tablet can be a very functional adjunct to face to face care and can be used for ongoing care of chronic medical or mental health conditions.

- For some situations, the CVT Patient Tablet is very well used to provide one time or episodic care for specific specialties or purposes.

- And the ability to provide same day or urgent care is always a benefit.

Provider Licensure!

- Providers wishing to use the CVT Patient Tablet to care for patient at home must usually be licensed in the State where the patient lives.

- VA Licensure Supremacy does not always apply for this program.

- Please speak to your State Boards and to the State Board of your patient's home state to verify Licensure Requirements.
  - Some states DO recognize VA Licensure Supremacy and some do not.
  - Many states will require the provider to be licensed in their state to provide care into the home.
  - CVT into the Home falls out of the Licensure Supremacy because care is not being delivered within a Federal facility.

CVT Patient Tablet Enrollment Criteria

- Veteran meeting basic requirements
  - Geographical access to 4G network
  - Enrolled for care in the VA
  - Selected by provider and team
  - Distance and transportation issues
  - Willing to participate in the program
  - Adequate hearing and vision to participate
  - Adequate ability – or a caregiver with ability to manage the technology and possible peripherals

Cellular Coverage Map

- It may be useful to use the Verizon coverage link below to determine if your patient will have adequate cellular service.

- **http://www.verizonwireless.com/wcms/consumer/explore/why-verizon.html#btnCvg**

Provider Technology

- Providers who wish to participate in the CVT Into the Home program will require
  - Access to provider/scheduler mail groups
  - Provider training
  - Ex60 or 90 OR:
  - Jabber software
  - Willingness to support
    the patient with technology

Workload Capture

- Primary Stop Codes will mimic face to face codes for that service

- Secondary Stop Code for **ALL** CVT Into the Home encounters will be 179 – Real Time Clinical Video Care to Home.

Consult

- Complete the consult "CVT Patient Tablet"
  - Includes selection of any peripheral devices
  - Reviews patient enrollment criteria
  - Must be signed by an LIP (Licensed Independent Practitioner)
  - Requires self certification that you have taken this training module
- This consult will be received by a designated staff member in your facility who will order the equipment that you selected

Test Call to the Patient

- Once equipment is received by your patient:
  - Arrange for Test Call with patient – this can be done through the FTC and conducted by a TCT or other designated staff member
  - Arrange for appointment time
  - Call patient for the appointment using the Alias Address found in the "CVT Tablet Consult Report" note
  - Document your visit using the "CVT Patient Tablet Provider Note" Make sure to include Vitals and data received

CVT Tablet Peripherals

- The CVT Tablet comes with a small hand held general exam camera
- Other Peripheral devices are available
  - Stethoscope Chest Piece
  - Blood Pressure Monitor
  - Scale for weight
  - Pulse Oximeter
  - Thermometer
- The data from these devices will show up on the provider EX90 screen during the appointment
  - Write them down! They do not import into CPRS/VistA
- All data is wiped immediately upon ending the call with the patient
- Devices are very easy to use and require little skill to manage adequately – and become the property of the patient to keep indefinitely. Only the general exam camera and the stethoscope chest piece are returned to the DALC after use.

For Patients with Existing Tablets

- The initial phase of deployment for the CVT Patient Tablet in 2015 will include the replacement of older tablets already deployed to patient homes.

- Please order a new tablet for your patient using the CVT Patient Tablet consult.

- You can add a comment to the consult for the benefit of those requesting the tablet from ROES to add a shipping label to return the older tablet to the DALC.
    - This label is available as an Add Another Item from the ROES order under UPS Return Label.

- When initiating your first test call with the patient, instruct them to put the previous tablet in the shipping box and affix the new shipping label. They can call the shipping service for pickup of the tablet to be returned.

