



Shared health  
**Soins communs**  
Manitoba



# **MBTelehealth**® **Foundations**

TRC6 Remote  
OR  
Touchpad 10

# 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

# 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

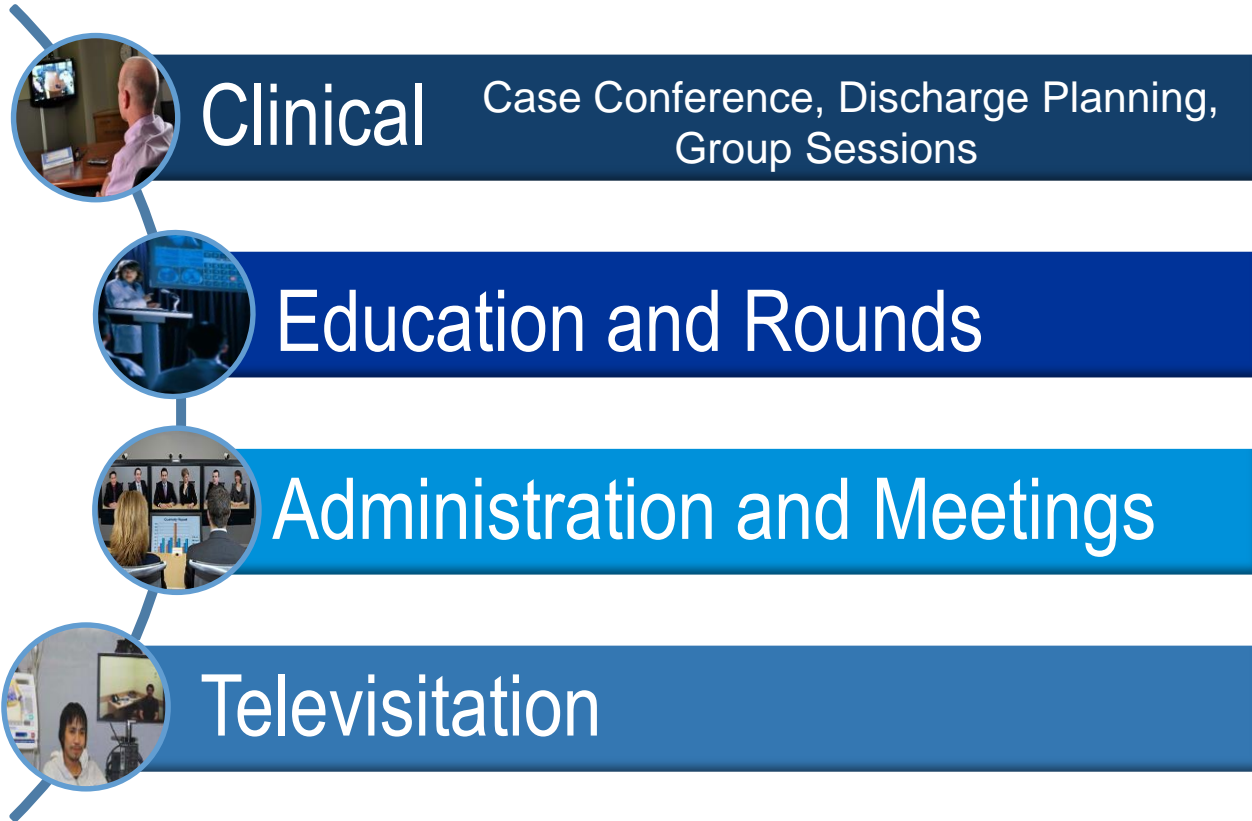


Saves time, money and risks associated with travel

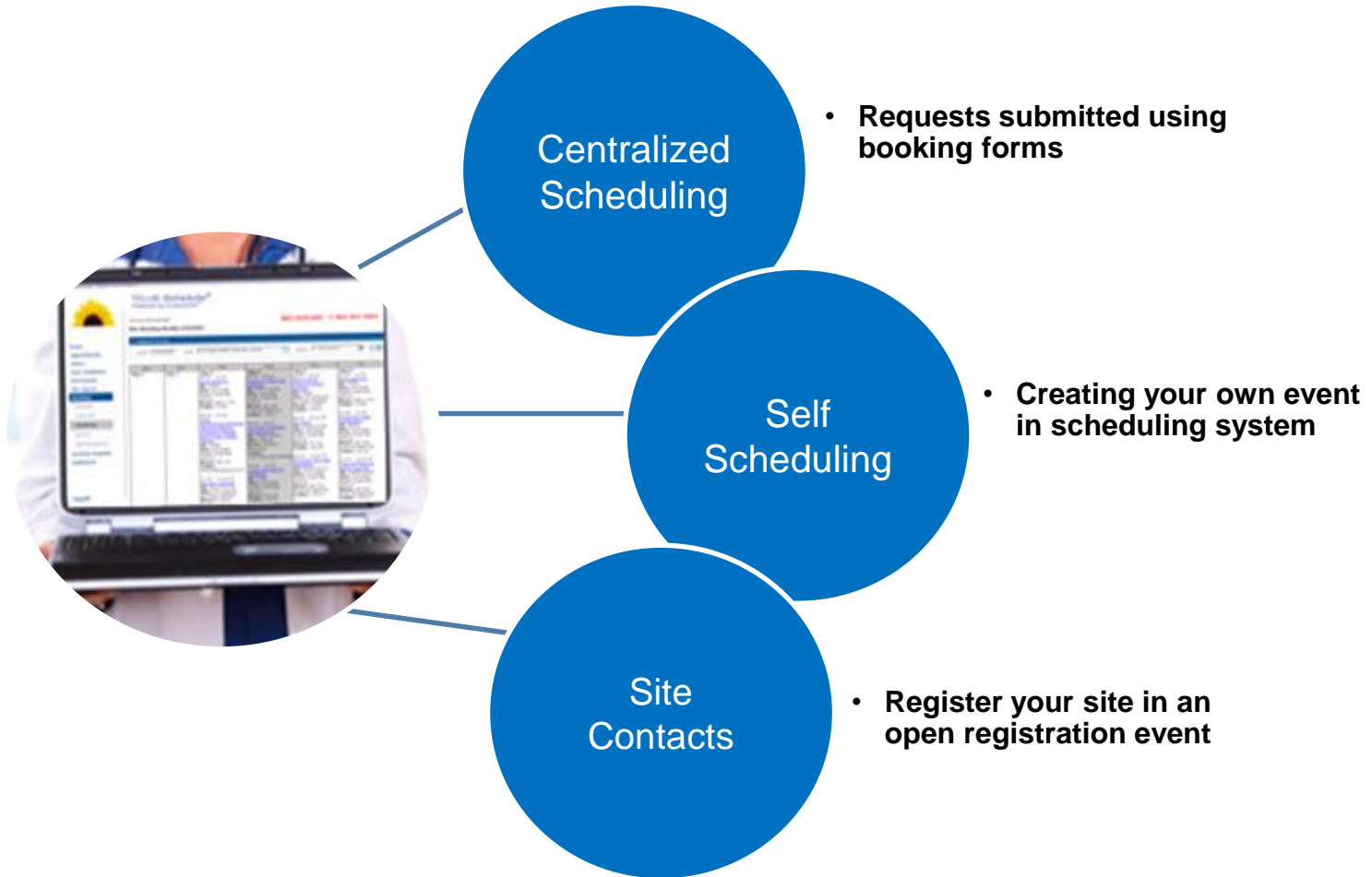


Reduces admin costs for regions

# Event Types



# Scheduling Types

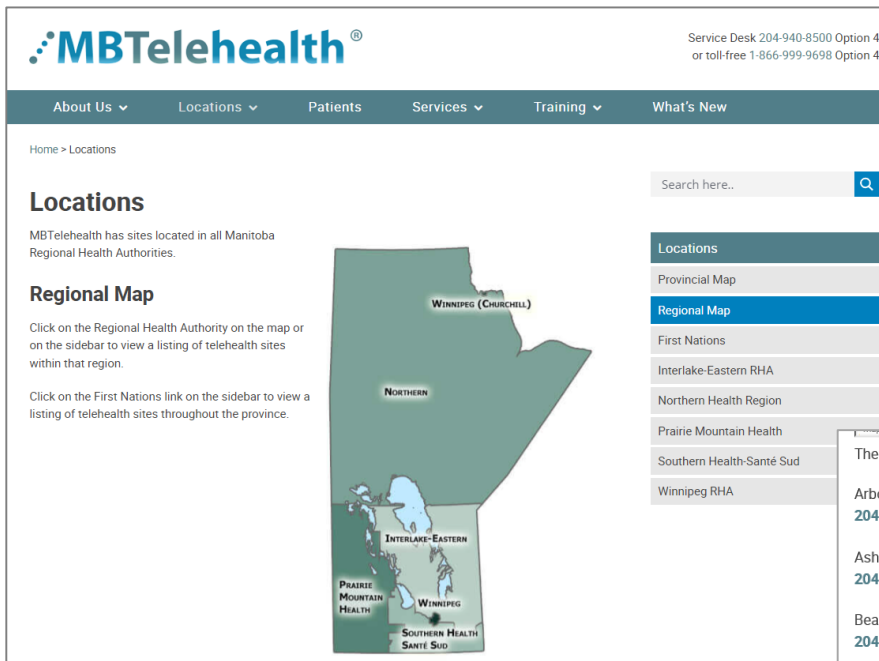
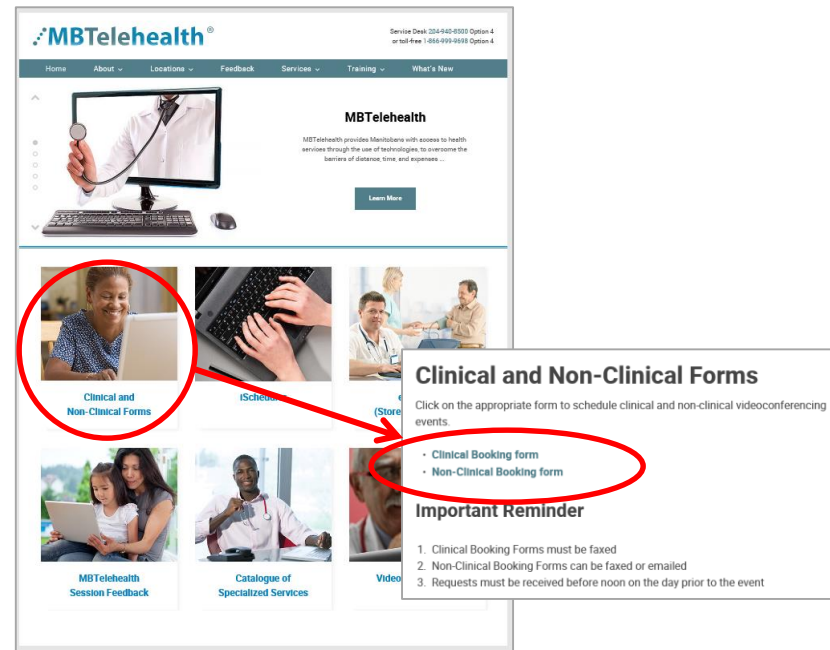




# New Bookings

## 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 Centre 204-367-5401
Ashern – Lakeshore General Hospital 204-768-2461	Riverton Community Health Centre 204-378-2460
Beausejour Health Centre 204-268-7463	Selkirk – IERHA Cancer Services 204-785-9576
Berens River Renal Health Centre 204-382-3184	Selkirk – IERHA Mental Health 204-785-7715

**DO NOT EMAIL THIS FORM AS IT CONTAINS  
PERSONAL HEALTH INFORMATION**

**\*\*\* BOLDED FIELDS ARE REQUIRED \*\*\***

Is this for a Televisitation event? ☐ Yes ☐ No *If yes, ONLY complete Client Information and Televisitation 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"**

Televisitation 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

www.mbtelehealth.ca

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

## 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](mailto: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/Code 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

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

**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

### ATTENDEE/PARTICIPATING SITE INFORMATION

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

