

Audience: Inpatient and ED Staff

Caregility overview and process changes, tip sheet, troubleshooting tips and iPad device names and locations. **Note:** Keep the device plugged in and charging when not in use. For workflow details, refer to the *Telepsychiatry Consults on IP Units & ED* process diagram below.

Process Changes

 The nurse or other delegate calls the Call Center to initiate a consult and provides the device name that will be used.

Telepsychiatry Consults on IP Units & ED

During the scheduled time, the provider will call the designated device.

Houston Methodist Hospital System If as sistance is needed Attending MD/ED MD/ Unit/ED RN calls Telepsych provider point of contact to request a Midlevel Provider/ Unit RN/ the Psychiatrist returns Psych patient arrives or ED RN enters "Consult for the call, please call an IP Unit or in the ED of contact if it is a "Stat Consult" for pharmaceutical intervention Telepsych Services" order in telepysch point of due to aggressive/dangerous behavior. contact to update patient situation. FPIC. Unit/ED RN procures the Telepsychiatry Contact Information telepsychiatry device and Please follow your institution's workflow to takes it t to the patient room. Verify the device contact the appropriate telepsychiatry provider name with the information provided to the telepsychiatry point of For Issues with Telemedicine Equipment: Contact the IT Help Desk: 832-667-5600 Inform them the "Telepsychiatry device" is not working and provide the device name on your device's label (ie: HMW ED 1). Psychiatrist will call Unit/ED RN on · If you are experiencing technical difficulty, the phone to discuss the case please call the appropriate telepsychiatry without the patient in the room and Confirm requested follow up provider and update the contact with the date & time or timefram then connects to designated device and notify appropriate information and new device name if medical providers applicable. When not in use, always return the telepsychiatry device to it's designated Unit RN/ED RN home and plug it in. removes any persor the patient does not consent to having Yes present during the consult Attending MD/ED Unit RN/FD RN Telepsychiatry Consult process has Psychiatrist completes the No Did the Psychiatrist recommend a follow up introduces patient been completed. Return telepsychiatry device to designated Psychiatrist at the in the notes or place a "Consult for consult with the patient and and everyone in the appropria te Telepsych Services Follow Up" order in EPIC3 telepsych point of home. Psychiatrist. contact.



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Getting Started

Note: Keep the device plugged in and charging when not in use.

• The icon below is for the **Caregility** app.



UHE iConsult

Epic Order

In Epic, enter a Consult for Telepsych Services Initial Consult or a Consult for Telepsych Services Follow Up
Consult.

Scheduling the Consult

- To request a psychiatric consult, Call the Call Center. The number can be found within the order details. When the psychiatrist is available, the Call Center will call you at the number provided.
 - o Provide the name of the Telepsych device you are using for the consult.
 - The device will be labeled with a unique name, containing the site name and location (e.g., HMW ED 1).
 - If you don't see a label on the device, you can find it in the device:
 - Click the top-left corner menu
 - Click My Profile and the device name will display.
 - Notify the Call Center of any device changes, so they can alert the provider (e.g., you planned to use device HMW ED Telepsych 1 but the battery died, so now you're using device HMW ED Telepsych 2.
 - The provider will connect to the device name you provided for the consult.
 - o Expected Emergent consult response times are within four hours.
 - Expected Routine consult response times are as follows:
 - Calls received between 7 a.m. and 12 p.m. shall be answered same day, by 7 p.m. local time.
 - Calls received after 12 p.m. will be answered by 12 p.m. the next day.



Incoming Call from Psychiatrist

• Staff/provider will be prompted to **Accept** the inbound call. If not in the app, select the **UHE** icon on the bottom right.



• Within the call, you can add a participant, mute camera/mic and enable full screen.



How to Add an Additional Person to the Call

From the video call screen, select the **add participate** icon +, to add a guest.

- To add a guest, select the **Guest** icon. Select how you want the invitation link to be sent: By email or by text (SMS), you will enter a phone number. Once the selection has been made, hit **Send**.
 - o Guest is added to the call and will need to click the link sent to phone/e-mail.
 - The link will only be active for 30 minutes.
 - Use this feature to add a family member to the telepsychiatry consult. You can also use this feature to add the psychiatrist, if they can't connect to the device.





Troubleshooting Issues

For any issues, contact the IT Service Desk at 832.667.5600, and place a ticket with the Virtual Health team. Be sure to tell the Service Desk that this is a telepsychiatry issue.

