



Shared health
Soins communs
Manitoba



MBTelehealth®
Foundations
TRC4 Remote

Course Objectives

- Understand what telehealth is and how it is used
- Learn about common equipment types
- Learn the basics of connecting and using the equipment
- Learn about various peripheral devices
- Learn the process of scheduling different types of events
- Understand best practices for facilitating or participating in a telehealth event

Rev 05Dec2022

MBT Services

MBTelehealth Videoconferencing

- room based videoconferencing between 2 or more locations

MBT eVisit

- web based virtual visit to a patient in their home

Teams by MBT (Microsoft Teams)

- virtual visits to a patient in their home
- collaboration tool for admin & clinical teams

Zoom for Healthcare

- virtual visit to a patient in their home
- collaboration tool for clinical teams

MBT Services

Connection Dialer

- Videoconferencing from a computer or mobile device

MyMBT Messaging

- secure text messaging and image sharing between clinical staff

eConsult (Store and Forward)

- secure electronic referral from primary care provider to a specialist

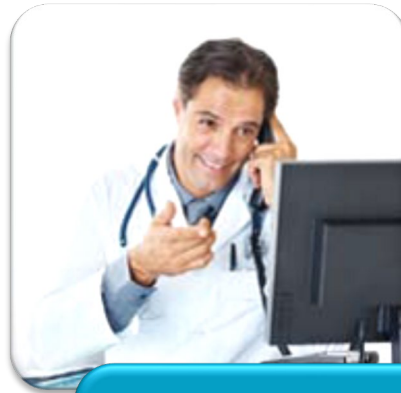
BASE eConsult

- SharePoint based electronic referral, primary care provider to specialist

Telehealth connects people to health-care expertise at a distance



Information and
communication
technology



See, hear and
talk to health-
care providers
in real time



Rural and
northern areas
receive services
without leaving
their community

Benefits of Telehealth



Improved access to specialized services



Provides access to continuing education

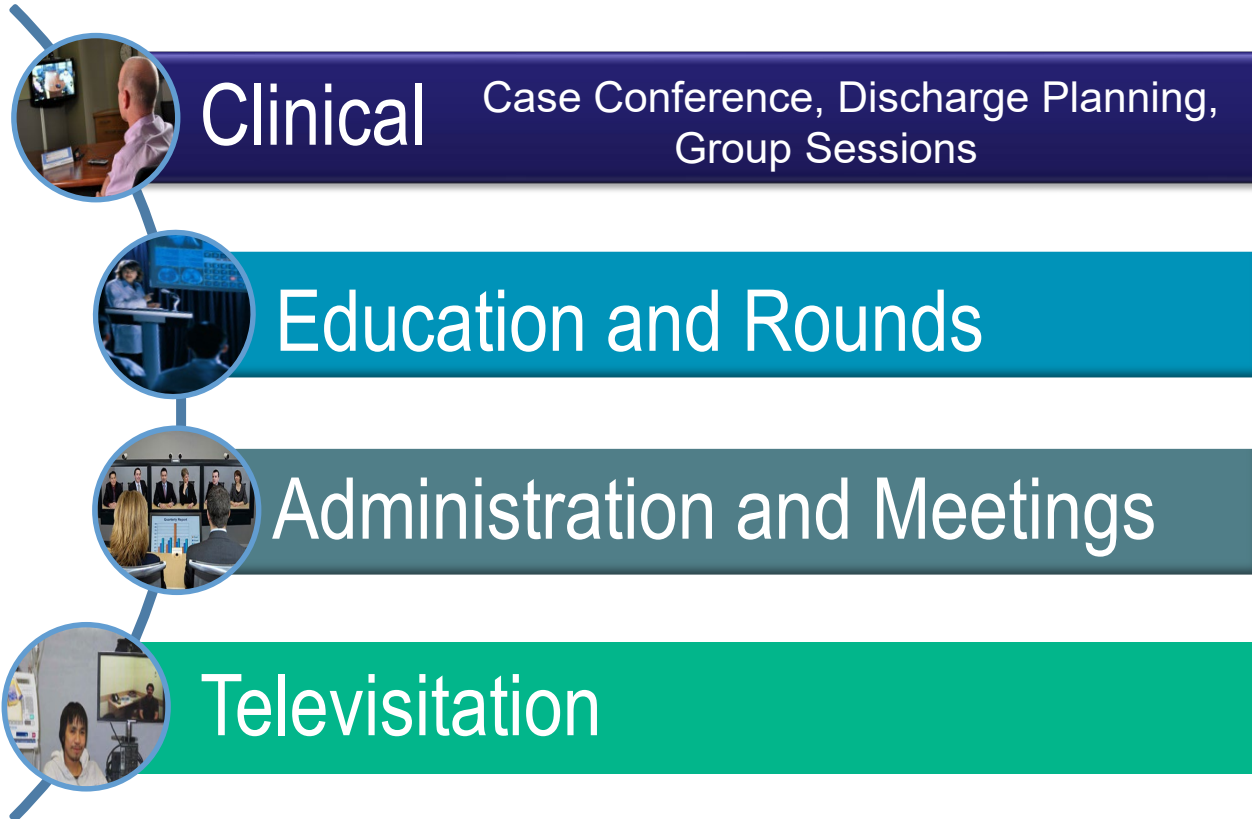


Saves time, money and risks associated with travel

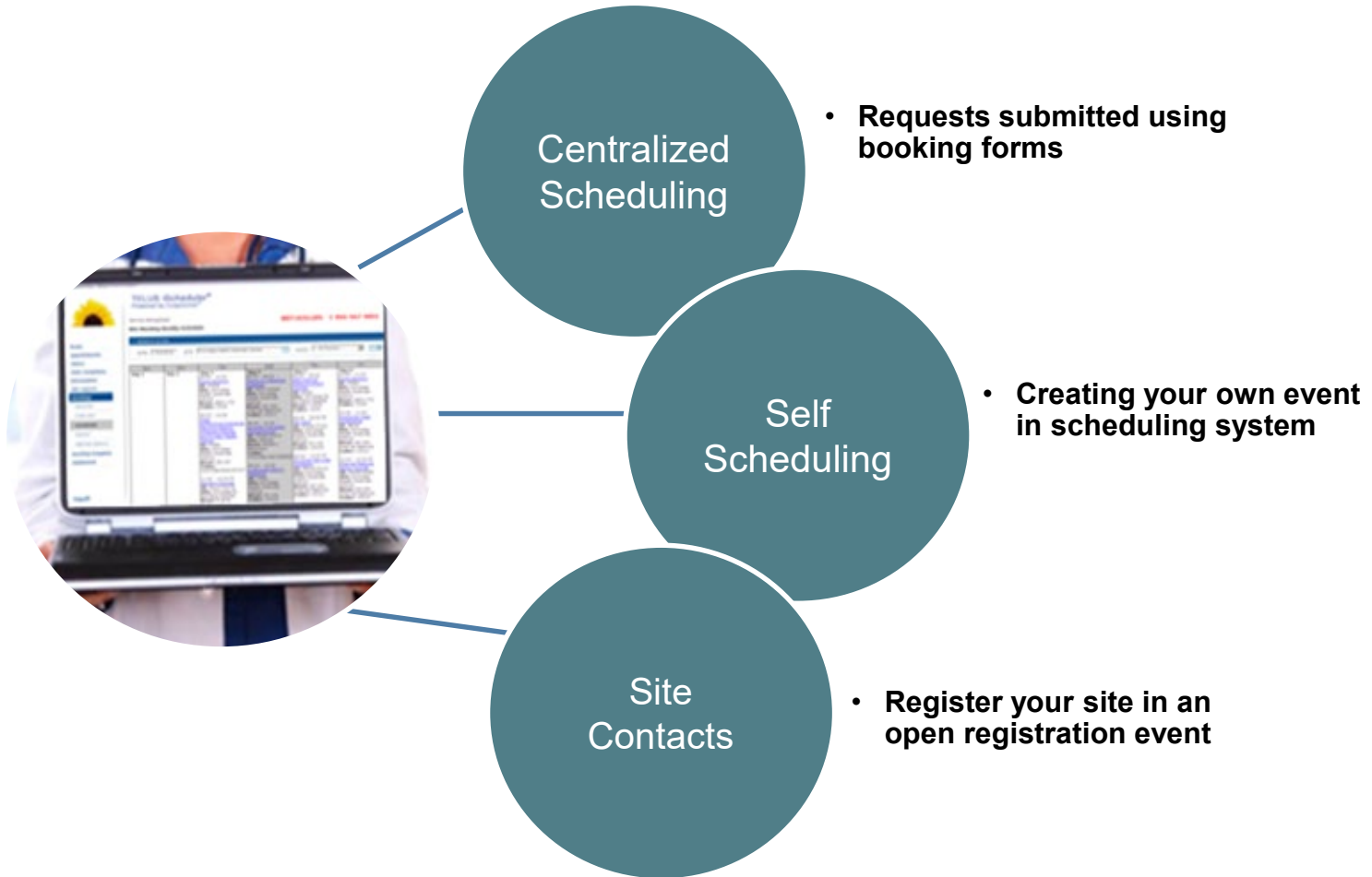


Reduces admin costs for regions

Event Types



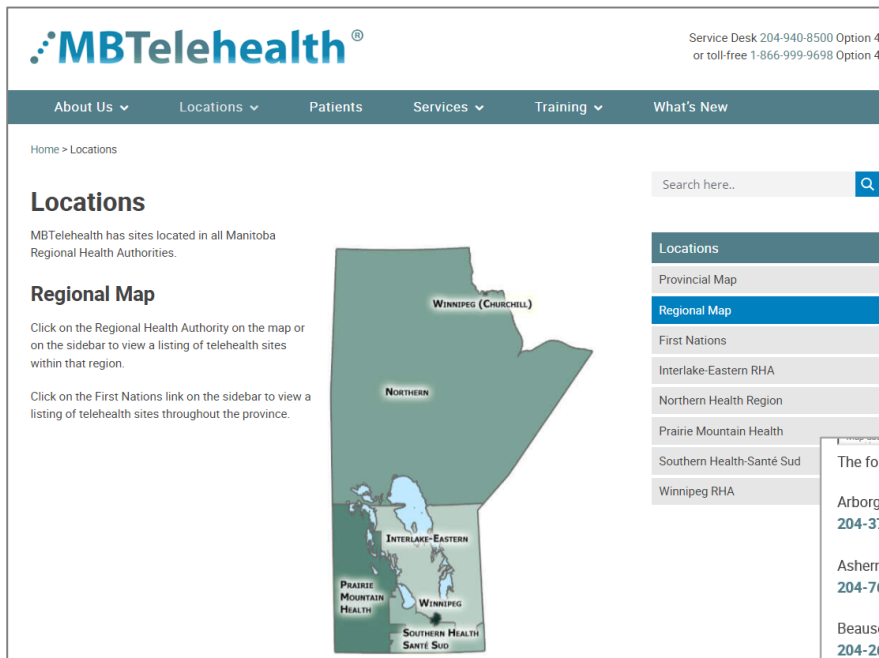
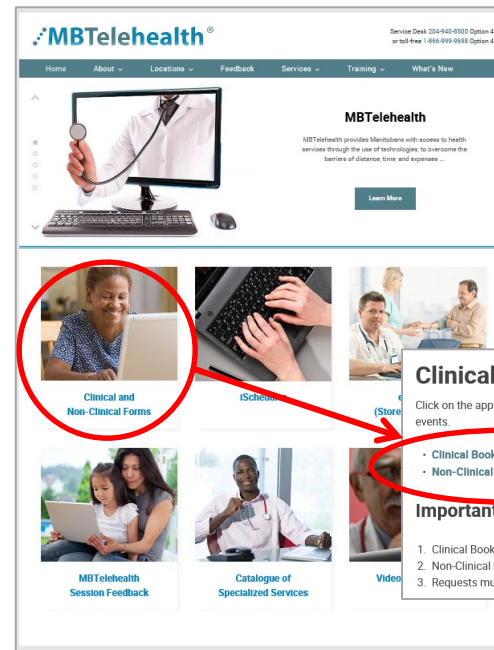
Scheduling Types



New Bookings

Where do I find the forms?

You can access the booking forms on the **Home** page of our website <https://mbtelehealth.ca/>



Who do I book with?

There is a contact phone number for each MBT site on the **Locations** tab of the MBT website. The map can be viewed by region or province wide.

| | |
|--|--|
| The following sites are geographically located in this region: | |
| Arborg & District Health Centre 204-376-5669 | Pine Falls Health Comp 204-367-5401 |
| Ashern – Lakeshore General Hospital 204-768-2461 | Riverton Community H 204-378-2460 |
| Beausejour Health Centre 204-268-7463 | Selkirk – IERHA Cance 204-785-9576 |
| Berens River Renal Health Centre 204-382-3184 | Selkirk – IERHA Menta 204-785-7715 |

DO NOT EMAIL THIS FORM AS IT CONTAINS PERSONAL HEALTH INFORMATION