**Site** **Room/Code 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](mailto:schedule@mbtelehealth.ca)



For cancellations or changes that occur later than 12:00 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](http://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](mailto:schedule@mbtelehealth.ca)

### ATTENDEE/PARTICIPATING SITE INFORMATION

<b>Site</b>	<b>Room/Code VCU#</b>	<b># of Attendees (approx)</b>
<b>Event Contact Person</b>	<b>Phone</b>	<b>Email</b>
<b>Site</b>	<b>Room/Code VCU#</b>	<b># of Attendees (approx)</b>
<b>Event Contact Person</b>	<b>Phone</b>	<b>Email</b>
<b>Site</b>	<b>Room/Code VCU#</b>	<b># of Attendees (approx)</b>
<b>Event Contact Person</b>	<b>Phone</b>	<b>Email</b>
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<b>Event Contact Person</b>	<b>Phone</b>	<b>Email</b>
<b>Site</b>	<b>Room/Code VCU#</b>	<b># of Attendees (approx)</b>
<b>Event Contact Person</b>	<b>Phone</b>	<b>Email</b>

### 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](http://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

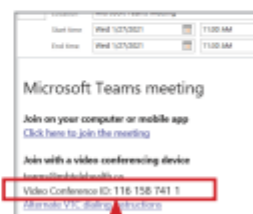
The Teams meeting (session) must be scheduled **before** the telehealth visit is scheduled in order to generate the Video Conference ID.

##### 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/clerical:

- 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/Codes VCU#	Teams Videoconference ID (15 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/Codes VCU#	# of Attendees (approx)	Teams Videoconference ID (15 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' and the bottom form is a 'NON-CLINICAL BOOKING FORM'. Both forms contain various fields for patient information, event details, and scheduling preferences.

