

# **Teladoc Health™**

## **Analytics Module**

### **User Guide**

P/N: MA-20188-003

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## Patent(s):

<https://teladochealth.com/patents/>

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Last updated: October 2022

# Virtual Care System

Health systems view virtual care as an extension of their services; relying on a combination of software, hardware, networks, systems, and people to work together to deliver improved access and care to their patients.

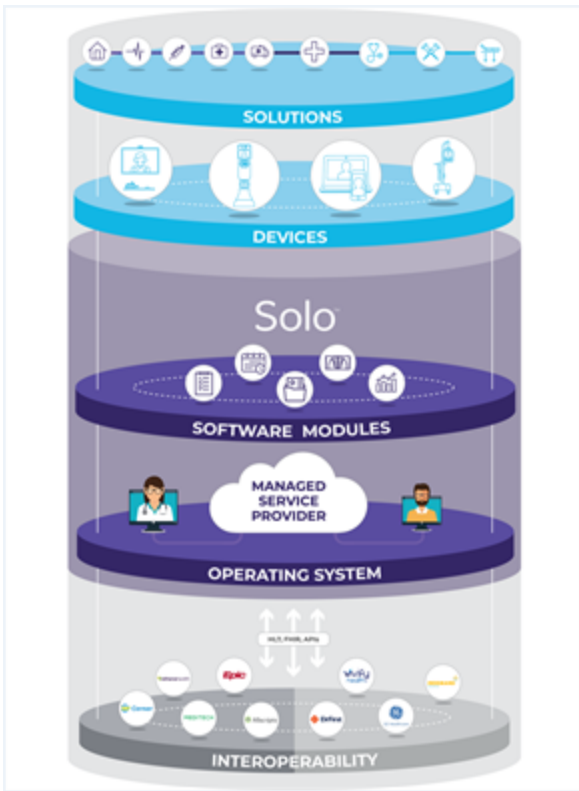
Enabling healthcare's only integrated virtual care platform, Teladoc Health powers virtual encounters at clinics, healthcare facilities, and patient homes for an integrated experience across a multitude of use cases. Built on our cloud-based network, Solo™ is the backbone to delivering care anywhere at anytime. It provides users with everything they need to streamline their telehealth needs for fast user adoption.

## Designed for healthcare, security, and reliability

Our cloud-based, patented network ensures the industry's highest standards for protecting and securing sensitive healthcare information. Our downloadable and web-based platform allows users to access virtual care across a broad range of consumer and telehealth devices in a variety of clinical environments.

Within a single platform, users are in control of their virtual experience with a configurable dashboard to meet the unique set of preferences for every user. Layer Solo into your existing health information technology system investments, or use it as the foundation to close your workflow gaps with our software modules; creating a solution unique to you.

With Solo, you can connect people, systems, information technology systems, devices, and third-party applications to enable telehealth solutions across patient journeys. Whether launching a scheduled visit, providing care for patients, Solo provides a core set of tools to deliver virtual care to users with an immersive, patient-centric view of their clinical work flows.



# Overview

The Teladoc™ Health Analytics Module empowers a Practice Admin ~~s' can analyze their telehealth program. It consists of the Analytics Portal, Performance Report, and Automated Delivery Service.~~ with the data to analyze their telehealth programs. In conjunction with Smart Notes, administrators can track clinical performance.

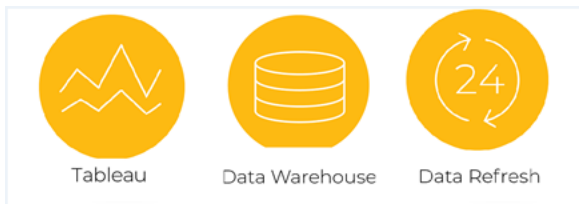
**NOTE:** Access the Analytics portal at <https://analytics.intouchhealth.com/>

**NOTE:** See the MA-20165 Practice Admin ~~and MA-20171 Solo Practitioner Scheduler~~ User Guide.

## Analytics Module Portal

The Analytics ~~Module Portal~~ provides interactive dashboards to enable users to spot patterns and trends quickly; revealing everyday opportunities and hidden insights. ~~It consists of the Analytics Portal, Performance Report, and Automated Delivery Service.~~

### Analytics Portal



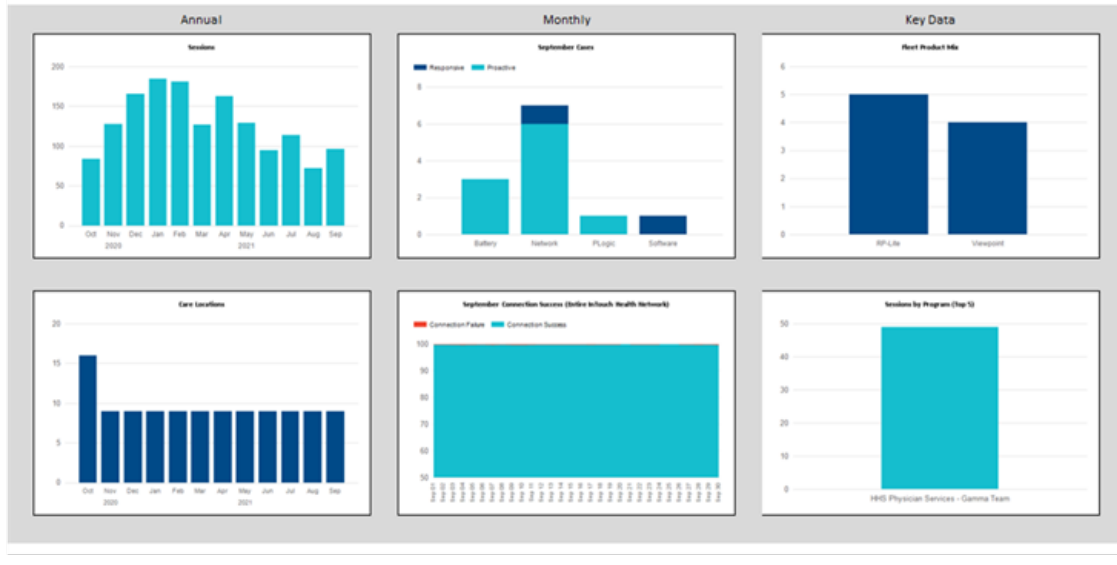
### Performance Report

The Performance Report provides a high-level snapshot of the telehealth program to enable tracking of clinical performance for improved patient care.

## Performance Report for September 2022

Below is your complimentary InTouch Performance Report – a summary of the fundamental elements and important updates for your telehealth network. This operational report contains graphs, session data, and location and user audits to help you see your program's success at a glance and enable you to measure your telehealth network's performance.

For an even deeper look into your organization's virtual care usage and metrics, please ask your InTouch Health representative about InTouch Analytics, which provides you with deeper data insights and is designed to help you make better decisions, drive operational improvements, measure clinical outcomes, and track



## Automated Delivery Service

The Automated Delivery Service allows users to access their own proprietary analytics in an automated fashion by transferring files on a daily basis using a secure file transfer protocol (SFTP), so users can manipulate their raw data using their own internal tools.

- **Appointments:** 3 years of data based on Appointment Time (UTC).
- **Cases:** 3 years of data based on Created Dates.
- **Sessions:** 3 years of data based on Start Time (UTC).
- **Stroke Notes:** 3 years of data based on Appointment Time (UT).



- **Device Uptime:** 3 years of data based on an Uptime Date.



## Intended Use

The Analytics Module is intended to provide visual analytics and interactive dashboards that allow the user to spot patterns and trends quickly, revealing everyday opportunities and hidden insights.

## Requirements

The Analytics Module is designed to run under the Teladoc Health Solo platform.

**NOTE:** Refer to Teladoc Health Practitioner-Scheduler User Guide MA - 20171.

# Data Set

The dataset is a set or collection of data collected as part of the Teladoc Health Analytics software module.

## Appointment Dataset

Next to each time field in the Appointments dataset, which is stamped with the local time based on the practice's time zone, is displayed. Users do not need to convert time.

### Appointment Fields

- Appointment Created Time
- Appointment Time
- Appointment Start Time
- Appointment End Time
- Patient Last Response Time
- Wait Start Time
- Wait End Time
- Videocall Start Time
- Videocall End Time

## Direct Video Dataset

Clients can view Direct Videocalls datasets from sessions that occur on-demand or that were scheduled without a prior appointment.

### Direct Video Dataset Fields

- Practice
- Care Location
- Practitioner
- Videocall Start Time
- Videocall Stop Time
- Videocall Type

# Analytics Dashboards

The Analytics Portal dashboards have multiple easy to use dashboards for analysis and specific for administration, program management, reliability, appointment overview, and stroke timelines.

