

Virtual Care *Quick Start Guide* for Co-HIVE

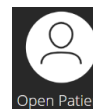
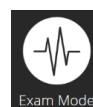
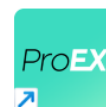
1. **Turn on the cart battery.** Press the middle button twice. The first press will show battery life, the second will turn it on. A green light will indicate the battery is on.
2. **Turn on the PC.** The power button is at the bottom right of the front-facing monitor.
3. Open <https://videocall.direct/cohiveagedcare> or the **Co-HIVE Waiting Room** desktop shortcut. When a doctor is available you will enter the Co-HIVE video call on HealthDirect.
4. Use the **Change Camera** button to switch between the **Integrated Camera** and the **Patient Facing Camera**.
5. **Share the ProEX software** in the call by opening it from the desktop shortcut.

Then click **Apps & Tools** in the HealthDirect call and then **Start a Screenshare** and select the **ProEX** Window to share.

6. Open **Exam Mode** and click **Capture Reading** to take a snapshot of the vitals from the obs devices like temperature and blood pressure.
7. Click the **Camera** icon to use the **General Exam Camera**.
8. Click **Gallery** to select items to **Save** against a patient record.
9. From the **Patient** view, select a session to **Export to PDF report**.



Co-HIVE
Waiting Room



Contact Visionflex technical support



After Sales and Technical Support

Phone: 02 8914 4000

Email: support@visionflex.com

Contact Co-HIVE support



7 days a week, 8:30am – 5:00pm

Phone: 08 9224 1807

Email: CoHIVEAgedCare@health.wa.gov.au

VISIONFLEX VIRTUAL CARE USER GUIDE

For your All-In-One PC a Medical Cart
Running ProEX Clinical Examination Software
With a Patient Facing Monitor and Camera
And a PowerCell Battery



Contents

1. Patient-Facing HD Camera
2. Pop-up Front Facing Camera
3. 24-inch All-In-One PC and Monitor with ProEX Software
4. Patient-Facing Monitor
5. USB Ports
6. Speakerphone
7. Handle for Sit or Stand Height Adjustment
8. Pull-out Keyboard and Mouse Tray
9. PowerCell Battery
10. Lockable Drawers
11. Lockable Wheels



Ships with your selection of these clinical examination accessories:

- GEIS® General Examination Camera
- Stethoscope
- Pulse Oximeter
- Thermometer
- Blood Pressure Cuff
- ECG Monitor
- Blood Glucose Monitor
- Weighing Scales
- Otoscope
- Derma scope
- Ophthalmoscope
- Intraoral Dental Camera
- Laryngoscope
- Wireless Examination Glasses
- Ultrasound
- Weighing Scales

First time? Let's go!

If your cart has a PowerCell battery attached press the centre button once will to display the charge level. Press it a second time (1 second) to activate it. The green light indicates it's ready.

Connect the Mouse and Keyboard USB Dongle (hiding inside the back of the mouse) to the USB port at the back of the main screen.

Pop up the front-facing camera in the top-centre of the main screen.

Connect the USB devices such as the Speakerphone and the General Exam camera to the USB Hub on the right side of the cart.

Extend the Patient Facing Monitor arm by releasing the pull-down chain which is hanging from the hinge.

Turn the PC on using the power button under the bottom right-hand corner of the front-facing All-In-One PC.



Choosing The Right Video Platform

Your subscription entitles you to use [Vision](#) which features bandwidth-optimising technology for diagnostic-quality video and audio. Vision is suitable for all clinical settings that require collaborative, evidence-based decision making.

You can access the platform via the Visionflex website:
www.visionflex.com



Some providers will require you to connect using other platforms like Teams or Zoom. You can use the cart with some by screensharing your ProEX software.

The Co-HIVE Team utilise HealthDirect to conduct videocall telehealth appointments. The RACF staff are present at the patient's bedside with to facilitate the Co-HIVE appointment.

The patient can communicate directly with the clinician during the appointment. Family members can also attend virtually by dialling in to the virtual appointment from their own device.