- 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.

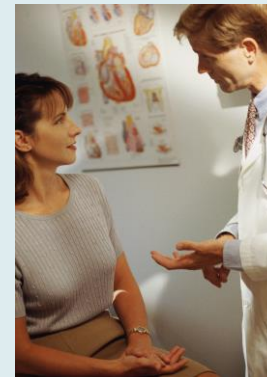


Pressing "Call" to connect is...

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

<b>Adult Respiratory Radiology/Pathology Rounds 95470</b>		<b>START: 12/20/2022 11:30:00 AM</b>	<b>End: 12/20/2022 12:30:00 PM</b>	<b>Meeting</b>
<div>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</div>				<b>Self-serve connection information</b>
Host:	Site WPG-Health Sciences Centre	Room RS-205 Resp. Boardroom	Codec VCU38 (55388)	
Attendees	WPG-Grace Hospital	Conference Room A	VCU2 (55127)	
	WPG-SBH	A2071-3	VCU18 (55387)	

## 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: CONSULTANT: ABEL, KERRIE BOOKED DATE: 12/19/2022

## Confirmation

<b>Session ID: 135068</b>
<b>Date: Monday, April 30, 2012</b>
<b>Time: 15:15 - 15:30</b>
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



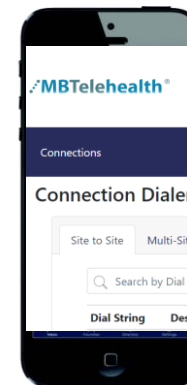
# Common Equipment Types

## Mobile Cart or Fixed System



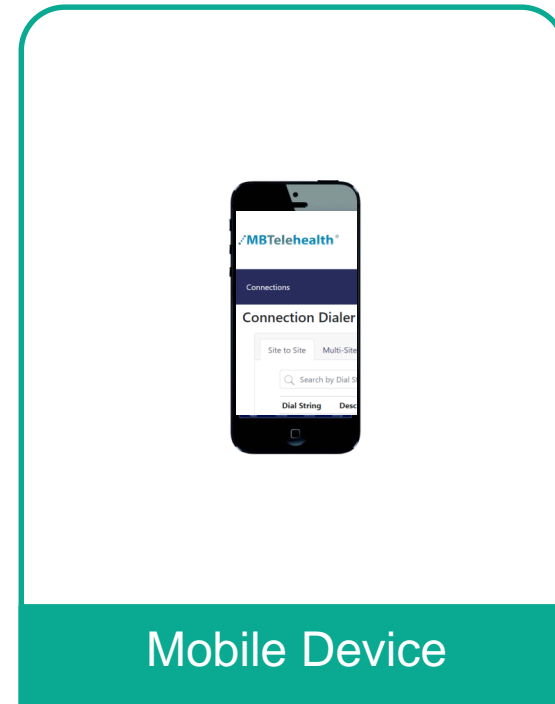
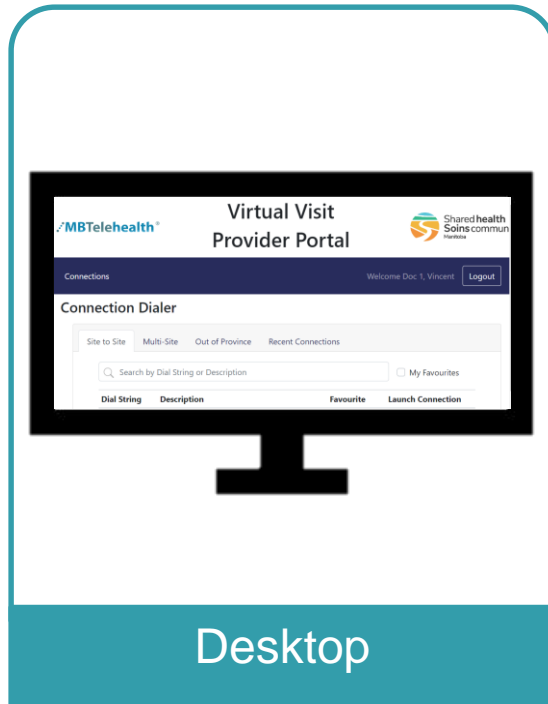
## Connection Dialer

(accessed via Virtual Visit Provider Portal)



# Connection Dialer

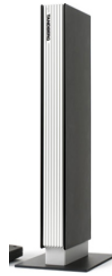
(accessed via Virtual Visit Provider Portal)



# Equipment – 5 Main Components



**Camera**



**Codec**



**Screen/  
Monitor**



**Touchpad 10**

**TRC6**



**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

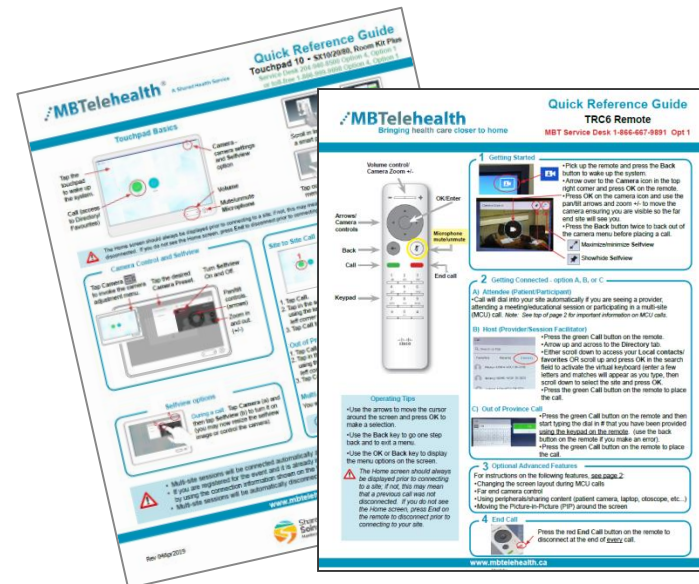
## Fixed



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

# Hands on training & Quick Reference Guide Review

Touchpad 10



# Remote Control – TRC6

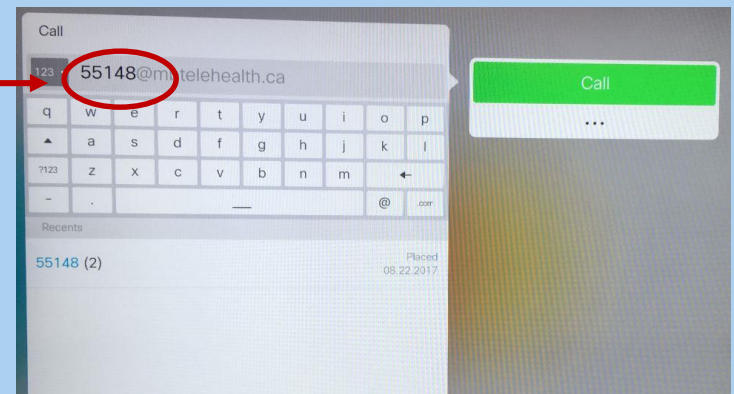


Used to place calls, move the camera and navigate the on-screen menu options

The +/- key is the volume control and also functions as the camera zoom control within the camera control menu

Essentially controls all functions of the videoconference equipment

5 digit number



# Touchpad 10

Tap the touchpad to wake up the system.