*** BOLDDED FIELDS ARE REQUIRED ***

Is this for a Televisit event? ☐ Yes ☐ No *If yes, ONLY complete Client Information and Televisit sections.*

CONSULTANT INFORMATION

| | | |
|----------------------------|-----------------------|---|
| Consultant LAST Name | Consultant FIRST Name | Specialty |
| Consultant Telehealth Site | Room/Codec VCU# | Teams Videoconference ID (10 digits) <small>(from Outlook calendar invite)</small> |
| Appointment Date | Start Time (24hr) | End Time (24hr) <small>Central Standard Time</small> |
| Booking Contact Name | Contact Phone # | Booking Contact Email |
| | | Booking Contact Fax |

CLIENT INFORMATION

| | | | |
|--|--|----------------------------|------------------------------|
| Client LAST Name | Client FIRST Name | PHIN # | Provincial Health # or Other |
| DOB | <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown <input type="radio"/> Undifferentiated | | |
| Address (City/Town) | Postal Code | Phone | |
| Client Telehealth Site (if unsure - leave blank) | Room/Codec VCU# | | |
| Additional Requirements (check all that apply) | <input type="checkbox"/> Otoscope <input type="checkbox"/> Hand Held Camera | Body part to be visualized | |
| Client Contact Person (if not client) | Phone | Relationship | |

NOTES AND COMMENTS

| |
|---------------------------|
| Notes/Additional Comments |
|---------------------------|

TELEVISITATION REQUESTS "ONLY"

| | | | |
|--|--------------------|-----------------------|--------------------------|
| Televisit is for clients receiving care away from home to visit family members in their home community. Must be requested by health-care professional. | | | |
| Visitor LAST Name | Visitor FIRST Name | Visitor Location Site | Visitor Phone # |
| Preferred dates/times (Provide two possible dates/times) | | | |
| Date #1 | Time (24hr) | Date #2 | Time (24hr) |
| | | | # attending Visitor Site |
| Request by: LAST and FIRST Name | Program/Dept | Phone | |
| <small>(Health-care professional)</small> | | | |

Print Form

NON-CLINICAL BOOKING FORM

MBTelehealth Scheduler

Fax: 1-204-975-7787
Phone: 1-204-940-8500 Option 4, Option 2
Toll-free: 1-866-999-9698 Option 4, Option 2
Email: schedule@mbtelehealth.ca

*** BOLDED FIELDS ARE REQUIRED ***

EVENT INFORMATION - SITE/ROOM

Topic:
(choose ONLY one) ☐ Admin/Meeting ☐ Education ☐ Rounds ☐ Case Conference ☐ Discharge Planning ☐ Group Session

Event Name/Subject

Host Site **Host Room/Codec VCU#** **# of Attendees (approx)** **Teams Videoconference ID (10 digits)**
(from Outlook calendar invite)

Open Registration
☐ Yes ☐ No
(If yes, sites will be able to self-register for this event)

Choose Layout Option Below
☐ 1+0 ☒ 1+7 (Default) ☐ 1+21 ☐ 2+21 ☐ 4+0

Laptops not provided by MBT - ensure your laptop is tested at the site prior to the event.