Access Co-HIVE through the HealthDirect Video Call Platform

We recommend you create a shortcut on the desktop to simplify accessing Co-HIVE.

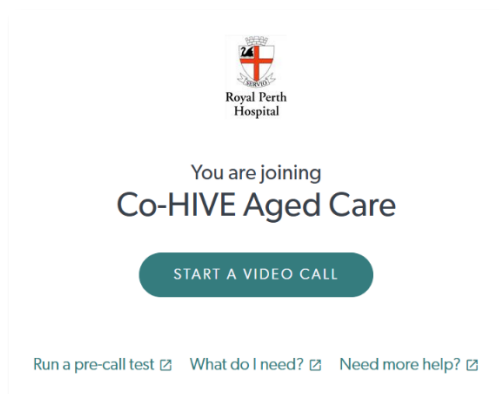
Right click an empty area on the desktop and select **New > Shortcut**.

Use this URL for the shortcut and call it **Co-HIVE Waiting Room**:
<https://videocall.direct/cohiveagedcare>



Open the **Co-HIVE Patient Registration** shortcut and complete the questionnaire.

Open the **Co-HIVE Waiting Room** shortcut and use the **Change Camera** button to select the **Integrated Camera**.

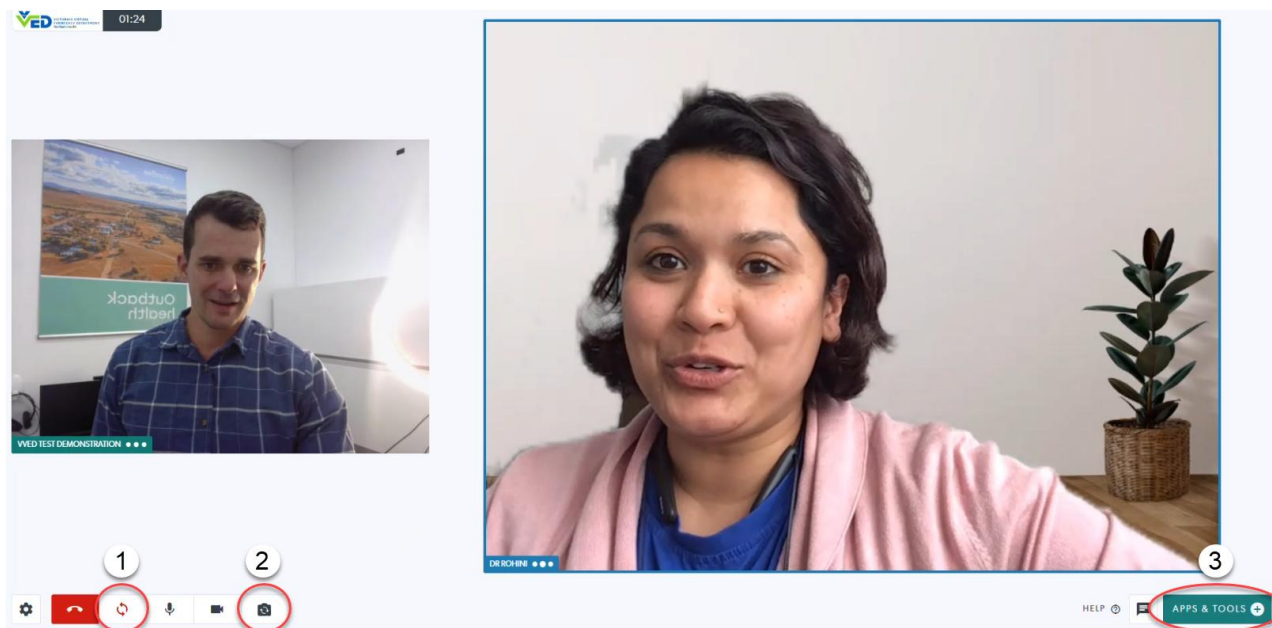


You will be placed in the waiting room and when a doctor is available you will enter the video call.