**NOTE:** Time displays on all bars used for dashboards are in the format of hh:mm:ss. This applies to the Program Management and Stroke dashboards.

[Administrative Management](#)

[Program Management](#)

[Reliability](#)

[Appointment Overview](#)

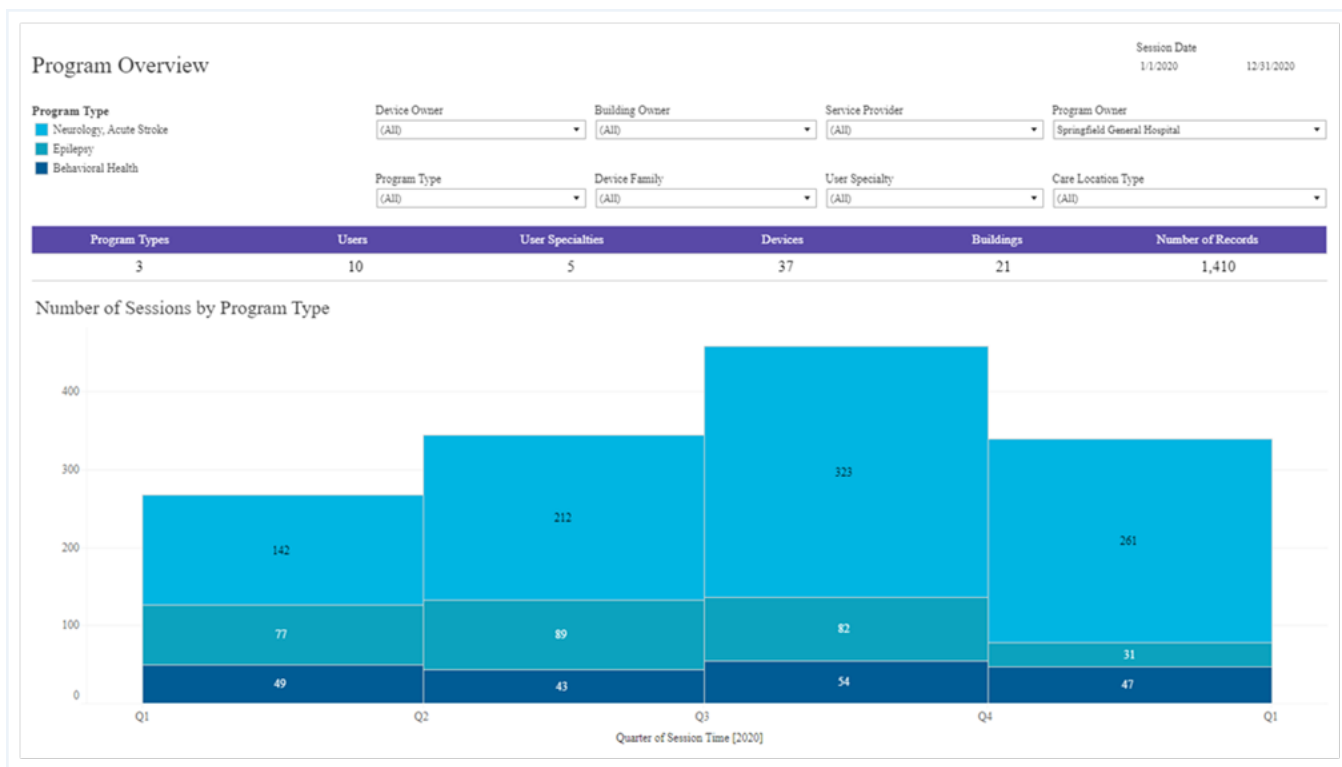
[A/V Quality Survey Result](#)

[Stroke Timeline](#)

## Administrative Management

The Administrative Management dashboard allows stackholders to plan and oversee overarching business decisions toward the success of their telehealth program. Stackholders can view monthly, quarterly and annual trends around the number of sessions, device usage, and staffing.

**NOTE:** Only device based session virtual encounter data is provided; no WebApp data.



## Program Management

The Program Management dashboard is generally used by program managers, clinical coordinators, and schedulers to drill down to a per session level. This dashboard allows for a more granular approach for allow users to view their sessions, care locations, and more by standard KPIs, such as the number of sessions or average session length.

**NOTE:** Only device based session data is provided; no WebApp data.

This Program Management dashboard provides the tools for users who want to continuously improve the efficacy of their telehealth program. It allows users to see what their average session length is per service line in order to locate spot outliers and/or new patterns. As an example, if a typical stroke call is 9 mins, yet a stroke session takes 35 minutes, the program manager could drill down into the 35 minute outlier to discover who the physician was, etc. to form a hypothesis as to why it took significantly longer than normal.



## Reliability

The Reliability dashboard is used by program, technical, and operation managers to verify that their fleet of devices are “healthy”. This Program Management dashboard allows users to investigate device survey data and view results with real time analysis.

The functionality is to:

- validate that devices are running in the correct departments.
- validate that devices are operating with high up-time percentages.
- track open cases.
- analyze survey ratings.

For example, a user can quickly view whether that all devices are up and running smoothly. If a device goes down, they can open a help ticket up with our Technical Assistance Center and track the case to ensure that the problem has been resolved.

Date  
10/1/2020

Date  
10/1/2020

9/30/2021

Device Serial

Device Serial  
(All)

Care Location

Care Location  
(All)

Sort on Device Info

Sort Order on Device Info

Avg. User Survey Rating

desc

## Activity for selected device(s)

### Device Info

### All Cases

Open or Closed Case?

(All)

Case Number	Account Name	Device Serial	Reason For Case	Day of Created Date	Open or Closed Case?
209608	A General	120465	Battery	August 2, 2021	Closed
279708	A General	120465	Battery	March 31, 2021	Closed
191947	A Hospital	12770	Battery	June 16, 2021	Closed

## Session Time

10/1/2020 12:00:00 AM to 9/30/2021 11:59:59 PM

Program Type

All

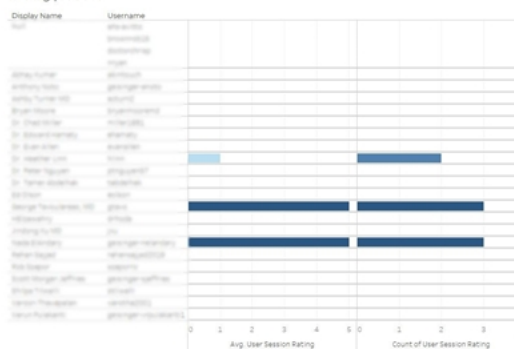
Display Name

All

## Summary

Rating per Program

## Rating per User

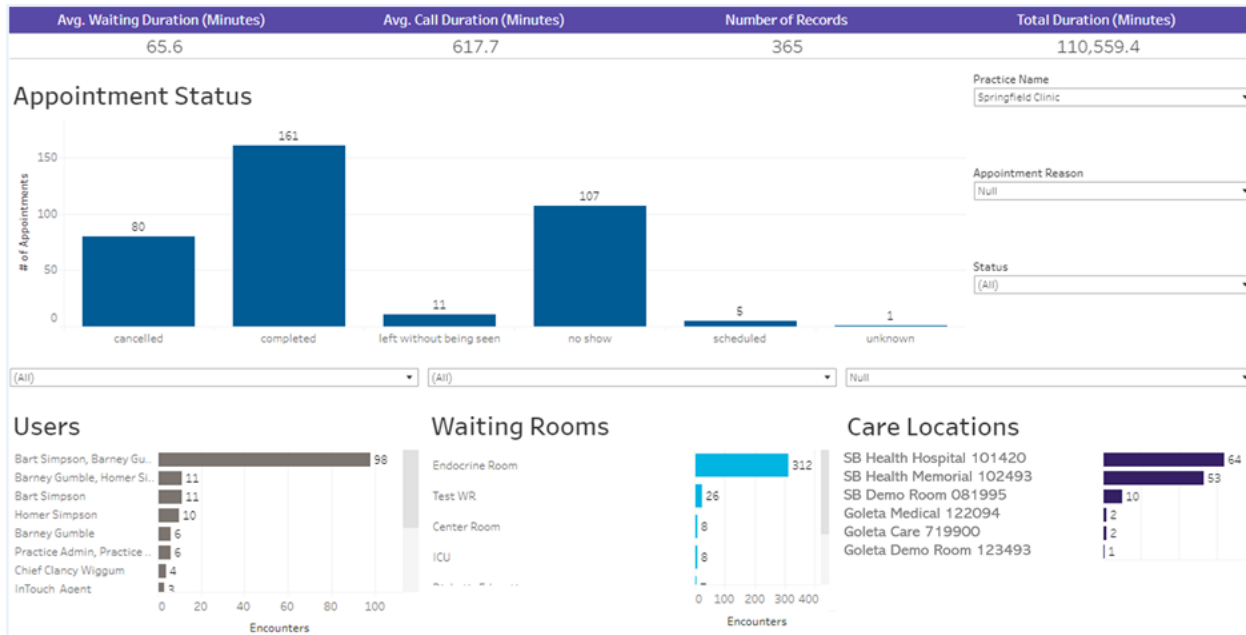


PAS survey data from November 14, 2020 to February 24, 2021 is not included in this dataset due to technical challenges.