EVENT DETAILS - DATE/TIME (Complete ONLY one of the blue shaded boxes below)

Single Events: complete this section

Event Date
Start Time (24hr)
End Time (24hr) Central Standard Time

Recurring Events: complete this section (12 month maximum for recurring events)

Start Date of Event **End Date of Event**
Start Time (24hr) **End Time (24hr)** Central Standard Time

☐ Daily ☐ Weekly ☐ Monthly ☐ Other

Event Contact Person **Phone** **Email**

ATTENDEE/PARTICIPATING SITE INFORMATION

Connection Type
(Choose ONLY one) ☐ Site to Site Event (complete information below) ☐ Multi-Site Event (complete page 2)

Site **Room/Codec VCU#** **# of Attendees (approx)**

Event Contact Person **Phone** **Email**

ADDITIONAL INFORMATION

Notes/Additional Comments

For cancellations or changes to your event contact:
MBTelehealth Scheduler
Fax: 1-204-975-7787
Ph: 1-204-940-8500 or 1-866-999-9698 (Opt 4)
Email: schedule@mbtelehealth.ca



For cancellations or changes that occur later than 13:00 noon the day prior to your event the MBT Schedulers MUST be contacted by PHONE only.
Not cancelling an event may impact other events.

www.mbtelehealth.ca

NON-CLINICAL BOOKING FORM

MBTelehealth Scheduler

Fax: 1-204-975-7787
Phone: 1-204-940-8500 Option 4, Option 2
Toll-free: 1-866-999-9698 Option 4, Option 2
Email: schedule@mbtelehealth.ca

ATTENDEE/PARTICIPATING SITE INFORMATION

| | | |
|-----------------------------|------------------------|--------------------------------|
| Site | Room/Codec VCU# | # of Attendees (approx) |
| Event Contact Person | Phone | Email |
| Site | Room/Codec VCU# | # of Attendees (approx) |
| Event Contact Person | Phone | Email |
| Site | Room/Codec VCU# | # of Attendees (approx) |
| Event Contact Person | Phone | Email |
| Site | Room/Codec VCU# | # of Attendees (approx) |
| Event Contact Person | Phone | Email |
| Site | Room/Codec VCU# | # of Attendees (approx) |
| Event Contact Person | Phone | Email |

ADDITIONAL LOCATIONS

Include same information as above.

BILLING INFORMATION

Must be fully completed for all out of province network events.

Contact Person **Organization**
Address **Postal Code**
Phone **Fax** **Email**
For WRHA Programs: **SAP CC#** **Program**

Cancellation: A minimum 24-hour advance notice of cancellation is required. Cancellation with less than 24-hour advance notice will result in a charge equal to the first hour charges per site. Should no participants attend a scheduled session, related charges will still apply. MBTelehealth will not be responsible for costs or inconvenience incurred in the event of cancellation due to technical or scheduling difficulties.

Print Form

www.mbtelehealth.ca

<https://mbtelehealth.ca/files/non-clinical-booking-form.pdf>

Sites are able to connect MBT videoconference equipment to a Microsoft Teams Meeting (session). Review the information below to schedule the session correctly.

Schedule the session

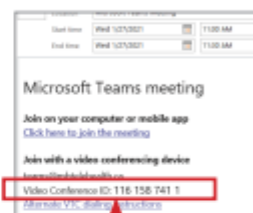
The Teams meeting (session) must be scheduled **before** the telehealth visit is scheduled in order to generate the Video Conference ID.

If you are a provider/clinician:

- Create the Teams meeting in Outlook but do not send it, just close the window (note: the Teams meeting will be saved in your calendar).
- Complete and submit the MBT Clinical Booking Form.

If you are an admin/clerk:

- Create the Teams meeting in Outlook and send it to the provider/clinician who will be seeing the patient (or send it to the telehealth site contact if applicable).
- Complete and submit the MBT Clinical Booking Form.



The Video Conference ID is in the body of the Outlook calendar invite.

Enter Video Conference ID onto booking form

The **Video Conference ID** must be included on the booking form as shown below.

Clinical Booking Form

| CONSULTANT INFORMATION | | |
|----------------------------|-----------------------|--|
| Consultant LAST Name | Consultant FIRST Name | Specialty |
| Consultant Telehealth Site | Room/Code VCU# | Teams Videoconference ID (11 digits) (from Outlook calendar invite) |
| Appointment Date | Start Time (24hr) | End Time (24hr) <small>Consult Standard Time</small> |

Non-Clinical Booking Form

| | | | |
|--------------------|---------------------|---------------------------|--|
| Event Name/Subject | | | |
| Host Site | Host Room/Code VCU# | # of Attendees (optional) | Teams Videoconference ID (11 digits) (from Outlook calendar invite) |

Cancelled or rescheduled events

Cancelled and rescheduled events: the Video Conference ID will change and the new ID number needs to be communicated as part of the event change.

Rescheduled events (date/time): the Video Conference ID remains the same.

! If the patient site is unavailable you will be notified by MBT schedulers.

Centralized Scheduling – Important Tips

The image shows two overlapping forms from MBTelehealth. The top form is a 'CLINICAL BOOKING FORM' with fields for 'Event Name', 'Event Date', 'Event Time', 'Event Location', 'Event Type', 'Event Category', 'Event Sub-category', 'Event Description', 'Event Status', 'Event Priority', 'Event Urgency', 'Event Importance', 'Event Complexity', 'Event Difficulty', 'Event Risk', 'Event Impact', 'Event Benefit', 'Event Value', 'Event Cost', 'Event Revenue', 'Event Profit', 'Event Loss', 'Event Gain', 'Event Loss', 'Event Gain', 'Event Loss', 'Event Gain'. The bottom form is a 'NON-CLINICAL BOOKING FORM' with fields for 'Event Name', 'Event Date', 'Event Time', 'Event Location', 'Event Type', 'Event Category', 'Event Sub-category', 'Event Description', 'Event Status', 'Event Priority', 'Event Urgency', 'Event Importance', 'Event Complexity', 'Event Difficulty', 'Event Risk', 'Event Impact', 'Event Benefit', 'Event Value', 'Event Cost', 'Event Revenue', 'Event Profit', 'Event Loss', 'Event Gain', 'Event Loss', 'Event Gain', 'Event Loss', 'Event Gain'.

- Clinical booking forms must be faxed
- Non Clinical forms can be faxed or emailed
- Requests must be received before noon on the day prior to event

Same Day Events

- An event booked between noon the day before the event and the scheduled start time
- Always contact MBT schedulers for all same day additions, changes or cancellations
- It is the responsibility of the requestor to confirm attending site's approval and identify the room/codecs for event

Check before you connect



Double check the 5 digit number and the Video Conference Unit (VCU) number that you are connecting to. *Remember! Some towns/cities have multiple telehealth locations.*

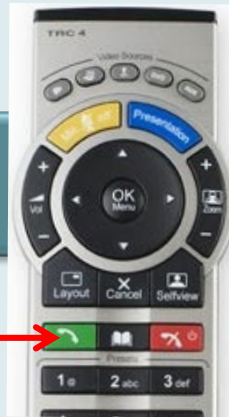
Locating the 5 digit number is...