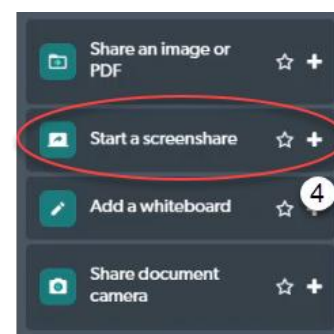
Displaying ProEX to Share Clinical Video and Data

When the call begins you can share the ProEX clinical examination software with the doctor so that they can see the feed from your peripherals such as the dermatology camera, ECG, Blood Pressure and Pulse Oximetry.

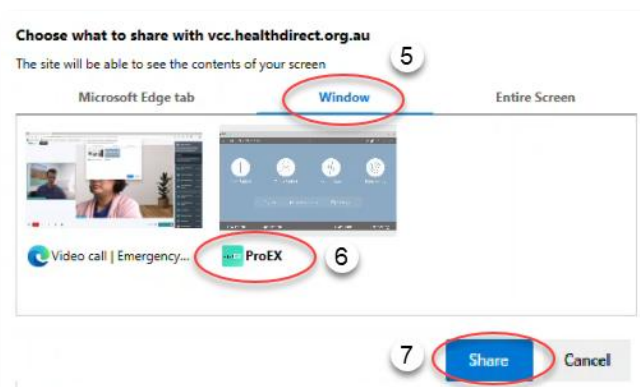
To do this, minimise the video call and open the **ProEX** software from the shortcut on the desktop.



1. If either end can't see or hear the other, click the **Refresh Connections** button.
2. Press the **Change Camera** button to switch between the Integrated Camera and the Patient Camera.
3. To share the ProEX software in the call, click **Apps & Tools**.
4. Click **Start a screenshare**.
5. Click **Window**.
6. Select the **ProEX** window.
7. Click **Share**.



The Virtual Emergency Room doctor will now be able to see the video feed from your webcam or patient camera as well as the ProEX software. You can now commence the clinical examination.



Clinical Examinations with ProEX

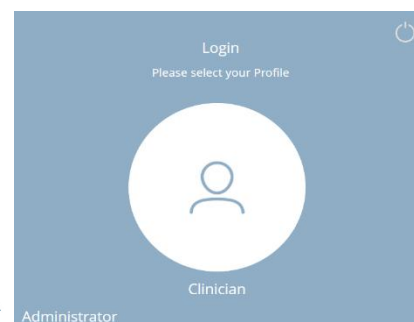
The ProEX software is installed on your cart PC. It's designed to collect, store, and share patient data from various clinical peripherals connected via Bluetooth® and USB. It allows healthcare professionals to conduct in-depth clinical consultations by bringing multiple devices into an examination. The data collected, including images, videos, audio and readings from devices High Definition Cameras (wound, dermatology, intraoral), Vital sign monitors (temperature, blood pressure, pulse oximetry), Advanced devices (ECG, digital stethoscopes, otoscopes, ultrasound probes), can be saved against a patient record, shared over telehealth, and integrated into an Electronic Health Record (EHR) system.

You can access the **ProEX Software** from the desktop shortcut. It can be used stand-alone, or in conjunction with other platforms such as Vision, HealthDirect Video Call, Teams or Zoom. Learn more on our support page: info.visionflex.com/support-documents



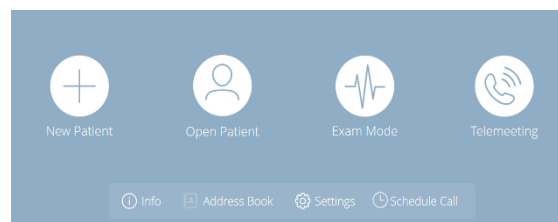
If it's your first time logging in, click **Administrator** and enter the default passcode **1234**. You'll be prompted to set a strong password. The Administrator account is only used for managing accounts and configuring the ProEX software.