Scheduling a CVT Into the Home Appointment

- Scheduling a CVT Patient Tablet visit is more complicated than a traditional appointment.
  - Provider Schedule in VistA
  - Space and Technology for the provider
  - Agree on a time with the patient
  - Block provider's non-CVT schedule
  - Schedule the CVT patient side appointment by agreeing to the date and time with the patient – usually done by phone
  - This is a one sided appointment since there is not a patient side schedule in VistA

Simple Tablet Connection

- The CVT Patient tablet is very easy to set up and connect

Making A Call

- Locate the unique alias number for your patient's CVT Tablet
  - In the CVT Tablet Consult Order progress note
  - Or: In the closed consult for the CVT Patient Tablet
- Open the keypad on your EX series codec and key in the number Example: SIP:050005ae.bltablet
- Press CALL
- The patient will receive an alert on the CVT Tablet that you are calling for their appointment

Veteran Technology Overview

- Modem is internal and uses 4G (like a cell phone) – plugs into power source
- Plug and Play methodology – the device will find a 4G signal and connect automatically
- Peripherals are already synced or paired by Denver Acquisitions and Logistics Center DALC) prior to sending to patient
- Provider calls patient
- Patient can receive the call or decline the call
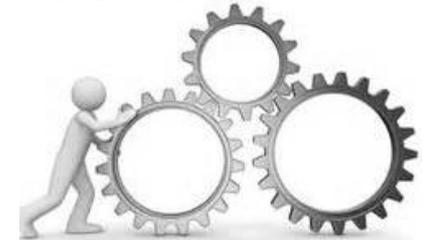
The CVT Tablet

- When plugged in the CVT Tablet Home page looks like this

- Touching the VA logo will connect to MyHealtheVet for the patient – but they cannot dial out or navigate to other internet sites

The Patient Encounter

- Session starts with Provider dialing the patient side using the secure CVT Tablet address
  - Address is unique for each device and sent from the DALC via email to whomever requested the equipment from the DALC
  - Will be entered into a Progress Note in CPRS titled "CVT Tablet Consult Report…"
  - Must add SIP: as a prefix to any number SIP:050005ae.bltablet
- Patient accepts the call (does have the option to reject call as well.)
- Provider verifies and documents patient's verbal consent for Telehealth appointment
- Provider verifies patient location and any other people the room
- Provider directs the evaluation, including the use of any peripheral devices
- Patient or caregiver manages peripherals with coaching from the provider

Information Security

- The modem connection used for this exam is secure and has passed vigorous testing and approval with VA Information & Technology and Information Security

- Any information showing on the patient or provider device during the examination including vital signs and medical statistics is "wiped" once the call ends.

- No information can be stored on the device

Trouble Shooting tips

- Is the device plugged into a power source
- Is the device turned on
- Is the plug-in cable securely seated in the device and the wall outlet
- Are peripheral devices securely plugged – or synced via Blue Tooth
- Is the device in a location that can pick up 4G (cellular) signals
- Tip: Unplug or turn the power off and back on to re-boot if things just don't seem to be working

In the Event of Malfunction

- If a CVT Patient Tablet is damaged, broken or is not working reliably – and all trouble shooting attempts have failed:
  - Submit a new CVT Patient Tablet Consult in CPRS
  - Make a note on the consult that this is a replacement tablet and that a retrieval label should be sent to return the current/old tablet
  - Once the new tablet arrives, plan the test call with your Telehealth or support staff, and you are back in business

Remote Provider Access

- Providers can access the patient's CVT Tablet remotely by contacting the National Telehealth Technology Help Desk (NTTHD) at 1-866-651-3180.

- This function will allow the provider to assume access and control of the patient's table function keys such as muting their microphone or selecting a peripheral device.

Connectivity

- The patient tablet has built-in 4G

- The device automatically establishes a connection when turned on – similar to a cell phone

- Connection may take a few moments to establish – if not connected within 10 minutes, rotate the antennas by 90 degrees and try again