Codec
51002
VCU: (56761)

like walking down the hallway and looking for the correct room number.



Pressing "Call" to connect is...

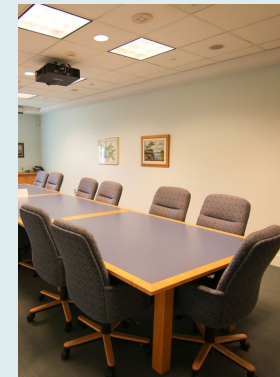


Call

the same as opening the door to a clinic room or meeting room.



clinic room



meeting room

Know who you're connecting to

These reports can be found in iScheduler

Whiteboard

| | | | |
|--|----------------------------|-----------------------------|---------------|
| Adult Respiratory Radiology/Pathology Rounds 95470 | | | |
| START: 12/20/2022 11:30:00 AM | | End: 12/20/2022 12:30:00 PM | |
| If you are registered for this multi-site telehealth session and the event is already in progress and you are <u>NOT</u> connected, dial the appropriate number below. (Note: If you have not registered for this event you must contact the MBT Schedulers to be connected.) On MBT network and enter PIN when prompted Outside of MBT network | | | |
| Host: | Site | Room | Meeting |
| | WPG-Health Sciences Centre | RS-205 Resp. Boardroom | VCU38 (55388) |
| Attendees | WPG-Grace Hospital | Conference Room A | VCU2 (55127) |
| | WPG-SBH | A2071-3 | VCU18 (55387) |

Self-serve
connection
information

Clinic List

| | | | | | |
|---|--|---|--|-------------------------|-------------------------|
| CLINIC LIST: WPG-Health Sciences Centre | | | | FOR: Tuesday 12/20/2022 | |
| HOST SITE: FE-329A (CODEC: VCU31 (55170)) | | | | | |
| REQUEST SITE: Altona-Altona Community Memorial Health Centre, REQUEST ROOM: CLIN1-Exam Room (CODEC: VCU (56751)) | | | | | |
| TIME: 10:00 - 11:00 ID: 631308 | PATIENT: SMITH, TEST DOB: 1/1/1977 PHONE #: N/A COMMENTS: | PATIENT'S SEX : U PHIN#: 987654321 CR#: | USER TYPE: CLINICAL CONSULTATION PROCEDURE: PEDS-SOCIAL WORK | INDICATOR: | BOOKED DATE: 12/19/2022 |

Confirmation

| |
|--|
| Session ID: 135068 |
| Date: Monday, April 30, 2012 |
| Time: 15:15 - 15:30 |
| Patient Site: Brandon-Brandon Regional Health Centre - VCU4 12345) |
| Patient Location: CLIN1-Clinics Exam Room 3 |

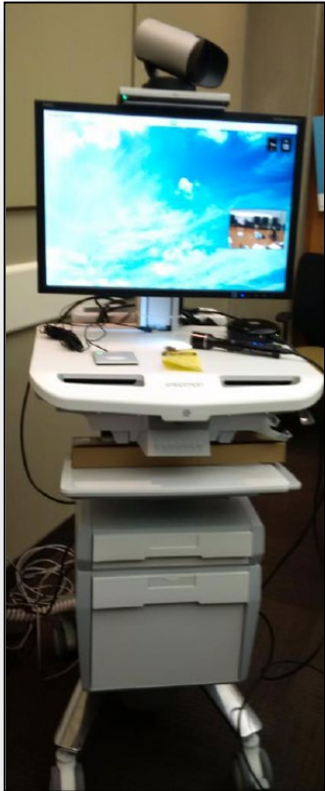


BE PRIVACY-WISE

- Mute your microphone when you are not speaking or are watching a presentation
- Use videoconferencing equipment in an appropriate and confidential location
- Always consider the camera and microphone as live

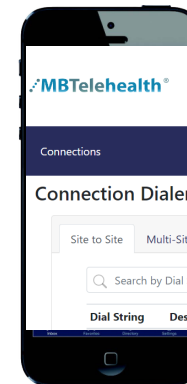
Common Equipment Types

Mobile Cart or Fixed System



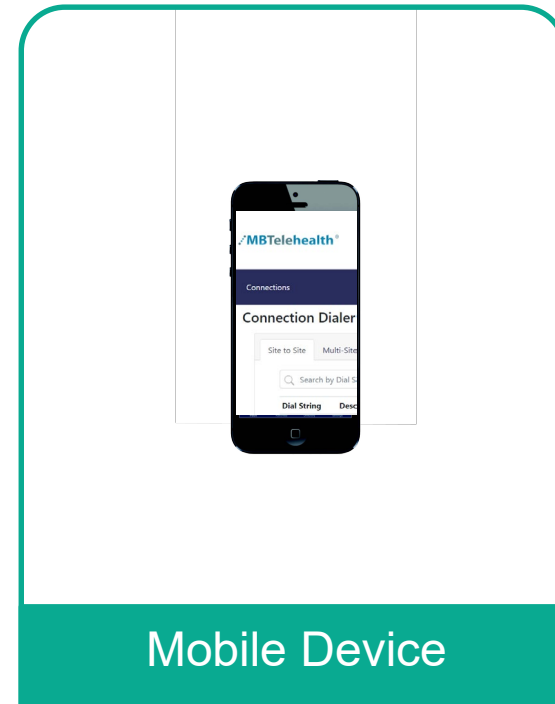
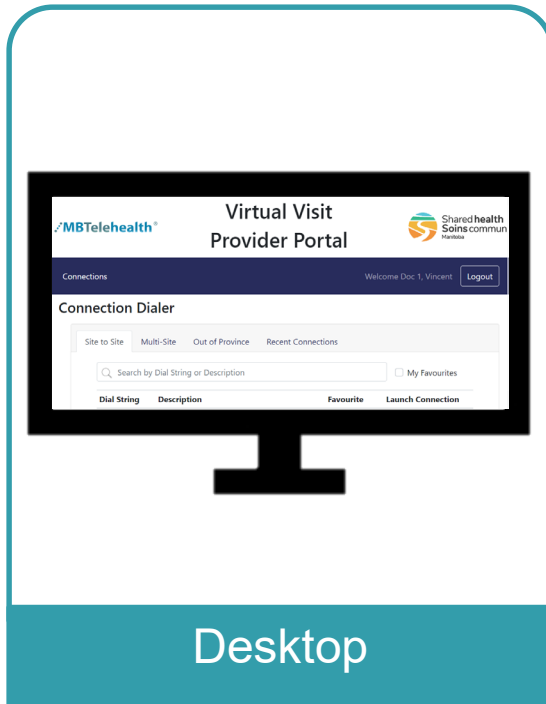
Connection Dialer

(accessed via Virtual Visit Provider Portal)



Connection Dialer

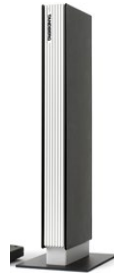
(accessed via Virtual Visit Provider Portal)



Equipment – 5 Main Components



Camera



Codec



**Screen/
Monitor**



Remote



**Tabletop
Microphone**

Connecting equipment

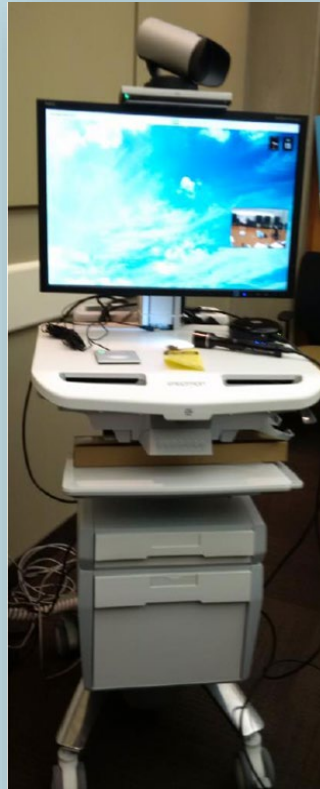
Mobile



Power Outlet



**MBTelehealth
drop**



- Plug in the power cable and the network cable and turn on the videoconference equipment