Log in using the **Clinician** account. You can rename this account in **Settings > Accounts**.



From the **Home Screen** you can access all areas of the software.

You can create a **New Patient** profile, enter the patient details and then **Create Session** to begin.



Open Patient to view a list of existing patient profiles.

Enter **Exam Mode**. You will be able capture data, review, share and save against a new or existing patient.

Start a **Telemeeting** to connect directly to your Vision Virtual Meeting Room (VMR) from within ProEX. This feature doesn't require the Vision website to be open at the same time.

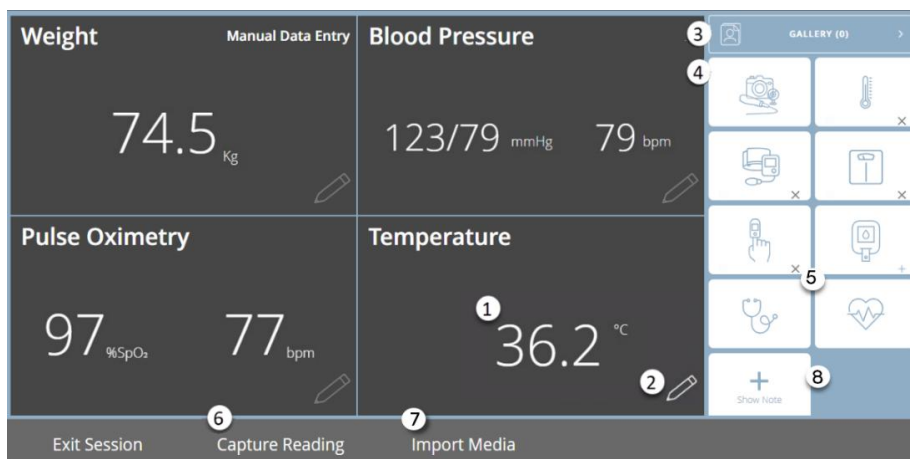
View **Info** about your software license, software version, and how to contact Visionflex support.

Exam Mode is used to collect, store, and share patient data from clinical peripherals that are connected via Bluetooth® and USB. The peripherals that shipped with your Virtual Care Cart are paired and ready for use.

Commence an examination with one or more clinical peripherals and the results will appear in **Exam Mode**.



1. When the reading has registered it will appear in this view.
2. You can manually **enter a value**.
3. Captured Observations, images and video will be sent to the **Gallery** where they can be saved to a session against a patient
4. View, save and share vision from **clinical cameras** such as an Otoscope, Dental Camera, General Exam Camera and other scopes.



5. **Customise** the Exam Mode view by selecting (+) or removing (x) an Observation. Or click the tile to **focus** on one.
6. **Capture** Observation data to the Gallery.
7. **Import Media** into the session, including images, PDFs, audio and video clips.
8. **Show note** to add a session note.

Click the **ECG tile** in Exam Mode to connect to the ECG device.



Press the small round **power button** on the top of the device for 3 seconds to turn it on.

Direct the patient to hold the ECG device between their palms so the metal contacts are covered. You can cup and steady their hands without interfering with the signal.

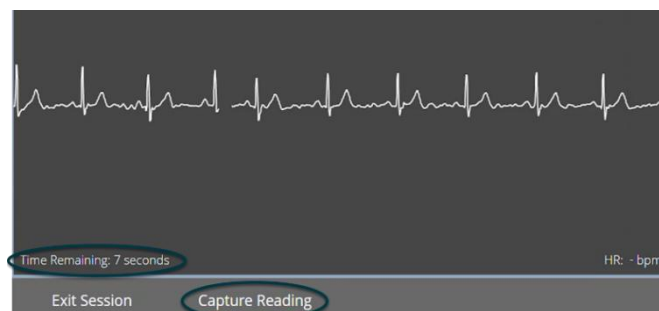


Press the **play button** on the front of the device to commence the examination.

The ECG will calibrate for 10 seconds then commence a 30 second trace.

You can see the **Time Remaining** as the trace is underway.

