

Community User Guide for Telehealth Services



Ohio Department of Mental Health and Addiction Services (MHAS) Regional Psychiatric Hospital Telehealth Guide to RealPresence Desktop Teleconferencing Solution

March 2014

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Overview

This document provides the step by step information for installation of software to access Telehealth Video Conferencing with the Ohio Department of Mental Health and Addiction Services (MHAS) Regional Psychiatric Hospitals (RPHs). MHAS supports the use of telehealth for purpose of conducting RPH treatment team meetings with community providers to benefit patient care

This user guide provides information for installing Polycom RealPresence Desktop Software, the chosen solution for conveying the conferences.

In addition, we have included recommendations for setting up community systems, and tips for telehealth room layouts.

Target Audience for User Guide

This document was developed to assist community mental health providers and board staff that have an interest in conducting telehealth events for RPH treatment team meetings. The guide is intended for the agency technical personnel who will be installing, supporting and facilitating telehealth activities in the community. It is recommended that the user be familiar with computer language/terms, general teleconferencing processes, and confidentiality protocols. The user may also want to be familiar with clinical personnel and their needs in regard to video conferencing.

Recommendations for Connectivity to the RPH

The MHAS infrastructure is built on T-1 lines that connect through our vendor, Ohio University College of Medicine (OUCOM) to support videoconferencing activity. This system encrypts data and ensures confidentiality which is necessary for telehealth activities. We will be using our current infrastructure for telehealth. MHAS Information Technology personnel have investigated various options for community providers. After a careful review of available products, our recommendation is that communities utilize the RealPresence Desktop to connect with our hospital system.

For compatibility, OhioMHAS will support PolyCom RealPresence Desktop software, which can be purchased and maintained at a minimal cost and is compatible with the MHAS system. Please see additional information about this software in the following paragraph.

RealPresence Desktop Licensing

RealPresence Desktop Licenses can be obtained through various entities, and is relatively inexpensive. Please contact the RPH Information Technology staff or other RPH staff for additional information if needed.

RealPresence Data Sheet:

<http://www.polycom.com/content/dam/polycom/common/documents/faqs/realpresence-desktop-customers-faq-enus.pdf>

Minimum RealPresence Desktop Technology Requirements

(Please visit the PolyCom site for current and updated requirements)

System

Standard PC (Up to 360p) Intel Core 2 Duo 2.0 GHz
Intel Core i3 2 CPU's 1.6 GHz
Intel Core i5 2 CPU's 1.6 GHz or higher

Premium PC (Up to HD/720p) Intel Core i3 Dual Core 2.5 GHz or higher (up to 15 fps Tx, 30 fps Rx)
Intel Core i5 Quad Core 2.0 GHz or higher (Up to 30 fps Tx/Rx)

Operating system Windows 7 SP3, Windows XP SP3 32-bit, Windows 8, Pro, Enterprise;
32-bit and 64-bit

200 MB storage

2 GB RAM

256 MB RAM or higher of video memory

.Net 4.0 or higher

Technical Note

The video call uses TCP Port 1720 and the RealPresence Desktop software can be configured to use specific ports: the defaults are TCP 3230 – 3250. TCP Ports 1720 and 3230 – 3250 need to be open on firewalls on the computer or network. A static IP address is required to successfully connect for video conferencing.

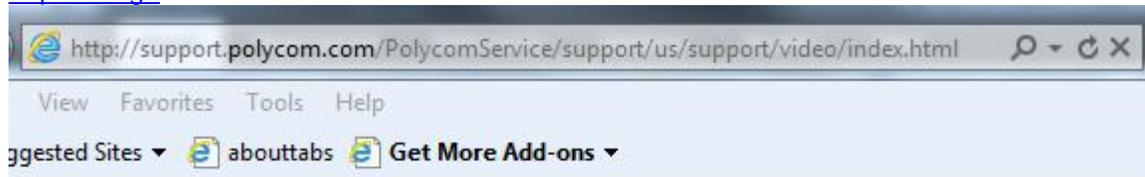
RealPresence Desktop Software Installation

Note: Not all systems are the same, depending on the operating system and other differences in your system you may not see all of the screens listed below.

- 1) Go To the link below

<http://support.polycom.com/PolycomService/support/us/support/video/index.html>

[Top Of Page](#)



HOME LICENSING & PRODUCT REGISTRATION SELF-SERVICE ACCOUNT MANA

Support Home > Documents & Downloads > Telepresence and Mid

2) Scroll down the page and click on the link for RealPresence Desktop

The screenshot shows a Windows Internet Explorer browser window with the address bar displaying <http://support.polycom.com/PolycomService/support/us/support/video/index.html>. The page content is organized into a sidebar on the left and a main content area on the right. The sidebar includes links for 'Other Video', 'Voice', 'UC Infrastructure', 'Cloud and Hosted Solutions', 'Strategic Partner Solutions', 'Service Policies', and 'Feature Request'. The main content area lists various product lines with expandable links:

- » VSX™ 3000
- RPX™ HD Series
 - » RPX™ 400
 - » RPX™ 200
- OTX™ HD Series
 - » OTX™ 100
 - » OTX™ 300
- TPX™ HD
 - » TPX™ HD 306M
- ATX HD
 - » ATX HD 300
- Instructor™ FS
 - » Instructor™ FS
- Executive Collection
 - » Executive Collection Floor Systems
 - » Executive Collection Wall Systems
- Personal Telepresence
 - » Telepresence m100
- PVX™ Software Application
 - » PVX™
- Video Control Application
 - » Polycom Video Control Application
- PowerCam Presenter™
 - » PowerCam Presenter™
- RealPresence® Desktop** (circled in orange)
 - » RealPresence® Desktop
- RealPresence® Mobile
 - » RealPresence® Mobile
- RealPresence® for SMBs
 - » RealPresence® Ready

The browser's status bar at the bottom indicates 'Internet | Protected Mode: Off' and a zoom level of 100%.

3) Select "Click Here for Trial Download - RealPresence® Desktop for Windows"

The screenshot shows a web browser window displaying the Polycom Support website. The address bar shows the URL: http://support.polycom.com/PolycomService/support/us/support/video/realpresence_desktop/realpresence_desktop.html. The page features the Polycom Support logo and a navigation menu with links: HOME, LICENSING & PRODUCT REGISTRATION, SELF-SERVICE, ACCOUNT MANAGEMENT, DOCUMENTS & DOWNLOADS, KNOWLEDGE BASE, and COMMUNITY. A search bar is present with the text "Welcome to Polycom RealPresence Desktop" and a "Go" button. Below the search bar, there are radio buttons for "Welcome to Polycom RealPresence Desktop" (selected) and "All content". The main content area is titled "Welcome to Polycom® RealPresence® Desktop" and includes a search prompt: "Search our knowledge base or browse our documentation for answers to your support questions." A paragraph describes the application: "Polycom RealPresence® Desktop is an easy-to-use video collaboration app that provides HD quality audio, video and content sharing for PC users. Unlike similar proprietary applications, RealPresence Desktop is standards based and extends your organization's existing video-enabled network, giving end users the same high quality experience from within the office or while on the road." Below this, there are two links: "Click Here for Trial Download - RealPresence® Desktop for Windows" (circled in red) and "Click Here for Trial Download - RealPresence® Desktop for Mac OS X". A sidebar on the left lists various product series: Group Series, HDX Series, CX7000, RealPresence® CloudAXIS™ Suite, Polycom® VVX® 1500 D, Converged Management Application CMA Desktop, QDX 6000™, V Series, VSX™ Series, RPX™ HD Series, OTX™ HD Series, TPX™ HD, ATX, and Instructor™ FS. A right sidebar contains "Service & Support Resources" (Community Forum, Feature Request, Sign up for Support Notifications, Contact Support) and "Video Resources" (RealPresence Mobile Overview, White Papers, Video How-To's, Video Test Numbers). At the bottom, there are "Documents and Downloads" sections with "Product Type" and "Products" dropdown menus.

4) Accept the user licencensing agreement according to your company IT policies

The screenshot shows a Windows Internet Explorer browser window. The title bar reads "RealPresence Desktop SOFTWARE WARNING - Windows Internet Explorer". The address bar contains the URL "http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v3_1_win_trial.html". The browser's menu bar includes "File", "Edit", "View", "Favorites", "Tools", and "Help". The address bar also shows "RealPresence Desktop SOFTWARE WARNING" and various icons for home, back, forward, print, page, safety, and tools. The main content area displays the Polycom Support logo, a "Contact Us" link, and a dropdown menu for "Other Polycom Sites". A navigation bar contains links for "HOME", "LICENSING & PRODUCT REGISTRATION", "SELF-SERVICE", "ACCOUNT MANAGEMENT", "DOCUMENTS & DOWNLOADS", "KNOWLEDGE BASE", and "COMMUNITY". The location is set to "United States [change]". A red heading reads "PLEASE NOTE VERSION UPGRADE REQUIREMENTS:". Below it, a paragraph states: "The applications available for download on this page are governed by the terms of an **End User License Agreement (EULA)**. By downloading, installing or using the applications on this page, you agree to comply with the applicable EULA terms and conditions." A radio button is selected next to the text "I have read the RPD EULA and accept the terms and conditions of updated RPD EULA." Below this is a red "SUBMIT »" button. At the bottom, the footer contains: "© 2014 Polycom, Inc. All rights reserved. | • [Terms & Conditions](#) • [Privacy Policy](#) • [Trademarks](#) • [Site Map](#) • [Contact Us](#) • [Feedback](#)". The browser's status bar at the bottom shows "Done", "Internet | Protected Mode: Off", and "100%".