Fixed

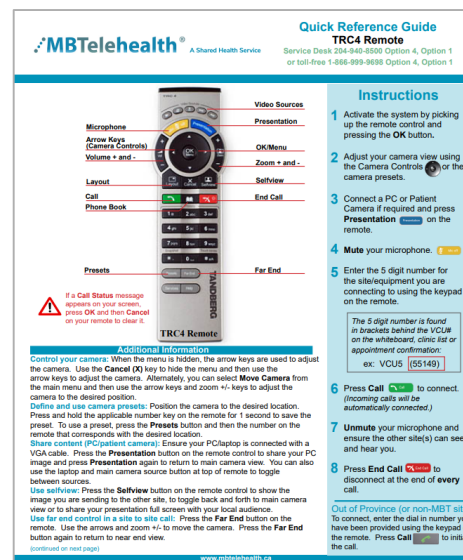


- Pick up the remote to wake up the system – everything should be plugged in already

Hands on training & Quick Reference Guide Review



TRC4



Remote Control – TRC4

The diagram illustrates the TRC4 remote control and its interface. The remote control is shown with various buttons labeled with red arrows pointing to their functions:

- Main Camera**: Points to the top left button.
- Mic On/Off**: Points to the top right button.
- Volume**: Points to the volume up/down buttons.
- Call key**: Points to the green call button.
- Presets**: Points to the bottom left button.
- Video Sources**: Points to the top right button.
- Presentation**: Points to the top right button.
- Camera Controls**: Points to the central navigation pad.
- Zoom +/-**: Points to the zoom in/out buttons.
- End Call key**: Points to the red end call button.

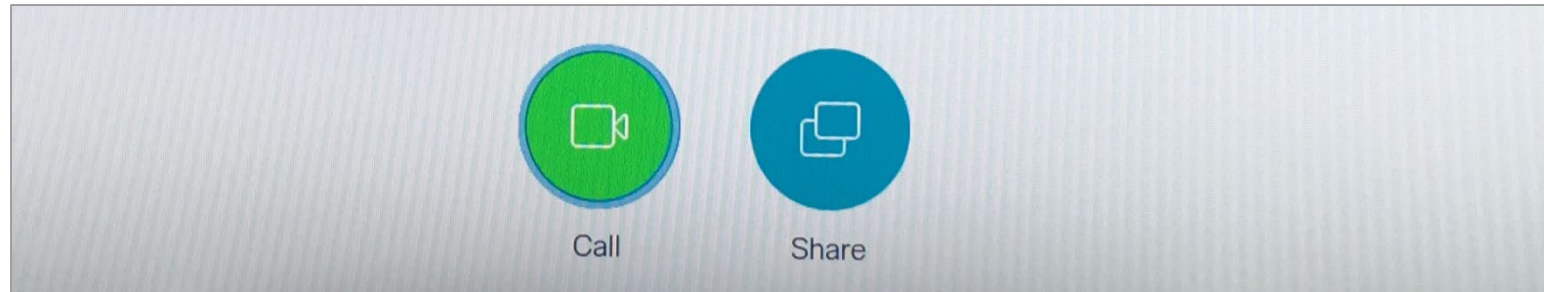
To the right, a screenshot of a "Make a Call" screen shows a "Dial Number" field with the number "55549" entered. A red circle highlights the number, with a red arrow pointing to it from the text "5 digit number".

Below the remote control, three blue boxes provide additional information:

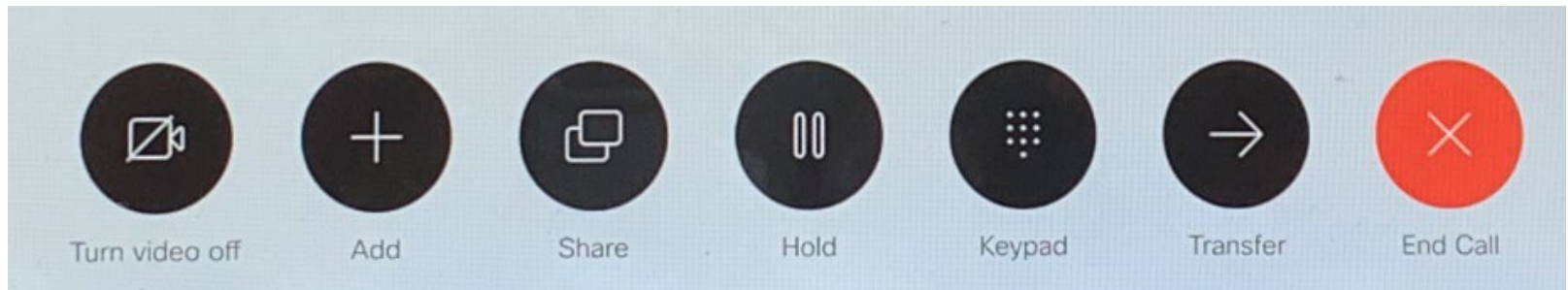
- Used to place calls, adjust volume, navigate screens and select options
- Essentially controls all functions of the videoconference equipment
- Camera presets are predetermined camera positions

Home Screen Icons

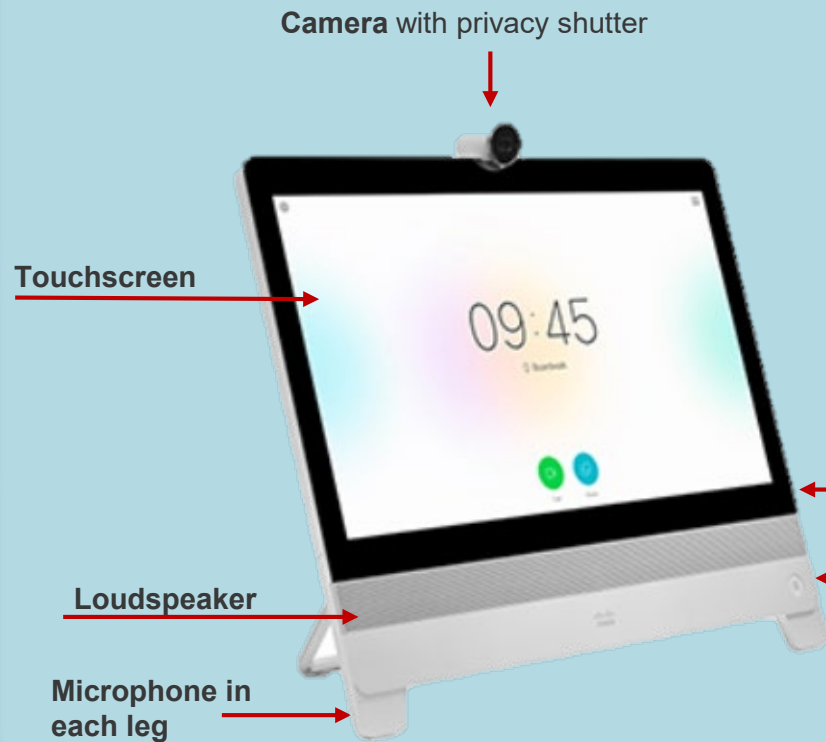
Prior to connection



During connection



Touchscreen Units (DX80)



Touchscreen unit does not require a remote control

Unit is available as a desktop, mobile cart or fixed unit

Tap the screen to switch between computer monitor and video screen

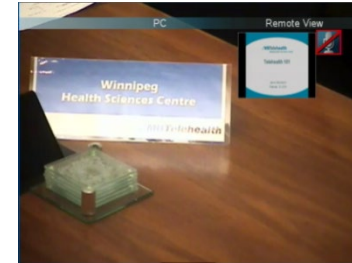
Microphone mute button, loudspeaker volume controls and USB socket are on the side of the unit.

