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Patent(s): http://www.intouchhealth.com/patents

Speex Open Source Software includes:

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<thead>
<tr>
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</tr>
</thead>
<tbody>
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<td>Copyright 2002-2008</td>
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</tr>
<tr>
<td>Copyright 2002-2008</td>
<td>Jean-Marc Valin</td>
</tr>
<tr>
<td>Copyright 2005-2007</td>
<td>Analog Devices Inc.</td>
</tr>
<tr>
<td>Copyright 2005-2008</td>
<td>Commonwealth Scientific and Industrial Research Organisation (CSIRO)</td>
</tr>
<tr>
<td>Copyright 1993, 2002, 2006</td>
<td>David Rowe</td>
</tr>
<tr>
<td>Copyright 2003</td>
<td>EpicGames</td>
</tr>
<tr>
<td>Copyright 1992-1994</td>
<td>Jutta Degener, Carsten Bormann</td>
</tr>
</tbody>
</table>

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Last updated: November, 2018
Safety Instructions

User Profile
Trained healthcare professionals are the intended users of any InTouch Health Patient Access Device. Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Notes, Cautions, and Warnings

CAUTION: Federal law restricts this device to sale by or on the order of a physician.

Information in ORANGE BOLDFACED TYPE throughout this User Guide should be interpreted in the following context:

NOTE: Provides supplementary information for facilitating operation of the system.
CAUTION: Presents instructions for avoiding damage to the system.
WARNING: Disregarding this information may prove hazardous to the safety of a person near the InTouch Health Patient Access Device.

Safety Symbols
Symbols appearing on labels on the Patient Access Device and other equipment include the following:

<p>| Attention | Consult accompanying documents for description of intended use. |
| Warning Dangerous Voltage | Touching exposed contacts may cause electrical shock. Safety features designed into the device do not allow exposed live AC contacts until the Patient Access Device is fully engaged with its docking station. When fully engaged, contacts are not accessible. |</p>
<table>
<thead>
<tr>
<th><strong>Wireless Transmitter Notification</strong> – Non-ionizing electromagnetic radiation. This device communicates over the standard for wireless communication.</th>
<th>![Wireless Transmitter Icon]</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pinch Point</strong> — Avoid the labeled pinch point on the rear of the display of the InTouch Vici. Avoid the labeled pinchpoint between the camera and the first boom joint when the boom is folded to a storage position.</td>
<td>![Pinch Point Warning]</td>
</tr>
<tr>
<td><strong>Consult Operator's Manual</strong> – Operating Instructions are contained in a separate instruction manual.</td>
<td>![ Operator's Manual Icon]</td>
</tr>
<tr>
<td><strong>Do not push or lean</strong> – Do not push on cart when it is prevented from lateral movement by an obstruction.</td>
<td>![Do not push or lean Icon]</td>
</tr>
</tbody>
</table>

**Electromagnetic Compatibility - Guidance and Manufacturer's Declaration**

The InTouch Vici system complies with IEC 60601-1-2 4th edition, General Requirements for Safety—Collateral standard: Electromagnetic compatibility. Performance of the device is unaffected by exposure to the compliance levels described in Tables 1,2,3 and 4 in the following section.

Special precautions and installation information for the InTouch Vici for electromagnetic compatibility (EMC) are provided below:

- Equipment in hospital environments, including the InTouch Vici and other portable or mobile communications equipment, can produce Electromagnetic Interference (EMI), which may affect the function of these devices. Such effects are prevented by use of equipment with EMI characteristics proven below recognized limits, as identified in the tables below.
- In the event of suspected interference from other equipment, which prevents the proper functioning of the InTouch Vici, contact InTouch Health and discontinue use of the system until the problem can be remedied.
The following tables contain the Manufacturer’s declaration and additional information required by IEC 60601-1-2.

### Table 1: Electromagnetic Emissions

<table>
<thead>
<tr>
<th>Emissions Test</th>
<th>Compliance</th>
<th>Electromagnetic Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>RF Emissions CISPR 11</td>
<td>Group 1</td>
<td>The InTouch Vici uses RF energy only for its internal function. Therefore, its RF emissions are very low and are not likely to cause any interference in nearby electronic equipment.</td>
</tr>
<tr>
<td>RF Emissions CISPR 11</td>
<td>Class A</td>
<td>The InTouch Vici is suitable for use in all establishments other than domestic and those directly connected to the public low-voltage power supply network that supplies buildings used for domestic purposes.</td>
</tr>
<tr>
<td>Harmonic Emissions IEC 61000-3-2</td>
<td>Class A</td>
<td></td>
</tr>
<tr>
<td>Voltage Fluctuations / Flicker</td>
<td>Complies</td>
<td></td>
</tr>
</tbody>
</table>
Table 2: Electromagnetic Immunity

The InTouch Vici system is intended for use in the electromagnetic environment specified below. The customer or the user of the InTouch Vici should assure that it is used in such an environment.