When not in use, keep the device plugged in and charging.

iPad Device Names and Locations ноspital Name	Device Location	Device Name
Houston Methodist Hospital (HMH)	HMH Main ED	HMH MAIN ED TELEPSYCH TC01
	HMH MAIN 7	HMH MAIN 7 TELEPSYCH TCO1
	HMH Roaming	HMH ROAM TELEPSYCH TC01
	HMH Main 7SW	HMH HMCC M7SW TELEPSYCH TC01
Houston Methodist Willowbrook (HMWB)	HMWB ED	HMWB ED TELEPSYCH TC01
	HMWB Roaming	HMWB ROAM TELEPSYCH TC01
	HMWB Roaming	HMWB ROAM TELEPSYCH TC02
	HMWB Roaming	HMWB ROAM TELEPSYCH TC03
	HMWB Spring ECC	HMWB SPRING ECC TELEPSYCH TC01
	HMWB Cypress ECC	HMWB CYPRESS ECC TELEPSYCH TC01
	HMWB WN7E IMU	HMWB 7E TELEPSYCH TCO1
	HMWB WN6E	HMWB 6E TELEPSYCH TC02
	HMWB WN5E	HMWB 5E TELEPSYCH TC02
	HMWB WN5E	HMWB 5E TELEPSYCH TC01
	HMWB WN6E	HMWB 6E TELEPSYCH TC01
	HMWB WN5W	HMWB 5W TELEPSYCH TC01
	HMWB WN7W	HMWB 7W TELEPSYCH TC01
	HMWB WN6W	HMWB 6W TELEPSYCH TC01
	HMWB Observation A	HMWB OBS TELEPSYCH TC01
	HMWB Observation A	HMWB OBS TELEPSYCH TCO2
	HMWB Mother Baby	HMWB MOTHER BABY TELEPSYCH TC01
	HMWB CVICU	HMWB SICU TELEPSYCH TC01
	HMWB Roaming	HMWB ICU TELEPSYCH TC01



	LINAW ED TEL EDOVOU TOO 4
	HMW ED TELEPSYCH TC01
HMW ED	HMW ED TELEPSYCH TC02
HMW Roaming	HMW ROAM TELEPSYCH TC01
HMW LD	HMW LD TELEPSYCH TC01
HMW Roaming	HMW ROAM TELEPSYCH TC03
HMW Roaming	HMW ROAM TELEPSYCH TC02
HMCL ED	HMCL ED TELEPSYCH TC01
HMCL ROAMING	HMCL ROAM TELEPSYCH TC01
HMCL ROAMING	HMCL MAIN 3 TELEPSYCH TC02
HMCL ROAMING	HMCL MAIN 3 TELEPSYCH TC01
HMCL ROAMING	HMCL MAIN 4 TELEPSYCH TC01
HMB ED	HMB ED TELEPSYCH TC01
HMB ROAMING	HMB ROAM TELEPSYCH TC01
HMB ROAMING	HMB ROAM TELEPSYCH TC02
HMSL ED	HMSL ED TELEPSYCH TC01
HMSL ROAMING	HMSL ROAM TELEPSYCH TC01
HMSL SIENNA ECC	HMSL SIENNA ECC TELEPSYCH TC01
HMSL INFUSION CENTER	HMSL TELEPHARM INFUSION CENTER TC01
HMTW ED	HMTW ED TELEPSYCH TC01
HMTW L&D	HMTW LD TELEPSYCH TC01
HMTW ROAMING	HMTW ROAMING TELEPSYCH TCO1
HMTW ED	HMTW ED TELEPSYCH TCO2
HMTW ROAMING	HMTW ROAMING TELEPSYCH TCO2
HMTW ROAMING	HMTW ROAMING TELEPSYCH TCO3
HMTW MAIN 6 SOUTH	HMTW 6S TELEPSYCH TC01
HMCC ROAMING	HMCC ROAM TELEPSYCH TC01
HMCC ROAMING	HMCC ROAM TELEPSYCH TC02
HMCC ROAMING	HMCC ROAM TELEPSYCH TC03
	HMW LD HMW Roaming HMW Roaming HMCL ED HMCL ROAMING HMCL ROAMING HMCL ROAMING HMCL ROAMING HMB ED HMB ROAMING HMB ROAMING HMSL ED HMSL ED HMSL SIENNA ECC HMSL INFUSION CENTER HMTW ED HMTW L&D HMTW ROAMING HMTW ROAMING HMTW ROAMING HMTW ROAMING