5) Finish User Acceptance

RealPresence Desktop SOFTWARE WARNING - Windows Internet Explorer

http://support.polycom.com/PolycomService/support/us/support/eula/rpd/RPDagreement_v3_1_win_trial.html

File Edit View Favorites Tools Help

RealPresence Desktop SOFTWARE WARNING

Polycom Support

Contact Us Other Polycom Sites

HOME LICENSING & PRODUCT REGISTRATION COMMUNITY

PLEASE NOTE VERSION UPDATES
The applications available for download or using the applications on this page are subject to the RealPresence Desktop End User License Agreement (EULA).
 I have read the RPD EULA and accept the terms and conditions.
SUBMIT »

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EXPORT RESTRICTIONS.

Polycom, its employees and its agents are subject to U.S. export control laws that prohibit or restrict (i) transactions with certain parties, and (ii) the type and level of technologies and services that may be exported. You agree to comply fully with all laws and regulations of the United States and other countries (Export Laws) to assure that neither the Software, nor any direct products thereof are (1) exported, directly or indirectly, in violation of Export Laws, or (2) are used for any purpose prohibited by Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

None of the Software or underlying information or technology may be downloaded or otherwise exported or re-exported (i) into (or to a national or resident of) Cuba, North Korea, Iran, Sudan, Syria or any other country to which the U.S. has embargoed goods; or (ii) to anyone on the U.S. Treasury Department's List of Specially Designated Nationals or the U.S. Commerce Department's Denied Persons List, Unverified List, Entity List, Nonproliferation Sanctions or General Orders. By downloading or using the Software, you are agreeing to the foregoing and you are representing and warranting that you are not located in, under the control of, or a national or resident of any such country or on any such list, and that you acknowledge you are responsible to obtain any necessary U.S. government authorization to ensure compliance with U.S. law.

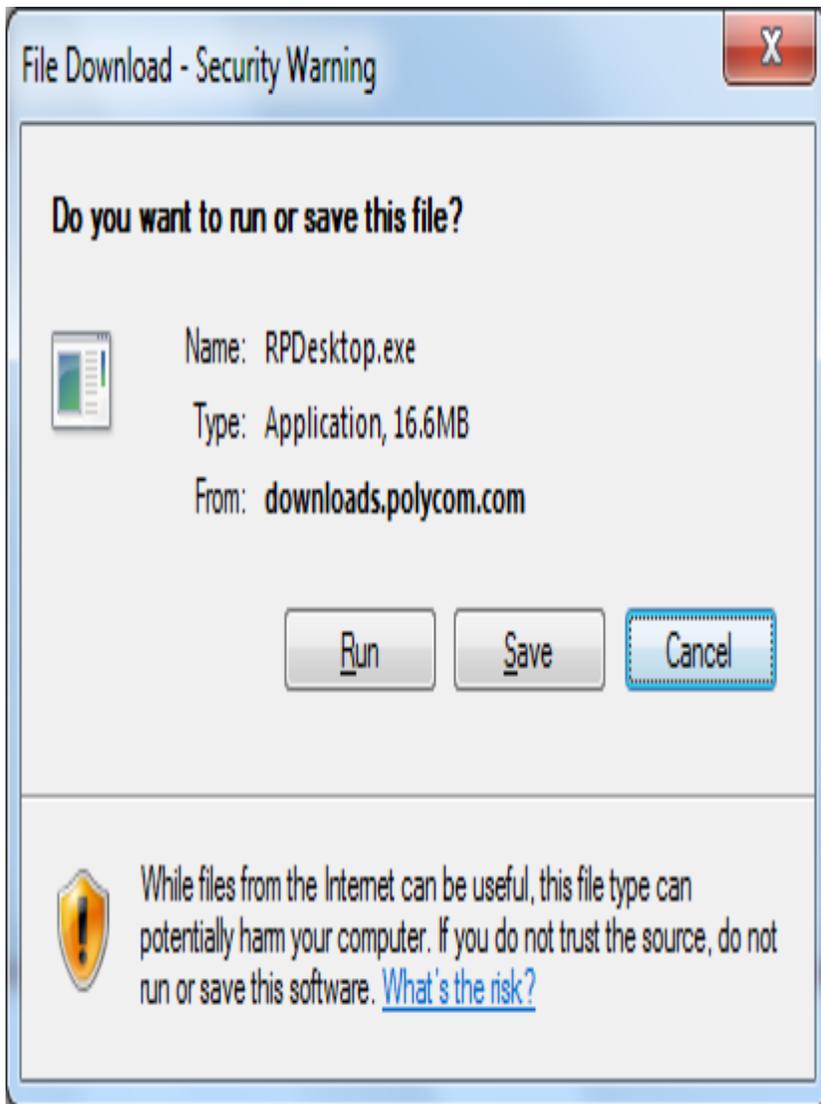
Accept Agreement

United States [change]

