



# eNcounterView<sup>®</sup> for iOS User Manual

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# About GlobalMed®

GlobalMed powers the largest telehealth programs in the world, facilitating more than 15 million consults to date. We have helped 4,000+ organizations improve healthcare access in 55 countries and are honored to be the telehealth provider for the White House. With a focus on security and simplicity, GlobalMed designs, builds, manufactures and deploys fully integrated, evidence-based hardware and software telehealth solutions that enable medical groups, healthcare enterprises and government entities to improve patient outcomes while lowering cost.

Founded in 2002 by a Marine Corps Reserve Veteran still serving as CEO, GlobalMed is proud to be a Veteran Owned Small Business (VOSB).

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# Revision History

Revision	Changes	Date
A	Initial release.	05-08-2017
B	Update to <i>"Installing and Signing into eNcounterView"</i> on page 2	04-17-2018

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# About eNcounterView for iOS

## 1.1 About eNcounterView

GlobalMed's eNcounterView is a lightweight, iOS-based, video conferencing tool crafted for the medical professional. It is Single-Sign-on capable, HIPAA compliant, AES128 encrypted and is able to run along-side the GlobalMed eNcounter framework. eNcounterView is designed as real-time video/audio/desktop-sharing, native iOS application for doctor and patient encounters.

## 1.2 Recommended System Requirements

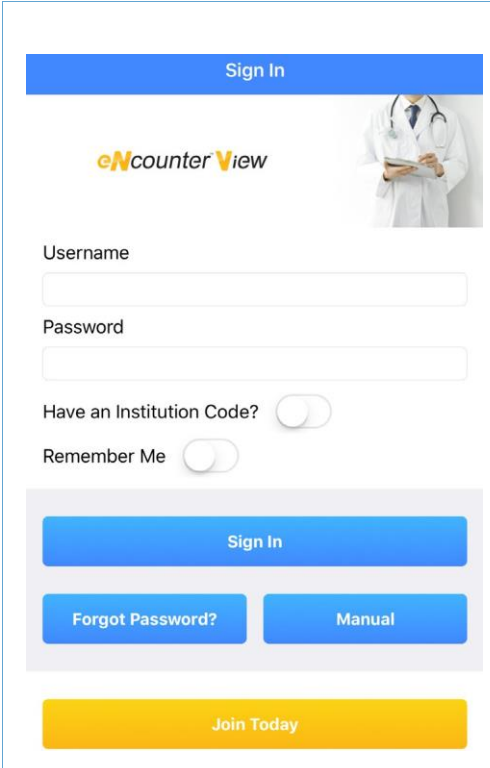
- Compatible with iPhone<sup>®</sup> 5S or higher, or iPad<sup>®</sup> 3 or newer
- iOS 9 or higher

# Using eNcounterView for iOS

## 2.1 Installing and Signing into eNcounterView

1. Download the eNcounterView application from the App Store on your iPhone or iPad.
2. Sign in using your existing eNcounterView credentials (see [Figure 1](#)).

