



MaineHealth

MaineHealth Telestroke Network

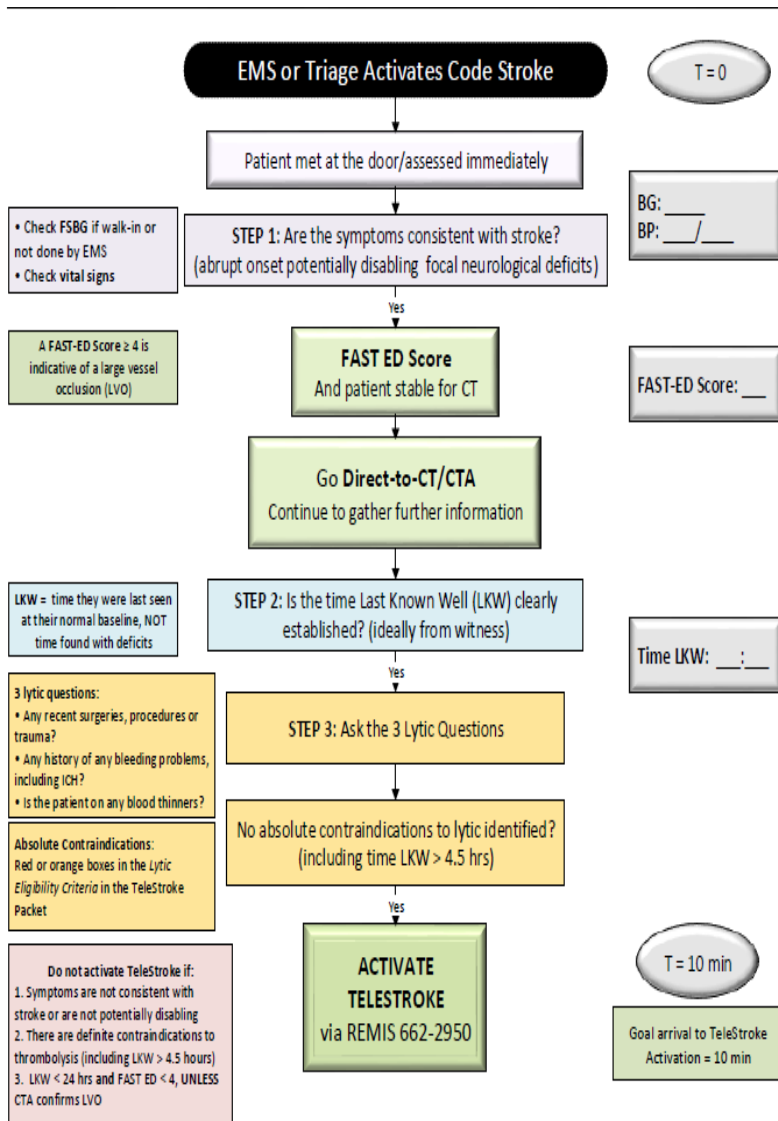
Technology Training

Last revised: 03/07/2022

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

TeleStroke Workflow



- Move the Telestroke cart to the patient room immediately.
- Position the TeleStroke cart at the foot of the bed near one corner.
- Plug in both the network and power cords firmly.
- The Neurologist will need the assistance of a RN who is familiar with NIHSS scoring.
- Brief family members on the TeleStroke process and what to expect.

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.

Everyone Should Know:

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

Have knowledge of:

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

- Telestroke Cart Storage Location:
 - Telestroke cart should have a designated storage location. Find out where the cart is stored from the TeleStroke Champion, unit leadership or colleagues.
 - Common Storage Locations:
 - » Hallway
 - » Supply Room
 - » Critical Care/Resuscitation 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 should 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.

Example

Network Outlet



Example

Network Outlet



Example

Network Outlet



Power Plug and Outlet



Have knowledge of:

- Telestroke Cart storage location
- Power and Network cord/outlet
- Video monitor
- Remote control
- Microphone

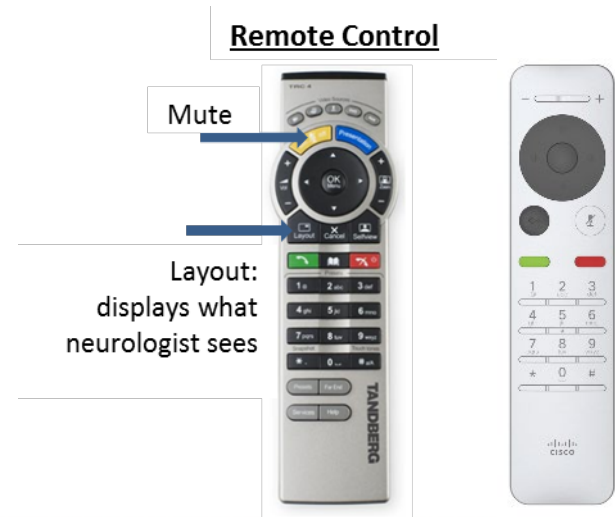
- Video monitor:

- 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/outlets
- Video monitor
- Remote control
- **Microphone**

- **Microphone:**

- Use the cord to move the microphone closer to the patient to make it easier for the Telestroke Neurologist to hear their responses to questions.

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 phrases: **“HIGH Priority”** ask the contact center to **“page a 24/7 on-call Telehealth Duty Officer”**.
Information should include:
 - Location – Example: Waldo Emergency Department
 - Phone number that you can be directly reached at
 - Brief problem description -Example: you can hear TS provider but they cannot hear you.

Common Technical Problem # 1

**Cannot hear the Telestroke neurologist or hear clearly.
Volume is too low.**

- 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 clearly the patient or care team members. Volume is too low.

- Check the wires and connections on the back of the cart to see if you notice something unplugged.
- 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 / will not 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 Cables are 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 (not used unless troubleshooting with a Telehealth Duty Officer)

Location Specific Stroke Champions

Unit Leadership

Telestroke Program Coordinator

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Questions???

Please contact Brian Chipman, TeleStroke Program
Manager, with questions, concerns, thoughts and feedback.
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