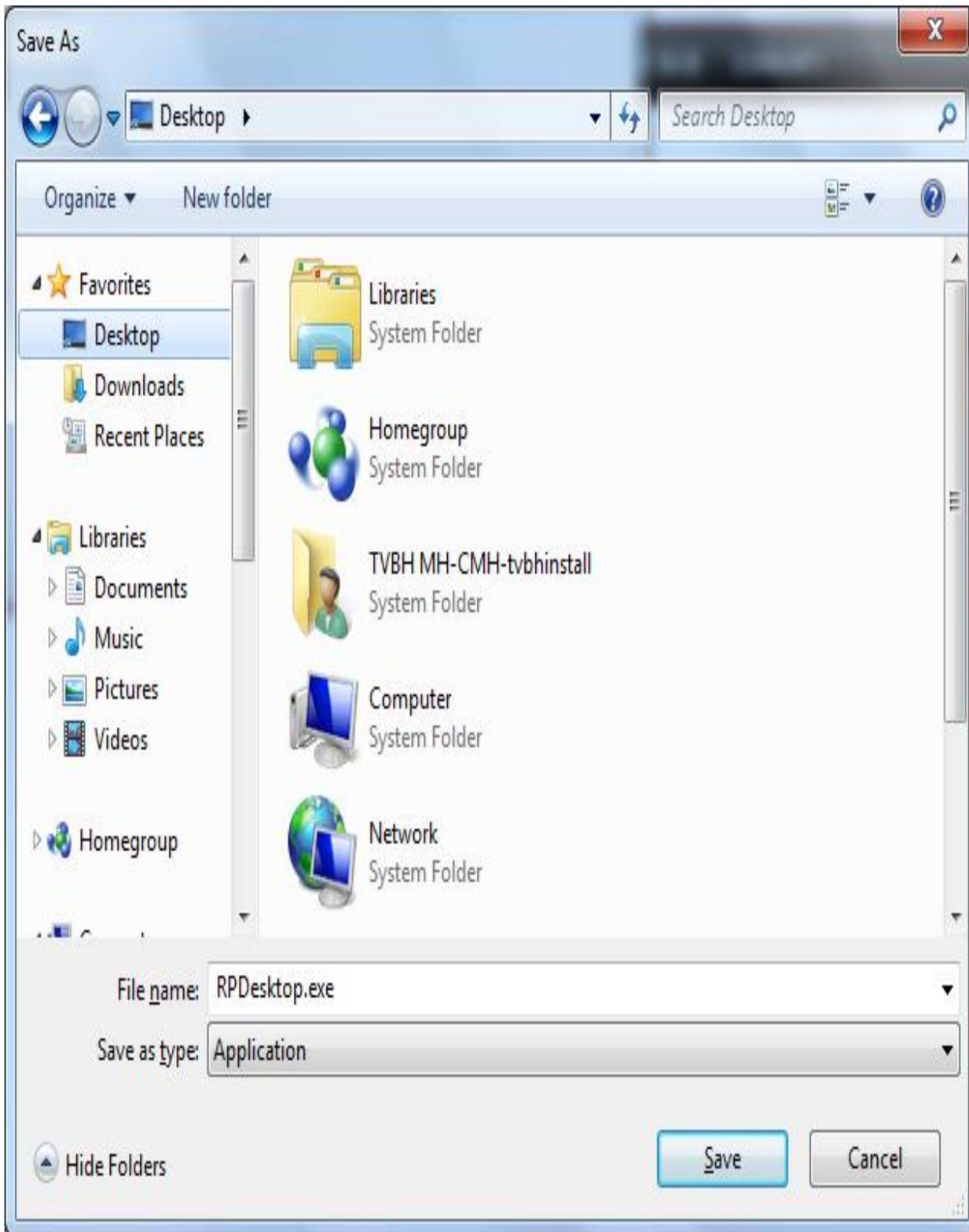
By downloading, installing

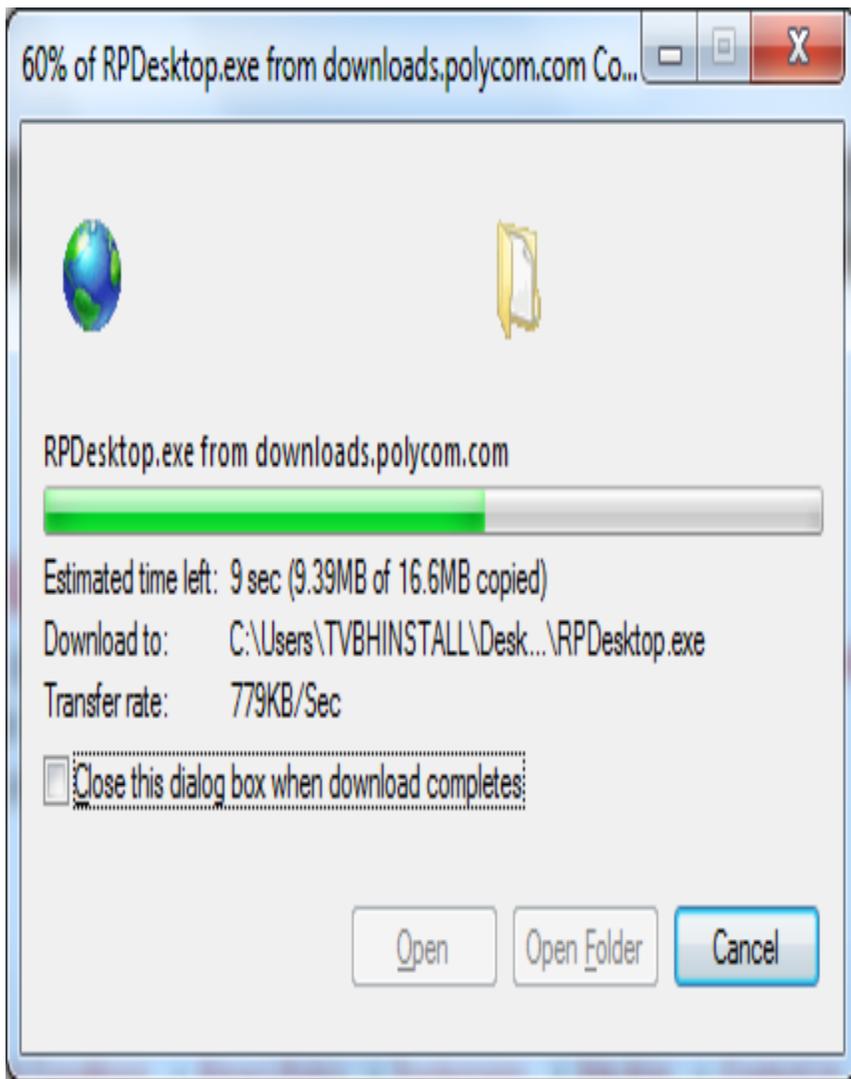
Internet | Protected Mode: Off

6) Save the download file

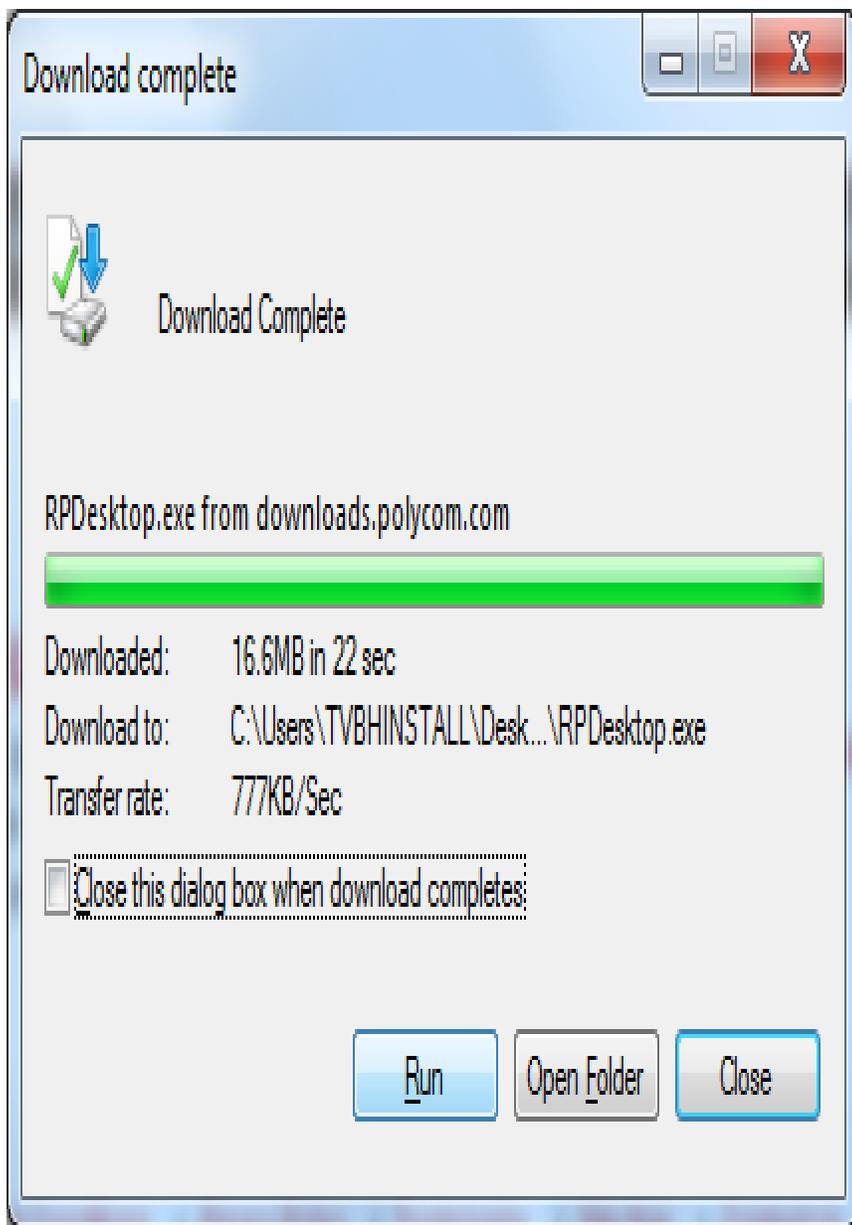


7) Save the download file

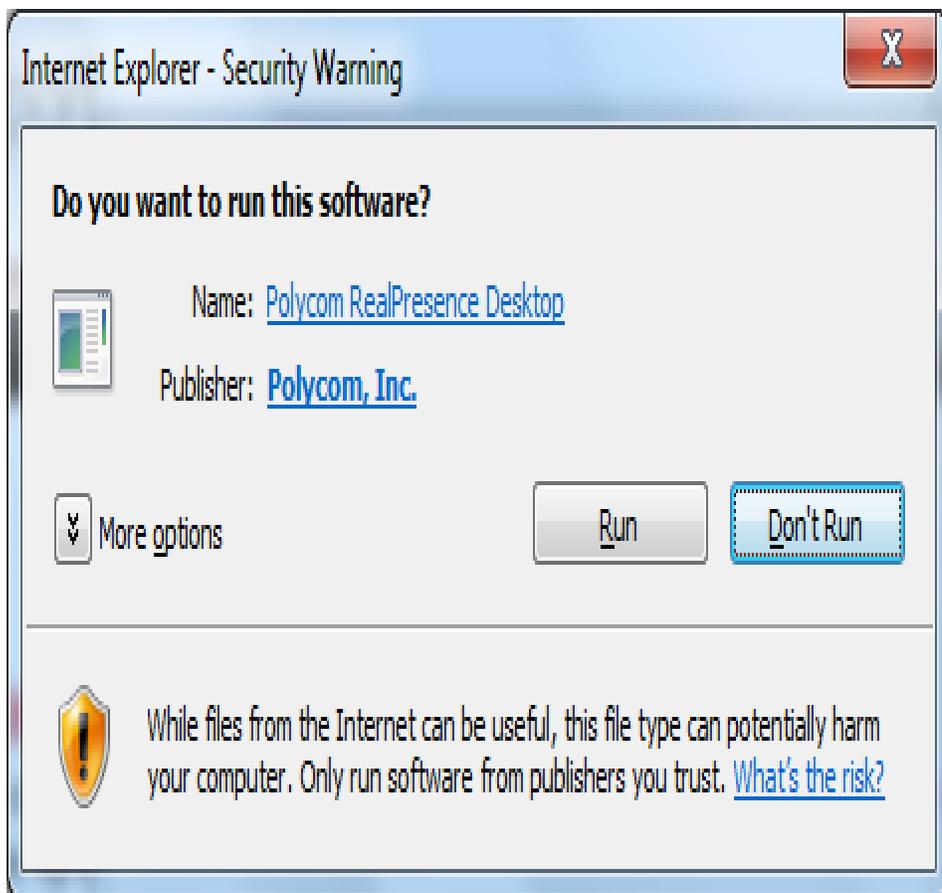




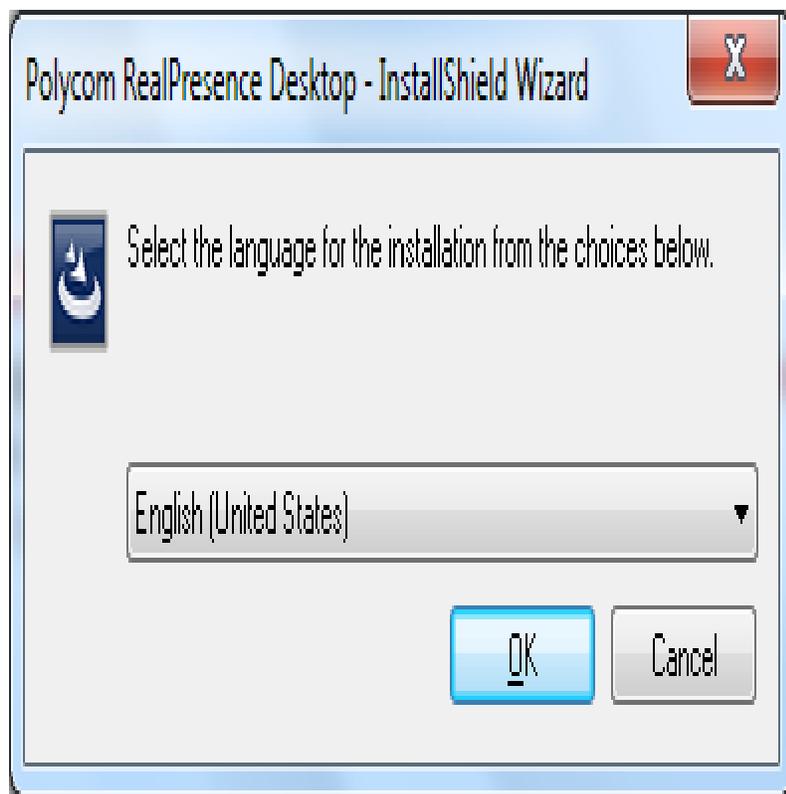
8) Choose the "Run" Option after the download is completed