*Figure 1 eNcounterView log in screen*



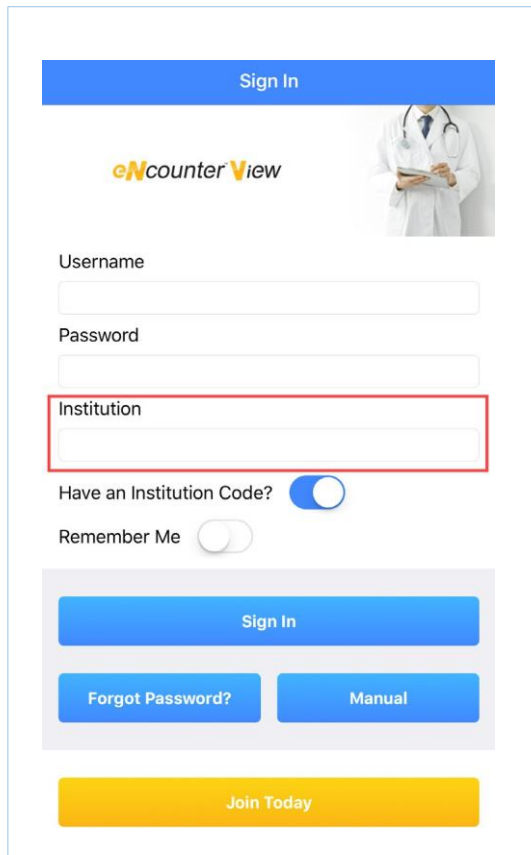
The screenshot shows the eNcounterView login interface. At the top is a blue bar with the text "Sign In". Below this is the eNcounterView logo and a photograph of a doctor in a white coat. The form includes two text input fields labeled "Username" and "Password". Below these are two toggle switches: "Have an Institution Code?" and "Remember Me". At the bottom of the form are four buttons: a large blue "Sign In" button, a smaller blue "Forgot Password?" button, a smaller blue "Manual" button, and a yellow "Join Today" button.



3. If you have a specific institution code select **Have an Institution Code?** and enter the code in **Institution** (see [Figure 2](#)).

**Note: This only needs to be done once during your first login.**

*Figure 2 Enter your institution code*



The screenshot shows the eNcounterView Sign In interface. At the top is a blue header with the text "Sign In". Below the header is the eNcounterView logo and a small image of a doctor. The form contains the following elements:

- Username input field
- Password input field
- Institution** input field, which is highlighted with a red rectangular border.
- "Have an Institution Code?" toggle switch, which is currently turned on (blue).
- "Remember Me" toggle switch, which is currently turned off (grey).
- A "Sign In" button (blue).
- Two buttons: "Forgot Password?" and "Manual" (both blue).
- A "Join Today" button (yellow).

- If you are a new user, tap **Join Today** to access the **Account Sign Up** page (see [Figure 3](#)).

**Figure 3 Account Signup**

The screenshot shows the 'Account Sign Up' page for eNcounterView. The page is displayed on a mobile device with a Verizon LTE connection and a time of 1:58 PM. The URL is globalmed.com. The form includes the following fields:

- First Name:
- Last Name:
- Prefix:
- Credential:
- Email Address:
- Street Address:
- City:
- State/Region:
- Zipcode:
- Phone:
- NPI Number:
- State Licensed in:
- Hospital Affiliation:
- Department of Care:
- Hospital Phone:
- Active Computer OS:
- Message:

A 'Submit' button is located below the form. At the bottom of the page, there is a note: "You will be contacted directly by a GlobalMed Representative."

- Once all information has been entered into the provided fields and submitted, a designated GlobalMed representative will reach out to initiate the onboarding process.