<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>EC 60601 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment - Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electrostatic Discharge (ESD) IEC 61000-4-2</td>
<td>±8 kV Contact</td>
<td>±8 kV Contact</td>
<td>Floors should be wood, concrete or ceramic tile. If floors are covered with synthetic material, the relative humidity should be at least 30%.</td>
</tr>
<tr>
<td></td>
<td>±15 kV Air</td>
<td>±15 kV Air</td>
<td></td>
</tr>
<tr>
<td>Electrical Fast Transient / Burst IEC 61000-4-4</td>
<td>±2 kV for Power Supply Lines</td>
<td>±2 kV for Power Supply Lines</td>
<td>Mains power quality should be that of a typical commercial or hospital environment.</td>
</tr>
<tr>
<td></td>
<td>±1 kV for Input / Output Lines</td>
<td>±1 kV for Input / Output Lines</td>
<td></td>
</tr>
<tr>
<td>Surge IEC 61000-4-5</td>
<td>±1 kV Line(s) to Line(s)</td>
<td>±1 kV Line(s) to Line(s)</td>
<td>Mains power quality should be that of a typical commercial or hospital environment.</td>
</tr>
<tr>
<td></td>
<td>±2 kV Line(s) to Earth</td>
<td>±2 kV Line(s) to Earth</td>
<td></td>
</tr>
<tr>
<td>Voltage Dips, Short Interruptions, and Voltage Variations on Power Supply Input Lines IEC 61000-4-11</td>
<td>&lt;5% UT (&gt;95% dip in UT) for 0.5 cycle</td>
<td>&lt;5% UT (&gt;95% dip in UT) for 0.5 cycle</td>
<td>Main power quality should be that of a typical commercial or hospital environment. If the user of the requires continued operation during power mains interruptions, it is recommended that the InTouch Vici be powered from an uninterruptible power supply (UPS) or a battery.</td>
</tr>
<tr>
<td></td>
<td>40% UT (60% dip in UT) for 5 cycles</td>
<td>40% UT (60% dip in UT) for 5 cycles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>70% UT (30% dip in UT) for 25 cycles</td>
<td>70% UT (30% dip in UT) for 25 cycles</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&lt;5% UT (&gt;95% dip in UT) for 5 sec</td>
<td>&lt;5% UT (&gt;95% dip in UT) for 5 sec</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>EC 60601 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment - Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power frequency (50/60 Hz) Magnetic Field</td>
<td>30 A/m</td>
<td>30 A/m</td>
<td>Power frequency magnetic fields should be at levels characteristic of a typical location in a typical commercial or hospital environment.</td>
</tr>
<tr>
<td>IEC 61000-4-8</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

$U_T$ is the a.c. mains voltage prior to application of the test level.
Table 3: Electromagnetic Immunity

InTouch Vici is intended for use in the electromagnetic environment specified below. The customer or the user of an InTouch Vici should assure that it is used in such an environment.

<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>EC 60601 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment - Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conducted RF</td>
<td>3 Vrms 150 kHz to 80 MHz</td>
<td>3 Vrms 150 kHz to 80 MHz</td>
<td>Portable and mobile RF communications equipment should be used no closer to any part of the InTouch Vici, including cables, than the recommended separation distance calculated from the equation applicable to the frequency of the transmitter. Recommended separation distance: d = 1.2√P</td>
</tr>
<tr>
<td>IEC 61000-4-6</td>
<td>6V in ISM bands between 150kHz and 80MHz</td>
<td>6V in ISM bands between 150kHz and 80MHz</td>
<td>80 MHz to 800 MHz</td>
</tr>
<tr>
<td>Radiated FR</td>
<td>3 V/m 80 MHz to 2.5 GHz</td>
<td>3 V/m 80 MHz to 2.5 GHz</td>
<td>800 MHz to 2.5 GHz</td>
</tr>
<tr>
<td>IEC 61000-4-3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

where P is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer and d is the recommended separation distance in meters (m). Field strengths from fixed RF transmitters, as determined by an electromagnetic site survey\textsuperscript{a}, should be less than the compliance level in each frequency range\textsuperscript{b}.

Interference may occur in the vicinity of equipment marked with the following symbol:
<table>
<thead>
<tr>
<th>Immunity Test</th>
<th>EC 60601 Test Level</th>
<th>Compliance Level</th>
<th>Electromagnetic Environment - Guidance</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**

1. At 80 MHz and 800 MHz, the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects, and people.

a. Field strengths from fixed transmitters, such as base stations for radio (cellular/cordless) telephones and land mobile radios, amateur radio, AM and FM radio broadcast, and TV broadcast cannot be predicted theoretically with accuracy. To assess the electromagnetic environment due to fixed RF transmitters, an electromagnetic site survey should be considered. If the measured field strength in the location in which the InTouch Vici is used exceeds the applicable RF compliance level above, the InTouch Vici should be observed to verify normal operation. If abnormal performance is observed, additional measures may be necessary, such as re-orienting or relocating the InTouch Vici.

b. Over the frequency range 150 kHz to 80 MHz, field strengths should be less than [3] V/m.
Table 4: Recommended separation distances

Recommended separation distances between portable and mobile RF communications equipment and the InTouch Vici.