9) Choose the "Run" Option again

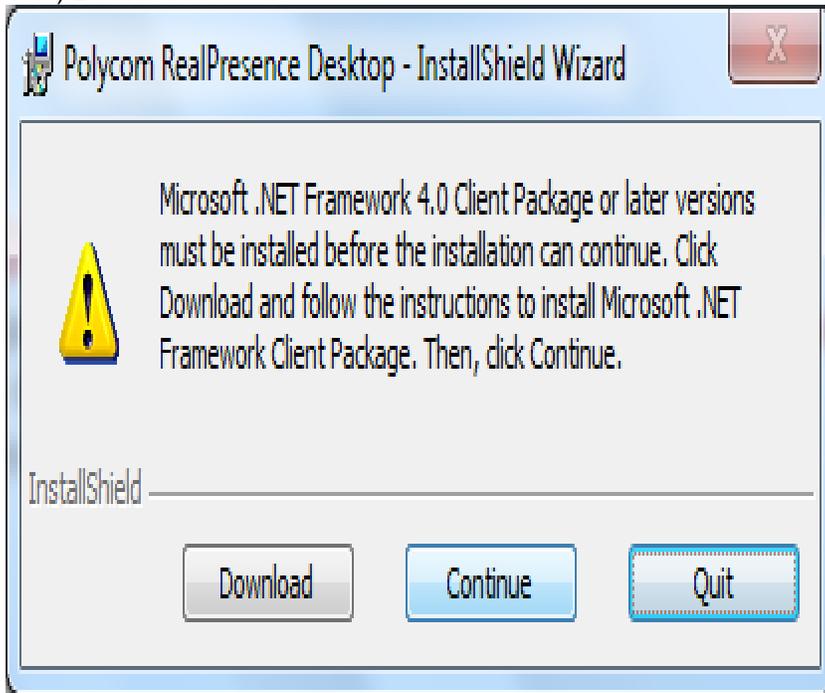


10) Choose the appropriate language for your installation



Note: If the desktop computer does not have .Net version 4.0 or greater, the install shield will prompt installation. Otherwise skip to step 11.

10.1) Download .Net 4.0



10.2) Click on the Download button

The screenshot shows a Windows Internet Explorer browser window displaying the Microsoft Download Center page for the .NET Framework 4 (Web Installer). The browser's address bar shows the URL: <http://www.microsoft.com/en-us/download/details.aspx?id=17851>. The page features the Microsoft logo and the text "Download Center" at the top. Below this, there are navigation links for "Shop", "Products", "Categories", "Support", and "Security". The main heading is "Microsoft .NET Framework 4 (Web Installer)", accompanied by a search bar and share icons. A language selection dropdown is set to "English", and a prominent red "Download" button is visible. To the right, a "Free PC updates" section lists "Security patches", "Software updates", "Service packs", and "Hardware drivers", with a "Run Microsoft Update" button. A descriptive paragraph explains that the web installer package downloads and installs the .NET Framework components required for the target machine architecture and OS, and that an Internet connection is needed during installation. At the bottom, there is a "Details" link and a status bar indicating "Internet | Protected Mode: Off" and a zoom level of 100%.

Download Microsoft .NET Framework 4 (Web Installer) from Official Microsoft Download Center - Windows Internet Explorer

<http://www.microsoft.com/en-us/download/details.aspx?id=17851>

File Edit View Favorites Tools Help

Download Microsoft .NET Framework 4 (Web Inst...

Microsoft

Download Center

Shop Products Categories Support Security

Microsoft .NET Framework 4 (Web Installer)

Select Language: English **Download**

The Microsoft .NET Framework 4 web installer package downloads and installs the .NET Framework components required to run on the target machine architecture and OS. An Internet connection is required during the installation. .NET Framework 4 is required to run and develop applications to target the .NET Framework 4.

Free PC updates

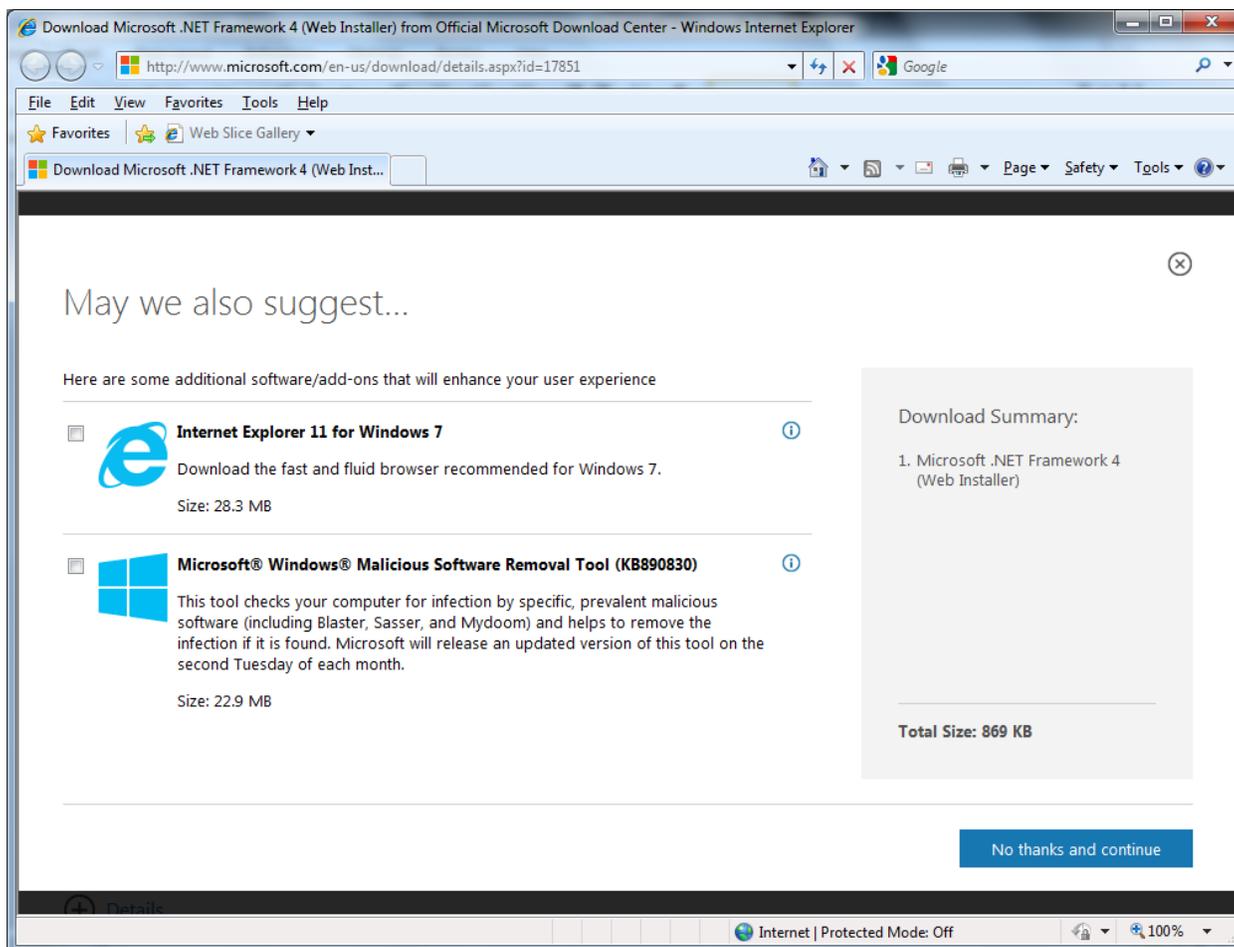
- Security patches
- Software updates
- Service packs
- Hardware drivers

Run Microsoft Update

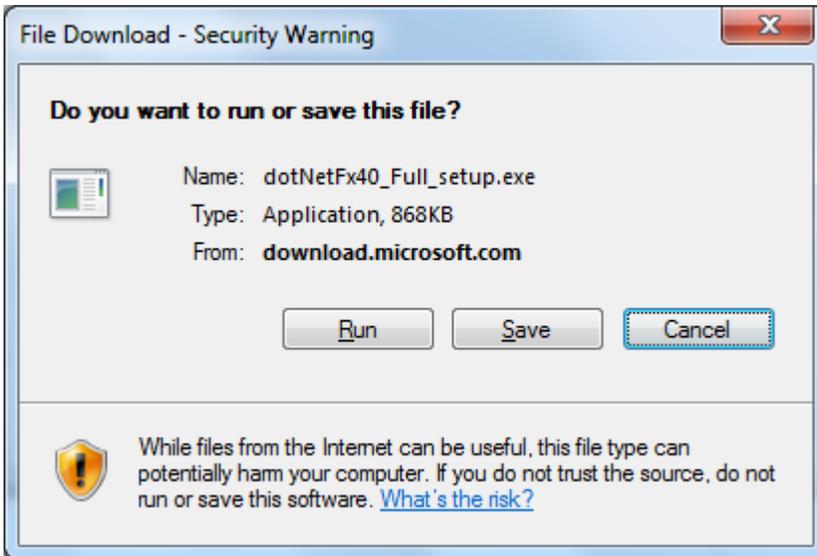
Details

<http://www.microsoft.com/en-us/download/confirmation.aspx?id=17851> Internet | Protected Mode: Off 100%