### 2.1.1 Forgot Password

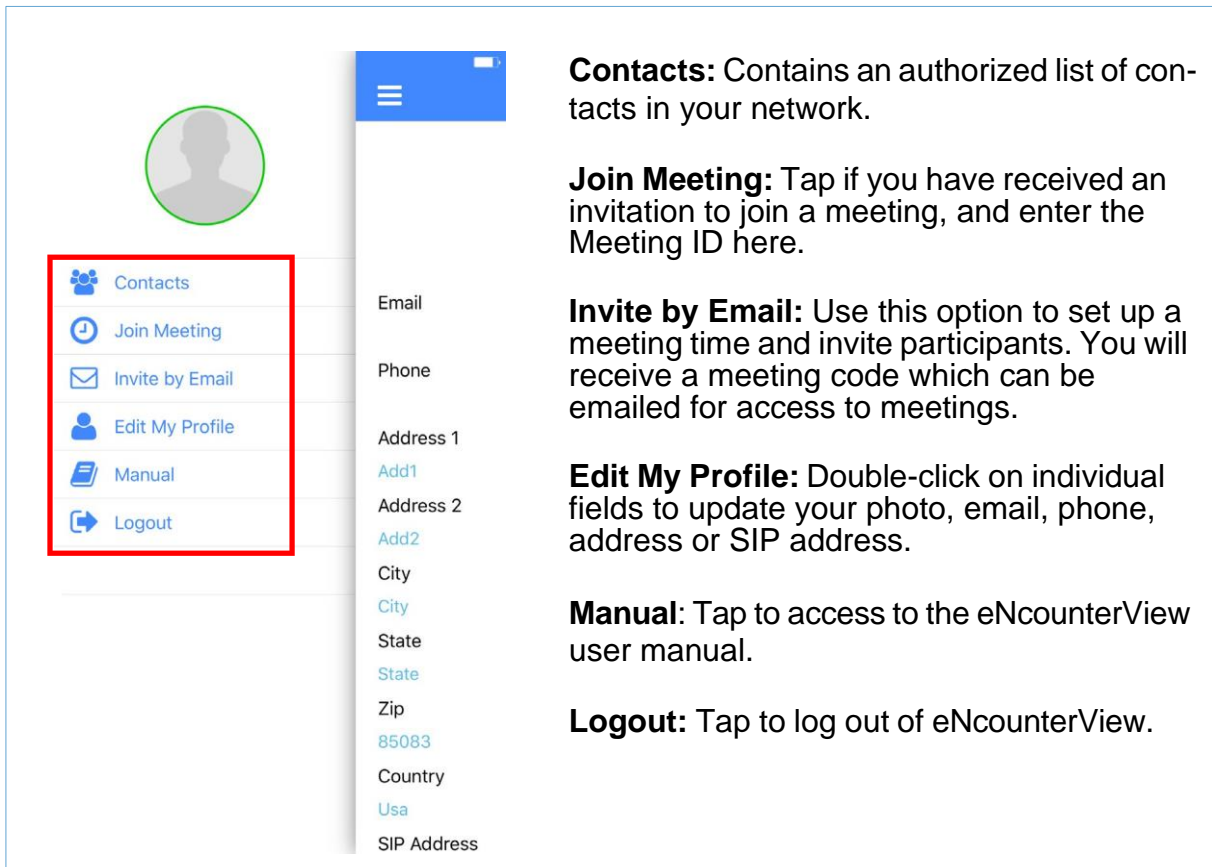
- Selecting the **Forgot Password** link redirects you to the User Authentication Portal.
- At the **User Authentication Portal**, enter your user name and click **Send Me a Passcode** to receive an email notification to the email associated with the account.
- The email contains a passcode that can be used to create a new password.

## 2.2 eNcounterView Functions

### 2.2.1 Main Menu Functions

*Figure 4* shows the functions available in the eNcounterView main menu.

*Figure 4 eNcounterView main page functions*



**Contacts:** Contains an authorized list of contacts in your network.

**Join Meeting:** Tap if you have received an invitation to join a meeting, and enter the Meeting ID here.

**Invite by Email:** Use this option to set up a meeting time and invite participants. You will receive a meeting code which can be emailed for access to meetings.

**Edit My Profile:** Double-click on individual fields to update your photo, email, phone, address or SIP address.

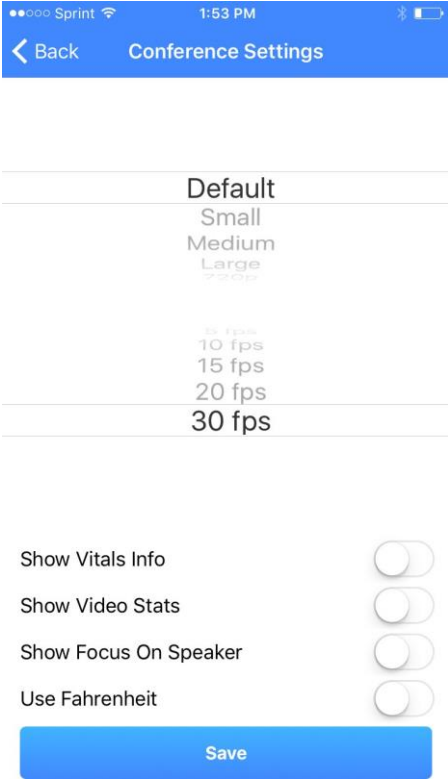
**Manual:** Tap to access to the eNcounterView user manual.