- Best connections are often near windows or open spaces

VA Network Access

- The Patient tablet will show a green check mark in the upper left corner of the monitor when it is correctly connected to the VA server and is online and ready to receive calls from providers
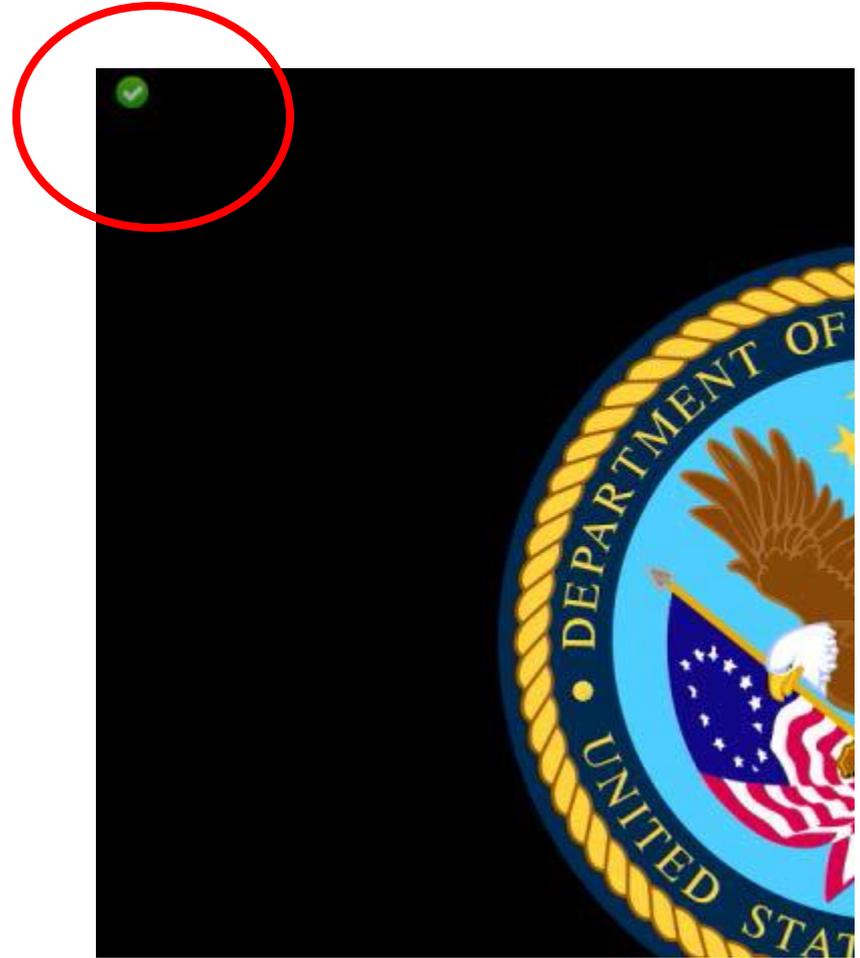
Video Access Problem Alert

- The Patient tablet will show a red X mark in the upper left corner of the monitor when it is not connected to 4G or not accessing the VA video server.

- Shut the device off and turn it on again to reboot.
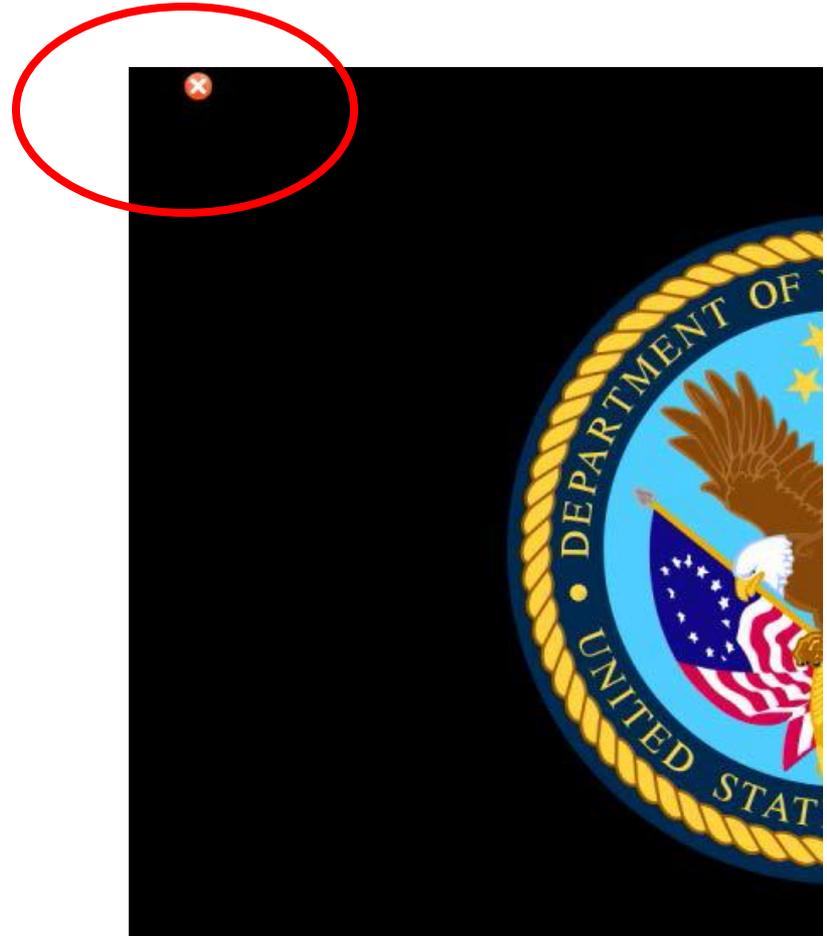
National Telehealth Technology Help Desk (NTTHD)