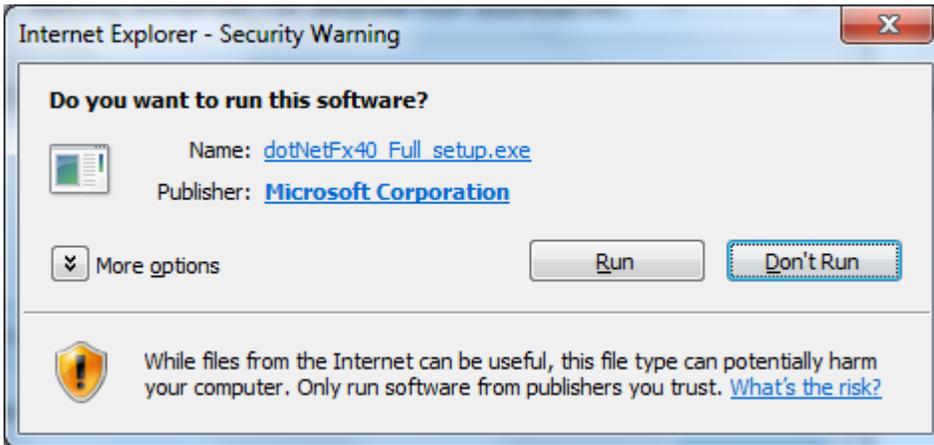
10.3) Click on the “No Thanks” option and continue



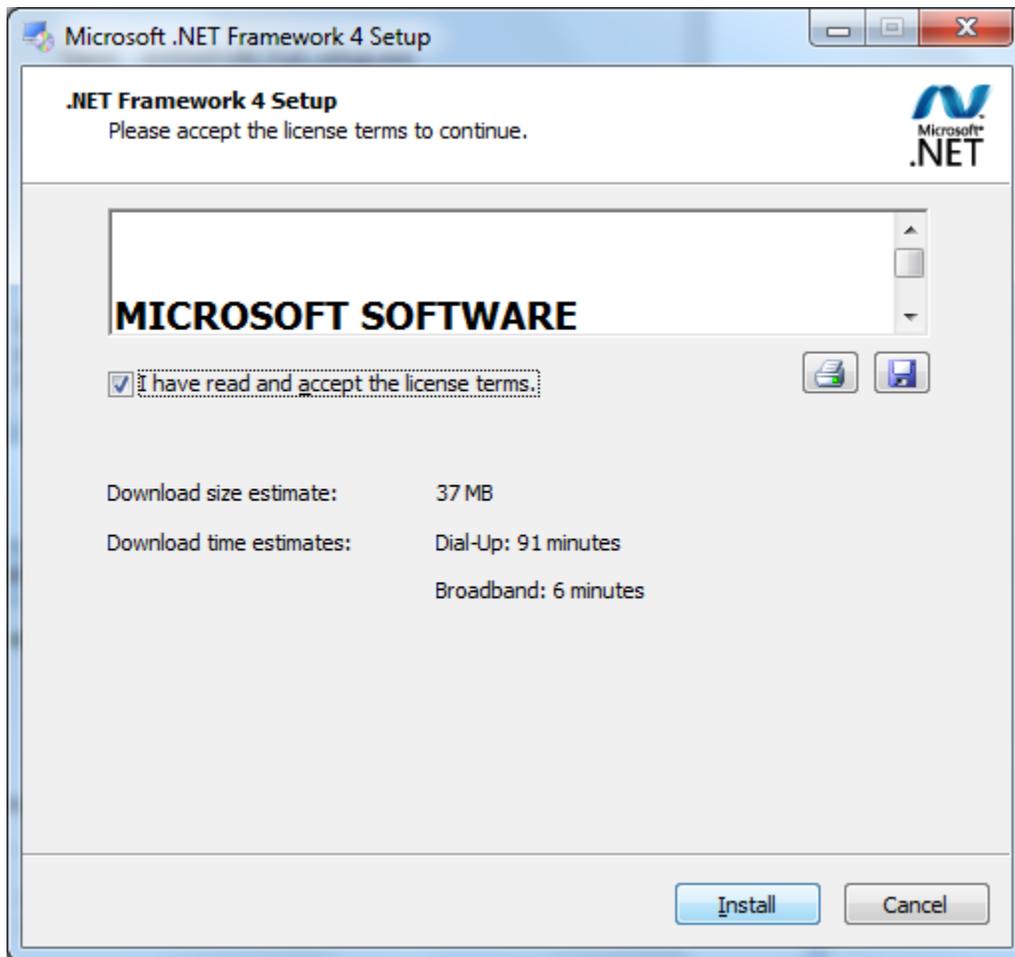
10.4) Save the File



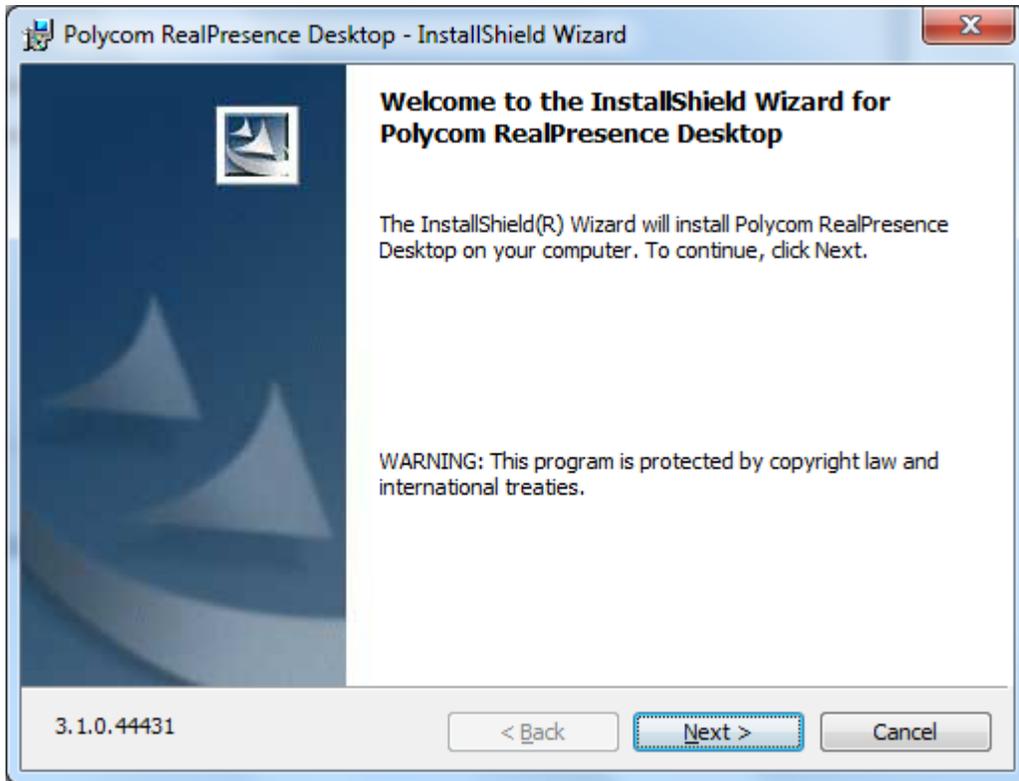
10.5) Run the installation



10.6) Click on "Install"



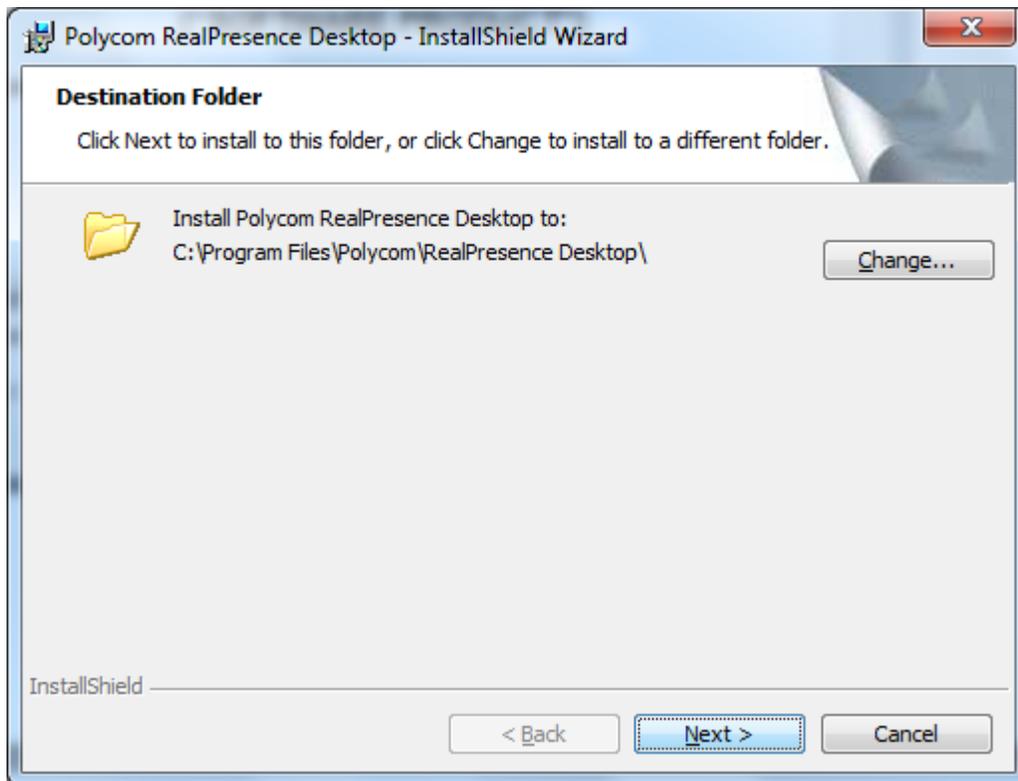
11) Continue with the RealPresence Desktop Install Wizard by clicking on "Next"