Call (and access to Favourites).

Tap the Camera icon to activate self-view and camera settings.

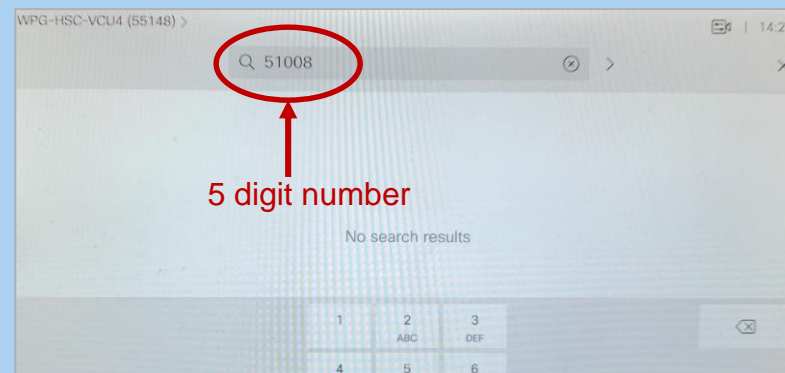
Tap to Share content outside a call.

Press and hold to increase/decrease volume.

Tap Microphone to mute/unmute.

Used to place calls, move the camera and access all menu options

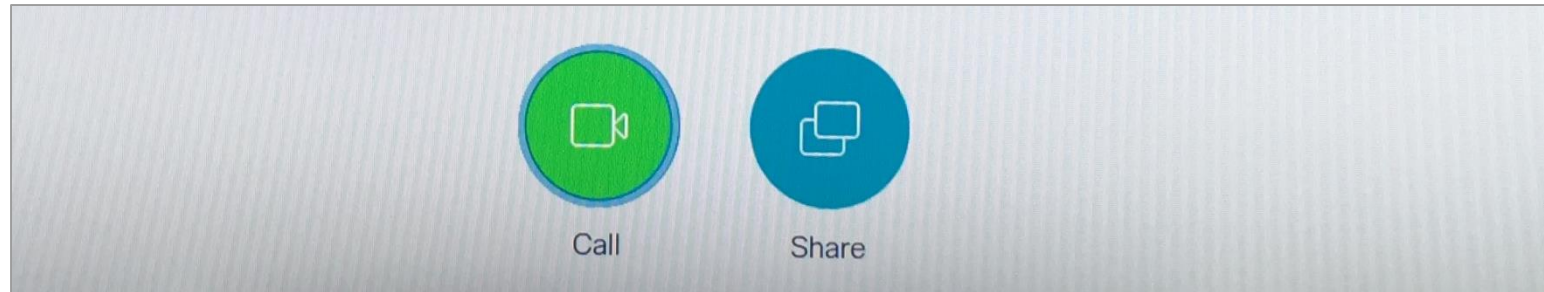
Essentially controls all functions of the videoconference equipment