## Appointment Overview Dashboard

The Appointment Overview dashboard is generally used by multi-level executives and directors, and program managers to track virtual encounters using Teladoc Health's Web App to. Stakeholders can identify whether an encounter was completed, incomplete, left without being seen, etc, and who the physicians in the session. It includes a bar chart that aggregates the number of appointments conducted daily, monthly, quarterly, and yearly views.

**NOTE:** Only WebApp data is provided; no device based session virtual encounter data.



## AV Quality Survey Result

The AV Quality Survey dashboard allows customers to view their mandatory (thumbs up vs thumbs down) survey results to better understand what they are doing well and where they can improve. The A/V Quality Survey dashboard includes a time slider so clients can choose a specific time frame.

The following metrics are provided:

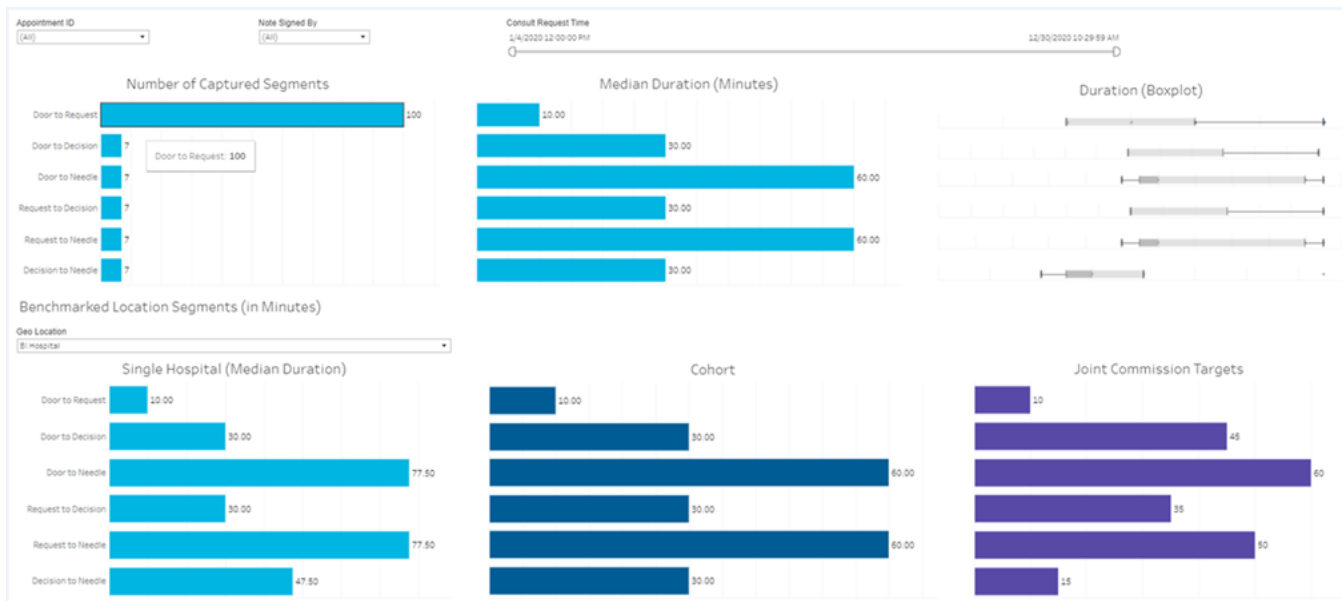
1. Total survey count split up by Provider, Patient, and Guest
2. Provider, Patient, and Guest Survey Results
3. Top 5 Good vs Bad Provider Ratings
4. Top 5 Good vs Bad Waiting Room Ratings
5. Top 5 Audio and Video Quality Reasons

## 7. Raw Survey Results for Greater Analysis



**NOTE:** Customer must have a SmartNotes 4 stroke template to use this dashboard. ~~It is compatible with the Smart Notes 4 template.~~

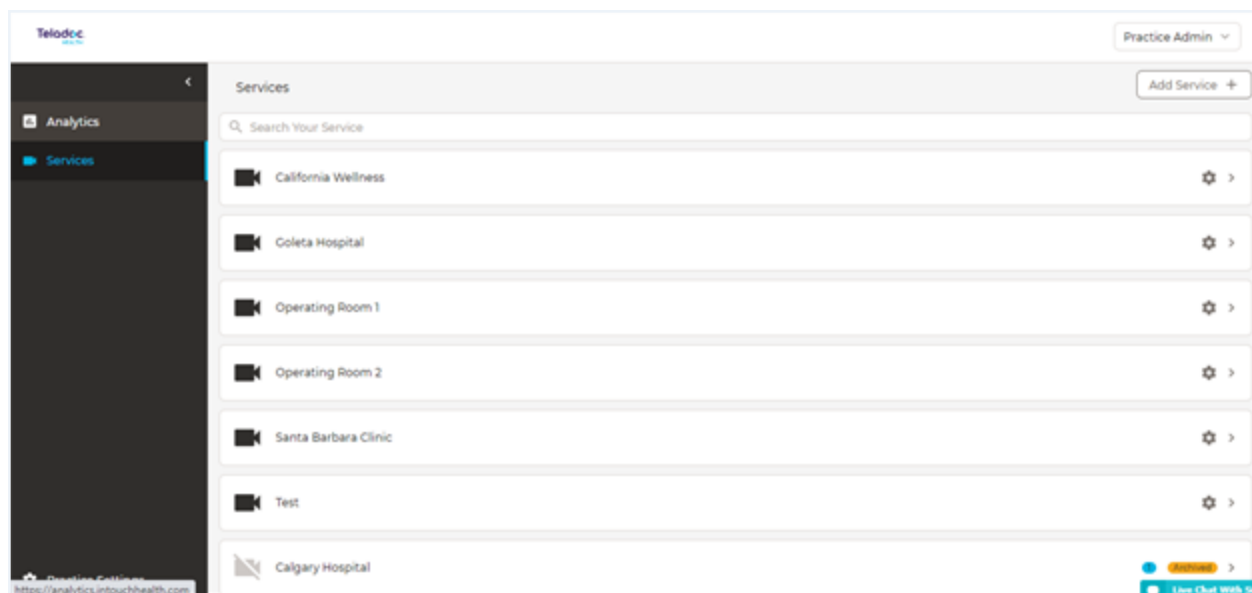




# Analytics Module

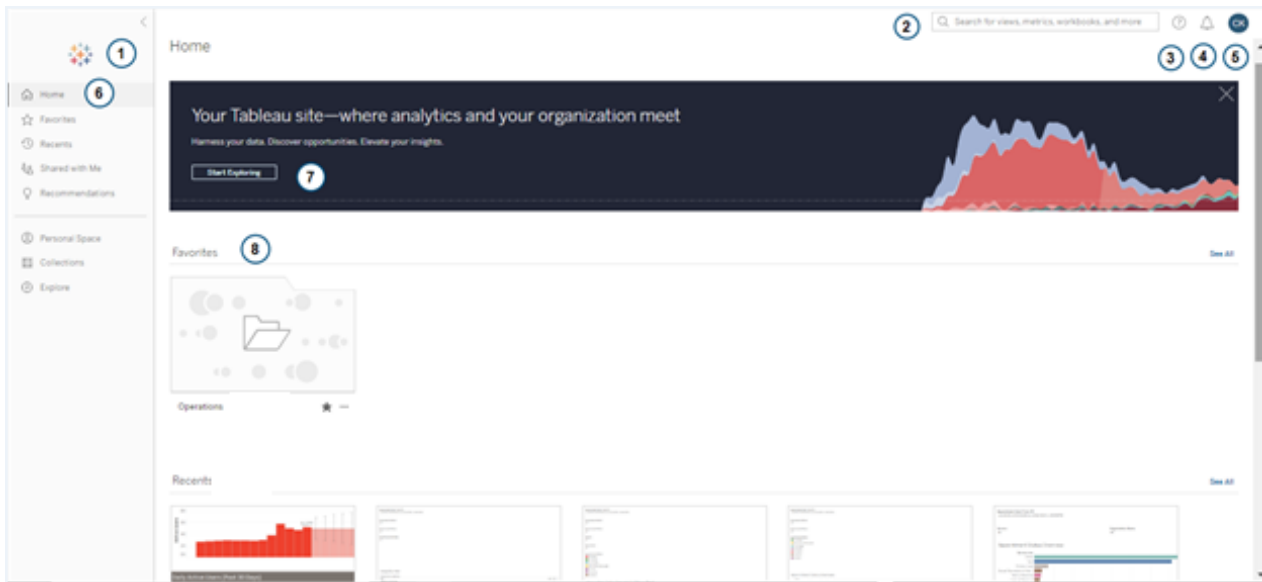
The Teladoc Health Analytics software module is used by Practice Admins from the Solo platform.