- By phone: 866-651-3180
- NTTHD is always available to assist VA Providers and staff with connectivity and trouble shooting issues.
- NTTHD CANNOT speak directly to the patient
- It is advised that the VA employee have the patient on one line and NTTHD on another to address problems that cannot be managed with basic troubleshooting attempts

CVT Patient Tablet Provider Note

- This note title has been established for providers to use as a standard for documenting their CVT Tablet patient encounter.

- Get with your local Clinical Applications Coordinator (CAC) to upload.

- It can be used by any service including Primary Care, Specialty Care, Mental Health and Home Based Primary Care or any other.

- The note is built to import the Patient's CVT Tablet Alias number when opened, to make locating the alias and dialing the patient's tablet very easy.

Accepting a Call

- When the provider calls the patient - the Patient Tablet device will sound an alert in the patient's home, and the screen will light up with the following choices

- The patient touches the screen over either the green phone button to accept the call – or the red phone button to reject the call
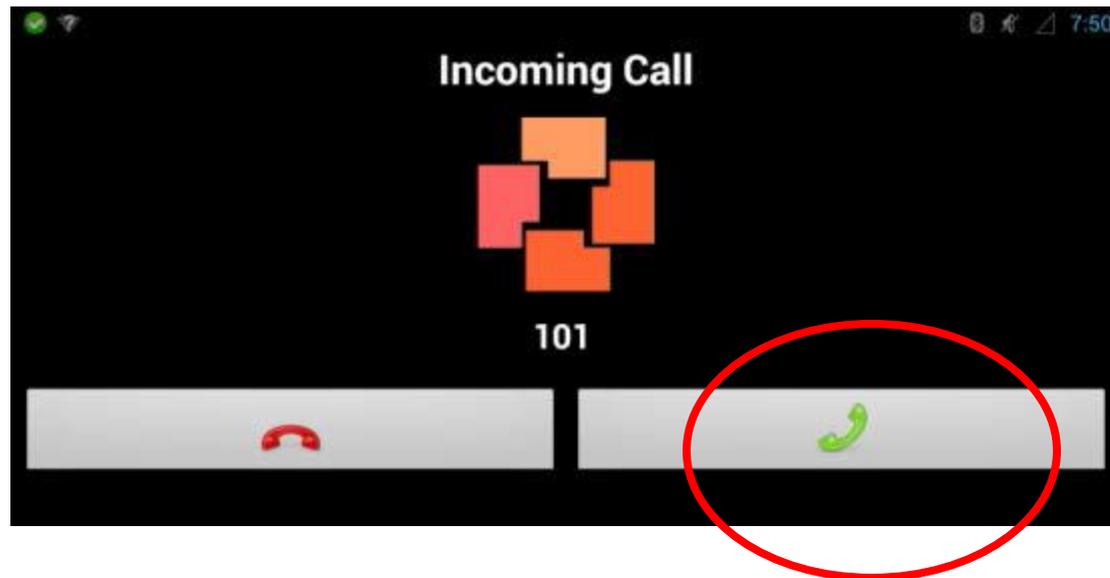
Visualizing the Veteran

- The Patient tablet must be set up on a flat surface, and adjusted to clearly see the patient's face
  - The tablet can be adjusted by grasping it firmly from the top and bottom of the monitor and tilting to adjust it on the stand
- Lighting must be behind the tablet device, so that it shines on the patient's face – lighting behind the patient will make visualization difficult

Verifying the Patient's Location

- Verifying your patient's location upon EVERY visit is especially important using the CVT Patient Tablet. Since this device works on a 4G connection it is actually very portable.

- ALWAYS verify the patients location/physical address and phone number before starting your CVT Tablet encounter! If an emergency arises you need a location to send EMS!

- Also make sure to verify your patient's identity. Anyone can push "Accept" and answer the call!