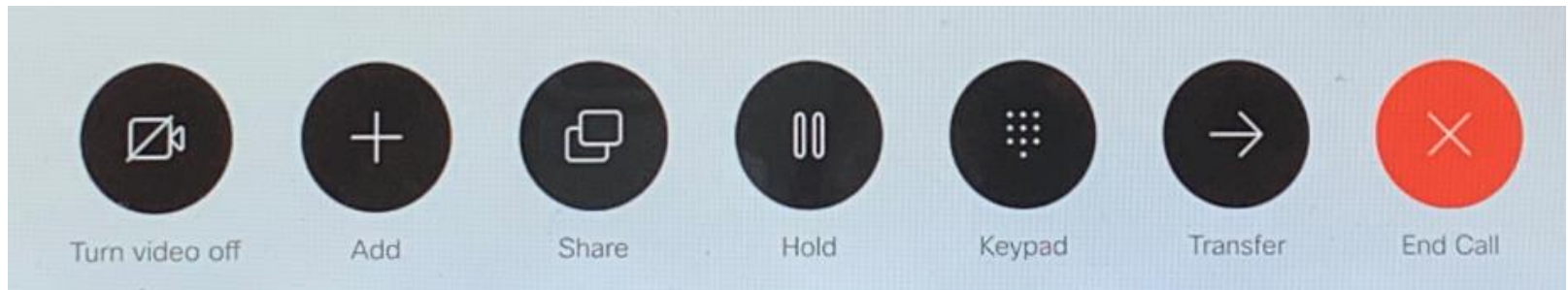


# Home Screen Icons

## Prior to connection

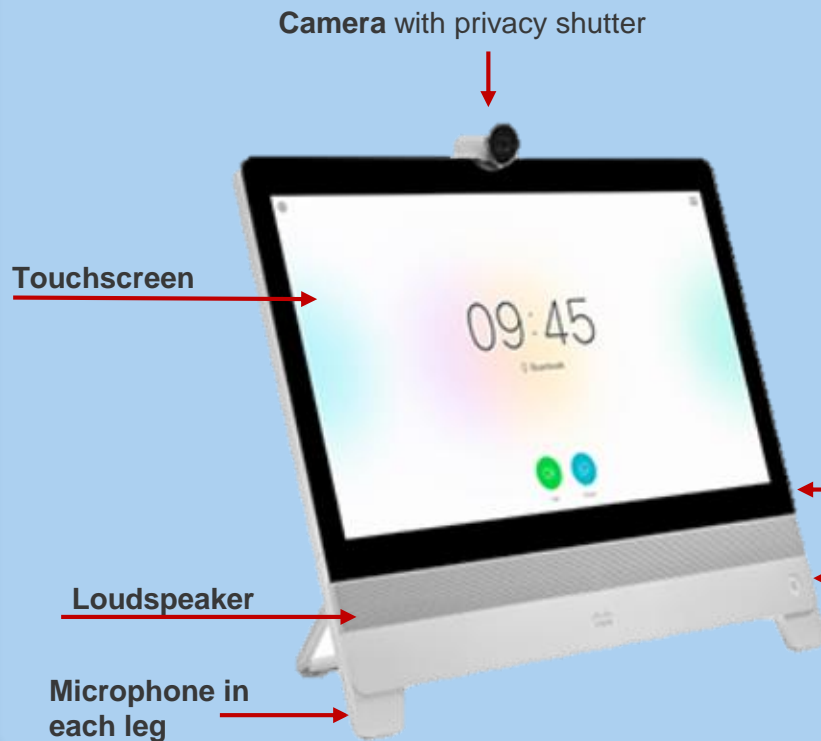


## During connection





# 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.

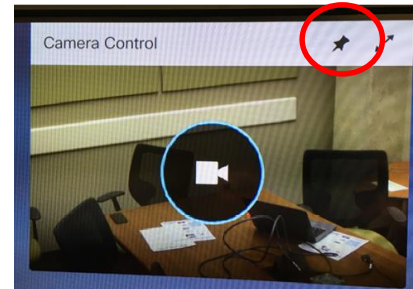
**Power On/Off**

# Layout Options – TRC6

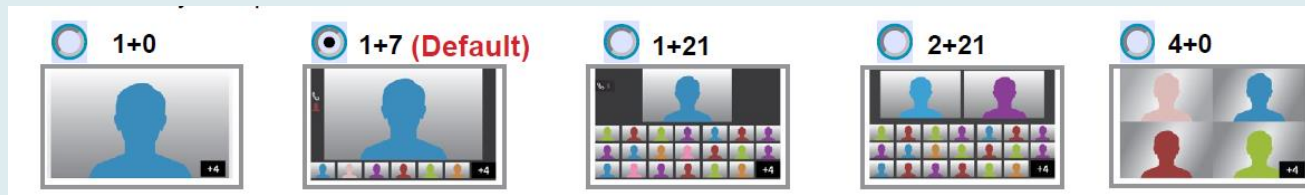
**Layout** allows you to choose various layouts for viewing your site and the other site on your screen when sharing content. The PIP can also be moved around the screen.



**Selfview** is a view of what the camera is capturing at your site (you can show/hide selfview).



## Multi-site event layout options

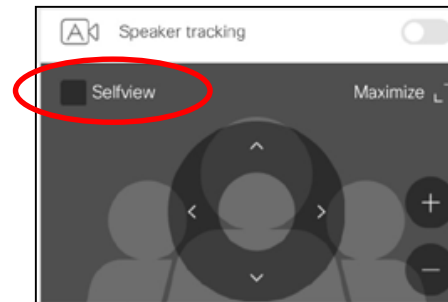


# Layout Options – Touchpad 10

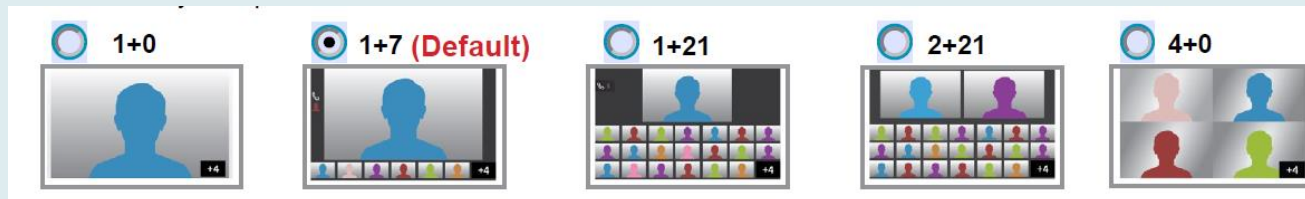
**Layout** allows you to choose various layouts for viewing your site and the other site on your screen when sharing content. The PIP can also be moved around the screen.



**Selfview** is a view of what the camera is capturing at your site (you can show/hide selfview).



## Multi-site event layout options



# Recommended camera positions

## 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

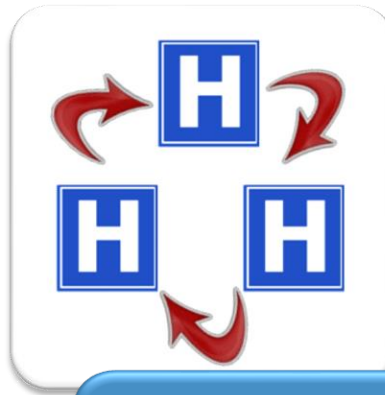
# Connection Types

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



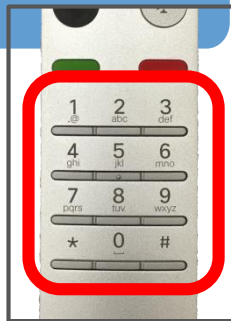
## Out of Province/Network

Connecting to a site  
not on the MBT  
network

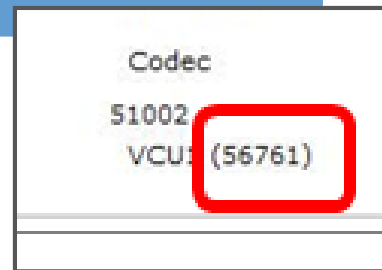
# Site to Site Connection – 2 sites (TRC6 remote)



Type the 5 digit  
number using  
the keypad



Confirm you have  
entered the  
correct number



Press the green  
Call button to  
connect



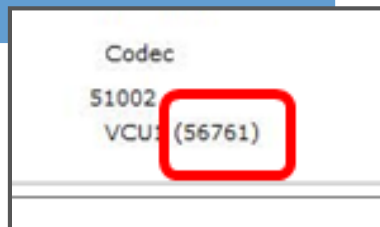
# Site to Site Connection – 2 sites (Touchpad 10)



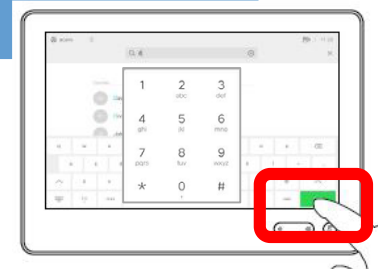
Enter the 5 digit  
number using  
the keypad



Confirm you have  
entered the  
correct number

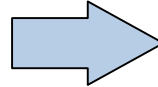


Tap the green  
Call button to  
Connect



# Multi-Site Connection – 3 or more sites

Plug in and turn  
on equipment prior  
to session



All sites are  
connected to the  
event  
automatically

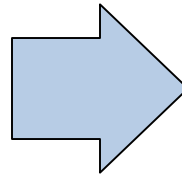


- Multi-site sessions will be connected automatically at the scheduled start time.
- If you are registered for the event and it is already in progress and you are NOT connected, you can join by using the connection information shown on the Whiteboard.
- Multi-site sessions will be automatically disconnected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

