



**immedicare**<sup>TM</sup>  
Care. Health. Life.



# Telemedicine Service User Guide

## !! IMPORTANT INFORMATION !!

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Immedicare want you to receive the best service possible.  
To enable us to deal with your call efficiently, please can you have  
your resident's details ready:

- **NHS Number** • **full name** • **date of birth** •
- **Care Plan** • **medication sheet** •
- **any observations** •

Worried about a resident and need support?



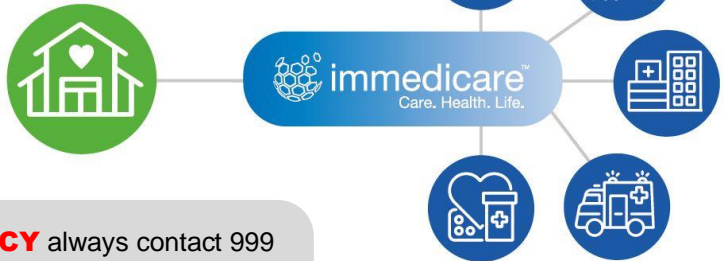
Have a question you can't answer?

# THINK:immedicare

We're here **24/7** for any issue or concern



Connecting **your home** to your local **healthcare services**



**ANY EMERGENCY** always contact 999 first and then the hub for support until the paramedics arrive e.g., cardiac chest pain, stroke, severe head injury or loss of consciousness

## Turning the laptop on

To switch on the laptop, press the small rectangular 'On' button located just above the keyboard when the laptop is open. It will start to power up, and the 'On' button will light up.

If the laptop is fully charged, it can be disconnected from the charger while you use it, however, please remember to put it back on charge after use, so it will not run out of battery power for the next user.



## Logging on

When the laptop has loaded, click on the correct user account, called 'Telemedicine'. There will be no password set, and when you click on 'Telemedicine' and then 'Sign In'



## Connecting to the Internet

For the laptop to be able to make calls to the Immedicare Hub, it needs to be connected to the internet.

### Option 1: Wi-Fi Connectivity

For those who have Wi-Fi connectivity (wireless internet), you simply need to ensure that the laptop is connected to the Wi-Fi by clicking on the network icon at the bottom right-hand corner of the screen, checking you are connected to the appropriate network.



### Option 2: 4G Connectivity

If you are using a USB dongle to connect to the internet, all you will need to do is plug this in, and the laptop will connect in a few seconds (a browser window will pop up to confirm this has been recognised). If you have an internal SIM card, you should connect automatically; it will be listed on the list of available connections:

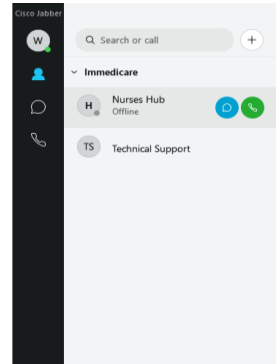
## Connecting the Camera

It is recommended to plug the camera into the USB port on the laptop prior to turning on, so it is ready for when you make a call and secure it onto the left-hand side of the top of the laptop.



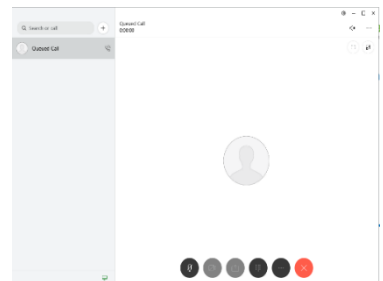
## Making a call from Jabber

Once you are logged on to the laptop, double click on the Nurses icon on the screen. The addresses you will need are saved in the 'Contacts' tab on the left of the Jabber box. To start a call, click on 'Contacts', hover the mouse cursor over the contact you want to call, and the green 'Call' button will appear. Simply left click the Call button to start a call. Once the other end has answered, you will be able to see and hear them, and vice versa, so the conversation can begin.



Please select 'Nurse's Hub' to talk to the nurses and select Technical Support to speak to support.