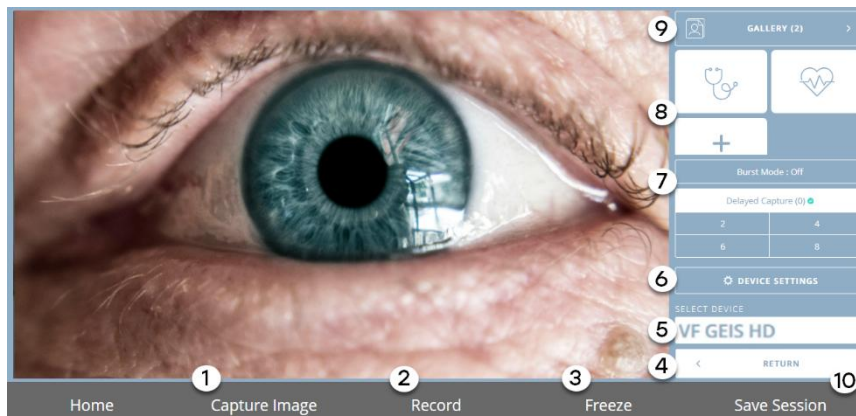
When the trace is complete, click **Capture Reading** to save it to the Gallery.



Using Clinical Cameras in Exam Mode

Use Camera Mode to take snapshots, record and stream vision from connected cameras and scopes, such as the GEIS General Exam Camera and the Otoscope.

1. **Capture an image** to the Gallery.
2. **Record a video** to the Gallery.
3. **Freeze** the video feed.
4. **Return** to Exam Mode.
5. **Select** the desired camera. If the camera doesn't appear try reconnecting it, returning to Exam Mode and back into Camera Mode.
6. **Device Settings** allows you to set the default device (by moving it up the list) and specifying which cameras should appear as diagnostic cameras.
7. **Burst Mode** and **Delayed Capture** can assist with capturing an image when the patient is not close to the computer. Burst Mode will take a series of photos. Delayed Capture will pause the set time before capturing.
8. **Add a Session Note** or change Exam Modes.
9. View the **Gallery** to see media and readings that have been captured but not yet saved. Use this view to review and remove or add items as desired.
10. **Save Session** and select a New Patient or Existing Patient record to save against.



The GEIS General Exam Camera

The General Exam Camera is designed for close-range imaging and has powerful LED illumination for consistent image colour and tone.

It comes with clip-on accessories for different functions.

1. **Dermatology Hood**
2. **Tongue Depressor** attachment
3. **Wound Reference Ruler** adaptor
4. Press the back and forward buttons to switch from Auto to **Manual Focus** mode and adjust the focus level one step at a time.
To revert to Auto focus, press and hold the centre button.
5. Adjust the **brightness** of the LED light.



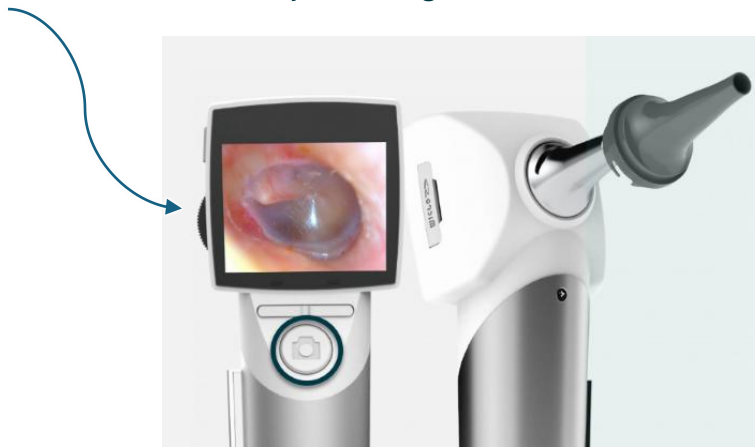
The SyncVision Otoscope

The digital otoscope simplifies ear, nose and throat examinations.