1. Select **Analytics** using the left navigation panel within Solo.



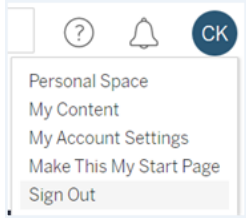
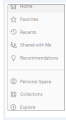

2. Use the dashboards to flow from Projects to Workbooks, to Worksheets.

**NOTE:** To learn how to navigate thru project and workbook screens, see the [Resources](#) section below.



## Common Functionality

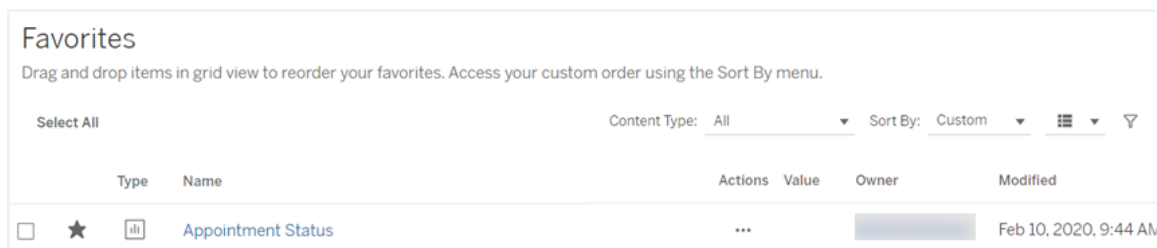
Key	Icon	Description
1		<b>Home:</b> Click on the Home icon to return to the Analytics Home page.
2		<b>Search:</b> Type in the Search bar to search the Analytics portal.
3		<b>Question:</b> Select question mark for <a href="#">Server Help</a> , <a href="#">Support</a> , and <a href="#">About Tableau Server</a> .
4		<b>Alert:</b> Click on the Alert icon to check for alerts and notifications.

Key	Icon	Description
5		<b>Profile:</b> Configure <a href="#">Personal Spaces</a> , <a href="#">My Content</a> , <a href="#">My Account Settings</a> and <a href="#">Make This My Start Page</a> , and <a href="#">Sign Out</a> .
6		<b>Left Navigation Panel:</b> Users manage their Analytics portal using the features available from the left navigation panel.
7		<b>Start Exploring:</b> Users can explore the Analytics Portal using the <a href="#">Start Exploring</a> button.
8	Home Page Dashboard	<b>Home Page Dashboard:</b> Users can view their most recent analytical dashboards using <a href="#">Recents</a> for Active Users Dash, and Usage by User, and Status Overview by WR, and <a href="#">Recommendations</a> for the Corporate Dashboard, Daily Usage, and Appointment Status, and Free Training Videos for Tableau.

## Favorites

There are many ways to favorite projects, workbook, and more.

1. From the project or workbook, check the box for each item you wish to make favorite star icon
2. Select Favorites from the left navigation panel or use the [Actions](#) drop down.



3. Customize your favorites by [Name](#), [Type](#), when [Modified](#), [Date Added](#), and [Custom](#).

## Recents

Easily access your recent work to take [Action](#), or view a [Workbook](#), [Last accessed at](#) information, [Location](#), and [Owner](#) information by selecting [Recents](#) from the left navigation panel. Check the box next to a workbook or project to enable the [Actions](#) drop down menu.

<div> <div>Teladoc</div> <div> <div>Recents</div> <div>Select All</div> <div>Sort By: Last Accessed At (newest) ↓</div> <div> <div></div> <div></div> </div> </div> </div>									
	Type	Name	Actions	Value	Workbook	Last accessed at	Project	Owner	
<input type="checkbox"/>			Appointment Status	...	Appointment Overview	26 minutes ago	Demos		
<input checked="" type="checkbox"/>			Program Overview	...	Administrative Management	30 minutes ago	Demos		
<input type="checkbox"/>			Daily Activity	...	Administrative Management	3 days ago	Demos		
<input type="checkbox"/>			Program Management	...	Program Management	4 days ago	Demos	Analytics Admin	

## Shared with me

<div> <div>Teladoc</div> <div> <div>Shared with Me</div> <div>Select All</div> <div></div> </div> </div>									
<input type="checkbox"/>									
<input checked="" type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									

Shared with Me

Items shared with you will be stored here.

Get quick access to items shared with you—no need to search your inbox for a link.

## Recommendations

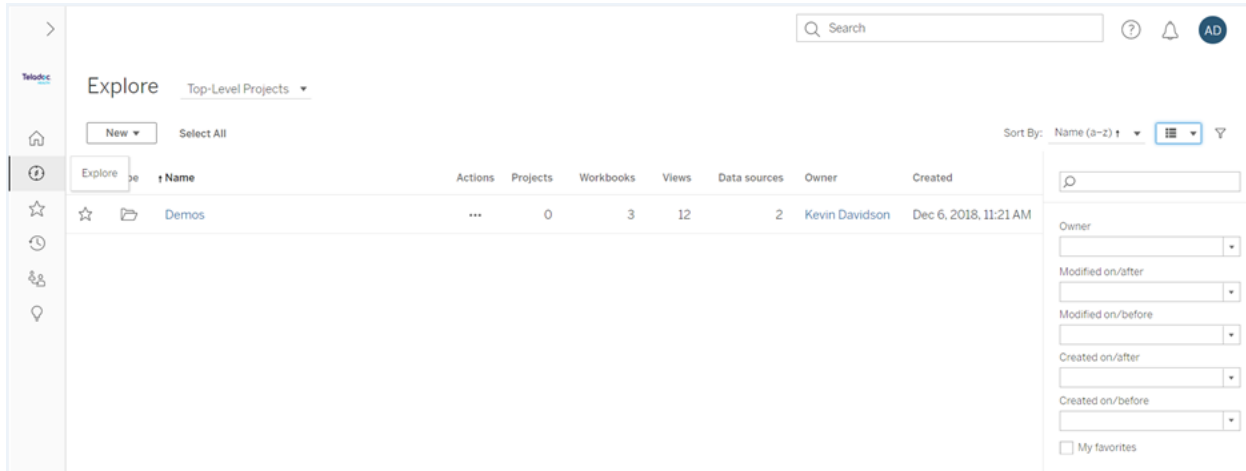
Teladoc Health provides recommendations for various templates to make your practice productive with analytical insights.



## Project

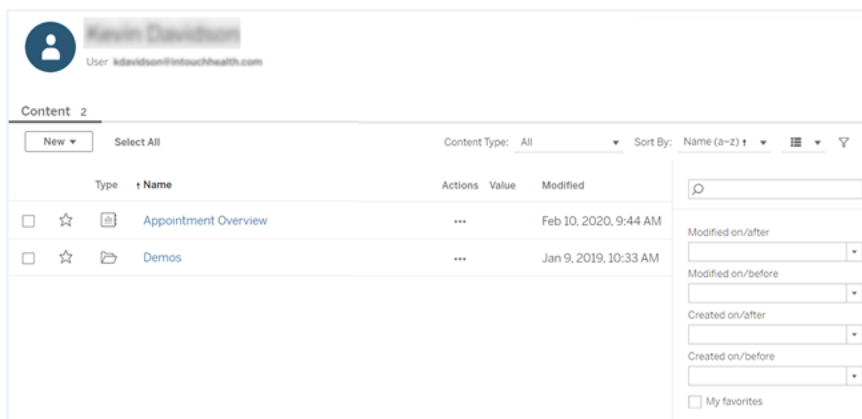
### Explore Dashboard

You can view each dashboard in a list or grid view.



