

Zoom Guide for Telehealth Acute Care Carts (TACC)

Cart Instructions

The Telehealth Acute Care Cart (TACC) is built on the Zoom Room platform. These carts feature both a battery and advanced Wi-Fi capability.

They are designed to function completely wirelessly (both Power and Network) when in the hospital setting at the patient bedside.

The cart features a touchscreen control monitor (no remotes).



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Cart Instructions (cont'd.)

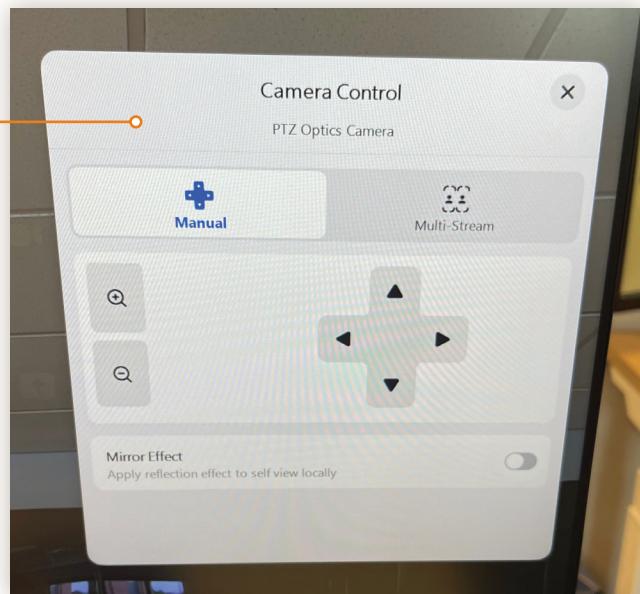
When Waiting for a Call:

THE ZOOM ROOM HOME SCREEN SHOULD BE VISIBLE.

The cart is designed to auto-answer calls from MaineHealth providers. When the provider initiates a call, the cart will pick up, unmute the microphone and turn the volume up to 100%. The provider will also automatically have far end camera control.



IN CALL CONTROLS



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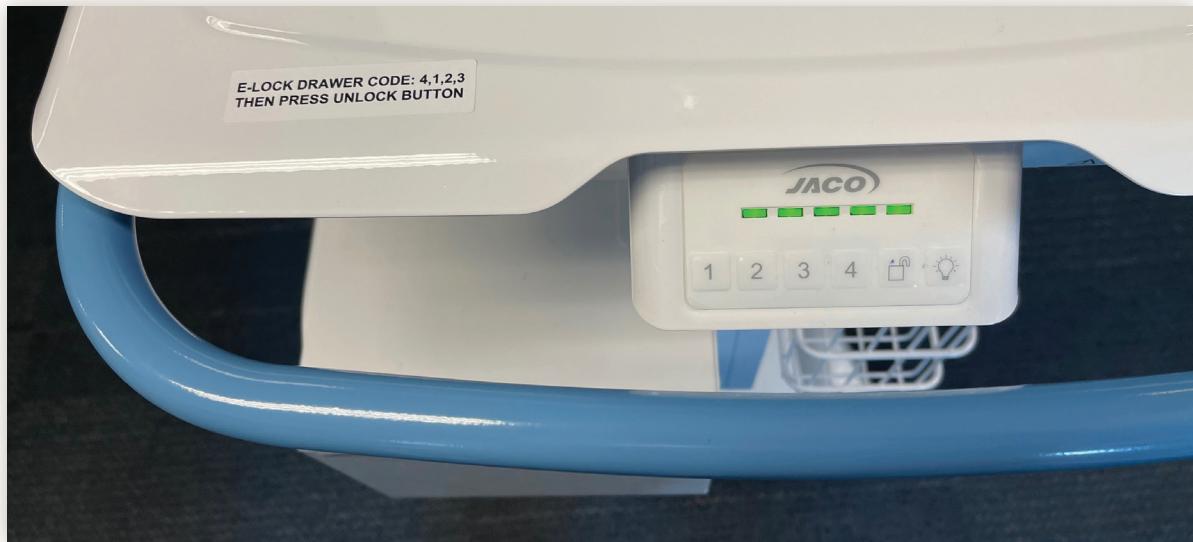
Cart Instructions (cont'd.)

