

# Healthcare - Interview notes

Monday, 13 January 2020

4:26 pm

## **Patient Interview**

Video calling experience

Teladoc helps patients they get enough attention and time from doc

Teladoc : time it takes to connect if that can be improved.

Takes an hour or 1.5hr

## **Patient interview**

Doctor sent me a file over skype

Signal issues at times

Used desktop/laptop with camera and mic

Didn't use phone small screen

## **Patient Interview (16th)**

Doctor screen shared showed mri

Keizer doctor

Used Chrome browser for video

## **Patient Interview**

After clicking link I wait for doc and he doesn't show up or is late  
I don't know if he is coming or not or who he is as I don't know his name.

Would be good if I can schedule meetings as well

**Doctor 17th jan**

### **Doctor 17th Jan**

Stroke specific

He likes to remain hidden mute video before joining

Like browser based and uses chrome

Doesn't need to download

Never tried mobile

Used messaging if they cant hear me or audio didn't work

### **Nurse 21st Jan**

Used her skype and facetime for calls using her number

Wanted far end camera control as patient was using mobile and moving camera

Wanted to take screen grab using the app to store with record

Shared experience where patients in hospital could have video chats with translators us which was used for this purpose. Perhaps same could happen for nurse and doctor cons doctor and doctor consultation from hospital

### **Doctor - Haematology oncology 21st Jan**

Not convenient for cancer patients to come in

Patient living in Colorado wanted access to trial to treatment offered at their facility

Used skype on phone as video conferencing tool, staff is reluctant as they have concern

She is used to using skype at home as well

Used screen sharing as well

**Her husband wanted to join remotely as well**

**Used webex and go to meeting for medical care**

1. What if your patients get a link that automatically opens a browser and starts the meeting? working for your patients where there is no software download involved for desktop or mobile  
**Patients will be ok elderly will need help**
2. Looking at the call experience you have shared about a particular call...did you need to add people to the call while you were in the meeting or was it pre-planned? Reason behind this is that could be need for ad hoc user addition. **It was pre-planned. You can do conferencing on skype and do discussion.**
3. Do you see these video consultations being used between doctors and not just patients. **I have had a consultation with the doctor is the same need.**
4. Would you record these sessions? **Yes these sessions are recorded and data transferred to EHR**

ing a laptop  
ultation or

s about security

Do you see that  
bile

her husband to  
ld there be a  
o a group

ave yes! Patient

EMR and also

transcription of the call, nurse would do this. If patient request a copy they can have it.

5. If you wanted to show some information to the patient like an image or brochure or material you find it useful to be able to add files from your computer. Sourcing a file from my computer brochure hold up. Took a picture and magnified from phone. Uploading info of disease from Attach a file from skype

### **Doctor 23st Jan**

My telemedicine will be used by patient to add info

From there doc can use a number to call into zoom app and then zoom app will call patient

Patient will add info about his conditions

In app chat and also taking pics and share those pics

If signal is bad mum will take pic and send

Zoom gives option to have video or just phone call

Signal related issues, system down can be improved

Its all in Epic, emion

Flu, sore throat, rashes, legs swollen for acute situations not chronic much

Users have zoom downloaded on their phone

### **Nurse 23rd Jan**

Nurse private video calls and clinics using Epic integrated with Webex

Teach me how to do presentation Im not technical

### **Doctor 27rd Jan**

Hospital will do an ultrasound we need to pull that up technician will help

Parents on one call, surgeons on another and I hooked them all up using webex

Surgeons did not see other surgeons they only saw me and patient

NO link to click

Took notes on paper,

Patient wanted to see other surgeons

I will see you in person and cant do cardio exam hence I only do these group sessions

al to read would  
ter or physical  
n my computer.

ent

once a year

I will see you in person and can't do cardiac examinations I only do these group sessions  
Doctor can have a session with a hospital before they transfer a patient and I want to  
Make it simple no hiccups  
I want it all on one platform like pics and mri etc with video  
People send text msgs  
Recorded using cellphone sent to doctor  
Doctor tell patient about the doctors they are meeting so the name and organisation i  
Information one surgeon provides to patient not to be shared by others he schedules  
We store information about their reading and store our own

### **Doctor 6 Feb**

Teledoc for stroke  
Number they call  
Nurses will facetime at times its not recommended  
Don't recommend personal phones for privacy reasons  
Screen on wheels to stroke patient  
Present the patient  
Teledoc can rotate and zoom in  
Voice memo  
Cell phone, voice messaging or notes  
EMR solution Epic in one hospital Citrix Arcis  
Like Epic messaging, post it and instant messages  
Not much interaction with patient as they are in ventilator  
Nurses call me using facetime  
Reconnecting helps take care internet issues  
Control of camera is not there as in teledoc  
If I can link emr data wud be helpful  
Delete images cause there is no way to upload to emr  
Nurse will introduce the patient's name

I appreciate strokedoc which is teledoc

once a year  
see ultrasound or mri

s known  
events 5min apart come and go