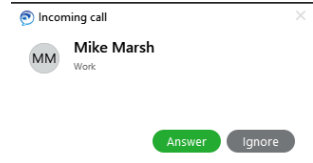
Once you have clicked the green 'Start' button, you will be presented with a grey screen not showing any video, and you will hear the "Welcome to the Immedicare Telemedicine service" audio announcement. **YOU NEED TO MAKE A SELECTION NUMBER 1 FOR A CLINICAL CONSULTATION (1,2,3,4,5 THIS WILL ROUTE TO YOUR SELECTION).** This means that your call is ringing at the other end. If all our nurses are busy you will be held in a queue, you will hear music on hold, and your call will be answered as soon as a nurse becomes available, the nurses are aware you are waiting.



Please ignore "offline" message located underneath the contact information, the hub nurses and technical support teams are available 24/7.

## Accepting a Call

When someone calls you, click on 'Answer' to accept the call.



## Ending a call

To end the call, hover the mouse over the video window and click on the red 'X' button.



## Adjusting the volume

You can adjust the volume of the call by hovering the mouse over the video window and clicking on the 'volume' icon.

You can switch off the microphone for privacy reasons if needed. Hover the mouse over the video window and click on the 'microphone' icon.



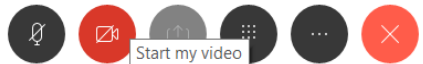
## Self-view

You should check the view of yourself at the beginning of every call as this shows what is visible to the nurse, to do this hover the mouse over the video window and click on the 'self-view'. This should automatically be on.



## Turning the camera on/off

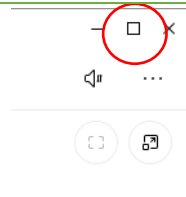
You can turn off the camera for privacy reasons if needed. This will cause the far end to see a still image of yourself until you reactivate the camera. To do this, click on the 'start/stop my video' button on the toolbar



## View full screen

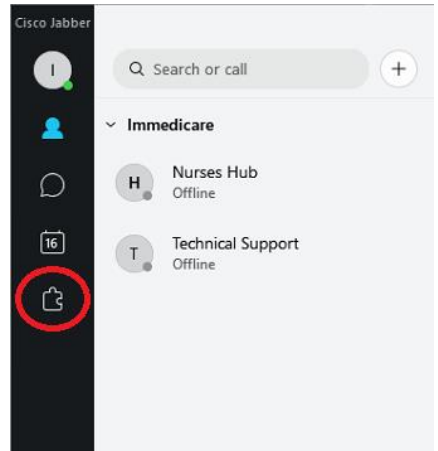
You can view a full screen image by hovering the mouse over the video window and clicking on the 'open full screen' icon.

It is good practice to leave your laptop turn on, restart once a week and ensure all the necessary updates are checked, our technical team can assist you if needs be and can be contacted on 0330 088 3312.

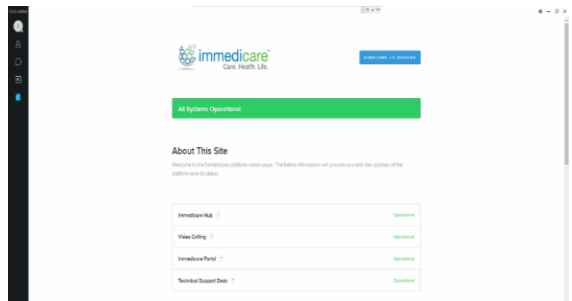


## Status Page link

Within this window, you also have the option to see the status of the platform if you click on the jigsaw piece icon:



This will then display the status page; this will show if any faults are on the service. If the system is working you should see the green bar as below:





**Whatever your Telemedicine needs, we are here to help 24 hours, 7 days a week.**

To call the hub you should use your laptop. For any other enquiries please call:

**Digital Care Hub Admin:** 01535 292760 – Office Hours Monday to Friday and has an answer phone

**Digital Care Hub Clinical Team:** 01535 292764 – 24/7

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For any technical assistance relating to the Telemedicine laptop please call our support desk on:

**Tel:** 0330 088 3312 – 24/7

**Video:** [support@immedicare.co.uk](mailto:support@immedicare.co.uk)