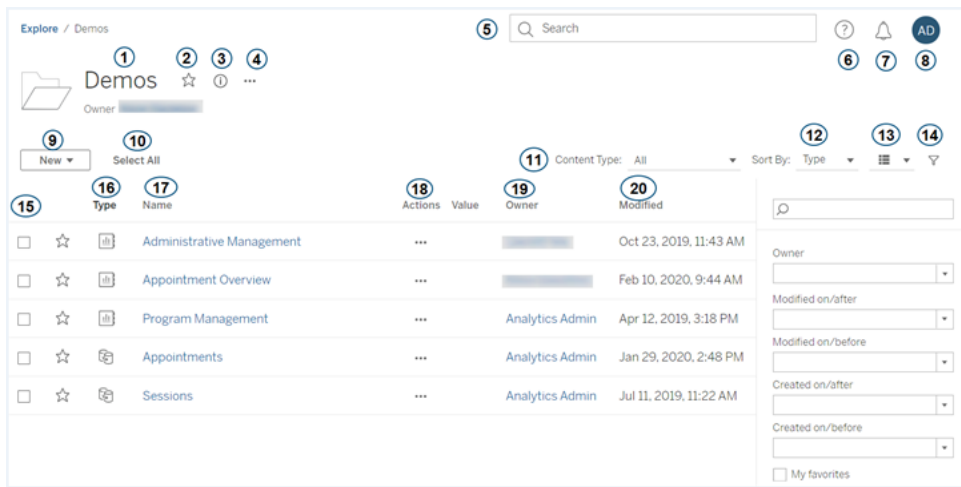
### Owner Dashboard

The owner dashboards are customized for each owner.



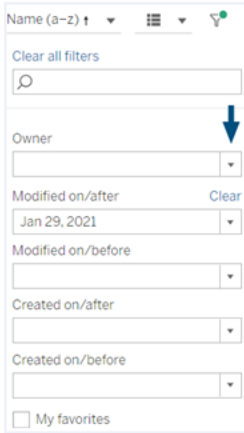

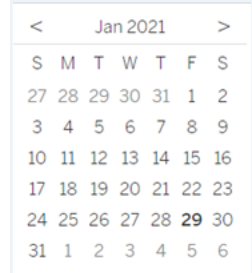
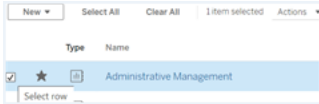
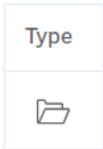
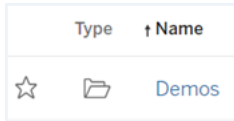
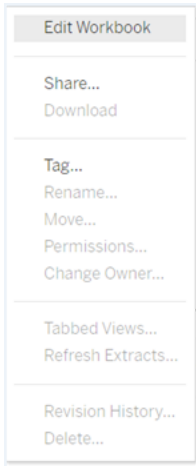
### Projects


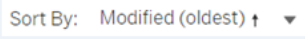
Open a project from the [Analytics Portal](#) dashboard by clicking on **Favorites**, **Recents**, or **Recommended** folders on the Home page, **Explore** on the left navigation panel, or search for a project using the search bar.



Key	Name	Icon	Description
1-8	Common Elements	See common elements in the <a href="#">Analytics Module</a> section	Common Element
9	New		New: NOT USED
10	Select All		Select All: Select <a href="#">Clear All</a> and an <a href="#">Action</a> drop down menu will be activated for you to <a href="#">Share</a> , <a href="#">Move</a> , <a href="#">Rename</a> , and more. See Actions below.
11	Content Type		Content Type: Use the <a href="#">Content Type</a> dropdown to select <a href="#">All</a> or put a check in the box in front of the content type.
12	Sort by Type		Sort by Type: Use the <a href="#">Type</a> drop down to sort by <a href="#">Name</a> , <a href="#">Type</a> , <a href="#">Owner</a> , and <a href="#">Modified</a> .
13	Sort by View		Sort by View: Use the <a href="#">Sort Log View</a> dropdown for a <a href="#">Grid</a> or <a href="#">List View</a> .

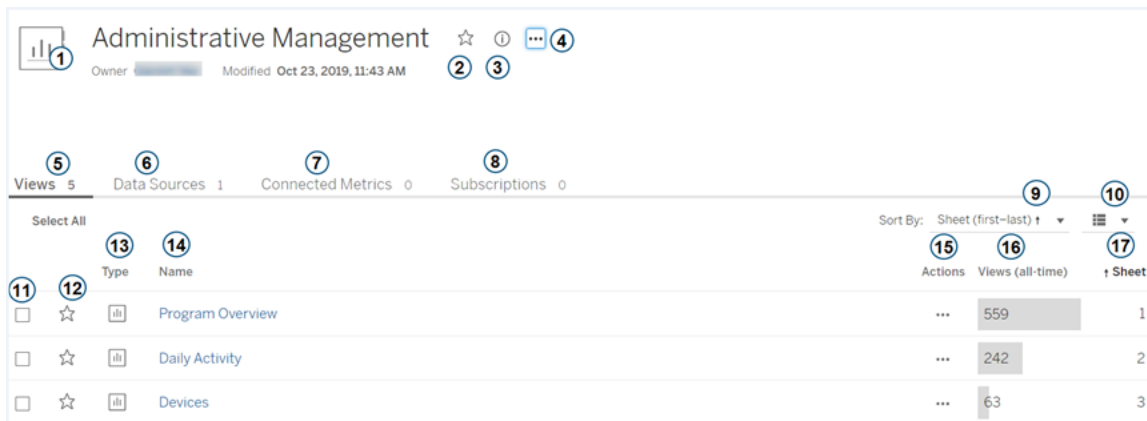




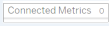

Key	Name	Icon	Description
14	Sort by Filter		<p><b>Filter:</b> Use the Filter icon to filter by <b>Owner</b>, <b>Modified on/after</b>, <b>date Modified</b>, <b>date created</b>, and <b>favorite</b>.. The owner must exist.</p> <p></p> <p>Use the arrows for the calendar.</p> 
15	Select Row		<p><b>Select Row:</b> Click on the <b>Select Row</b> check box to enable <b>Actions</b> for each selection.</p>
16	Type		<p><b>Type:</b> View each item type.</p>
17	Name		<p><b>Name:</b> Search for a <b>Name</b>. Configure your list in ascending or descending order using the arrow to the left of the <b>Name</b> header. Click on the star icon to designate it as a favorite.</p>
18	Actions		<p><b>Actions:</b> Select the three (3) ellipsis under the <b>Actions</b> heading to use the drop down menu.</p>

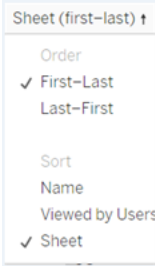
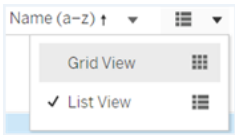

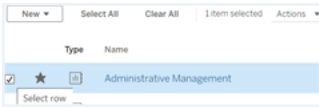
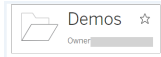


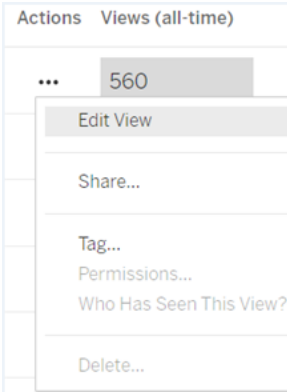
Key	Name	Icon	Description
19	Owner		<b>Owner:</b> The names of owners appear below the heading <b>Owner</b> . Click on an owner's name to view their dashboard, as seen above.
20	Modified		<b>Modified:</b> Not Used.



## Workbook

From your project **Name**, ~~from the Analytics Portal dashboard to open~~ **the Workbook dashboard**. All workbooks date ranges are updated with the most recent quarter.



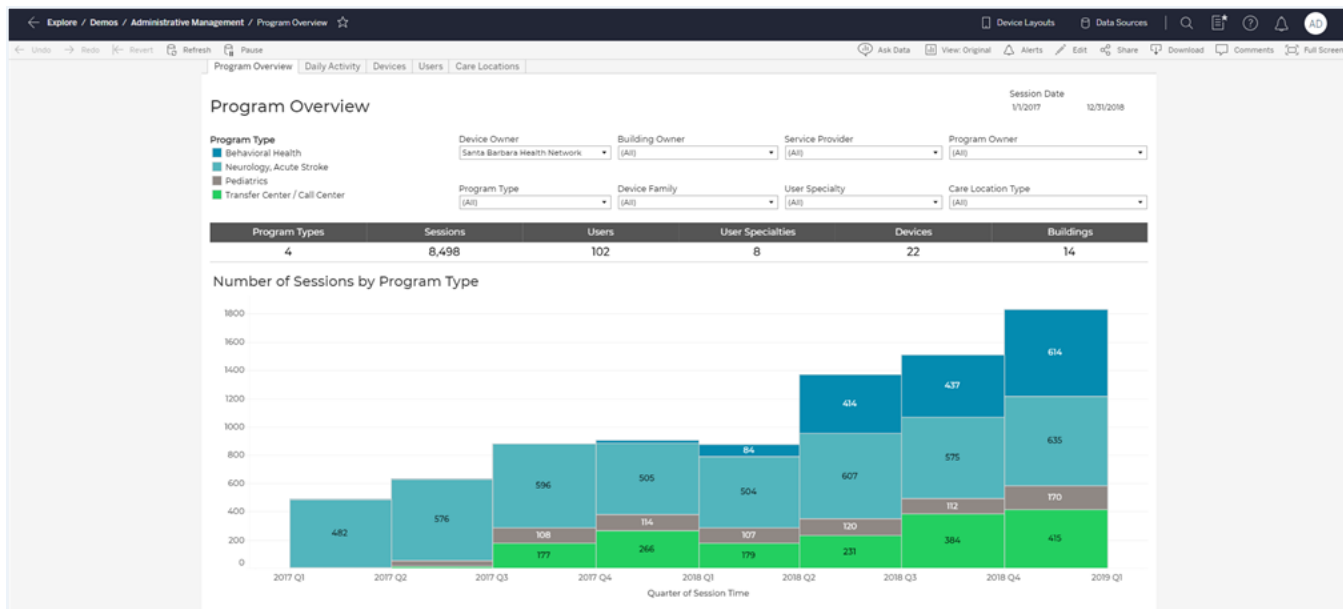
Key	Name	Icon	Description
95	Views		<b>Views:</b> Select <b>Views</b> to view workbooks. The number indicated is the number of workbooks.
106	Data Sources		<b>Data Sources:</b> Select <b>Data Sources</b> to view data sources for your workbook. The number indicated is the number of data sources. <b>Data sets are limited to 3 years.</b>
117	Connected Metrics		<b>Connected Metrics:</b> Select <b>My Connected Metrics</b> to view metrics regarding your connection. The number indicated is the number of connected metrics.
128	Subscriptions		<b>Subscriptions:</b> Select <b>Subscriptions</b> to view users subscribed to your network. The number indicated is the number of subscriptions.