The Patient View

- Once the call is accepted, the patient will see the provider on their monitor screen - as well as a small self view window that will help them see what the provider sees as well

- A tool bar can also be used with options for devices and functions to use during the encounter
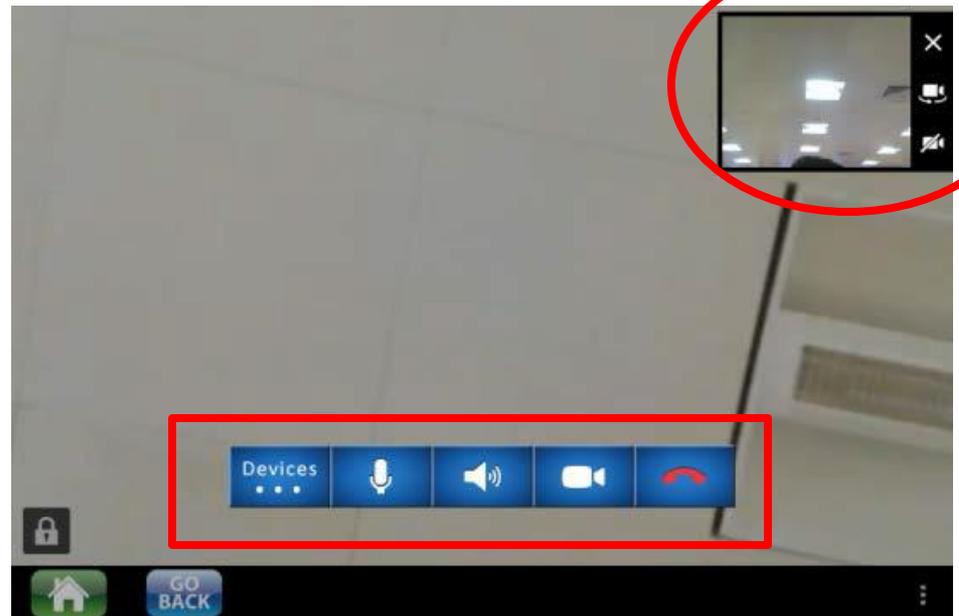
Opening the Toolbar

- From the CVT Patient Tablet, the touch screen tool bar can be opened by simply touching anywhere on the tablet screen.
  - Touch it once for the main toolbar
  - Touch the "Devices" Icon to open the device toolbar
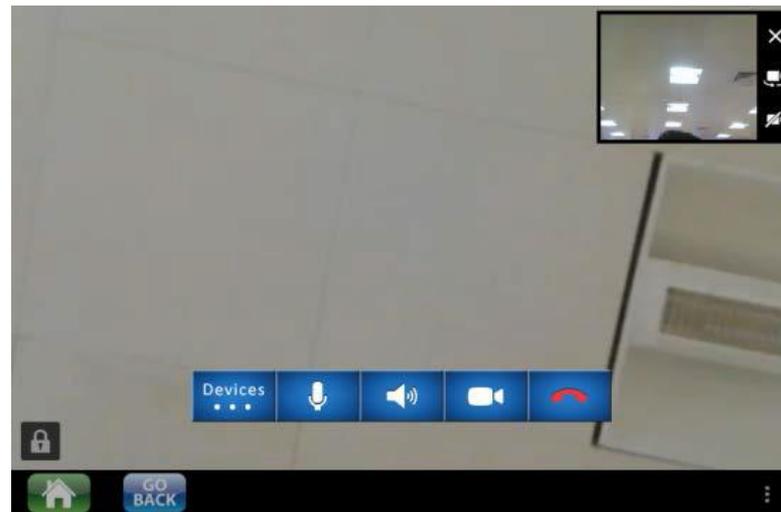
The Camera Control Button