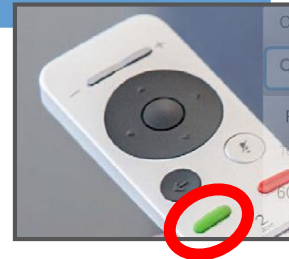


# Out of Province/Network (TRC6)

Type the dial in number using the keypad

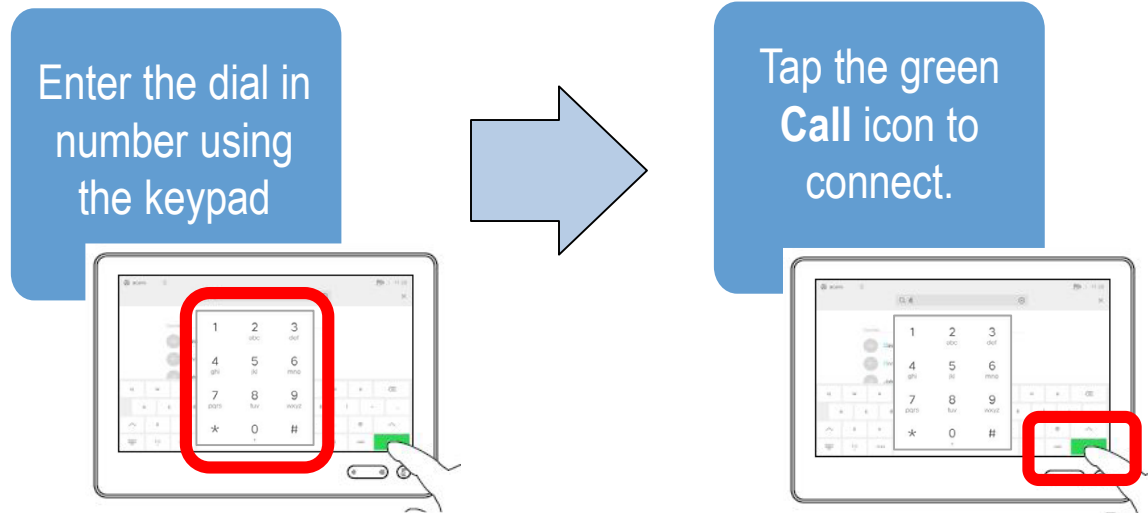


Press the green **Call** button to connect.



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

# Out of Province/Network (Touchpad 10)



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

# Far End Control – TRC6 remote



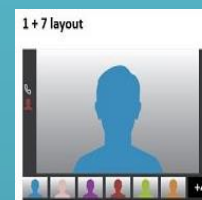
Far End control functions differently for site to site and multi-site events.

## Site to Site

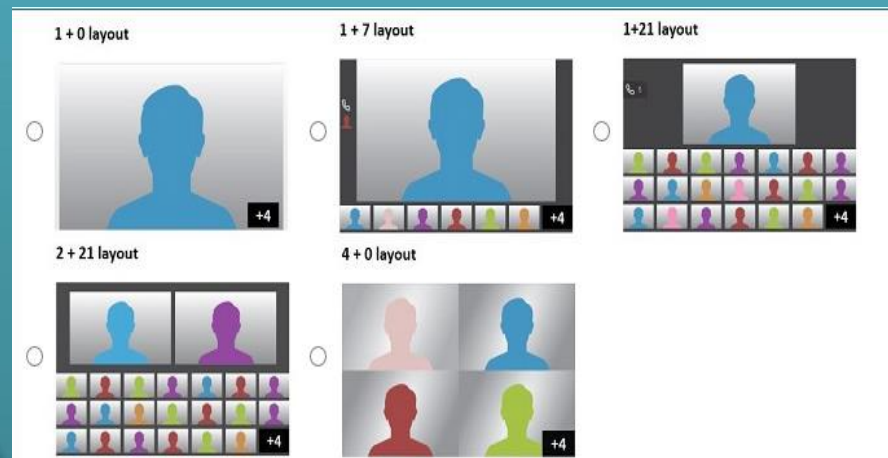
- Allows you to take over control of far end camera
- Navigate to **Participants** and use camera controls to move camera
- Press the **Back** button to exit

## Multi-Site

- This is the default layout



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



# Far End Control – Touchpad 10

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



## Site to Site

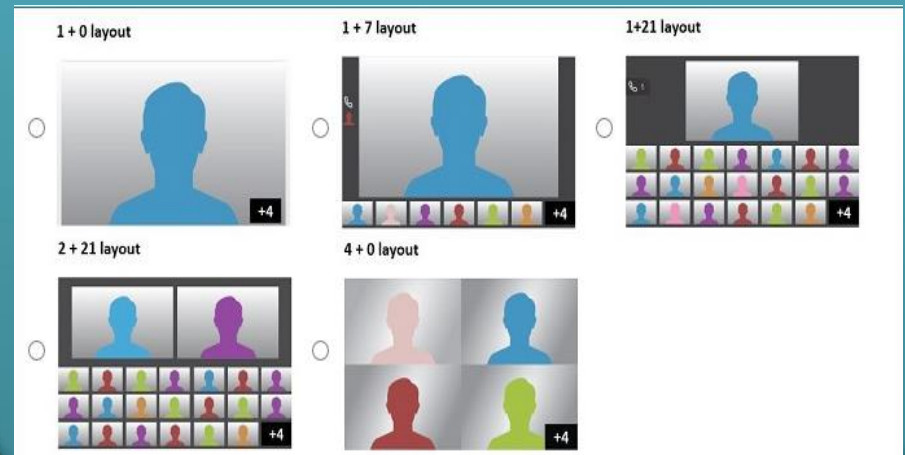
- Allows you to take over control of far end camera
- Tap **Participants** and then tap **Camera**.
- Adjust the others site's camera using the arrows and +/-
- Tap outside the controls to return to near end