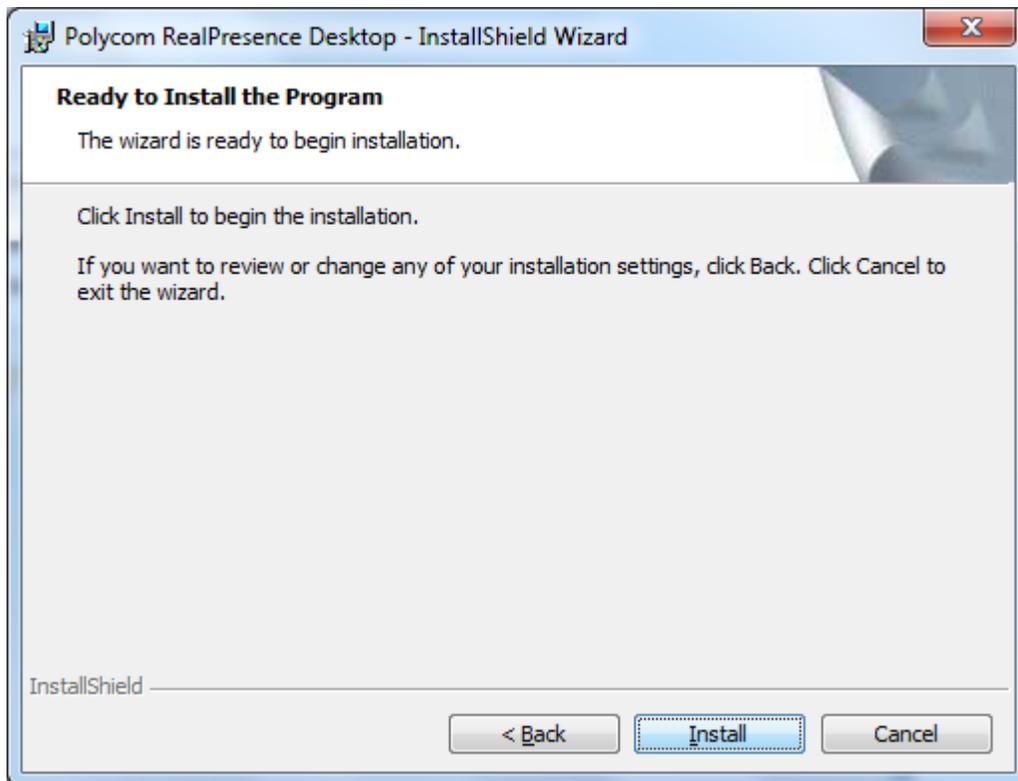
12) Accept the user licencensing agreement, according to your company IT policies, by selecting the “accept” radio button and clicking on “Next”



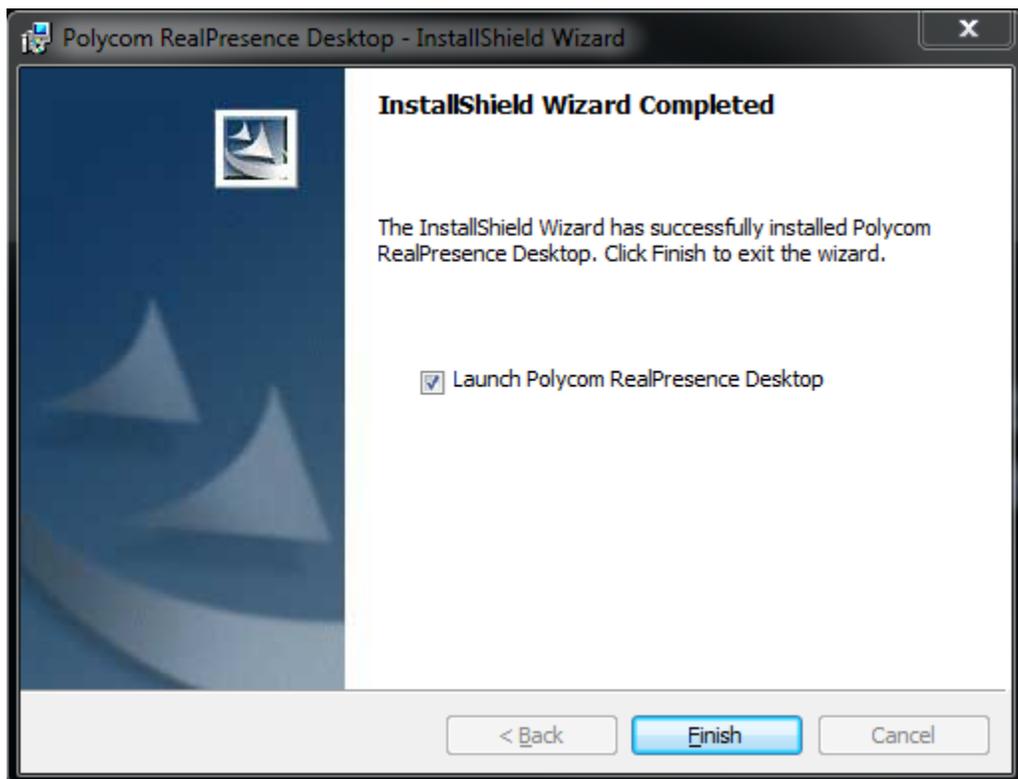
13) Click on "Next" to proceed with the installation



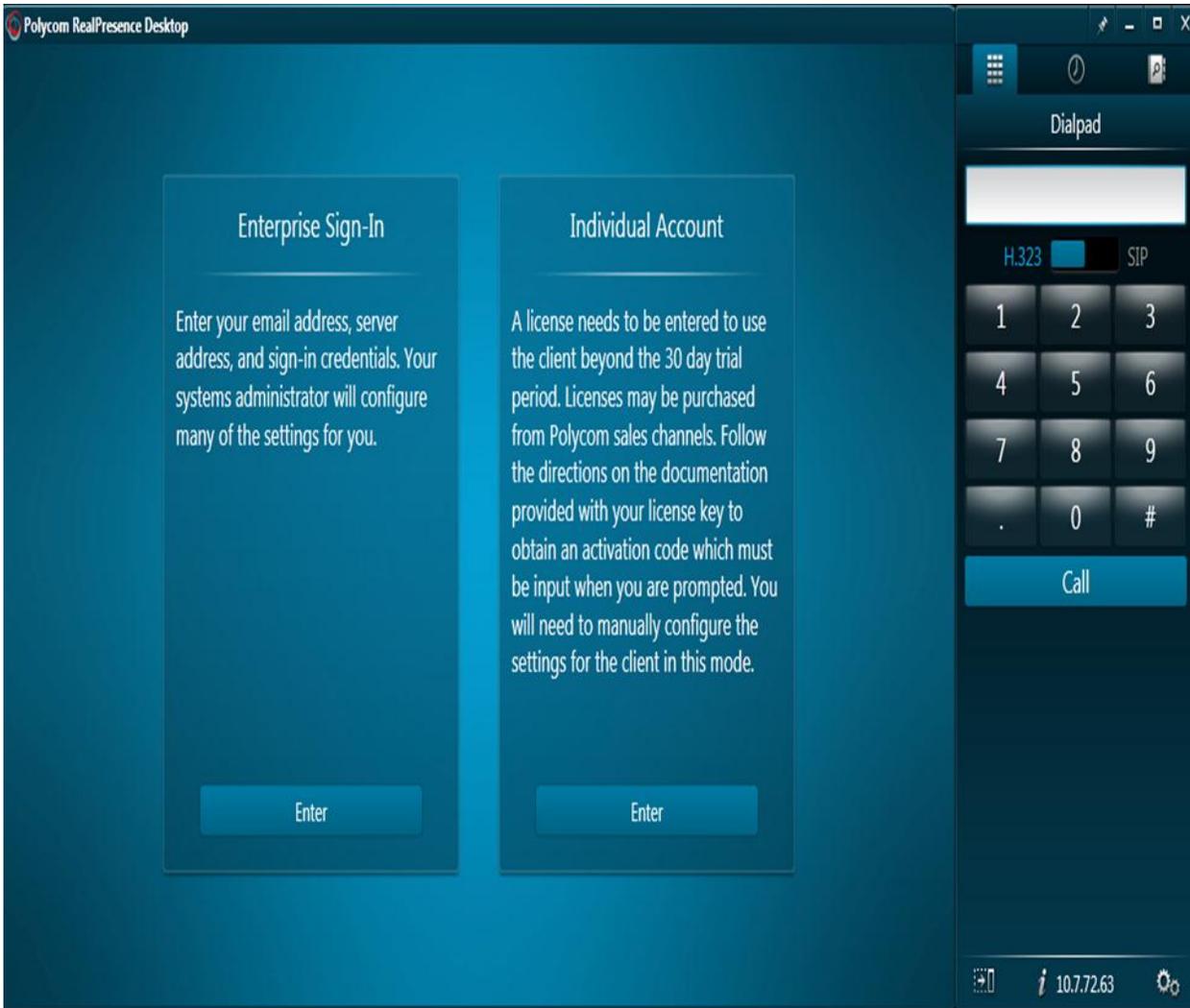
14) Click on "Install" to proceed with the installation