- The patient side camera can be controlled by the patient by simply touching these buttons
  - The X icon switches off the patient site main camera
  - The camera icon switches from the main camera to the general exam camera (if connected)
  - The camera with a slash thru it disables the patient site main camera
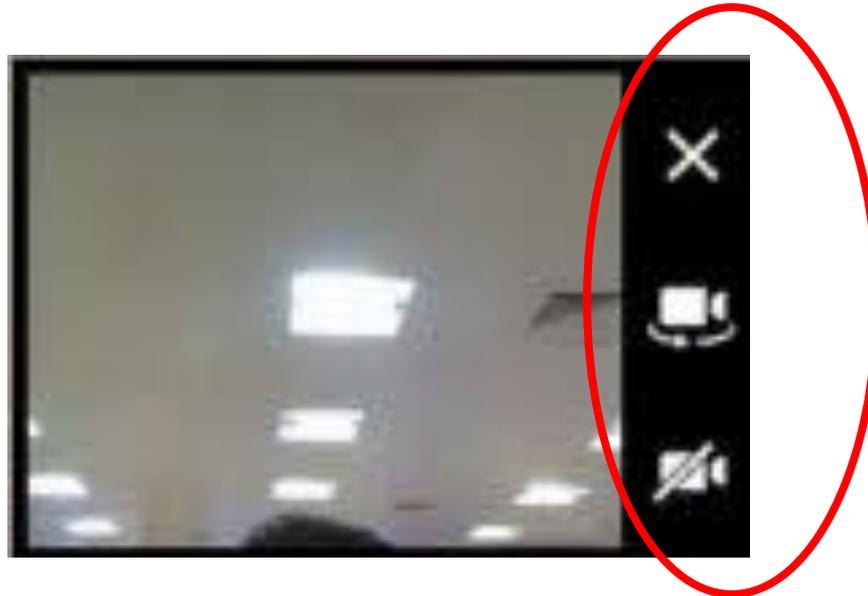
The Device Button

- Touching anywhere on the patient's tablet screen will open the available toolbar

- Touching the Device Button will open a device control toolbar and identify any peripherals either paired/synced with the tablet – or plugged into it
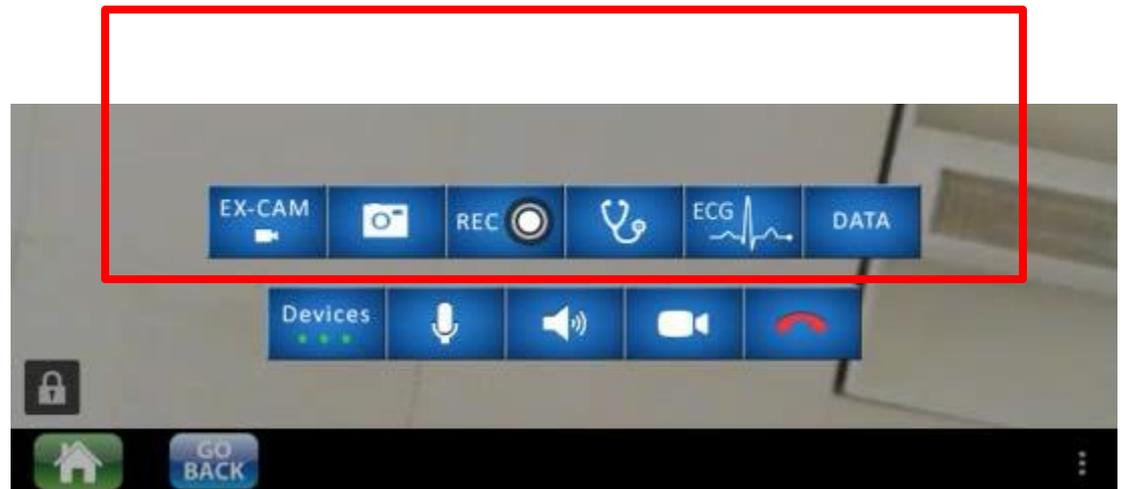
Device Icons

- Local Control buttons control the patient site device
  - Mutes/unmutes the patient mic
  - Controls patient's speaker volume
  - Hides the patient self view window
  - Ends the call

Remote Device Icons

- Remote Device buttons control the peripheral devices that are either paired/synced with the patient's tablet, or are plugged in to it
    - Activates the general exam camera
    - Records the video at the patient end (is wiped clear when call ends)
    - Activates the stethoscope chest piece
    - Disables the video from the patient site on the provider screen and displays data collected

Using Peripheral Devices

- The bottom of the patient's tablet has several port options for plugging in and using the peripheral devices

- Most are actually wireless and are paired or synced to the patient's individual tablet before being sent out from the Denver Acquisitions and Logistics Center (DALC)

