SIU HealthCare
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SIU TeleHealth

TELESTROKE QUICK GUIDE

Dial Memorial Access at 877-662-7829 to request a telestroke consult

Making a test call prior to Every Consult

1. Make a test call by clicking on *DIRECTORY* and selecting *SIU TVS TEST SITE* and make a test call.
1. The call should connect within several seconds.
2. Once the call completes, the main screen will show a TeleHealth staff room with work spaces.
    a. If at night, the room may be dark. Look closely to see anything in the room. The picture-in-picture will appear and have a view of your location.
    b. In the event that nobody is present in the room or it is after business hours, call the SIU help line number (217-545-8600) and listen for a phone to ring in the SIU staff room.
3. *If the test call fails, turn off the codec/polycom video system by placing your finger over power sensor next to the small blue light on the codec until the light becomes amber and begins to flash Once the codec is off and the screen is black, wait 10 seconds, then turn on the codec by placing your finger on the power sensor.*
4. Look at the main home screen and find the ip address located bottom left corner of the screen. The IP address should not read 0.0.0.0 or any combination of only zeros. If zeros appear, make sure the data cables are plugged into the right ports on the wall. Try switching the cords, turning off the Polycom, turn it back on, and try the test call again. If the IP address remains 0.0.0.0 or any combinations of only zeros, contact your facilities internal IT staff.
5. If there is an IP address and the test call does not go through, call **217-545-8600** and let the SIU TeleHealth Helpline staff know that you need help with a TeleHealth connection. Give the Helpline your name, location, and direct phone number for a call back.
6. **IF** the TeleHealth cart is **NOT STATIONARY** and **WILL BE MOVED** prior to the exam:
    a. Unplug the electric plug from the outlet.
    b. Unplug both data cables from the data lines.
    c. Move the Telehealth cart to the new location
    d. Plug in the two data lines to the marked data ports
    e. Plug in the electric cord to the power outlet
    f. Be sure the polycom and television are both on and ready to use.

If You Have no Send Video (Patient Site Picture)

1. If you have no picture-in-picture on the patient end, using your polycom remote control, press the menu button. Select **CAMERA>LAYOUTS** and select the PIP option that places the patient image in the lower right corner of the screen.

If You Have No Receive Video (Picture from the Provider)

1. Ask the Provider to make sure main camera view is selected on their system.
2. If no picture of the provider, ask the provider to hang up, close the video window, wait 10 seconds, and retry the call.

If You Have Poor Audio

1. Make sure both microphones are unmuted when the consult starts.
2. Make sure the Polycom and Television audio are both in the middle of volume ranges.
3. Decrease all background noise if possible.
4. Mute the microphone as needed in a noisy environment.
5. If the provider cannot hear, ask the provider to turn up their volume and ask the patient to speak up slightly.

For more information or questions about SIU TeleHealth or TeleStroke, call Dr. Nina M Antoniotti at 217-545-3153

Remote Control Buttons and Descriptions

Descriptions of the remote control parts are shown in the following table and corresponding graphic.

Remote Control Button Descriptions

Number	Description
1	LED IR emitter
2	Decrease speaker volume.
3	Increase speaker volume.
4	Zoom camera out.
5	Zoom camera in.
6	Press center **Select** button to select highlighted menu item.
7	Navigate through menu items using the Up, Down, Left, and Right buttons; pan/tilt the camera.
8	Delete letters or numbers or go back to a previous screen.
9	Display the Menu screen.
10	Return to the Home screen.
11	Place, answer call.
12	End, reject call.
13	Enter letters or numbers.
14	In camera control mode, move the camera to a stored preset or press and hold a number to store a preset.
15	• Generates an asterisk if the cursor is in a text field. • Generates a period if the cursor is in a numeric field.
16	Generates touch (DTMF) tones. Press #, followed by DTMF keys to send
17	Mute or unmute a microphone.

Parts of the Remote Control