## 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



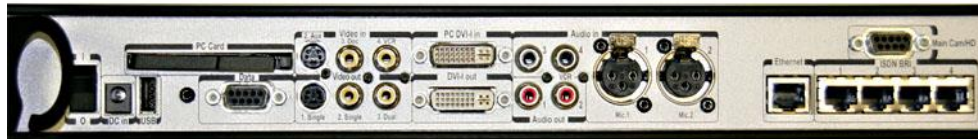
Laptop



Otoscope

# Video Sources and Inputs

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



VGA Cable



Display Port



HDMI Cable



# Peripheral Device - Laptop

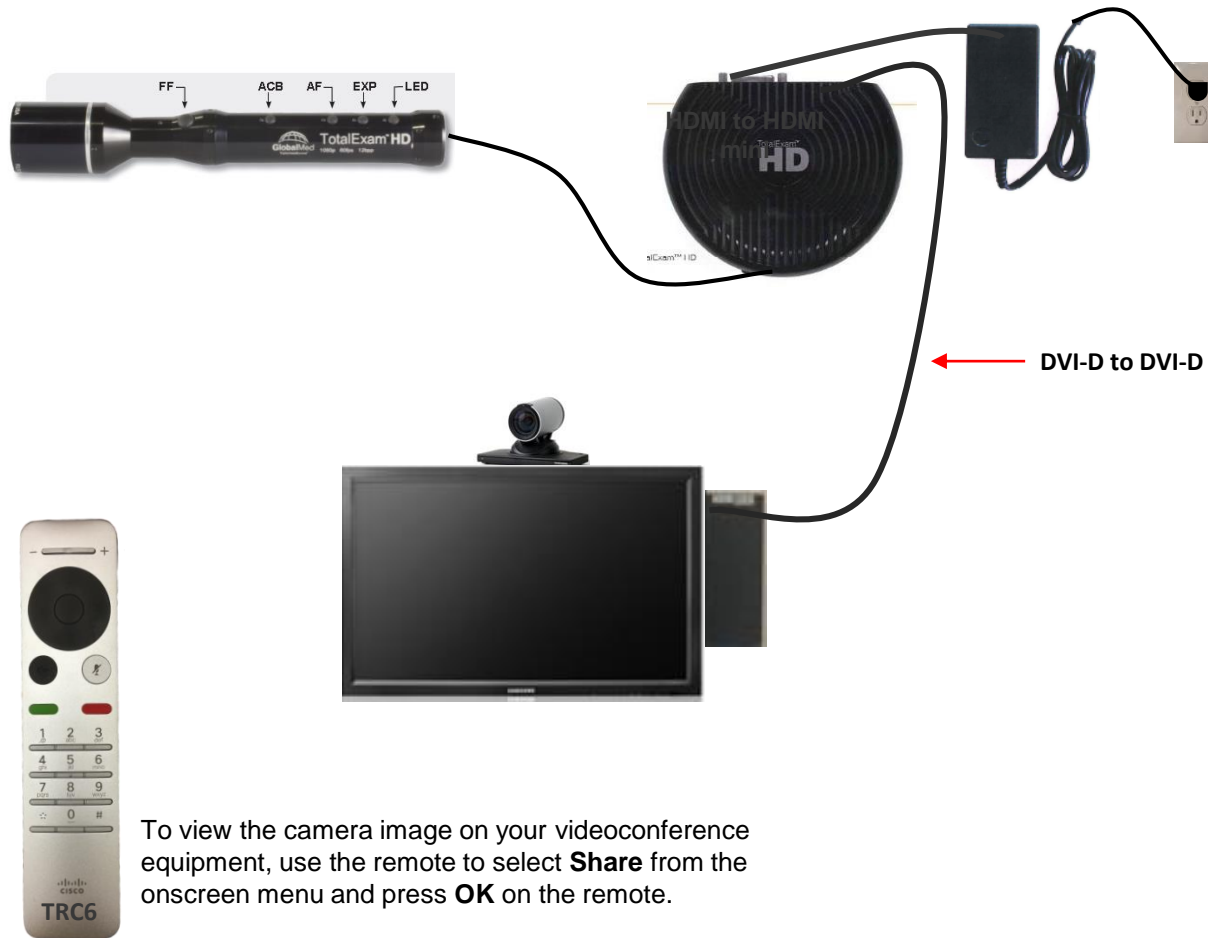


A laptop can be connected to the videoconference codec so a user can display presentations, videos or documents for other sites.

VGA or  
HDMI  
Cable



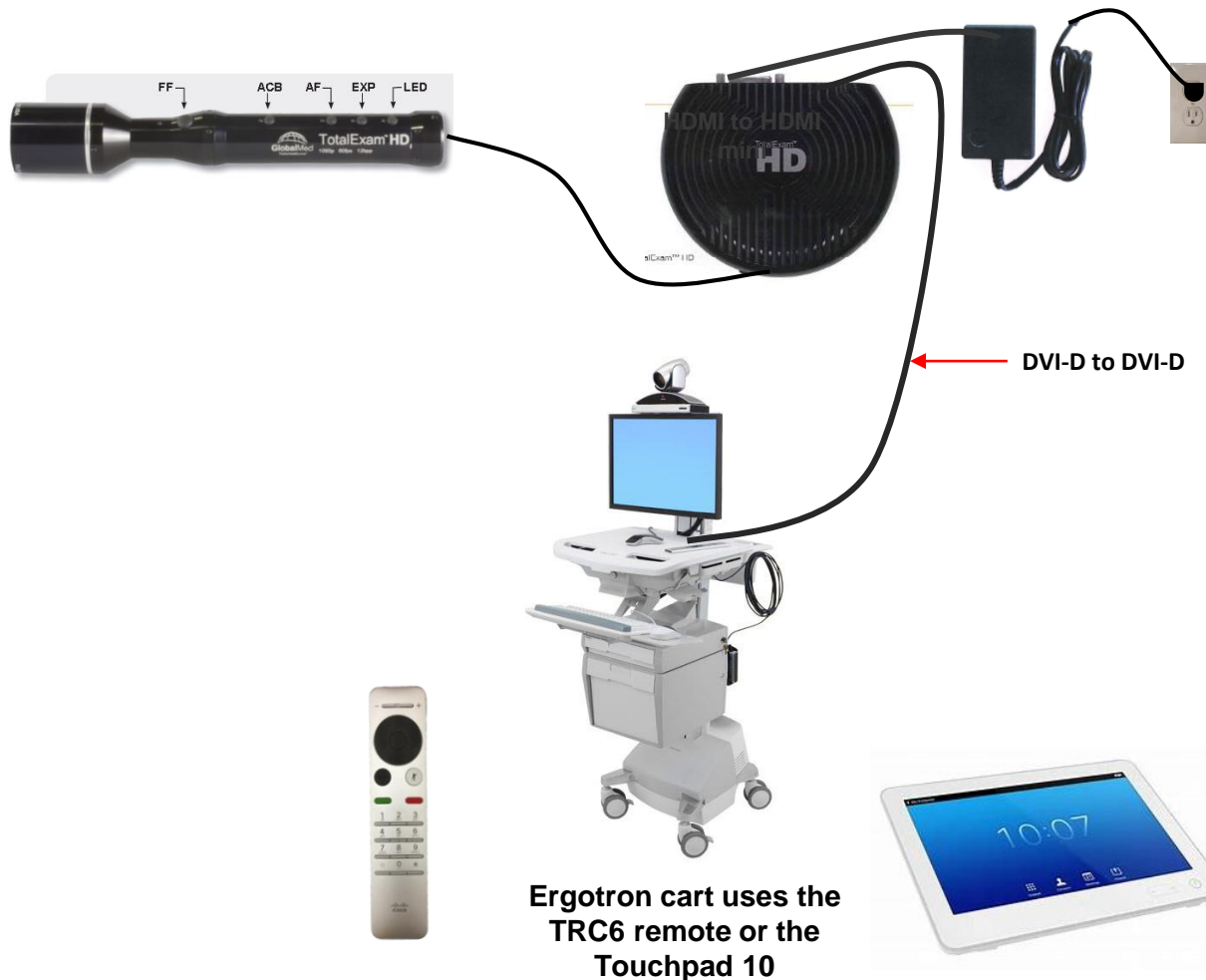
# Peripheral Device – Patient Camera (GlobalMed) With Fixed Equipment (TRC6)