The InTouch Vici is intended for use in an electromagnetic environment in which radiated RF disturbances are controlled. The customer or the user of the InTouch Vici can help prevent electromagnetic interference by maintaining a minimum distance between portable and mobile RF communications equipment (transmitters) and the InTouch Vici as recommended below, according to the maximum output power of the communications equipment.

<table>
<thead>
<tr>
<th>Rated Maximum Output Power of Transmitter (W)</th>
<th>Separation distance according to frequency of transmitter (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>150 kHz to 80 MHz</td>
</tr>
<tr>
<td></td>
<td>( d = 1.2 \sqrt{P} )</td>
</tr>
<tr>
<td>0.01</td>
<td>0.12</td>
</tr>
<tr>
<td>0.1</td>
<td>0.38</td>
</tr>
<tr>
<td>1</td>
<td>1.2</td>
</tr>
<tr>
<td>10</td>
<td>3.8</td>
</tr>
<tr>
<td>100</td>
<td>12</td>
</tr>
</tbody>
</table>

For transmitters rated at a maximum output power not listed above, the recommended separation distance \( d \) in meters (m) can be estimated using the equation applicable to the frequency of the transmitter, where \( P \) is the maximum output power rating of the transmitter in watts (W) according to the transmitter manufacturer.

**NOTES**

1. At 80 MHz and 800 MHz, the separation distance for the higher frequency range applies.
2. These guidelines may not apply in all situations. Electromagnetic propagation is affected by absorption and reflection from structures, objects and people.
Safety Warnings and Cautions

WARNINGS

- The InTouch Vici is not MRI (Magnetic Resonance Imaging) safe, and therefore not MRI compatible. The InTouch Vici should not be used in locations where the presence of metal is controlled.

- Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.

- Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the InTouch Vici, including cables specified by InTouch Health. Otherwise, degradation of the performance of this equipment could result.

- Flammable Anesthetics: The InTouch Vici is not suitable for use in the presence of flammable anesthetic mixture with air, or in the presence of a flammable anesthetic mixtures with oxygen or nitrous oxide.

- The InTouch Vici must be plugged into a grounded “Hospital Grade” electrical outlet to minimize the risk of electrical shock during the battery charging cycle.

- If the power plug of the InTouch Vici is damaged, the InTouch Vici can be operated using the onboard battery system. However this condition should be reported to Technical Service immediately for repair.

- The InTouch Vici contains a sealed, rechargeable, lead-acid, AGM type battery. The InTouch Vici should always be plugged in to avoid deep discharge cycles that can shorten the battery's useful life. Other than keeping the batteries charged by keeping the InTouch Vici plugged in, no user maintenance of the batteries is required.

- Provide adequate ventilation. The InTouch Vici may overheat if powered on or plugged in and charging while stored for extended periods in an area without adequate ventilation.

- The power cord may pose a trip hazard if not properly secured prior to moving the InTouch Vici.

- Avoid manually adjusting the camera's position. Doing so will reset the camera's default "Home", or resting, position. This can only be restored to the original front-facing centered view through the Provider Access Software.

- Leakage current from interconnected electrical equipment may exceed safe levels. In order to maintain patient and user safety, it is important to interconnect only with devices in compliance with IEC 60601-1-1 requirements. It is the responsibility of the
user to ensure that any interconnected equipment not supplied by InTouch Health maintains compliance with IEC 60601-1-1 requirements.

- InTouch Patient Access Devices are designed to utilize the 802.11 ac/a/b/g/n communication protocol as well as the public Internet in order to achieve their intended purpose. Failures in either of these supporting systems could cause a complete loss of communication between the Provider Access Software and the Patient Access Device. A tested backup method of communication should be available in the event network communication is lost.

- The video images transmitted to and displayed on the Patient Access Device and InTouch Provider Access Software may not contain all of the information in the original scene. Video information from the camera is captured, compressed, transmitted, and redisplayed remotely at a different resolution. As a result, information in the original scene may be lost.

- Color reproduction in the transmitted video is not guaranteed. Color reproduction in a video system is a complicated combination of lighting, cameras, and display technology. It should not be assumed that the colors on the display are an exact replication of the actual colors in the scene.

- Avoid reliance upon video systems for diagnosis and video teleconferencing. Limitations including those outlined above mean video conferencing is not a perfect substitute for in-person interaction with a trained care provider.

- Clinical judgment and experience are required to review and interpret images and information transmitted via the Patient Access Device and Provider Access Software.

- An ESD event may cause the PTZ camera to stop outputting live video. If this should occur, unplug the InTouch Vici from the wall, and cycle the InTouch Vici power.

- Do not attempt to open or remove any parts of the InTouch Vici. To reduce the risk of electric shock, do not remove the cover. There are no user-serviceable components inside. Refer servicing and repair to qualified personnel only.

- Wheels may lock when InTouch Vici is in motion if lock is engaged accidentally.

- InTouch Vici may tip forward if pushed with too much force when wheels lock. Please take care when moving to avoid damage or injury.

**CAUTIONS:**

- InTouch Health does not support the addition of third party software to an InTouch Vici. Adding third party software (especially for video conferencing) to the computer can cause the InTouch Vici to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.
• The InTouch Vici should be plugged in whenever it is possible so it is fully charged and ready for a consult.