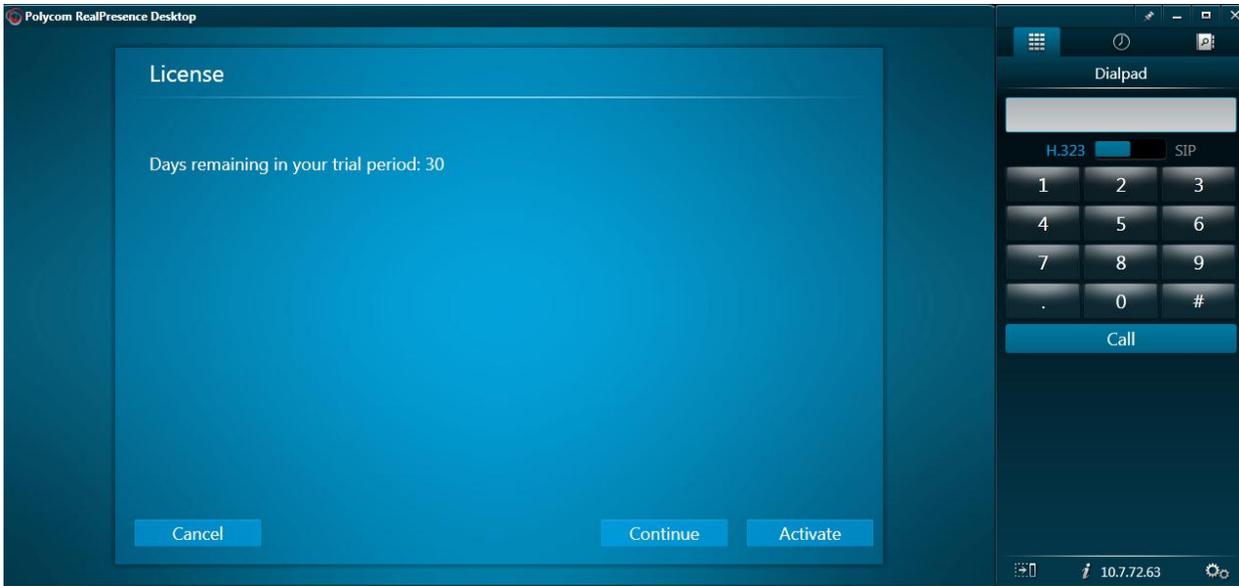
15) Click on "Finish" with the radio button highlighted to "Launch Polycom RealPresence Desktop"



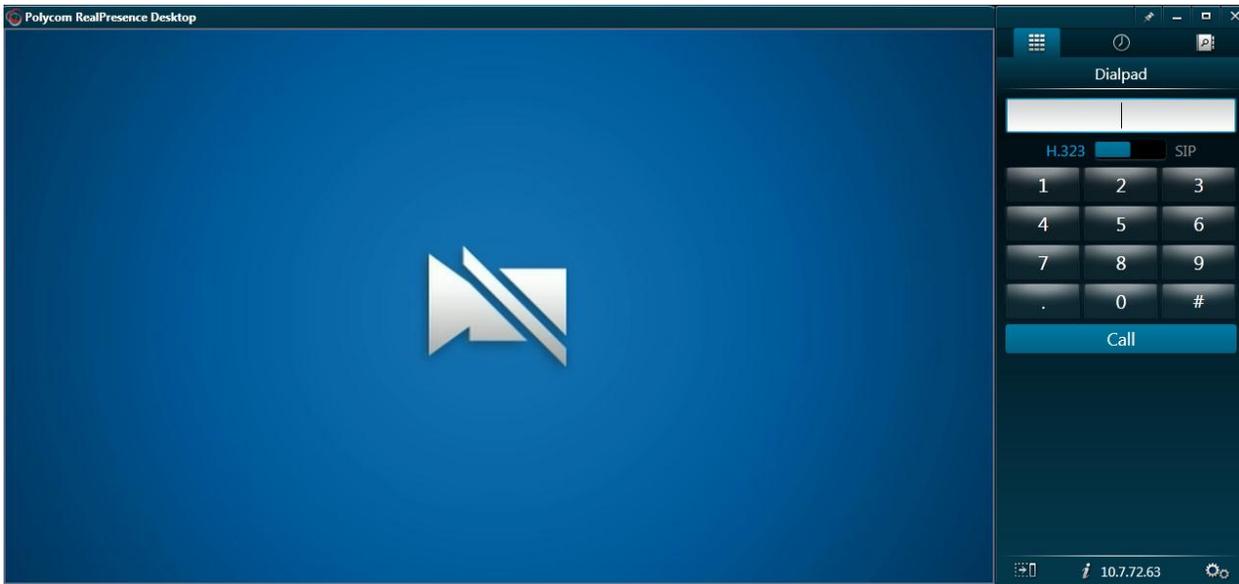
16) Select the Individual Account “Enter” Button to proceed to the License key entry screen. Enter the keys provided in your software purchase, and proceed as directed



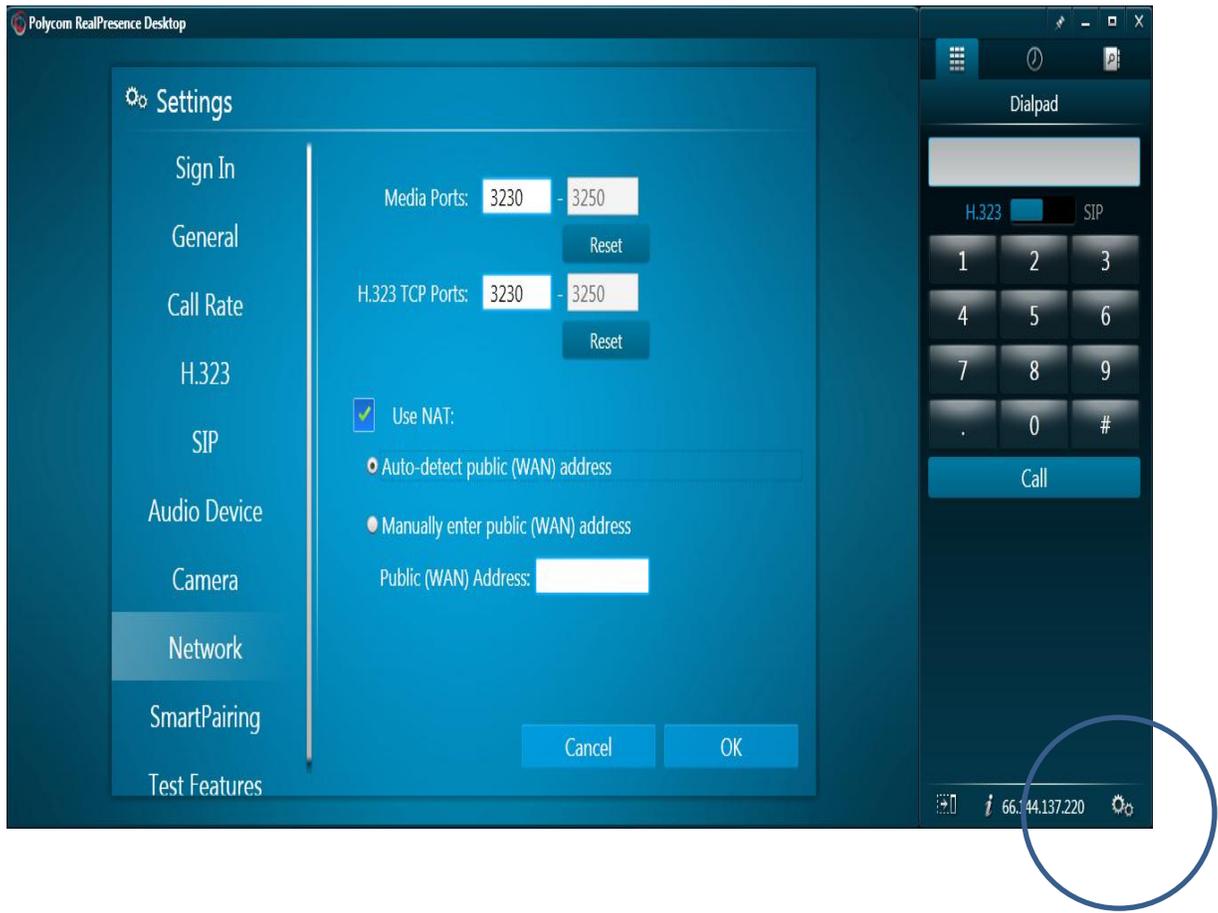
17) Click on "Activate" area of the screen to make the license live



This will complete the installation. Proceed then to configuring the software for usage.