**Logout:** Tap to log out of eNcounterView.

## 2.2.2 Conference Call Settings

**Figure 5** shows optional settings for conference calls, which can be accessed by tapping the Settings icon.

**Figure 5 eNcounterView Conference settings**



**Default:** Manually choose screen resolution or allow app to default to optimal setting

**Show Vitals Info:** If Vitals are connected to eNcounterView, toggle these on to allow Vitals to be seen during the video conference.

**Show Video Stats:** When activated, relevant technical data overlays live video streams indicating the status of the video call.

**Show Focus on Speaker:** Toggle on to choose the speaker as the primary image of the video conference.

**Use Fahrenheit:** Toggle on to use Fahrenheit, or toggle off to use Celsius.

**Save:** Tap to save conference settings

## 2.2.3 Contact List

Upon logging in, the Contact List appears on the screen. [Figure 6](#) shows how to use the Contact List.

*Figure 6 eNcounterView Conference settings*

**Main Menu:** Tap to change to a different menu in eNcounterView (see [Section 2.2.1](#)).

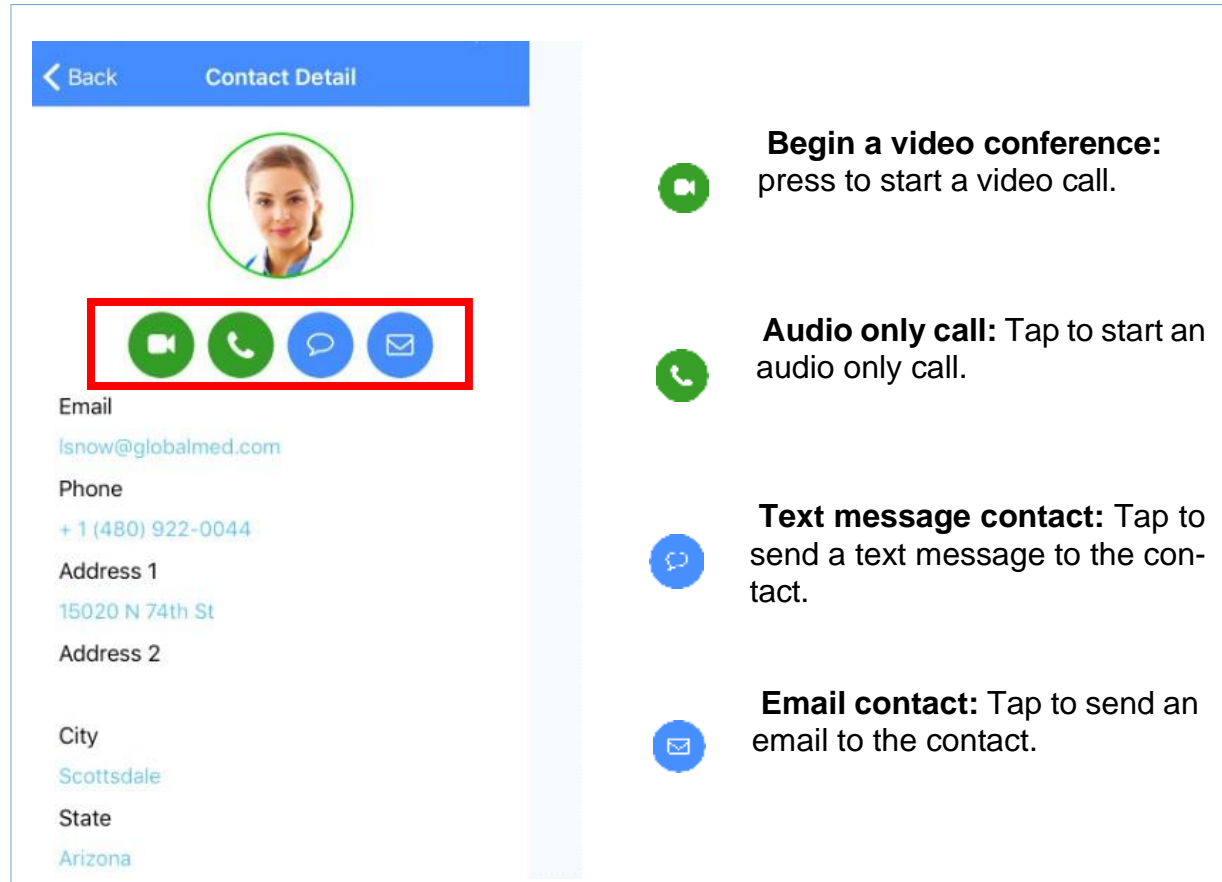
**Settings:** Tap to change conference settings.