• Vici tablet can be removed using a 4mm Hex Allen Wrench. It is recommended to leave the device locked in place.

• There are no user-serviceable components. Refer servicing and repair to qualified personnel only.

• Avoid concentrated bleach as a cleaning agent for the InTouch Vici.

• DO NOT IMMERSE the InTouch Vici. DO NOT ALLOW any cleaning solution inside the InTouch Vici. Avoid excess solution which may enter the InTouch Vici through its openings.

• Keep the InTouch Vici free from moisture and extreme temperatures.

• InTouch Health has not performed safety and efficacy testing for many peripheral USB devices being used with the InTouch Vici. Customers must test and validate medical peripherals for their own use cases and environments

• Ensure external USB devices are disconnected prior to moving the InTouch Vici.

• InTouch Health does not support the addition of third party software to an InTouch Vici. Adding third party software (especially for video conferencing) to the computer can cause the InTouch Vici to malfunction. Please be advised to check with Technical Service PRIOR to installing any third party software.

• The InTouch Vici should be plugged in whenever it is possible so it is fully charged and ready for a consult.

• InTouch Health has not performed safety and efficacy testing for many peripheral USB devices being used with the InTouch Vici. Customers must test and validate medical peripherals for their own use cases and environments

• Ensure external USB devices are disconnected prior to moving the InTouch Vici.
Telehealth System Overview

The InTouch Operating System (OS) is a mobile, Telehealth platform that enables an individual to “be in two places at once.” Telehealth is the ability to project yourself to a remote location (without leaving your current location) and to move, see, hear, and talk as though you were actually there. A Telehealth System is comprised of the InTouch Provider Access Software and a Patient Access Device, linked via the Internet over a secure broadband connection.

While using the Provider Access Software an individual can access a Patient Access Device to visit people in a remote location. A physician can communicate with patients, family members, and other staff. The Patient Access Device’s two-way audio and video communications allow a user to be remotely available at the location and time that they are needed.

The InTouch Health family of Patient Access Devices includes the InTouch Vita, which uses various sensor technologies to provide map-based autonomous navigation capability to destinations within its allowed regions. The family also includes the cart based InTouch Lite and InTouch Vici, and the Operating Room (OR) based InTouch Vantage, as well as the portable InTouch Xpress, InTouch Viewpoint and InTouch TV which offers flexibility, enabling physicians to extend their reach into a
broad array of situations and environments ranging from the emergency room, to the clinic, and more.

To ensure proper operation, users should be thoroughly familiar with their Telehealth System. Study of this user guide is essential. In addition, completion of proper training by an InTouch Health Representative is required for safe operation. All questions should be referred to a local InTouch Health Representative or InTouch Health Technical Service.
HIPAA Policies and Procedures

As a business associate, InTouch Health is subject to the compliance of the law under §164.308 (Administrative Safeguards), under §164.310 (Physical Safeguards), and under §164.312 (Technical Safeguards) in that we maintain and transmit 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 a manner that would violate 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 that ensure that it complies with the latest HIPAA regulations. One of the key requirements is InTouch 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). InTouch Health maintains a policy to ensure workforce HIPAA compliance and training. InTouch Health additionally maintains HIPAA security policies and procedures, a data destruction policy, and security incident response procedures.

Recommended Guidelines for HIPAA Compliance

The telehealth system allows hospitals and medical professionals to remain in compliance with HIPAA privacy regulations. InTouch Health is providing the following information to assist with HIPAA privacy regulations as they pertain to the telehealth system.

HIPAA requires all healthcare organizations to have policies and procedures, and the guidelines below may not cover all situations as they apply to a specific organization. Further, from time to time, automatic software upgrades may be downloaded which may contain new features. InTouch Health will inform users of significant features as they are added, and the impact of these features and how they may affect HIPAA policies, procedures, and safeguards should be considered.

Access to Provider Access Software

The computer using the Provider Access Software 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 Software access is 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 InTouch Provider Access Software.

The Auto Logout feature is set to log out of the InTouch Provider Access Software when the system is inactive for a period of time. 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 Software 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 InTouch Provider Access Software to avoid the inadvertent conferencing of patient-related conversation.
- The InTouch Provider Access Software screen should be positioned to point away from public areas, so as not to be visible to passersby.

Stored Images and Video

By default when saved, all captured images and video files are stored as encrypted files viewable only by the Provider Access Software user who captured them. All files whether encrypted or not should also be saved in the user's InTouch Health Media Vault (folder) 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 to disk any captured images and video clips. Use these images and video segments only while logged in for a particular session.

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.
## InTouch Vici Overview

### Echo-cancelling speaker and microphone
Enhanced audio for speaking and listening to the whole room.

### Camera
Captures remote video for viewing at the Provider Access up to 720p HD.

### Display Tablet
Displays Provider Access Software user’s face on the InTouch Vici tablet.

### Base Battery Indicator
Base battery indicator with LED lights near the column.

### Storage Drawer
Sliding, lockable drawer for storage.

### USB Ports
Ports for service and peripheral device usage.

### Wheel Locks
Locks each wheel in place when stationary (four wheels).

### Rocker Switch
Located under the base, next to the wheel to disengage power from battery (power off only when instructed by InTouch personnel).