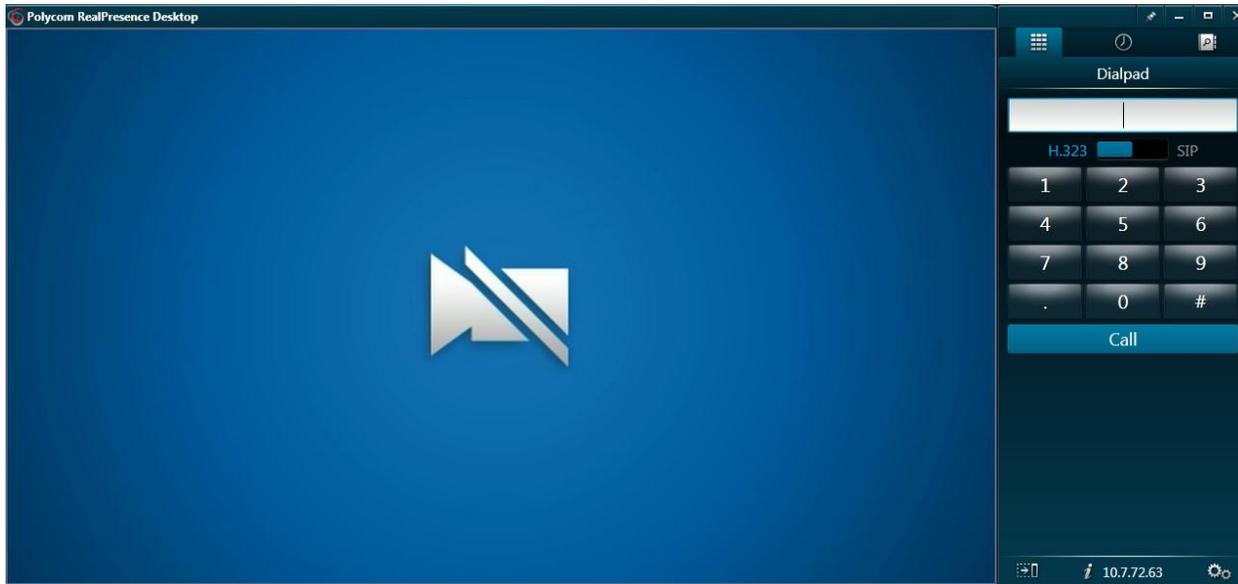


- 18) Proceed to the Settings option in the lower right hand corner of the tool, Indicated in the circle on the lower right/
- 19) Select the "Network" tab on the left of the screen
- 20) Click on "Use NAT:
- 21) and choose the "Auto detect Public (Wan) address"
- 22) Then click "OK" at the bottom of the screen



Using RealPresence Desktop

Users will see a RealPresence Icon on their desktop. By clicking on the icon, Real Presence will open on the user's screen and appear with the screen below.



By placing an IP address and security code in the Dial pad box and clicking on the “Call” bar located at the bottom of the numeric keypad, the user may connect with the appropriate teleconference. The IP address and security code can be obtained by working with your RPH.

Options located at the bottom of the screen, can be toggled to use picture in picture, control volume, and in limited cases, camera zoom. Please see the user documentation that is provided by Polycom for in depth details.

RealPresence Desktop Features

Video

H.264, H.264 SVC, H.264 High Profile, H.261/H.263+
Video encode Up to 720p/30 fps

Video decode Up to 720p/30 fps

Standard USB or built-in camera
Far-end camera control
Privacy mode (video mute)
Video LPR error resiliency
Dual monitor
Dynamic video input/output selection

Audio

- G.711U, G.711A, G.719, G.722.1, G.722.1C, Polycom® Siren LPR, Polycom® Siren™ 14
- Full duplex
- Automatic Gain Control (AGC)
- Automatic Echo Cancellation (AEC)
- Supports standard wired type headsets
- Active device choice
- Siren LPR error resiliency
- DTMF
- Microphones
- Keyboard noise reduction
- Dynamic audio input/output selection
- Content
 - H.239 (H.323), BFCP (SIP)
 - Encode
 - Up to 720p/5 fps
 - Decode
 - Up to 720p/5 fps
 - Share Application
 - View Shared Content

Network

- Wired
 - 10/100 auto NIC (RJ45)
- Wireless
 - WiFi: 802.11 a/b/g/n, 3/4G

Security

- H.460 firewall traversal
- AES-128 bit media encryption
- SIP-TLS/SRTP SIP encryption

Devices and accessories

- USB cameras, built-in web camera
- 3.5 mm headset

Remote Site recommendations for Room Set Up



Promoting Wellness and Recovery

John R. Kasich, Governor
Tracy J. Plouck, Director

OhioMHAS Regional Psychiatric Hospital Telehealth Project

Remote Site Recommendations for Room Set Up

OhioMHAS RPH Telehealth Project Benefits

RPH (Host Site)

- Offers telehealth connectivity to promote community input into the treatment planning process
- Encourages opportunities for patients to meet their community provider before discharge, or to reconnect with their provider
- RPH staff can offer guidelines and tools to community providers
- RPH infrastructure is in place and can be easily utilized for telehealth
- Facilitates patient return to the community

Community (Remote Site)

- Increases opportunity for community participation in treatment team meetings, allows for input and recommendations geared to community system
- Supports better collaboration, and provides efficient use of time and technology
- The provider can meet the patient and be involved in planning, in particular, discharge planning
- In cases where the patient is known, allows the provider to reconnect with the patient

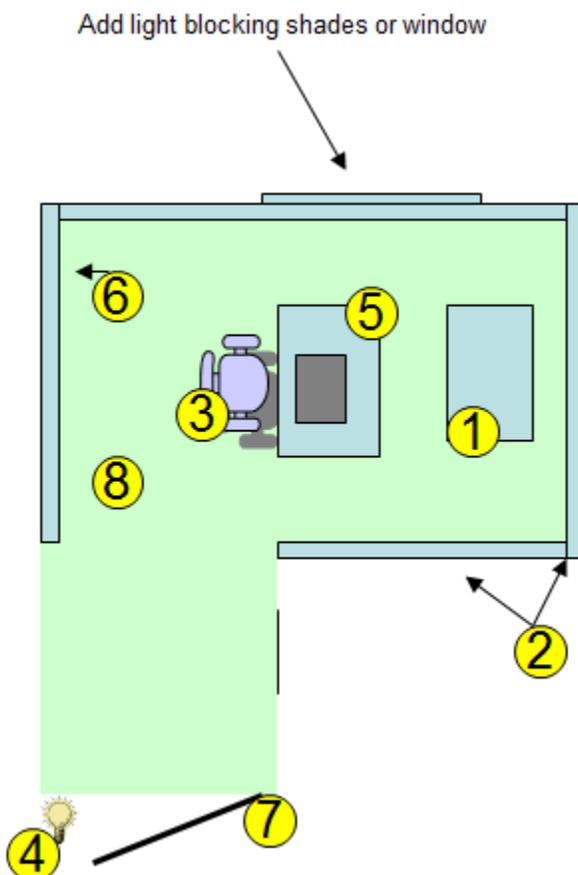
OhioMHAS RPH Telehealth Project

Recommendations for Remote Site Treatment Team meetings with Community Provider

- No sunlight or very heavy window coverings; interior rooms are best
- Conduct the meeting using a 32" – 38" monitor
- HD Camera
- Soft/Warm lighting so the patient can view the staff, florescent lights not recommended
- Quiet room, sound proof if possible, ensure that other staff are aware that treatment is occurring
- Adequate sound system, good speakers
- Camera with auto-face detection for movements (recommended)

Room Features

1. Make sure camera and monitor are adjustable to ensure the person will be looking directly at the monitor/camera instead of up or down.
2. Sound Proofing
3. Comfortable chair that is adjustable and quiet
4. Light or signage on door to indicate conference in session.
5. Table with recessed computer mounting
6. Neutral and lighter colors to brighten the room, but not to add a color cast.
7. Door bell for access.
8. Need to ensure that no PHI or other extraneous items are visible to the viewer.
9. Silent Ventilation – cool room.



Resources

Notes: IMPORTANT: Web sites listed below are only for reference and are not to be considered recommendations or endorsements for products or services.

Google Search: polycom psychiatric telemedicine

<http://www.polycom.com/global/documents/whitepapers/telepsychiatry.pdf>

http://www.polycom.com/products/telepresence_video/telepresence_solutions/personal_telepresence/hdx4000.html

<http://www.tmhguide.org/>

PolyCom Room Systems

http://www.polycom.com/products/telepresence_video/video_conference_systems/room_systems/index.html

Face detection and camera motion

http://www.polycom.com/products/telepresence_video/accessories/hdx_accessories/eagleeye_director.html

Sound Proofing

<http://www.controlnoise.com/>

http://www.ehow.com/how_15992_soundproof-room.html

General Space Design

<http://www.nefsis.com/Best-Video-Conferencing-Software/video-conference-room-design.html>

<http://alt.ndus.edu/ALTWEBSITE/DocFiles/room.pdf>

http://www.engineerharmonics.com/archive-papers/lighting_for_AV.pdf?q=papers/lighting_for_AV.pdf.htm

Lighting Solution

<http://brightlines.com/>

<http://www.navitar.com/departments/lighting.aspx>

Signage – Room in use

<http://www.apcosigns.com/infolock.asp>

<http://www.officesigncompany.com/conference-room-signs.aspx>

<http://www.lasernet.com/room-information-signs.php>

<http://www.juddpro.com/products/medical-lights-signs/room-in-use-light-sign.php>

Health Policy Institute of Ohio

<http://www.healthpolicyohio.org/tools/telehealth-resource-page/>