Key	Name	Icon	Description
139	Sort by Workbook		<b>Sort by Workbook:</b> Use the Sort by <b>Workbook</b> dropdown to sort your workbooks.
140	Sort by View		<b>Sort by View:</b> Select a <b>Grid View</b> or <b>List View</b> using the View icon. 
154	Select Row		<b>Select Row:</b> Click on the <b>Select Row</b> box to enable <b>Actions</b> for your workbook
162	Favorites		<b>Favorites:</b> Click on the start icon to make this project one of your favorites.
173	Type		<b>Type:</b> <b>Type</b> describes the type of workbook.
184	Name		<b>Name:</b> List of <b>Name</b> of your workbook.
195	Actions		<b>Actions:</b> Select the three (3) ellipsis under the <b>Actions</b> heading to use the drop down menu to to <b>Edit View</b> , <b>Share</b> , <b>Tag</b> , and more.

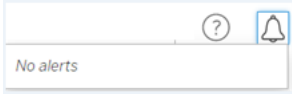
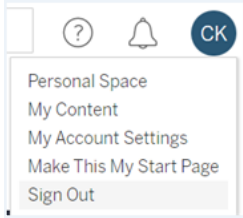
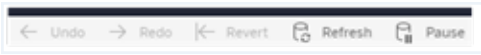
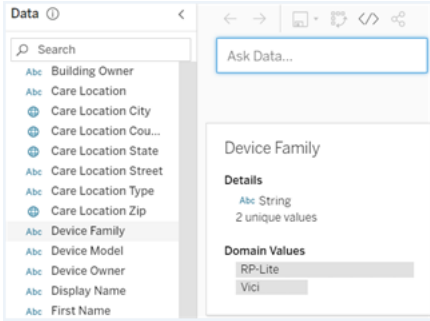
Key	Name	Icon	Description
2016	Views		<b>Specific Views:</b> Use the arrows next to <b>Views</b> to select ascending or descending order. The number indicated is the number of workbooks.
2147	Sheets		<b>Sheet:</b> Use the arrows next to <b>Sheets</b> to select ascending or descending order. The number indicated is the number of sheets.

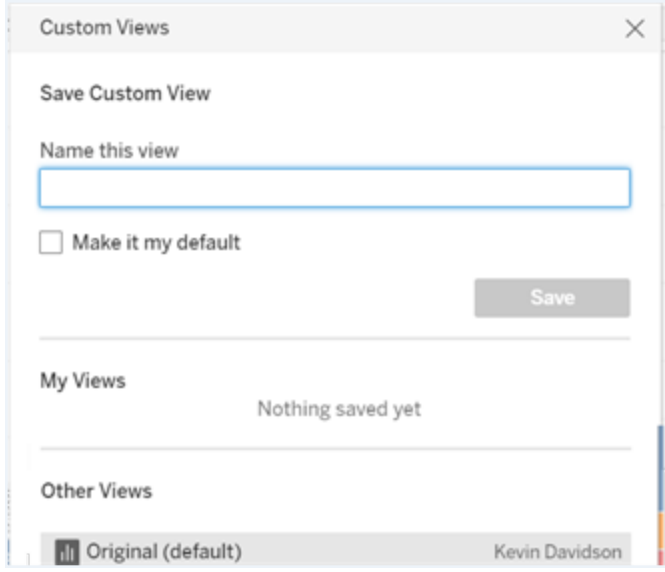
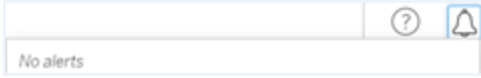

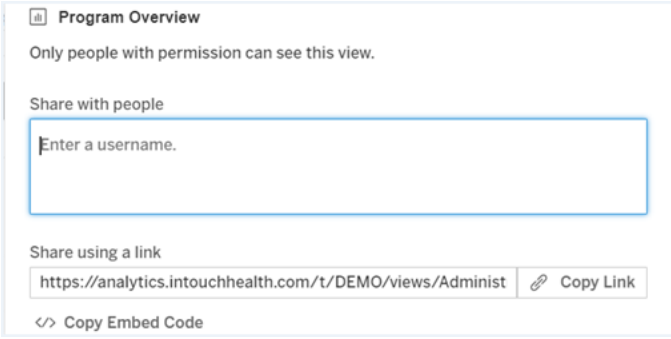
## Worksheet

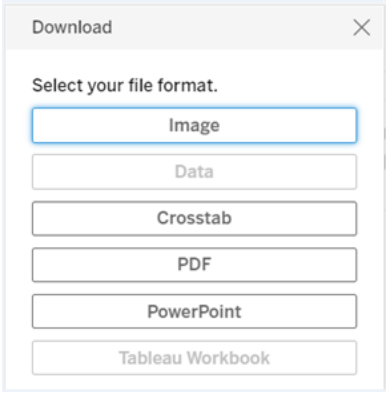

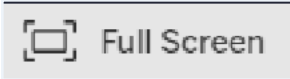
Each worksheet is associated with a workbook.



Key	Name	Icon	Description
1	<Sheet Name> and Favorite		<b>Name:</b> Name of Sheet and Favorite status.
2	View Device Layout		<b>Device Layout:</b> Select <a href="#">Device Layout</a> to configure your view on your Desktop, iPad, or iPhone.
3	View Data Source		<b>Data Source:</b> Select <a href="#">Data Source</a> to view the data sources for your workbook.
4	Search		<b>Search:</b> Select the search icon to search this worksheet. Enter text in the <a href="#">Search</a> box.
5	Search Favorites		<b>Search Favorites:</b> Select <a href="#">Select Favorites</a> to view favorites
6	Help		<b>Help:</b> Select the help icon and then type a key word in the <i>Search Help</i> field for <a href="#">Server Help</a> , <a href="#">Support</a> , and more.

Key	Name	Icon	Description
7	Alerts		<p><b>Alerts and Notifications:</b> Select the Alerts icon to check your alerts and notifications.</p> <ol style="list-style-type: none"> <li>1. Open the Alert tab</li> <li>2. Set the following: <ul style="list-style-type: none"> <li>• <b>Condition:</b> Set terms</li> <li>• <b>Threshold:</b> The magnitude or intensity.</li> <li>• <b>Subject:</b> Name your Alert</li> <li>• <b>Send Email:</b> When the condition is true, determine time for the alert</li> <li>• <b>Recipients:</b> Add recipients.</li> </ul> </li> </ol>
8	Profile		<p><b>Profile:</b> Select the colored profile circle to manage <a href="#">Personal Space</a>, <a href="#">My Content</a>, <a href="#">My Account Settings</a>, and <a href="#">Sign Out</a>.</p>
9	Controls		<p><b>Controls:</b> Use the <a href="#">Controls</a> tab to Undo, Refresh, Password Reset, and more.</p>
10	Ask Data		<p><b>Ask Data:</b> Select <a href="#">Ask Data</a> to query information from your workbook data.</p>