### Power Plug and Cord
Used to power the InTouch Vici and recharge the batteries.
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Cord Hook</td>
<td>Secures the power cord when moving the InTouch Vici to a new location.</td>
</tr>
<tr>
<td>Nameplate</td>
<td>Specifies the manufacturer, model, serial number, regulatory body markings, WEEE trash symbol, patent numbers, and power ratings. 12 Height Adjustment Adjust height of camera and tablet by pulling column up or down</td>
</tr>
<tr>
<td>Tablet Power Button</td>
<td>Powers on/off the tablet</td>
</tr>
</tbody>
</table>
InTouch Vici Basics

InTouch Vici is an InTouch Health Patient Access Device. Using InTouch Vici, patients can receive HIPAA compliant audio and visual medical consults from healthcare Providers through the InTouch Telehealth Network.

Unpacking the InTouch Vici

1. Carefully remove the InTouch Vici from its packaging taking care to not cause damage.
2. Remove the tablet computer from its packaging and slide it into the tablet holder on the InTouch Vici.
3. Using a 4mm Hex Allen Wrench, lock the tablet into the holder.

Moving the InTouch Vici

The InTouch Vici is designed for convenient mobility within care locations ranging from clinics, urgent care, skilled nursing facilities, specialty clinics, and more.

1. Set the InTouch Vici to its lowest height position.
2. Unplug all auxiliary devices attached to InTouch Vici.
3. Unplug the power cord and secured on the power cord hook.
4. Unlock the wheels before moving.
   - Exercise caution when encountering thresholds.
5. Move it to the desired location.
6. Lock the wheels.
7. Plug in the power cord.

WARNINGS:

- Wheels may lock when InTouch Vici is in motion if lock is engaged accidentally.
- InTouch Vici may tip forward if pushed with too much force when wheels lock. Please take care when moving to avoid damage or injury.
Powering on the InTouch Vici

1. Position yourself behind the cart.
2. Locate the rocker switch near the rear wheel on your right. It is located on the underside of the base of the InTouch Vici.
3. Flip the switch to the **ON** position, depressed toward the rear of the InTouch Vici.

**NOTE:** Rocker switch is not used in day to day operation. It is only necessary in certain situations, such as when powering on for the first time, when moving to a new permanent location, or if battery was fully drained during the last use.

4. Plug the power cable into a hospital grade electrical outlet.
   - Within 2-3 seconds an audible tone will come from the base of the InTouch Vici.

**CAUTION:** Keep the InTouch Vici device plugged in whenever possible so it is fully charged and ready for a consult.
5. Power on InTouch Vici tablet.
   - The Software is pre-installed on InTouch Vici and will launch on startup.
   - The screen to the right will display when tablet is on.

Connecting to Wi-Fi
InTouch Vici Wi-Fi will automatically connect to known Wi-Fi profiles. Initial setup of the Wi-Fi profiles will be handled with the assistance of InTouch personnel.

Request a Remote Consult

**NOTE:** You can use your standard protocol to request a connection from a remote Provider such as a page or telephone request.

Once the remote provider has been notified, simply position the InTouch Vici in an orientation where the Patient can see the Provider’s face on the tablet screen.

When the connection is established, the video feed of the Provider will populate the main screen, and the provider’s view will display in the lower left-hand corner.
InTouch Vici Features

InTouch Vici Highlights

- HIPAA compliant.
- Automatic bandwidth and video quality optimization.
- Ability to transmit HD video.
- InTouch Telehealth Network supports standards based H.264 Advanced Video Coding (AVC) connections.
- 24/7 remote support and monitoring.

InTouch Vici Display

When the InTouch Vici is not actively connected to the Provider Access Software, a screen saver appears. Network and system readiness is displayed by tapping the “i” button located on the upper left-hand corner of the screensaver.

CAUTION: The InTouch Vici tablet is removable using a 4mm Hex Allen Wrench. It is recommended to leave the device locked in place.
Adjusting the Height

Adjust the height by gripping the column and gently guiding it up or down.

Grip column and adjust by guiding column height up or down as needed.
Tilting the Display Monitor

The tablet can also be adjusted for easier viewing. This is done by manually tilting the monitor backward or forward.

Adjusting Speaker Volume and Muting Microphone

The InTouch Vici speaker volume can be adjusted and muted directly from the Integrated Speaker Microphone.

- Adjust the volume by pressing the up and down volume buttons.
- Mute the microphone by pressing the center button.
  - The lights on the device will flash when microphone is muted.
Battery Status Meter

Battery Status Meter shows current status of battery and charging system internal to the InTouch Vici. If system is fully charged and not connected to a power source, the battery can last over 5 hours.

Power Cord Hook

InTouch Vici is equipped with a hook for securing the power cord when in transit.

**WARNING**: The power cord may pose a trip hazard if not properly secured prior to moving the InTouch Vici.

Pan Tilt Zoom Camera

The InTouch Vici is equipped with a 36x zoom camera that is capable of 1080p video. It has a tilt range of 120 degrees, and a pan range of 340 degrees. The provider remotely controls the camera.

