



i8500 Educational Cart with integrated PC

Manual



Contents:

About GlobalMed	2
Thank You	3
Key Features	4
Basic Cleaning and Maintenance	5
Patient Encounter Guide	6
Precautions	7
Cleaning Procedures	8-10
Warranty	11



About GlobalMed

Scottsdale, Arizona-based GlobalMed, designs, manufactures and markets telemedicine solutions and medical image automation systems that provide superior image quality, unmatched versatility, and unsurpassed simplicity for the healthcare industry. GlobalMed's camera, image management, store-and-forward, video conferencing and video-streaming technologies enable multiple specialists and other caregivers to be more effective in providing patient care, and more productive and efficient in managing patient information. Products include the TotalExam™ Camera, the most versatile and easy-to-use exam camera on the market, CapSure® store-and-forward imaging and image management software with DICOM output, which provides automated workflow capabilities for seamless integration into a provider's network, and fully integrated mobile video cart systems for primary care applications.

For more information, visit www.GlobalMed.com or call +1.800.886.3692.

In the event of technical difficulties, please contact the National Telehealth Technology Help Desk (NTTHD) 1.866.657.3180. Do not attempt to service components or any other devices on cart. This will void the existing warranty.

Dear Valued Customer,

GlobalMed sincerely appreciates your investment and the opportunity to service your telemedicine needs. We are committed to providing the very best products and support in the telemedicine industry.

Your feedback is important to our continued success and we welcome your suggestions, comments and concerns. If you have an inquiry for Sales, Customer Service or Technical Support, please contact your reseller directly. You may also reach GlobalMed directly at 1-800-886-3692 or via email at telemed@globalmed.com. GlobalMed offices are open Monday through Friday, 8am-5pm Arizona Time. We look forward to our continued partnership for years to come. Thank you for your business.

Sincerely,



Joel E. Barthelemy
Managing Director

A handwritten signature in black ink that reads "Joel E. Barthelemy". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

i8500 Educational Cart with integrated PC



Key Features



Basic Cleaning and Maintenance

Engage the wheel locks when the cart is stationary; these act as a braking mechanism for the cart and will help to prevent damage to the cart and nearby walls.



1. Daily Maintenance

- Clean and wipe down all surfaces.
- Lock away any vulnerable items

2. Weekly Maintenance

- Inspect back of cart, look for loose cables or damaged cables

3. Monthly Maintenance

- Physically tighten cable connections
- Inspect and tighten all screws and closely inspect all mounting brackets
- Move the cart around and listen for any abnormal rattling or loose parts

4. Annual Maintenance

- Tighten all screws
- Tighten all cables and connections and inspect all cables and brackets for damage



*If you should find any damage to cables or components please contact your reseller or GlobalMed for assistance.

GlobalMed has renewable warranties available.

Patient Encounter Guide

Setting the stage to optimize telehealth patient encounter

Appearance Makes a Difference

- Wearing plain, pastel colors are best for videoconferencing. Light blue is always a safe choice.
- Wear non-distracting neckties and accessories.

Optimizing Your Environment

- Remove all unnecessary clutter from the camera's view.
- Minimize light sources to one primary source to maximize sufficient, indirect lighting on both ends.
- Light falling on the face from the front minimizes shadows.
- Close all blinds and window coverings.
- Have a phone in the room (if possible) in case you experience technical difficulties.

Camera Angles and Microphone Placement

- Mic placement should be 5 to 7 feet from the monitor (if applicable).
- Camera placement should be slightly above eye level.
- Frame the patient as close as possible (dependant upon clinical need).
- Frame the clinician to display head and shoulders, similar to framing a newscaster.

Patient/Provider Relationship

- Begin every patient encounter with introductions of everyone in each room.
- Maintain eye contact with patient as much as possible.
- Avoid distracting behaviors like:
 - Looking at your watch or pager
 - Tapping the table
 - Adjusting hair or clothing, etc.
- Accommodate for the slight delay in transmission time and speak, clearly and slowly.

Patient Privacy...

- Reassure the patient that the Telehealth patient encounter is secure and that all the necessary steps have been taken to protect their privacy.
- Remember to post "Teleconference in Session" signs on the office doors of both facilities conducting the patient encounter.

Precautions

Please review these safety instructions in their entirety before operating the equipment. Clinical and technical personnel should adhere to warnings and precautions at all times. The telemedicine cart and associated devices should only be used by trained professionals. Equipment, including peripheral devices, should be utilized according to the operating instructions outlined throughout this manual. Only use manufacturer-recommended or approved accessories to ensure compatibility.

Liquids and Moisture:

- The telemedicine cart and all electrical components should not have direct contact with liquids.
- Do not store or operate equipment in areas with excessive moisture.

Mobility:

- Care should always be taken when transporting the telemedicine cart. Before moving the cart, properly stow any loose cords and peripheral devices. Ensure the tabletop is in its lowest position for greater cart stability during transport. Proceed slowly when moving the cart over thresholds and uneven surfaces to prevent damage to the system.
- Engage the wheel locks when the cart is stationary; these act as a braking mechanism for the cart.

Ventilation:

- Do not obstruct any device ventilation vents on the telemedicine cart to prevent damage associated with overheating.

Electrical:

- Do not use an extension cable to provide power to the telemedicine station.
- Do not use damaged electrical cables.
- Do not attempt to service or repair equipment; please contact the appropriate technician to service any electrical component concerns.