**Online contacts:** Contacts who are currently online are highlighted in green. Contacts in blue are away, and contacts in gray are offline. Tap the contact's avatar to initiate communication or see contact details.

## 2.2.4 Initiate a Call

*Figure 7* shows the functions to initiate calls or communication.

*Figure 7 eNcounterView Conference settings*



## 2.2.5 Video Conference Call Functions

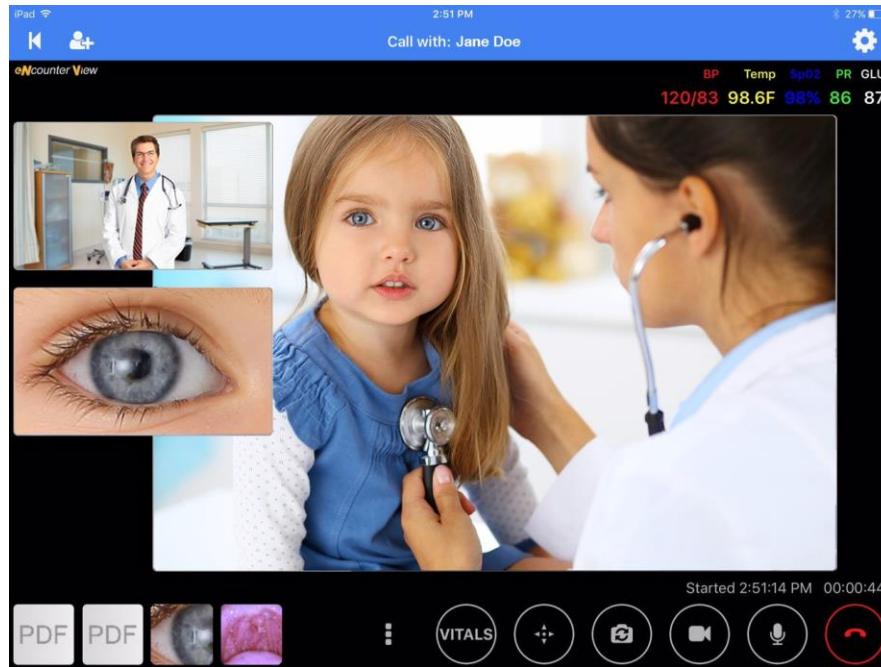
Users connected to an active eNcounter session can view consult artifacts as they are created. Whenever an image, video, or device report is captured in the eNcounter session tray, they appear as selectable thumbnails in the eNcounterView iOS application.

**Note: A device report is any report generated after data collected using a compatible medical device.**

Tapping a thumbnail image, video, or report expands the thumbnail artifact to full screen, overlaying the video stream (see *Figure 9*). The video conference stream remains active while users view and swipe through selected consult artifacts.

**Figure 8** below shows the functions available during a video conference call, using a tablet device.

**Figure 8** Video conference call functions



Make sure the iOS device's Bluetooth setting is on. Tap Vitals, and eNcounterView searches for compatible devices. You do not have to leave the application.



Tap to enable controls to pan, tilt and zoom the remote camera.



Tap to flip the camera direction of the mobile device.