**WARNING**: Avoid manually adjusting the camera's position. Doing so will reset the camera's default "Home", or resting, position. This can only be restored to the original front-facing centered view through the Provider Access Software.

Storage Drawer Overview

The InTouch Vici has a work surface and storage drawer. The storage drawer can be locked using a 4mm Hex Allen Wrench.

**NOTE**: The Safe Working Load (S.W.L.) for the drawer is 1 kg.
CAUTIONS:

- InTouch Vici does not support the addition of third party software to an InTouch Vici. Adding third party software (especially for video conferencing) to the computer can cause the InTouch Vici to malfunction. Please check with Technical Service PRIOR to installing any third party software.
- InTouch Vici has not performed safety and efficacy testing for many peripheral USB devices used with the InTouch Vici. Customers must test and validate medical peripherals for their own use cases and environments.
- Disconnect all USB devices prior to moving the InTouch Vici.
Vici Troubleshooting

Check the InTouch Vici Status Screen
This will display WiFi connection, battery charge, and status:

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>InTouch Vici cannot connect to WiFi.</td>
<td>Contact InTouch Health Technical support to assist in configuring WiFi.</td>
</tr>
<tr>
<td>InTouch Vici screen is black/blank.</td>
<td>Verify that the InTouch Vici is plugged in. Quickly press and release power button. If the screen remains black/blank, make sure the device is powered on—See “Turning on InTouch Vici”.</td>
</tr>
<tr>
<td>InTouch Vici says “Please plug me in.”</td>
<td>Plug in the device. It is low on battery.</td>
</tr>
</tbody>
</table>
NOTE: InTouch Health offers 24/7 support by phone, email or live chat. See page 29 for Contact Details. Please contact TAC (Technical Assistance Center) at any time if you need assistance with InTouch Vici.
Cleaning and Maintenance

Device Cleaning Procedures

WARNINGS:

- Do not attempt to open or remove any parts of the InTouch Vici.
- Do not remove any covers to reduce the risk of electric shock. There are no user-serviceable components inside.
- Refer servicing and repair to qualified personnel only.
- Wear safety glasses, when handling solution prior to dilution.
- Wear rubber or nitrile gloves, if in contact with liquid.
- Avoid contact with eyes, skin and clothing.
- Wash hands after cleaning device.
- Do not wear product-contaminated clothing for prolonged periods.
- Always follow manufacturer’s instructions on product labels when mixing chemicals.

CAUTIONS:

- DO NOT USE phenolic germicidal detergent solutions on any parts of the device. Contact InTouch Health Technical Support for approved cleaning solutions.
- Severe contamination, especially of the undercarriage may require some disassembly and this should only be done by an InTouch Health representative.
- DO NOT IMMERSE the device.
- DO NOT ALLOW any cleaning solution inside the device.
- Keep the device from moisture and extreme temperatures.
- Avoid excess solution that could enter the device through its openings.
Approved Disinfectants

The following disinfectants have been tested for compatibility with InTouch Health devices:

**NOTE:** the following agents are for the exterior, not the lens or screen.

- OxyCide
- Ethyl Alcohol
- Isopropol Alcohol
- Sodium Hypochlorite (5.25%-6.15% household bleach diluted 1:500 provides >100 ppm available chlorine).
- Iodophor Germicidal Detergent Solution (follow product label for use dilution).
- Quaternary Ammonium Germicidal Detergent Solution (follow product label for use dilution).

**Cleaning Instructions**

Clean the outer surfaces of the Device when visibly soiled or after contact with any contaminates. All surfaces, such as display monitors or sensor windows may be disinfected using the following procedure. Use a commercial LCD screen cleaner to prevent craze, staining, or discoloration of the display monitors and use optical lens cleaners to clean the camera lenses.

1. Power off and unplug the device.
2. Soak a lint-free cloth in a hospital grade disinfectant solution of sodium hypochlorite 6.15%, e.g., dilution 1:500 (1/4 oz. per gallon water) and wring out the cloth so that drips do not appear when wiping surfaces.
3. Wipe surfaces that have become soiled or contaminated. Avoid applying excess solution which may enter the device through its openings.
4. Allow to air dry.

**Maintenance and Inspection**

**InTouch Vici Maintenance**

The InTouch Vici contains no user serviceable parts and requires no maintenance. For further information regarding preventive maintenance, maintenance or assistance with troubleshooting, customers should contact InTouch Health Technical Service.