Cleaning Procedures

The Following Cleaning Procedures and Classifications are in Accordance with the [Centers for Disease Control and Prevention \(CDC\) Guidelines for Disinfection and Sterilization in Healthcare Facilities \(2008\)](#).

The tables in this document detail the CDC disinfection and sterilization classification and provide the cleaning instructions based on product use. The sterilization classification definitions are as follows:

- Critical – Items that confer a high risk for infection if they are contaminated with any microorganism.
- Semi-Critical – Items that contact mucous membranes or non-intact skin.
- Non-Critical – Items that contact intact skin but not mucous membranes.

- **ALWAYS** unplug all the components before cleaning.
- **ALWAYS** use approved disinfecting wipes and/or a soft cloth, lightly moistened with the approved cleaning solutions per CDC guidelines.
- **ALWAYS** check with CDC guidelines and product manuals, if in doubt.

- **NEVER** spray any liquids directly on the cart or any of the components.
- **NEVER** use any abrasive cleaners or volatile solvents.
- **NEVER** use any ammonia-based products on screens or monitors. They can etch the screen surface and cause the plastic to cloud.

Component	Procedure	CDC Classification
Tabletop, Trigger, and Front Drawer	Gently wipe the tabletop and trigger with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Star Base and Wheels	Gently wipe the star base and wheels with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Cables and Cords	Gently wipe all of the exposed cables and cords with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution. All of the electrical cords must be unplugged before cleaning. After cleaning, check that all of the cables and cords are properly plugged in.	Non-Critical
Gas Cylinder Post, Monitor Post, Aluminum Brackets, and Device Bracket	Gently wipe the gas cylinder post, monitor post, aluminum brackets, and the device bracket with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Network Switch	Gently wipe the housing of the network switch with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical

Cleaning Procedures Continued

Component	Procedure	CDC Classification
Monitor Screen	Use a soft cloth to gently clean the screen. The screen is fragile. Do not scrape it with any sharp object. Do not press or tap the screen. When the screen is contaminated, use a soft cloth moistened with an approved spray designed for monitors and computer screens. Wipe the display with a soft dry cloth after cleaning.	Non-Critical
Computer	Gently wipe the outside housing of the computer with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Camera Body	Gently wipe the body and platform of the camera with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Camera Lens	ONLY use a lens cloth and a lens cleaner specifically designed for camera lenses. NO EXCEPTIONS	Non-Critical
Codec	Gently wipe the body and platform of the codec with a disinfecting wipe and/or soft cloth lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Microphone	Gently wipe the microphone body and bracket with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical
Remote	Gently wipe the remote with a disinfecting wipe and/or soft cloth, lightly moistened with a facility or CDC-approved cleaning solution.	Non-Critical

Cleaning Procedures Continued

Warranty Information

GlobalMed's hardware and software products come with a standard, one-year limited warranty. Products that become defective during the first year (365 days) after the order is shipped ("Original Warranty Period") will be repaired or replaced by GlobalMed free of charge. This limited warranty is contingent upon proper use of the product and does not cover products that have been damaged (scratches, bent metal, broken components), misused, modified, or subjected to unusual physical or electrical stress. Customer must obtain an official Return Merchandise Authority ("RMA") from GlobalMed prior to shipping any products to GlobalMed for repair or replacement. Customer must include all original components, literature, and packaging in the same salable condition received to avoid any additional charges. All returns for any other reason must be made within the first 30 days from time of shipment and will be subject to a 25 percent restocking charge.

In addition to the standard one-year warranty, various components may have a manufacturer's warranty that may extend the warranty period of the individual components.

Note: The computer on your cart is under the original warranty provided by the manufacturer. Please check the service tag for the computer's serial number and technical support contact information.

Note: The videoconferencing system, including codec, camera, microphone, microphone cable, camera cable and audio/video cable, have been supplied by the buyer and are not covered under a GlobalMed warranty. Contact the codec manufacturer for specific warranty information and conditions.



15020 North 74th Street
Scottsdale, Arizona 85260 USA

1.800.886.3692

+1 (480) 922-0044 phone

+1 (480) 922-1090 fax

telemed@globalmed.com

www.globalmed.com

© 2002-2012 GlobalMedia Group, LLC. All Rights Reserved. iREZ, CapSure, EasyShare, WallDoc and RAMpage are registered trademarks, GlobalMed, GlobalMedia, Innovative Telemedicine, CONi, WebCast AV8R, TotalExam, TransportAV, FirstAV, i8500 MVC, DesktopDoc, i5770, i5770HD, TotalENT, ClearProbe, StethOne, ClearSteth, StethIP, ClearMic, iVESA, Undeniable Value, Ritter, TES, K2r, USBLive!, IdealMic, Reel-Eyes, Reel-Edit, iNSPECX, USB TV1, USBMicroCam, StealthFire, Vid5e and Perfecting Advanced Communications are trademarks of GlobalMedia Group, LLC. CareTone used with permission by ATI. All other trademarks are the property of their respective holders. One or more GlobalMedia products are covered under U.S. Patent(s) with other patents pending. We are not responsible for typographical errors and all specifications are subject to change without notice. Our products do not diagnose, cure or prevent any disease. The testimonials contained within this document are individual cases and do not guarantee that you will get the same results.

MAN-600030 revision 1