Connect the USB-C cable to the Otoscope handle, then press the round camera button on the device to select "PC Cam".

When Windows has detected the camera, open Exam Mode > Camera

The dial on the side of the screen adjusts the light-throw distance for ear canal or ear drum examination



The Besdata Otoscope

The digital otoscope simplifies ear, nose and throat examinations.

Attach the Otoscope tip and speculum.

Turn it on with **no cable attached** for streaming mode. The power button is on the top right corner of the device.

When switched on, **connect the USB-C cable** to side of the Otoscope.

When Windows has detected the camera, open **Exam Mode > Camera**

And select the **USB Camera** device.

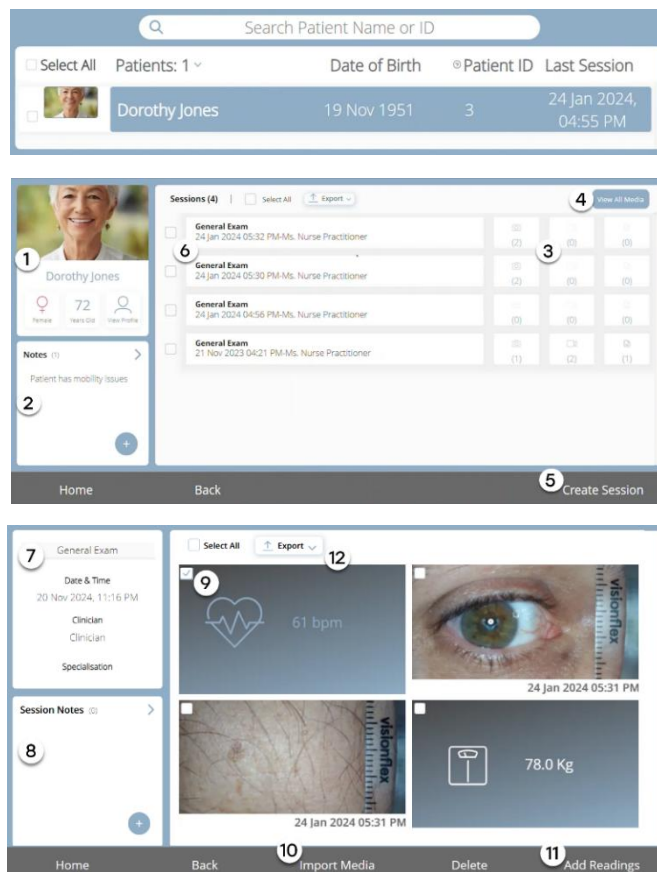


Patient Data in ProEX

From the **Home Screen** you can click **Open Patient** to see a list of all of the patients with stored records.

You can search for records and view basic information by clicking on a Patient to view their session history.

1. Patient demographics are shown here.
Click **View Profile** to edit their information.
2. **Patient Notes** can be added and edited to provide an overview.
3. **Data types** are listed to show media and notes.
4. Click **View All Media** to see a view of all media for easy side-by-side comparison.
5. Click **Create Session** to begin a new Exam.
6. Sessions are listed chronologically. **Click to open**.
7. **Session information** is shown here.
8. You can add a **Session Note**.
9. Click the tick box to select items to delete or export.
10. You can **Import Media** to add images, audio and video to the Session.
11. You can also **Add Readings** for Vitals.
12. **Export** individual items to a desktop folder or USB.