Audio Out Connection   USB Connections
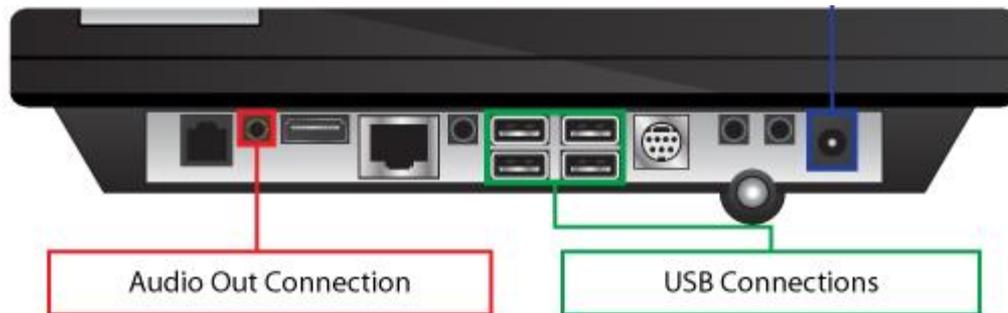
Headset Use

- Occasionally a headset is used for a patient who may be hard of hearing – or may require additional privacy during the patient encounter

- The headset plugs into the Patient Tablet using the Audio Out Connection

Audio Out Connection

USB Connections
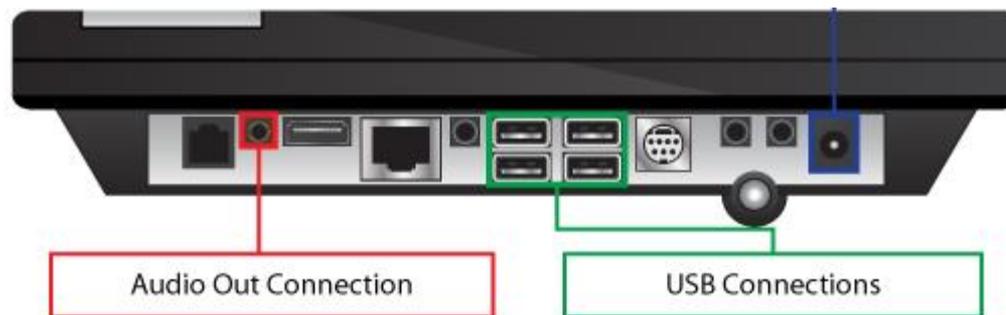
Peripheral devices

- The DALC installs batteries and pairs/syncs any peripherals before sending them out to the patient

- Most peripherals work automatically
  - Stethoscope must be plugged into the coaxial port
  - General Exam Camera must be plugged into a USB port

- When a measurement is taken, the data is transmitted and displayed on the Patient Tablet as well as temporarily on the provider's screen

- The Data button retrieves any data from the session to be viewed again by the provider during that same session

General Exam Camera

- The general exam camera uses a standard USB connection that can be plugged into any of the four USB ports on the bottom of the tablet

- The camera is switched on by touching the camera icon on the small window on the patient's monitor

Audio Out Connection   USB Connections

Focusing ring
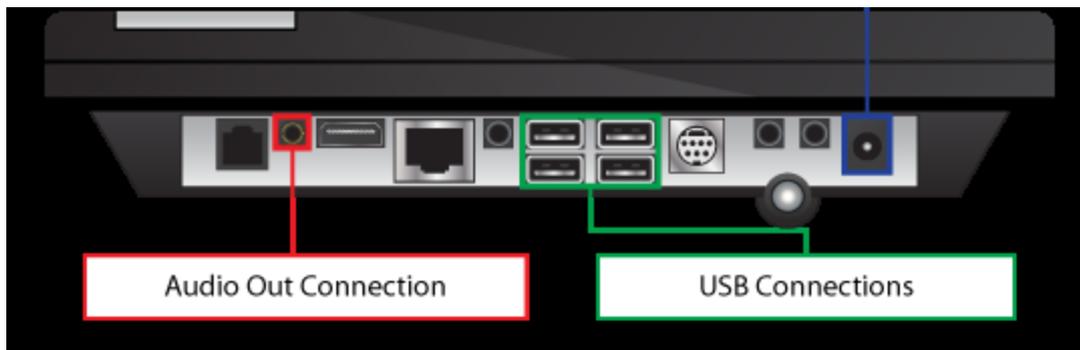
General Exam Camera

- The general exam camera has a light dimmer control attached to the cable of the camera – it works by pressing it between the thumb and fingers
- There is also a focus ring on the camera itself that works by twisting until optimal focus is achieved

Focusing ring

Stethoscope

- The stethoscope connector is located on the right side edge of the monitor using a coaxial connector

- The stethoscope is turned on/off by touching the stethoscope icon on the device toolbar

- For best sound quality it is recommended that the patient site mic be turned off while the stethoscope is in use – most providers find their EX 90 speakers adequate for this exam, but a headset can be requested from your FTC if needed