Key	Name	Icon	Description
11	View Original		<p><b>View Original:</b></p> <p>Save the current filtered view so you can revert back to an view at a later time.</p> <ol style="list-style-type: none"> <li>1. Open the View: Original tab</li> <li>2. Title your view in the text box</li> <li>3. Check off <a href="#">Make it my default</a> or <a href="#">Make it public</a> .</li> <li>4. When finished Save</li> </ol>
12	Alerts		<p><b>Alerts:</b> Select the <a href="#">Alerts</a> icon to view and configure your alerts and notifications. See above.</p>
13	Edit		<p><b>Edit:</b> Not used.</p>
14	Share		<p><b>Share:</b> Select <a href="#">Share View</a> to share your view with others.</p>

Key	Name	Icon	Description
15	Download		<p><b>Download:</b> Use the <a href="#">Download</a> icon and the format from the drop down menu.</p> <ol style="list-style-type: none"> <li>1. <b>Image:</b> Download an image of the view in .png format.</li> <li>2. <b>Data:</b> Open a new window and preview.<b>Crosstab:</b> Cross tab downloads as csv. files</li> <li>3. <b>PDF:</b> Download a PDF of selected sheets</li> </ol>
16	Comments		<p><b>Comments:</b> Select the <a href="#">Comments</a> icon to view, edit, and add comments.</p>
17	Full Screen		<p><b>Full Screen:</b> Select <a href="#">Full Screen</a> to view your screen in full view without the tool bar and any footers.</p>



## Automated Delivery Service

For customers who have their own analytics team and just want raw data, the Teladoc Health Automated Delivery Service provides automated data sharing with secure file transfer protocol. If applicable, files will include Patient, Provider, and Binary Survey Data.

**NOTE:** The daily .csv file includes raw data from the previous day (near-real time).

The data sets we provide are:

- Sessions (Device Only)
- Appointments (Solo)
- AV Quality Surveys
- Patient Surveys (custom)
- Provider Surveys (custom)
- Smart Notes 4 Template (coming soon)

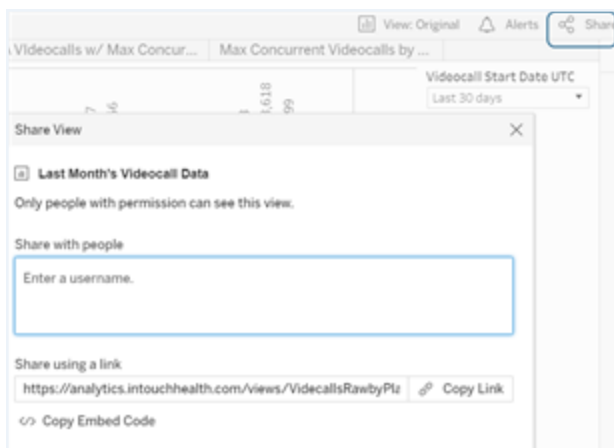
# Sharing and Saving

Download the raw data and share with others in the following ways: associated with a specific filtered view.

1. Image: Download an image of the view in .png format.
2. Data: Open a new window and preview data in summary and full data view.
3. Crosstab: Cross tab downloads of the current view as .csv files.
4. PDF: Download a PDF of selected views.
5. PowerPoint: When you export a workbook to Microsoft PowerPoint format, selected sheets become static PNG images on separate slides. If you export a story sheet, all story points export as separate slides. Any filters currently applied in the Analytics Portal are reflected in the exported presentation.

## Share

Share the dashboard with other users using embedded code or copy and paste a link into your personal web page, blogs, wiki pages, and other web applications. Once you select an option of either Embed Code or Link, select **Email** for a new email with a subject of the title of your dashboard and the link contained in the body of the email.



# Analytics Glossary

The following terms are used in the document to describe the Analytics Module.

## Terms for Sessions

Field	Definition
Building Owner	A health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Building Owner City	City in which health care organization owns the care location of the InTouch Health device
Building Owner Country	Country in which health care organization owns the care location of the InTouch Health device
Building Owner State	State in which health care organization owns the care location of the InTouch Health device
Building Owner Street	A health care organization's ID that owns the care location of the InTouch Health device
Building Owner Zip	Zip code of which health care organization owns the care location of the InTouch Health device
Care Location	Specific location associated with an InTouch Health device where care can occur (if there are products associated with one location, we count that location 3 times)
Care Location ID	ID of the location associated with an InTouch Health device where care can occur (if there are products associated with one location, we count that location 3 times)
Care Location Type	Describes the setting in which the device operates
Device Family	Type of device
Device Model	Sub-type of device
Device Operating System	Operating system used by the device
Device Owner	Health care organization that owns the InTouch Health device
Device Serial	Serial number of the device
Device Software Version	Version of software used by the device
Display Name	Name of user as it appears on Provider Access
Duration (minutes)	Duration of session in minutes
Duration (seconds)	Duration of session in seconds
First Name	First Name of User
Internet Connection Type	Wired, WiFi, or Cellular
Last Name	Last Name of User
Monitoring Level	TAC (Technical Assistance Center) helps monitor the device (Monitor, Limited Monitoring, Corporate Monitoring, Not Monitor)
Multipresence	One provider access software user connecting to multiple remote presence devices
Network Connection Type	Type of network connection used by the device
Program	Clinical category that a session was conducted for (Access Group)

Field	Definition
Program Owner	Owner of clinical category that a session was conducted for
Program Owner ID	ID of owner of clinical category that a session was conducted for
Program Type	Type of clinical category that a session was conducted for
Provider Access Software Device Type	Software device type a provider (usually a physician) uses to access a remote presence device.
Provider Access Software Operating System	Software operating system a provider (usually a physician) uses to access a remote presence device.
Provider Access Software Version	Software version a provider (usually a physician) uses to access a remote presence device.
Salesforce Region	Potential sales opportunities for various customers
Service Provider	Care provider
Service Provider ID	ID of care provider
Session Health	Initially defined as 100, decreases as audio loss and ping average increases
Session ID	ID of a session
Session Time	Time of session
Session Time (UTC)	Time of the session (Coordinated Universal Time)
TIC Robot	A session from any user to a TIC location that is 1 minute in length or longer (Robot_IsDemo = 1)
User Group	Grouping of users
User ID	Unique identifier for the user
User Specialty	The user-selected area of medical expertise (for reference purposes only)
Username	Login used by person with access to the InTouch Health network

## Terms for Device Time

Field	Definition
Asset Product Specialist	Caretaker of robot in terms of general oversight and technical development
Building Owner Account ID	Unique identifier of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Building Owner Name	Name of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Care Location	Specific location of an InTouch Health device, within a Care Network
Care Location ID	Specific location ID of an InTouch Health device, within a Care Network
Device Family	Type of Device
Device Model	Sub-type of device
Device Owner Account ID	Unique identifier of a health care organization that owns the InTouch Health device (Name of the Salesforce account that's linked)

Field	Definition
Device Owner Name	Name of the health care organization that owns the device at the care location
Device Owner Product Specialist	Product specialist of the health care organization that owns the device at the care location
FMS Product Specialist Current	Fleet Management Service Current Program Types, Location Types, and User Specialties
FMS Product Specialist Historical	Fleet Management Service Past Program Types, Location Types, and User Specialties
Monitoring Level	TAC (Technical Assistance Center) helps monitor the device (Monitor, Limited Monitoring, Corporate Monitoring, Not Monitor)
Serial Number	Unique number given to a device
Uptime Date	Date in which robot is available for a session
Uptime Day	Day in which robot is available for a session
Uptime in Hours	Hours in which robot is available for a session
Uptime in Percent	Percentage of time that a robot is available for a session
Uptime in Seconds	Seconds in which robot is available for a session
Uptime Month	Month in which robot is available for a session
Uptime Quarter	Quarter in which robot is available for a session
Uptime Weekday	Weekday in which robot is available for a session
Uptime Year	Year in which robot is available for a session

## Terms for Cases

Dimension/Measure	Definition
Account ID	Unique alphanumeric identifier for an account (Name of the Salesforce account that's linked)
Account Name	Name of account (Name of the Salesforce account that's linked)
Age Days	Number of days the cases have been open
Building Owner	An organization that owns the facility where the device is located
Building Owner ID	Unique alphanumeric identifier of a health care organization that owns the care location of the InTouch Health device (Name of the Salesforce account that's linked)
Case Number	Case number of the uptime failure
Closed Date	Date and time the case was closed
Corrective Action	Action was taken by InTouch Health to resolve uptime failure
Created by ID	Unique alphanumeric identifier of individual who created case
Created Date	Date and time the case was created
Customer Demo	Indicator of whether the demo was by a customer
Customer Involved	Indicator of whether the customer who experienced the issue was involved