Power On/Off

Layout Options – TRC4



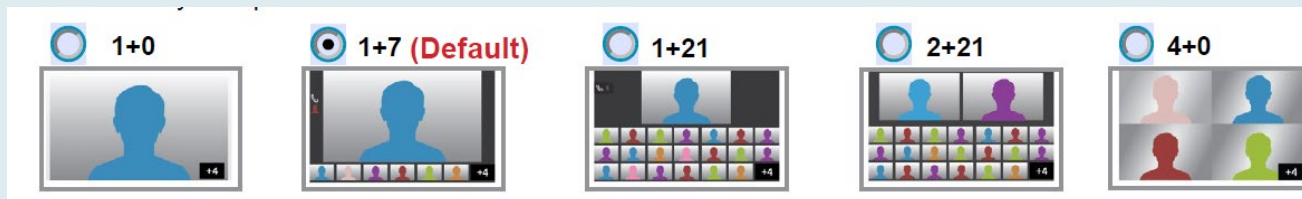
Layout displays picture in picture (PIP) image of what you are sending to far end site.



Selfview allows you to swap PIP with full screen image. (Use this to display your presentation full screen for local attendees.)



Multi-site event layout options



Recommended camera positions

The logo for Telehealth Site, featuring the text "Telehealth Site" in white on a blue background, with the MBTelehealth logo below it.

Telehealth Site

MBTelehealth

Sign

- Off screen camera view - users can move about room without being on camera
- Identifies the sites that are connected



Participant

- Close up view of focal person (patient, provider, presenter)
- Allows far sites to see person clearly



Room

- Provides a view of the entire room
- Identifies everyone in attendance

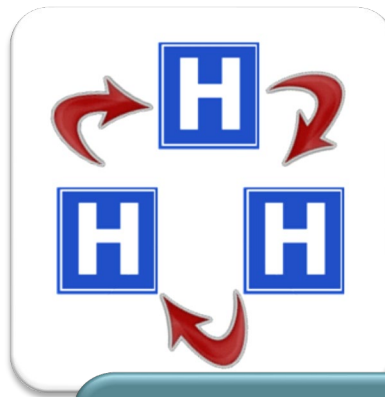
Connection Types

These connections can be used for Clinical, Admin, Education or Televisitation



Site to Site

Direct connection
between 2 sites
(**host** or **attende**)



Multi-Site

Involves 3 or
more sites



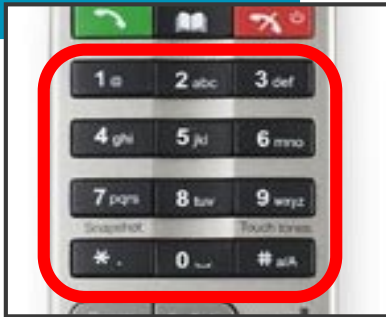
Out of Province/Network

Connecting to a site
not on the MBT
network

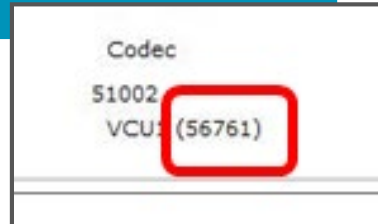
Site to Site Connection – 2 sites



Type the 5 digit
number using
the keypad



Confirm you have
entered the
correct number

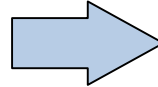


Press the green
Call button to
Connect

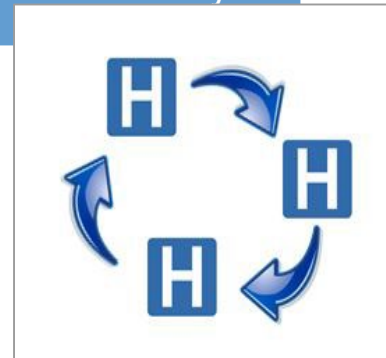


Multi-Site Connection – 3 or more sites

Plug in and turn
on equipment prior
to session



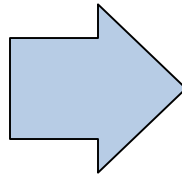
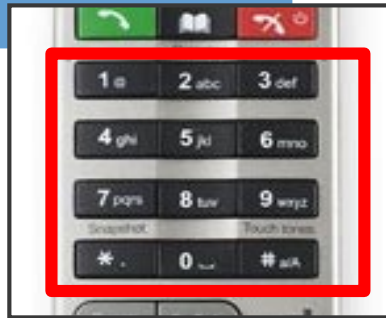
All sites are
connected to the
event
automatically



- Multi-site sessions will be connected automatically at the scheduled start time.
- If you are registered for the event and it is already in progress and you are NOT connected, you can join by using the connection information shown on the Whiteboard.
- Multi-site sessions will be automatically disconnected at the scheduled end time.

Out of Province/Network

Type the dial in number using the keypad



Press the green **Call** button to connect.



Note: for out of province connections you will be given a dial in number

Far End Control – TRC4 remote



Far End control functions differently for site to site and multi-site events.

Site to Site

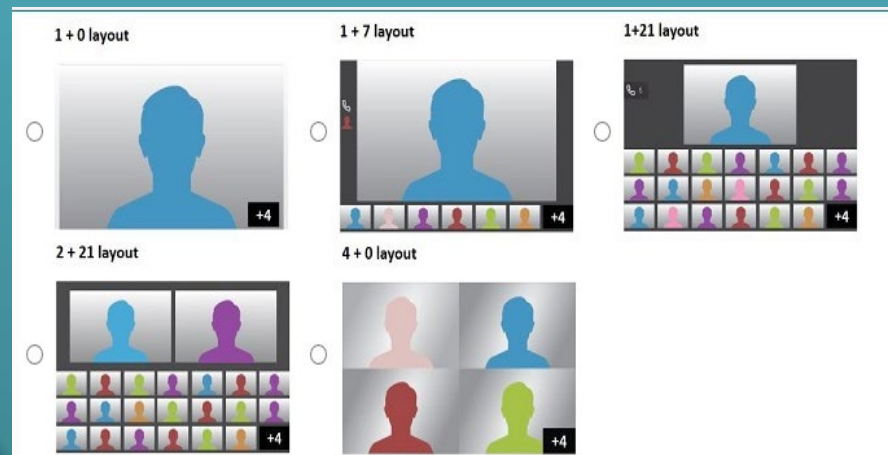
- Allows you to take over control of far end camera
- Press **Far End** button and use camera controls to move camera
- Press **Far End** button again to re-enable control of your own camera

Multi-Site

- This is the default layout



- The host/presenter/person booking on their behalf selects the layout option when the event is booked



Peripheral Devices



Patient Camera



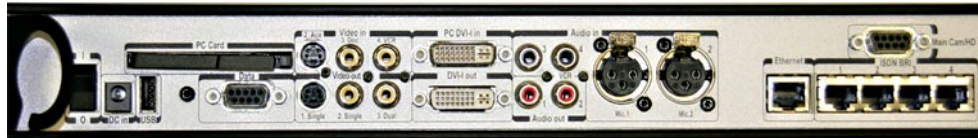
Laptop



Otoscope

Video Sources and Inputs

**Each video source button on your remote references
a video input on the back of your codec**



VGA Cable



DVI Cable



HDMI Cable



Peripheral Device - Laptop



A laptop can be connected to the videoconference codec so a user can display presentations, videos or documents for other sites.



