

TELEHEALTH CART SITE RESPONSIBILITY GUIDE

1. Cart must be plugged into an AC wall outlet when not in use to maintain battery life. The cart has an internal battery pack and can be used for patient visits without being plugged into a wall outlet but must be plugged in during storage and between patient visits.
2. Carts must be rebooted and signed into Vidyo every day to avoid auto-updates to programs during patient visits.
3. Cart needs to remain signed into Vidyo at all times.
4. Cart needs to be cleaned between patient visits, see cart cleaning instructions attached to the cart.
5. Patient safety regarding the cart is the responsibility of the site, unstable or vulnerable patients should not be left alone with the carts.
6. We prefer the cart to be wired via Ethernet cable for telehealth visits to ensure a stable connection. Carts can be used on WiFi networks but quality may be compromised.
7. Carts deployed to Non-Allina sites have the factory imaging on the CPU, the site is responsible for installing an anti-virus solution that meets their security standards.
8. Carts have a multiuser login ID that must be used. **Do not change this user ID and password.**
9. Carts at non-Allina sites have been set to Windows auto-update. The site is responsible for ensuring the cart has all necessary updates.
10. All carts are deployed with endpoint security traceable software and remain the property of Allina Health while deployed.
11. All technical issues regarding the cart or its components need to be reported to Allina Health by calling the **Service Desk at 612-262-1900 or 1-800-315-4085.**

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