- The patient or caregiver can place the chest piece as directed by the provider
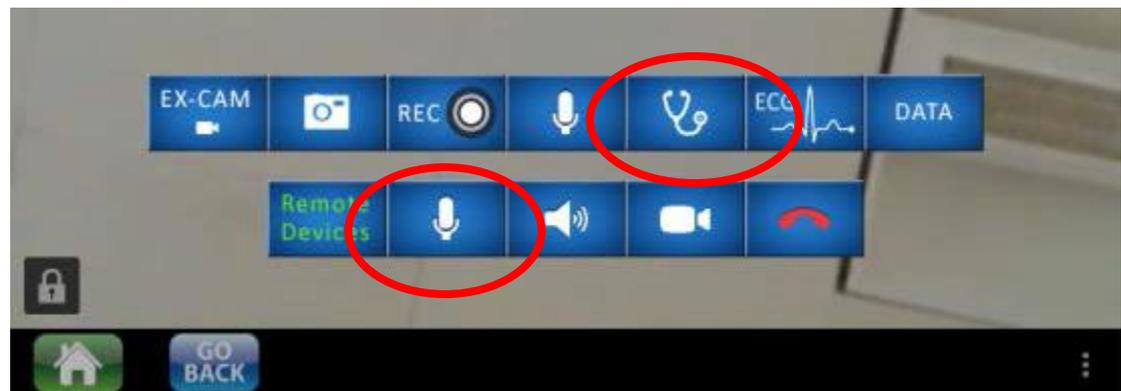
Stethoscope

- Providers must instruct the patient or caregiver to:
  - Mute their patient side microphone to limit sound interference with the stethoscope
  - Place the stethoscope chest piece directly on their skin and not overtop of clothing.
  - Place the chest piece firmly to the skin as directed by the provider
  - Refrain from speaking during stethoscope use

Ending the Encounter

- Once the patient encounter has been completed and any necessary data has been documented – the call can be ended

- Use the red phone icon to hang up the call

- Any data recorded during the session will be wiped upon disconnecting the call No data is saved on the device from any encounter
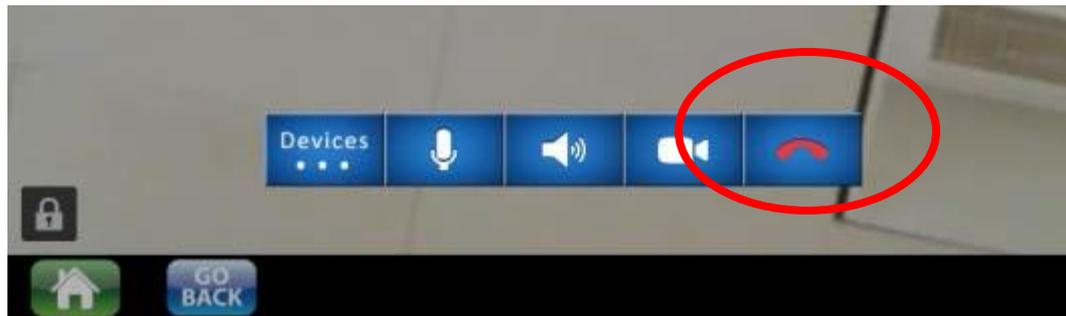
Basic Cleaning Tips

- Prior to any cleaning – unplug the device from the power source
- Most in home cleaning can be accomplished by dusting routinely and keeping the device in a clean area
- If soiled and needs cleaning – use of a commercial unscented bleach wipe is recommended
- In event of a spill on the device turn the unit upside down until it is dry
- Do not attempt any other cleaning of this device – contact the DALC to return any device that is not usable or is disabled

Provider Quick Reference

- Identify interested patients
- Complete consult "CVT Patient Tablet"
- Equipment will be sent to patient home
- Conduct a test call with patient (this can be done by a team member) Close the consult with alias # and note "CVT Tablet Consult Report"
- Arrange for appointment time with patient
- Call patient at arranged time
- Conduct visit
- Document Vital Signs/Data during the visit
- Document using "CVT Tablet Provider Note"
- Complete encounter form for workload

Self Certify

- This completes your Provider training requirement for the CVT Patient Tablet.

- Please Self Certify on the Consult form that you have completed this training

- You can refer back for any troubleshooting needs in the future

- Thank you for choosing the CVT Patient Tablet!