

InTouch Viewpoint

Frequently Asked Questions

What is the InTouch Viewpoint?

The InTouch Viewpoint is a HIPAA compliant patient access solution for low acuity use cases that allows consumer devices (tablets, iPad) to be used with the InTouch Telehealth Network. It is available as both a downloadable software (bring your own device – BYOD) or as a turnkey solution pre-loaded on a Windows or iOS tablet. With Viewpoint, hospitals have a scalable solution to extend remote care into skilled nursing, long term care, rehab centers, clinics, and other non-acute patient care environments.

What is the intended use?

As a Class I listed medical device in the U.S., the InTouch Viewpoint is intended to be used in clinical settings such as: clinic rooms, outpatient clinics, skilled nursing facilities, and other non-acute patient care environments. The InTouch Viewpoint is intended for use by trained healthcare professionals. Users of the system require clinical judgment and experience to review and interpret the patient data transmitted.

Can I use the Viewpoint tablet with other apps?

The Windows tablet with preinstalled Viewpoint software is dedicated for Viewpoint sessions. However, the iOS tablet with preinstalled Viewpoint App can be used with other apps as hospital IT sees fit.

What operating systems can I use downloadable Viewpoint software on?

Windows device of 7, 8.1, and 10 with 4 GB RAM, 64 GB HDD, Intel M3 processor or beyond, and Apple iPad 10.x and beyond.

What peripherals are recommended for downloadable Viewpoint and Viewpoint tablet?

Please refer to the Device Peripherals Guidance Document for more details.

Windows Device	Apple iPad
Software has been verified as compatible with Littmann Bluetooth stethoscope and many USB scopes such as Firefly otoscope, Firefly dermatoscope, Jedmed Horoscope, and Welch Allyn Macroview Otoscope. However, customers must validate them for their own hardware and use case.	Please refer to the Device Peripherals Guidance Document

What support does Viewpoint have?

Support includes 24/7 monitoring and phone support. The Viewpoint pre-loaded on a Windows tablet also includes remote desktop support.