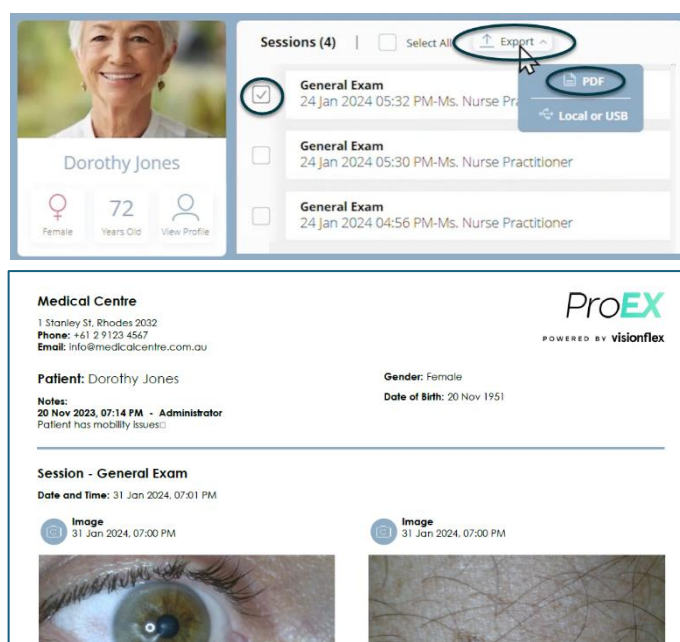
Generating a PDF report from one or more sessions

Open a Patient record and select one or more of the tick boxes next to the session.

Click Export to PDF and a .pdf file will be saved to the C:\Users\Desktop\ProEX folder.

If you'd prefer to select where to save the file you can toggle the setting called "Disable USB Export" in Settings, Configuration, Usability.

The exported PDF file can be printed and filed, emailed to the doctor or uploaded into your Electronic Health Record.



Visionflex Support and Training

Head to visionflex.com/support to log a support ticket, view video guides, manuals or book training.

VIDEO GUIDES

Getting to know your Telehealth Cart



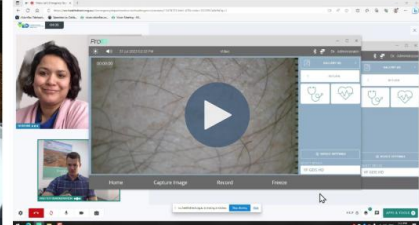
Stethoscope over Vision - RNK

Using TrueSteth on Vision to conduct a stethoscope examination over telehealth. With the **RNK PCP-USB** stethoscope.



VVED and Health Direct with ProEX

Using the Victorian Virtual ED and Health Direct along with the ProEX software for clinical examinations over telehealth. [\[User Guide\]](#)



Troubleshooting for HealthDirect Video Call

🔊 Can't hear others?

Speakers/headset:

Volume at audible level?
(If external) Plugged in securely?
(If powered) Switched on?
Correct speakers/ headset selected?
Check correct audio output selected in computer settings.
Hearing an echo?
If using external speakers position them further away from your computer and reduce the volume. Try using a headset or headphones if the echo persists.

More: vcc.healthdirect.org.au/speaker

📷 Can't see?

Web camera:

(If external) Plugged in securely?
Browser using the correct camera?
Check camera access and selected camera in web browser settings.
Other software using the camera?
(Example: Skype also running)
Quit other application but may require computer reboot.
Firewall settings allow video stream?
If you are still experiencing issues speak to your IT department.

More: vcc.healthdirect.org.au/camera

🎤 Others can't hear you?

Microphone:

(If external) Plugged in securely?
Correct microphone selected?
Check correct audio input selected in computer settings.
Browser using the correct microphone?
Check microphone access and selected microphone in web browser settings.
Muted?
Either Call Screen, or device's audio settings.

Other software using the microphone?
(Example: Skype also running)
Quit other application but may require computer reboot.

More: vcc.healthdirect.org.au/mic

📶 Poor image/sound quality?

Connection to Internet okay?
Check speed and latency at www.speedtest.net
Minimum speed is 350Kbps upstream and downstream.

Others on the network using lots of bandwidth?
(Example: other video calls in progress)

Modem/router working properly?
(Wireless network) Get closer to access point.
Ensure you have line of sight and are close to an access point.

Contact Visionflex technical support

visionflex

After Sales and Technical Support

Phone: +61 2 8914 4000

Email: support@visionflex.com

Contact Video Call technical support

healthdirect

Video Call service desk

Phone: 1800 580 771

Email: videocallsupport@healthdirect.org.au