VGA or
HDMI
Cable

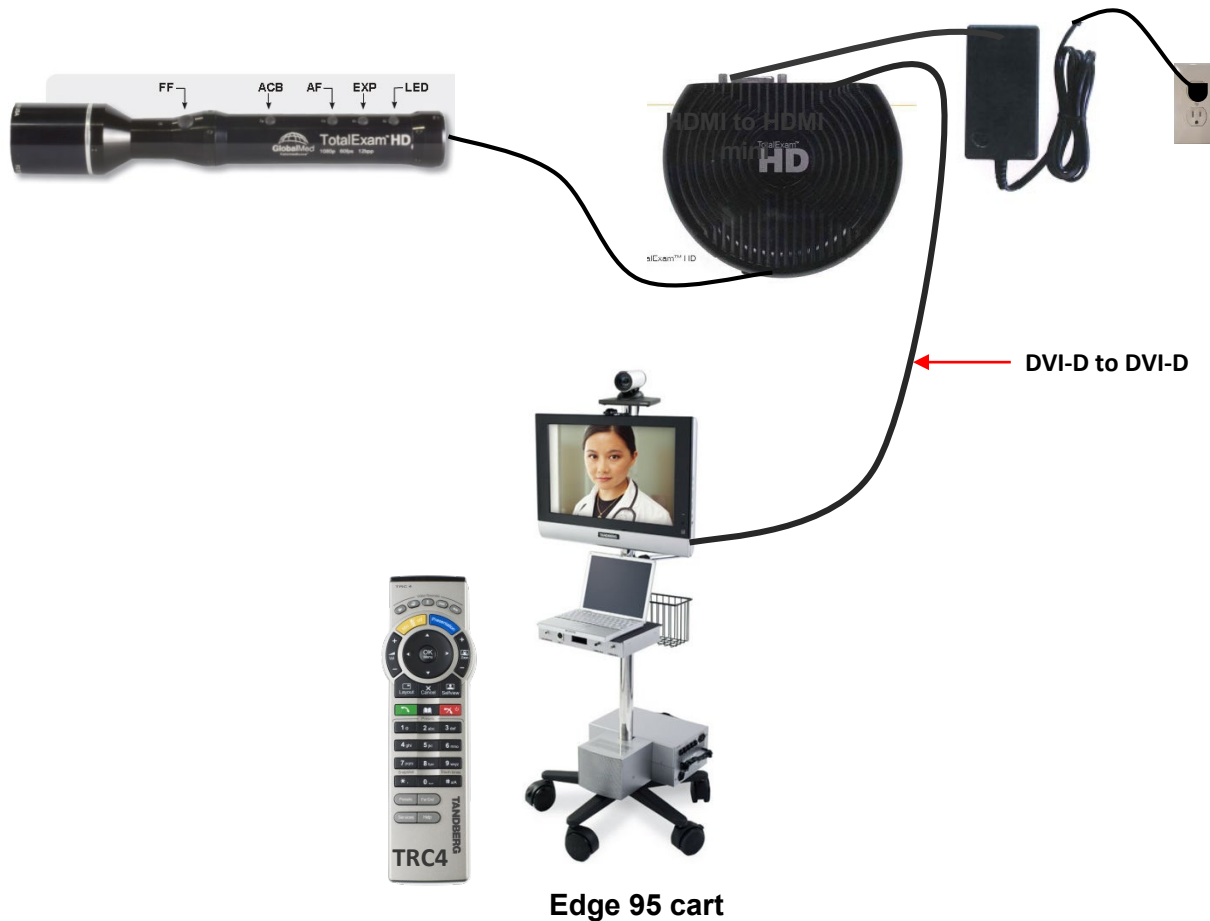


Peripheral Device – Patient Camera (GlobalMed) With Fixed Equipment (TRC6)



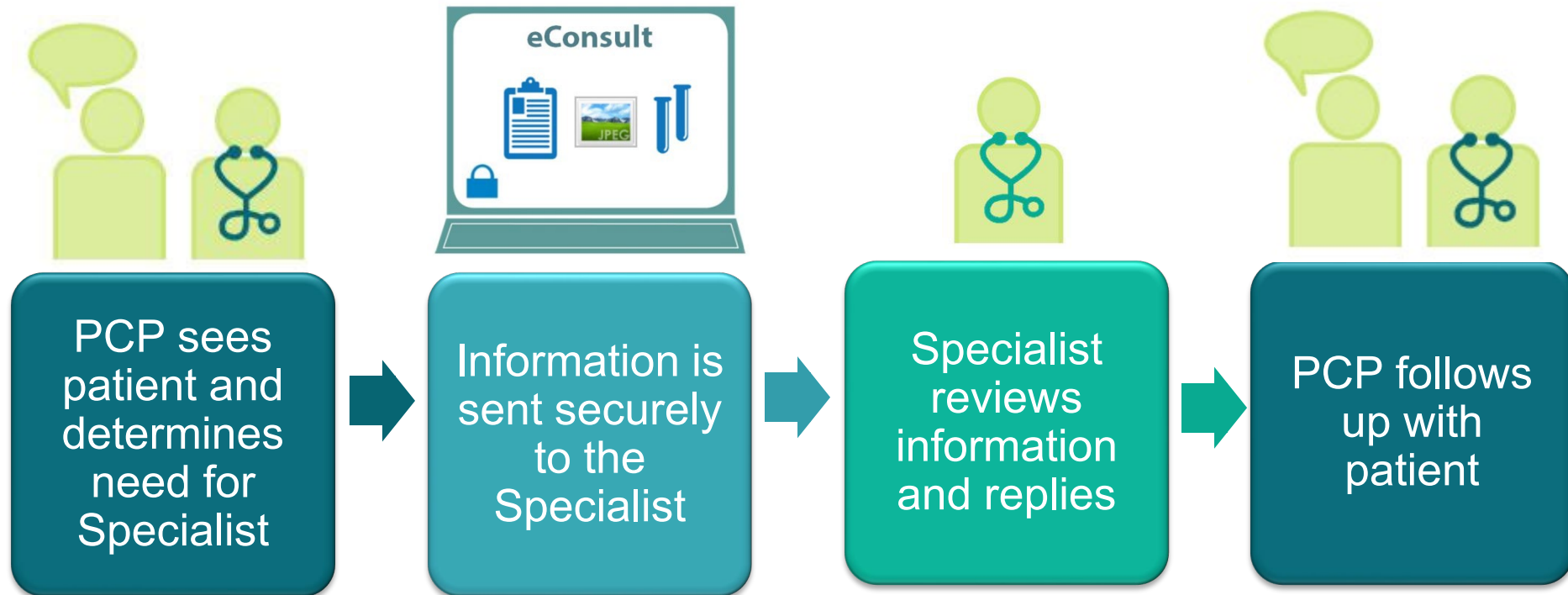
- Patient cameras are used to examine objects in fine detail.
- Used in telehealth for dermatology, wheelchair seating or gait assessments for example.