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Volume/Sound Control (Jabra Speakerphone):



Battery Indicator/Drawer Unlock:



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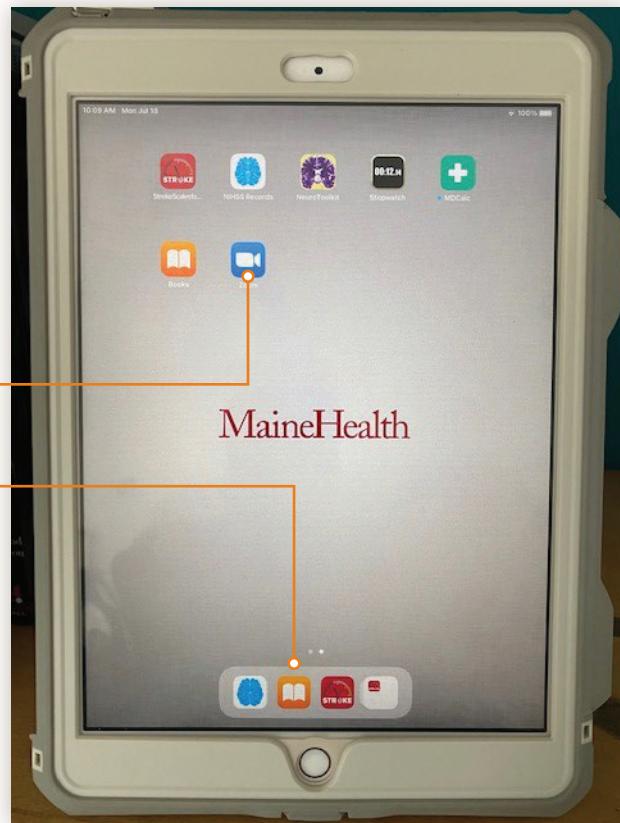
Cart Instructions (cont'd.)

Backup iPad Procedure:

In the event the cart has failed and an immediate resolution is not possible, a Zoom-enabled iPad is available inside the storage drawer of the cart. Unlock the drawer and activate the iPad by pressing the home button. The iPad should already be logged in, but in the event it has logged out see *log in* on the device.

Locate the Zoom app and await the provider's call.

You will have to hold the iPad for the consult. TeleStroke Packet is loaded on the iPad.

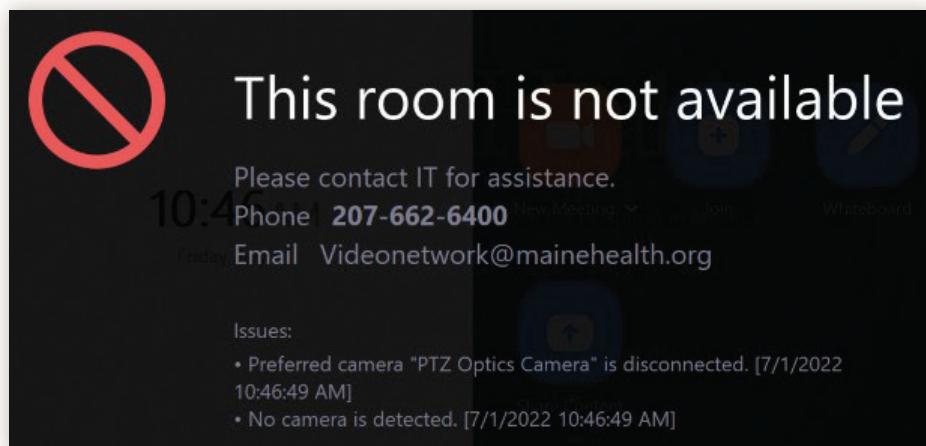


TACC Technical Issues:

If a component of the cart is disconnected or broken, you will likely see an error as shown below.

Check the connections on the back of the monitor, as well as the back of the camera to ensure no cables are loose or unplugged.

For further assistance call the MaineHealth Help Desk at 207-662-6400. Press 1 for urgent, patient-care related reporting. Ask for the TeleHealth Duty Officer to be paged.



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