24/7 Technical Support (877) 484-9119
InTouch Vici Technical Specifications

Performance Specifications for the InTouch Vici

<table>
<thead>
<tr>
<th>Category</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audio</td>
<td>Microphone: 20Hz – 16kHz, Speaker: HD Audio 16kHz Bandwidth, Echo Cancellation</td>
</tr>
<tr>
<td>Pan– Tilt– Zoom Camera</td>
<td>36x (12x optical, 3x digital), 1080p, Pan Range:-170 to +170 Deg, Tilt Range: -90 to +30 Deg</td>
</tr>
<tr>
<td>Tablet Display</td>
<td>MS Surface Pro 2017 i5</td>
</tr>
<tr>
<td>Display</td>
<td>12.3&quot; Diagonal Touchscreen 2736 X 1824 pixels</td>
</tr>
<tr>
<td>USB Ports</td>
<td>1- USB 3.0 on the tablet</td>
</tr>
<tr>
<td></td>
<td>2 - USB 3.0 on the side of the storage drawer</td>
</tr>
<tr>
<td>Wireless Network</td>
<td>Wi-Fi 802.11 ac/a/b/g/n</td>
</tr>
<tr>
<td>Battery Life</td>
<td>&gt;5 Hours</td>
</tr>
<tr>
<td>Charging Time</td>
<td>4 Hours from fully discharged to 80% charge</td>
</tr>
<tr>
<td>Voltage</td>
<td>100-240 VAC</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>50/60 Hz</td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td>6.5 Amps</td>
</tr>
</tbody>
</table>

**System Power Requirements**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Voltage</strong></td>
<td>100-240 VAC</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>50/60 Hz</td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td>6.5 Amps</td>
</tr>
</tbody>
</table>

**System Input Power Requirements**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>InTouch Vici</td>
<td>US and International</td>
</tr>
<tr>
<td><strong>Voltage</strong></td>
<td>100-240 VAC</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>50/60 Hz</td>
</tr>
<tr>
<td><strong>Current</strong></td>
<td>6.5 Amps</td>
</tr>
</tbody>
</table>

**Classification**

| InTouch Vici         | Class I, Type B, Continuous Operation |

**General Specifications**

**InTouch Vici**

IEC 60601-1:2005Ed.3+A1 Medical Electrical Equipment - Part 1: General Requirements For Basic Safety & Essential Performance


IEC 62366:2007Ed.1+A1 Medical Devices - Application Of Usability Engineering To Medical Devices

IEC 62304:2006 Ed.1 +A1 Medical Device Software - Software Life Cycle Processes

AAMI ES60601-1:2005+A1 Medical Electrical Equipment

24/7 Technical Support (877) 484-9119
EMC Classifications


ETSI EN 301 489-9 Issued:2002/04/01 EMC and ERM; (EMC) Standard for Radio Equipment and Services; Part 9: Specific Conditions for Wireless Microphones, Similar Radio Frequency (RF) Audio Link Equipment, Cordless Audio and In-Ear Monitoring Devices-V1.3.1


Environmental Specification for InTouch Vici

Operating:

Designed to operate in an indoor environment suitable for human personnel. (10° to 38° C, 30 to 75% RH, 700 hPa to 1,065 hPa)

Non-operating:

Designed to travel to installations in commercial and cargo airliners and standard ground transportation. (0° to +50° C, 10 to 95% RH, 700 hPa to 1,065 hPa)
Network Configuration

The InTouch Telehealth System is comprised of a Remote Presence Patient Access Device and a minimum of one Provider Access Software Device. The Provider Access and Patient Access Devices are linked via the Internet over a secure connection. The Patient Access Device operates on either an 802.11 ac/a/b/g/n Wi-Fi network.

Wireless Network Considerations

The InTouch Vici requires a wireless network distributed over the area where it is intended to roam. The InTouch Vici may be configured for 802.11 ac/a/b/g/n. The optimal configuration is determined during installation.

To attain optimal performance there are several considerations which must be taken into account when designing the wireless network.

Configuring the InTouch Patient Access Device Wireless Connection

The InTouch Vici Control Core uses a Windows computing environment and a wireless network card.

Non-overlapping channels

In order to achieve a smooth transition from one wireless access point (WAP) to the next it's important to configure each WAP on a non-overlapping channel.

Transmitting power

The WAPs may be configured to provide the wireless signal at different power transmission levels. Setting the WAP to the maximum power transmission will deliver the maximum coverage area.

Interference

If WAPs are co-located in the same environment, radio frequency interference may be generated. Too many WAPs transmitting on overlapping channels may also degrade the wireless signal quality. WAPs placed too close to one another may also produce RF congestion. In this case, the WAP transmission power should be reduced; therefore, reducing the coverage area and limiting the overlap between adjacent WAPs.

Security Options

Each wireless network must be configured with security to prevent unauthorized access to the network. The ADU provides multiple features to configure the InTouch Vici to access as well as secure.
the wireless network. Domain membership is not supported, but all other current security configurations can be configured. WPA2/AES-PSK is preferred.
Network Installation

Remote Location

Internet

Provider Access
(located outside Facility Network)

Provider Access
(located outside Facility Network)

Hub/Router

- SDSL
- Cable Modem
- T1

(located outside Facility Network)

Firewall—VPN

802.11 Wireless Network

Facility Coverage Area

24/7 Technical Support (877) 484-9119
Network Requirements

Provider Access User Authentication

Users launch the Provider Access Software from their desktops and login to begin consults. Users have a unique username and password for their Provider Access accounts, which is created at registration.

Enterprise login allows users to use their company credentials to login to the Provider Access Software. If your system is configured to use Enterprise login, your system may automatically login to the Provider Access Software.

Users should make sure to comply to HIPAA standards by ensuring that they log off when away from their computers for extended periods of time. Users must log into Provider Access Software using their InTouch username and password. After a period of inactivity, users are logged out automatically as a security feature.