Peripheral Device – Patient Camera (GlobalMed) with mobile cart

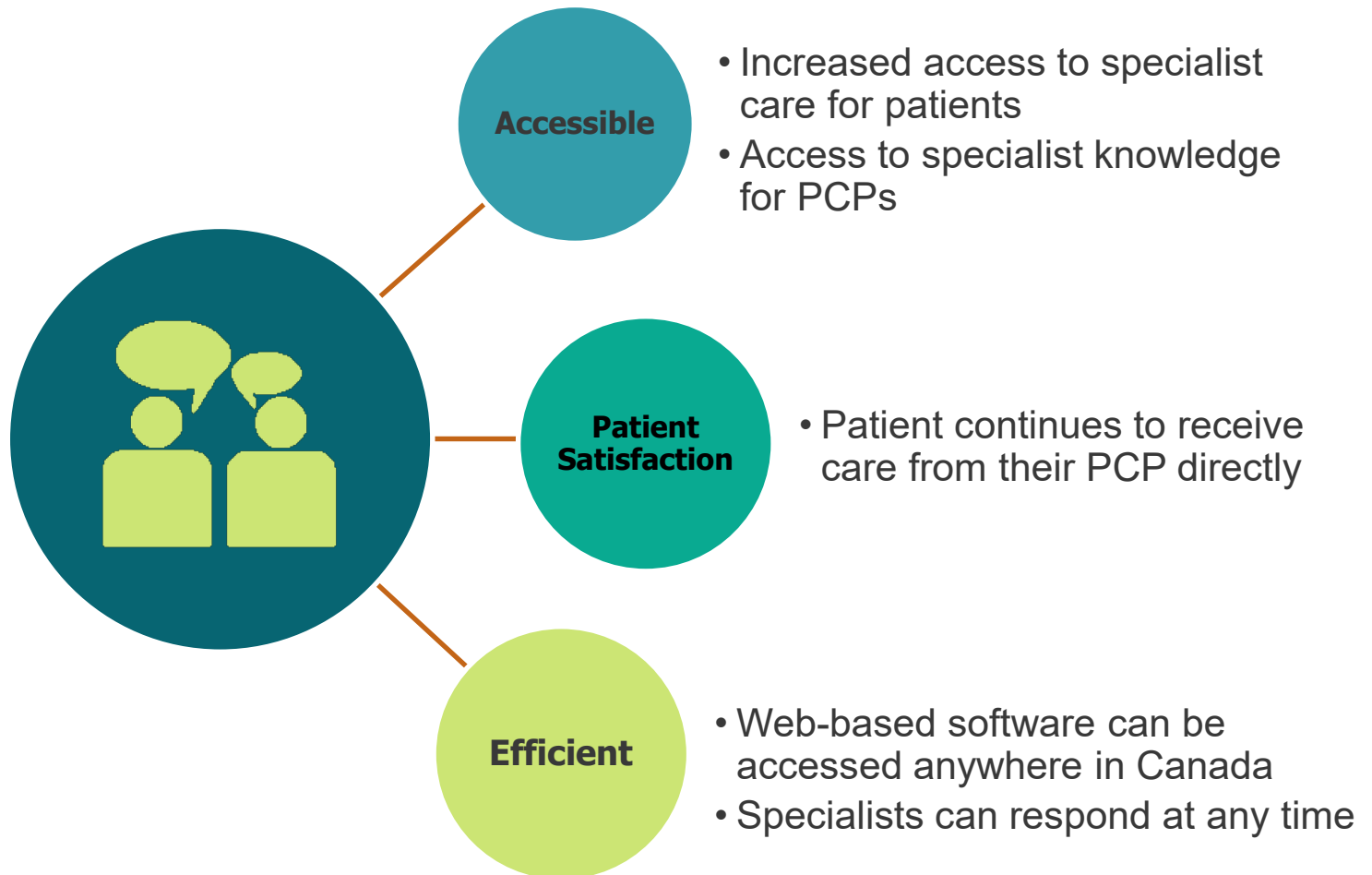


- Patient cameras are used to examine objects in fine detail.
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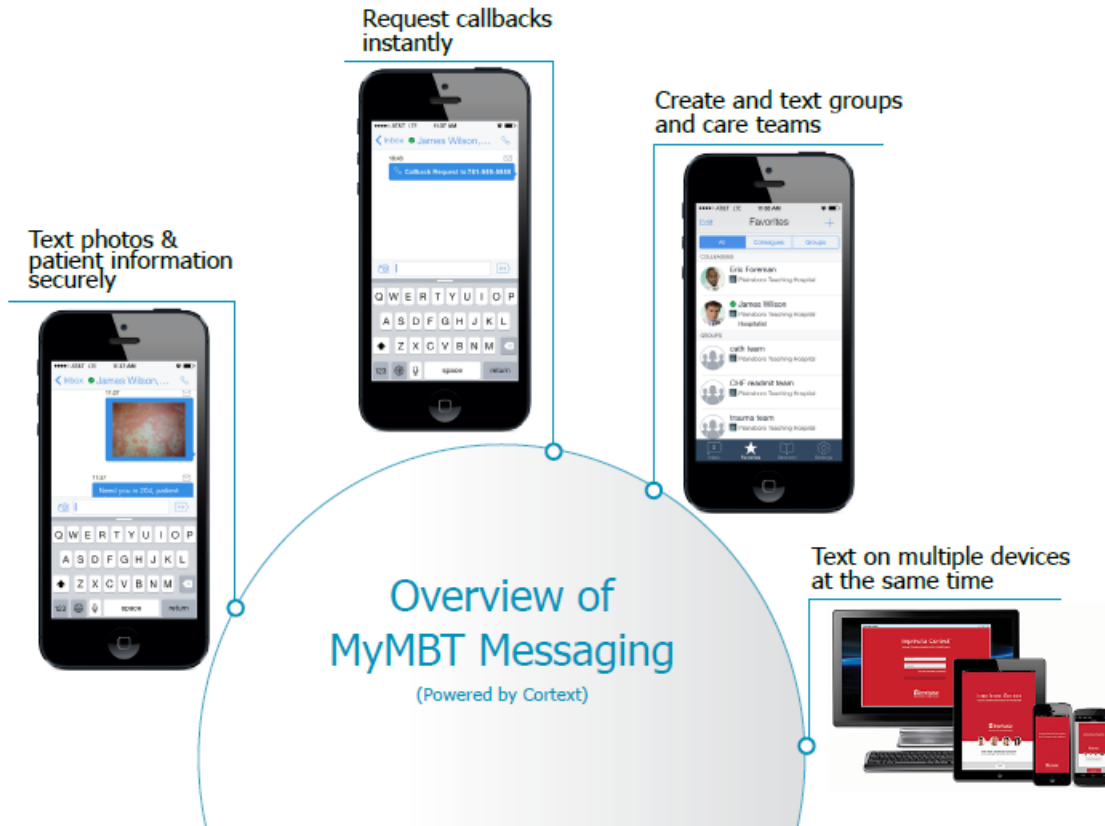
eConsult - how it works



eConsult Benefits



MyMBT Messaging



Telehealth Support

Service Desk

- Available for real time support
- Includes technical concerns and troubleshooting for videoconference events

Urgent 204-940-8500 Option 4, Option 1 or
toll-free 1-866-999-9698 Option 4, Option 1

Non Urgent servicedesk@manitoba-ehealth.ca

Hours: **Monday to Thursday 0730 - 2100**
Friday 0730 - 1700

Scheduling support

204-940-8500 Option 4, Option 2 or toll-free 1-866-999-9698 Option 4, Option 2
or email schedule@mbtelehealth.ca

Hours: Monday to Friday from 0800 – 1630 (closed on stat holidays)

Tips for presenters and participants

- Set up presentation early to allow time for technical issues
- Be aware of your scheduled start and end times – ending late impacts others who may need the equipment.
- Introduce attendees at start of event, explain how to mute the microphone and how you will manage questions and answers
- Mute your microphone when you are not speaking to reduce background noise

Tips for presenters and participants

- When asking questions direct them at each attending site individually to avoid multiple responses at the same time
- Speak naturally as though you are in the same room as the other sites
- Pause between speakers to accommodate slight audio delay
- If you appear blurry on screen, use the arrow keys and zoom button to adjust the camera

Additional Resources

Visit our website for additional information

- Quick Reference Guides
- Training material
- Telehealth standards, procedures and forms
- Frequently Asked Questions and What's new
- MBTelehealth Staff Listing

<https://.mbtelehealth.ca>

Contact your Digital Solutions Facilitator for general information about MBTelehealth Services

