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:
  - 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:

• 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

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

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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:**
  - 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.
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 to 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. Brian.chipman@mainehealth.org  (207) 662-2703