Firewall Requirements

The InTouch Telehealth System uses bidirectional communication under TCP and/or UDP. The InTouch Telehealth Network consists of connections made through either our SharedComm or SIP servers. For optimal connections using SharedComm, Patient Access Devices and Provider Access Software require outgoing UDP access on ports 9000-9101 with reflexive UDP access ('UDP Replies') enabled. (Note: UDP replies are enabled by default on most firewalls). For optimal connections using SIP, Patient Access Devices and Provider Access Software require outgoing UDP access on ports 35000-35500 with reflexive UDP access ('UDP Replies') enabled.

For training and support purposes (including software upgrades), InTouch Health routinely makes use of remote desktop applications (Kaseya, GoToAssist & GoToMyPC). InTouch Health requires access to all Patient Access Devices and Provider Access Software via one of these applications. For a detailed list of IP addresses and ports to white list, please refer to the document: Network Configuration for InTouch Devices (MB-15513). Additional modifications may be necessary for use with a Web Filter and/or Stateful Packet Inspection.

Video Information

Frame rate: Video is captured at 30 frames per second but can be reduced for low bandwidth connections.

Codec (video and audio compression): InTouch Health uses the standards-based H.264 AVC codec for video and the Opus or Speex codec for audio.
Dynamic Video Quality provides the ability to dynamically adjust resolution and video quality during a live session without user interaction. Advanced users can specify preferences for adjusting resolution. Video quality depends on factors such as robot motion, available bandwidth, and user preference.

**Bandwidth Requirements**

The ideal bandwidth required is 700 kbps in both directions from any Provider Access Software or Patient Access Device. For Provider Access Software located in homes, lower bandwidths such as home cable broadband can be configured with good performance effectively utilizing 300 kbps. For installations where higher audio and video quality is desired, higher bandwidths above 700 kbps can be allocated.

For HD video, your Provider Access Device must be configured to allow 2000-3000 kbps.

**Line Quality Requirements**

Network performance is critical to maintaining a responsive Provider Access Software to Patient Access Device session. Metrics cover a range of network characteristics which impact delivery of complete correct data in the proper order in a timely fashion. InTouch Health runs tests using proprietary and third party software tools to determine if a broadband connection meets a sufficient level of network performance to maintain a session. InTouch Health can provide these tools to customers upon request.

**NOTE:** During any particular session, quality may be degraded or the session may be disconnected if the network performance limits described below are exceeded, even though performance measurements were within limits at another point in time.

There are five important network characteristics affecting connectivity:

- **Data rate:** A connection must have the required up-stream and downstream bandwidth, as discussed above.
- **Latency** (delay): Average network latency on a connection should not exceed 300ms.
- **Maximum Transfer Unit:** The Maximum Transfer Unit (MTU) must not be set below 1400 bytes.
- **Reliability:** A connection must be reliable, without significant packet loss. A connection should experience no more than 3% packet loss.
- **Jitter:** Jitter is variability in latency. Jitter on a connection should not exceed +/- 50ms during 95% of the duration of a session.
NOTE: InTouch Health’s software is fully capable of dealing with the normal variability of data over the Internet. It is the quality of the endpoint connections which is critical and must be tested.

Wireless Network Requirements

The InTouch Health System is compatible with 802.11 ac, a, b, g, and n protocols. The Maximum Handoff Threshold time must be less than 150ms.

In environments which experience network congestion, the InTouch Health application requires Quality of Service (QoS) or priority of traffic to ensure a successful connection.

Satellite Networks

The network characteristics detailed above (bandwidth requirements, packet loss, jitter, and MTU) are strongly recommended to achieve an audio/video session of functional quality over a satellite network. The one notable exception is the expected latency typical of satellite networks.

The InTouch Health System can maintain an audio/video session of functional quality with latency up to 900 ms if all other network characteristics are met. Please note that this delay will be evident on both sides of any audio/video/command communication as is typical of satellite networks.

If utilizing a satellite network with latency above 600 ms, the delay in drive commands may hinder the operator from maintaining safe control over the movement of mobile devices. InTouch Health therefore does not recommend utilizing mobile devices, such as the InTouch 7i, on a satellite network.

Encryption

The InTouch Health System incorporates encryption methodology utilizing a combination of RSA public/private key and 256-bit AES symmetric cryptography. The following is a brief summary:

Each time a Provider Access session is initiated, a symmetric key is created using AES 256-bit cryptography. The encrypted data is then transmitted using RSA 4096-bit public-private key cryptography. PHI and other sensitive health information is further secured using SSL/TLS and other different forms of authentication.

Virus Protection

TrendMicro’s OfficeScan is installed on every system. This software automatically updates as soon as new virus definitions are available. InTouch Health staff monitor software updates as they become available. InTouch Health staff install all necessary security updates on Patient Access Devices.
Contact Information

24/7 Live Technical Support

(877) 484-9119

24/7 Live Remote Technical Support & Live Chat

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

E-mail Support

ITHSupport@intouchhealth.com

Website

www.InTouchHealth.com

InTouch Health User Manuals

https://intouchhealth.com/manuals/

Sales & Product Demos

(805) 562-8686

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