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

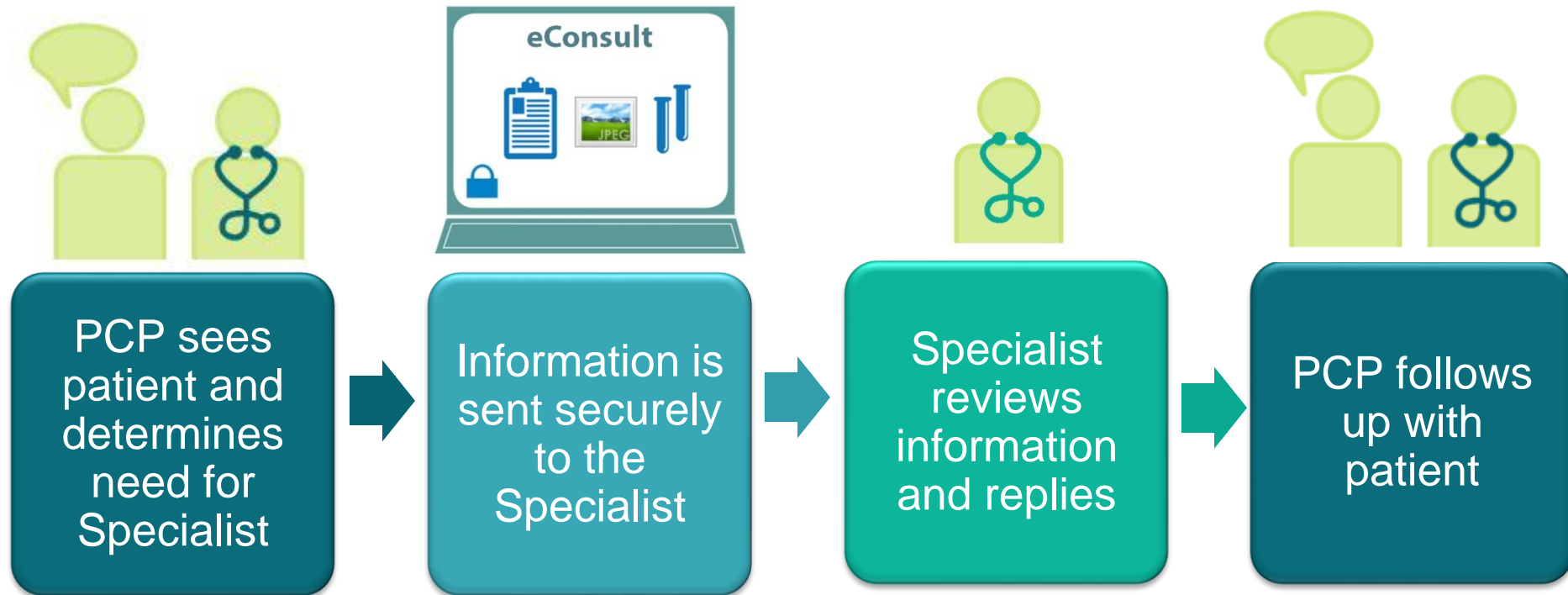


# Peripheral Device – Patient Camera (GlobalMed) with mobile cart

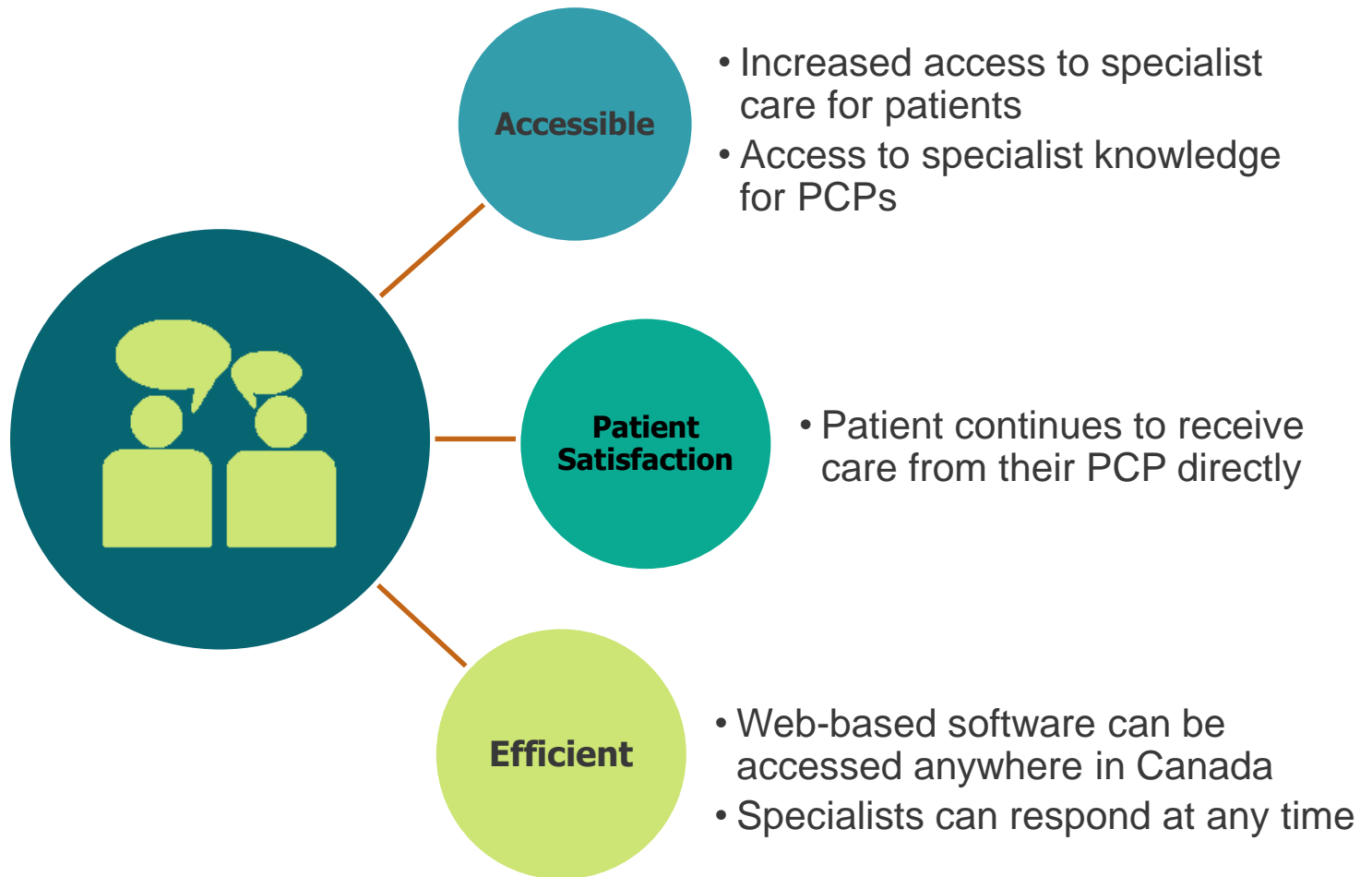


- Patient cameras are used to examine objects in fine detail.
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# eConsult - how it works



# 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](mailto: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](mailto: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