Dimension/Measure	Definition
Date Time Resolved	Date and time that issue was resolved
Description	Reason why case was reported
Device Owner	Owner of device that experienced uptime failure
Device Owner ID	Unique alphanumeric identifier of the owner of the device that experienced technical difficulties
Failure Sub Types	Sub type for uptime failure
Failure Types	Reason for the uptime failure
Is Closed	Indicator determining whether the case is closed
Last Modified by ID	Unique identifier of individual who last modified case
Last Modified by Date	Date and time of last modification to case
Location ID	Unique identification of the location
Origin	The root of the uptime failure
Out of Box Failure	Indicator of whether the product failed upon first use
Owner ID	Unique alphanumeric identifier created for the owner of the case
Owner Name	Name of the owner who opened the case
Preventative Action	What can be done in the future to prevent this failure
Priority	Fact or condition of being regarded or treated as more important.
Proactive or Responsive	Type of preventative or responsive action taken by InTouch Health team
Product Specialist	Individuals who control a set of assets (devices)
Product Sub-Types	Type of Device Model
Product Types	Type of Device Family
Reportable Event	Indicator of whether the event was reportable
Reported By	Individual who reported case
Resolution	Statement of how the case was solved
Robot Software Revision	Type of software robot has been revisioned on
Root Cause	Main problem of uptime failure
Serial Number	A number showing the position of a device in a series
Service Provider	An organization that employs the user
Service Provider ID	Unique identifier of an organization that employs the user
Service Type	Type of service used to resolve the case
State Province	State and province of case
Status	Indicator of whether the case is still open or closed

Dimension/Measure	Definition
Subject	Short summary stating why the case was opened
Sure PACS	Unique identifier used to determine the type of SurePACS
Username	Login used by a person with access to the InTouch Health network

## Terms for Appointments

Field	Definition
Appointment External ID	Unique identifier that links an organization to the connected EMR
Appointment Fee	Amount charged for the visit
Appointment ID	Unique identifier created once an interaction between a patient and healthcare provider(s) takes place
Appointment Reason	Diagnosis describing the patients stated reason for seeking medical care
Appointment Status	Official classification is given to the standing of the visit
Appointment Created By	The entity that created the appointment
Appointment Created Time UTC	Time and date of when the appointment was created
Appointment Duration	Total time of the appointment in seconds
Appointment End Time UTC	Time and date of when the appointment ended
Appointment Number	Unique Identifier for an appointment
Appointment Start Time UTC	Time and date of when the appointment was started
Appointment Time UTC	Time and date of the appointment
Care Location Name	Specific location associated with an InTouch Health device
Department ID	Unique identifier for a department
Department Name	Name of the department
Has Multiple Practitioners	Indicator determining whether the organization has enabled multiple practitioners on a call
Has Patient On Videocall	Indicator determining whether an organization had a patient on a videocall and an attempt was made
Has Patient Notifications	Indicator determining whether the organization has enabled patient notifications
Is Group Appointment	Indicator determining whether the organization has enabled group appointments
Is Scheduled Appointment	Indicator determining whether the organization has enabled scheduled appointments
Organization ID	Unique identifier for an organization
Organization Name	Name of the organization
Patient Last Response Time UTC	Time and date of when a patient last responded
Patient Online Checkin Status	Status stating whether a patient has completed their online check-in status

Field	Definition
Payment Amount	Total amount paid for the visit
Payment ID	Unique identifier for a monetary transaction for one or more services
Payment Status	Official classification is given to the standing of the payment
Payment Time ET	Time and date in Eastern Time Zone of when the payment occurred
Practice ID	Unique identifier of the practice
Practice Name	Name of a grouping of Users, Locations, and Patients
Practitioners by Name	Name of provider(s) that were on the call
Practitioners by Email	Provider(s) that conducted the call
Scheduled Duration	Time in seconds of how long an appointment was scheduled
Service	Standard healthcare category of services that are provided by an organization at a location
Service Line	Standard healthcare sub-category of services that are provided by an organization at a location
TokBox Session ID	Unique identifier of the session
Video call ID	Unique identifier of the call
Video call Duration	Total time of the videocall
Video call End Time UTC	Time and date of when the videocall ended
Video call Start Time UTC	Time and date of when the videocall started
Wait Duration	Total time of the waiting period in seconds; Wait End minus Wait Start
Wait End Time UTC	Time and date of when the patient ended waiting
Wait Start Time UTC	Time and date of when the patient started waiting
Waiting Room ID	Unique identifier for waiting room
Waiting Room Name	Virtual container where users wait before an appointment or session.



# HIPAA

As a business associate, Teladoc Health is subject to compliance of the law under 45 CFR §164.308 (Administrative Safeguards), under 45 CFR §164.310 (Physical Safeguards), and under 45 CFR §164.312 (Technical Safeguards) to maintain and transmit protected health information in electronic form in connection with transactions performed by the customer (covered entity).

The policy of this organization is to ensure, to the greatest extent possible, that Protected Health Information (PHI) is not intentionally or unintentionally used or disclosed in violation of the HIPAA Privacy Rule or any other federal or state regulations governing confidentiality and privacy of health information.

There are a number of safeguards implemented into the telehealth system to ensure that the system complies with the latest HIPAA regulations. One of the key requirements is Teladoc Health's ongoing implementation and updating of its HIPAA security policies and procedures to ensure for the availability, security, and privacy of telehealth connections and ePHI (electronic protected health information). Teladoc Health maintains a policy to ensure workforce HIPAA compliance and training. Teladoc Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

## Guidelines for Compliance

The telehealth system helps hospitals and medical professionals comply with HIPAA regulations. The tabs to the left describe some of the ways the telehealth system supports HIPAA compliance.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines to the left. However, these may not cover all situations for a specific organization. For example, from time to time, automatic software upgrades may be downloaded which may contain new features. Teladoc Health will inform users of significant features added, their impact and how they may affect HIPAA policies, procedures, and safeguards.

## Access to Provider Access

The computer using the Provider Access should be placed in a location that is only accessible to individuals who have authorized access to Protected Health Information (PHI). It is recommended that Provider Access be password protected via a Windows or iOS user account.

Only authorized users should have passwords, and users should safeguard passwords according to hospital policies and procedures. Passwords should be treated as highly confidential information. If you believe your password may have been compromised, it should be changed as soon as possible. Change your password by clicking on the "Forgot Password" link on the login screen of the Teladoc Health Provider Access.

The Auto Logout feature is set to log out of the Teladoc Health Provider Access when the system is inactive for 30 minutes. Also, all users should be trained to log out of Windows, iOS or the Virtual Private Network

(VPN), when away from the system for any period of time. This is important for security reasons, so that any person attempting access to the Provider Access will be required to enter a password for secure access.

## Discussion and Display of PHI

From time to time a physician will likely engage in remote communications with patients and medical staff in which patient information (records, images and video) will be discussed or displayed. In general, the same care should be exercised as though the physician were physically present. For example:

- Use Head rotation to look around and see who else is nearby and might see or hear the sensitive information, and use appropriate discretion.
- Use the microphone mute button when conversing with someone alongside the Teladoc Health Provider Access to avoid the inadvertent conferencing of patient-related conversation.
- The Teladoc Health Provider Access screen should be positioned to point away from public areas, so as not to be visible to a passersby.

## Images and Video

By default when saved, all captured images and video files are stored encrypted files; viewable only by the Provider Access user who captured them. All files are saved in the user's Teladoc Health Media Vault to provide added protection.

For convenience, these files may be saved in common formats, e.g., JPEG for still images. These files are no longer encrypted and therefore are viewable by any user who can access them. As such, there are a few recommended techniques for safeguarding PHI contained in these images and video:

- Ensure all personnel who have access to the Provider Access Software also have full permission to access stored images and videos under the hospital's policies and procedures;
- Make sure to store captured images and videos only on removable media (e.g., recordable CD-ROMs) which can be taken with each user or on secure network drives;
- Do not save any captured images and video clips. Use these images and video segments only while logged in for a virtual encounter.

## Disclosure of PHI

If the physician plans to transmit or copy stored images or video to other individuals or organizations, e.g., to a healthcare operator, the physician needs to abide by standard HIPAA codes governing who may receive PHI and under what conditions. The hospital's HIPAA compliance officer should be consulted for details.

# Contact Information

## 24/7 Live Technical Support

[1-800-484-9119](tel:1-800-484-9119)

## 24/7 Live Remote Technical Support & Live Chat

<https://intouchhealth.com/contact-us/>

## Email Support

[ITHSupport@intouchhealth.com](mailto:ITHSupport@intouchhealth.com)

## Website

[www.InTouchHealth.com](http://www.InTouchHealth.com)

## Teladoc Health User Manuals

<https://intouchhealth.com/manuals/>

Please contact your Teladoc Health Account Representative for product User Manuals

## Sales & Product Demos

1-805-562-8686

## Teladoc Health Coordinator User Guide Manufactured by



Teladoc Health

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[www.TeladocHealth.com](http://www.TeladocHealth.com)

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