Tap to disable the local camera; the other party will not be able to see the video stream.

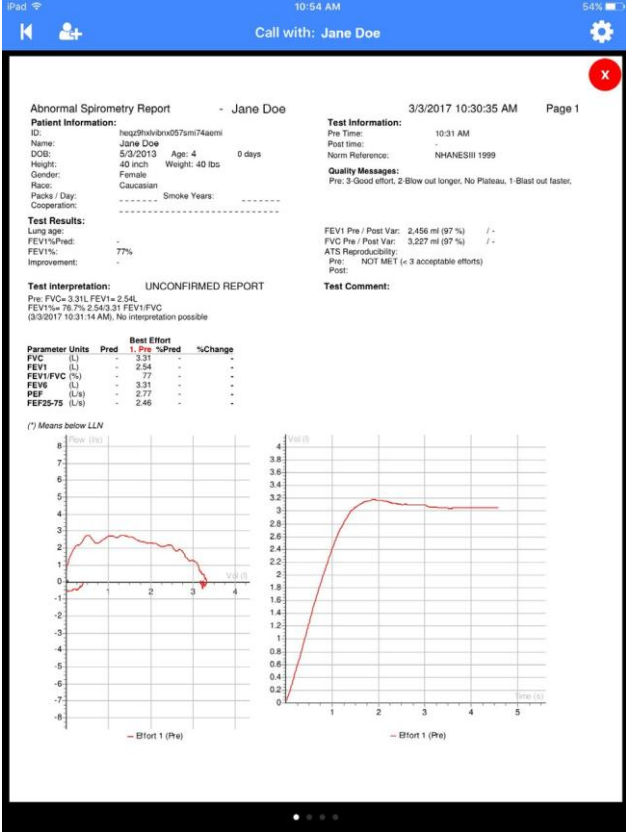


Tap to mute your device's microphone.



Tap to end the call.

Figure 9 Example of data artifact (device report) overlay



Abnormal Spirometry Report - Jane Doe 3/3/2017 10:30:35 AM Page 1

**Patient Information:**  
 ID: heq9h0lv8rv057smi74aam  
 Name: Jane Doe  
 DOB: 5/9/2013 Age: 4 0 days  
 Height: 40 inch Weight: 40 lbs  
 Gender: Female  
 Race: Caucasian  
 Packs / Day: \_\_\_\_\_ Smoke Years: \_\_\_\_\_  
 Cooperation: \_\_\_\_\_

**Test Information:**  
 Pre Time: 10:31 AM  
 Post Time:  
 Norm Reference: NHANESIII 1999

**Quality Messages:**  
 Pre: 3 Good effort, 2 Blow out longer, No Plateau, 1 Blast out faster,  
 Post:

**Test Results:**  
 Lung age:  
 FEV1%Pred: -  
 FEV1%: 77%  
 Improvement: -

**Test Interpretation:** UNCONFIRMED REPORT  
 Pre: FVC=3.31L FEV1=2.54L  
 FEV1%=76.7% 2.54/3.31 FEV1/FVC  
 (3/3/2017 10:31:14 AM). No interpretation possible

Parameter	Units	Pred	1. Pre	%Pred	%Change
FVC	(L)	3.31	-	-	-
FEV1	(L)	2.54	-	-	-
FEV1/FVC (%)		77	-	-	-
FEV9	(L)	3.31	-	-	-
PEF	(L/s)	2.77	-	-	-
FEF25-75	(L/s)	2.46	-	-	-

(\*) Means below LLN

Flow (l/s) vs Time (s) graph showing a red line representing the flow over time. The y-axis ranges from -8 to 8, and the x-axis ranges from 0 to 4. The red line starts at 0, rises to a peak of approximately 3.3, and then gradually declines to 0.

Vol (l) vs Time (s) graph showing a red line representing the volume over time. The y-axis ranges from 0 to 4, and the x-axis ranges from 0 to 5. The red line starts at 0, rises to a plateau of approximately 3.3, and then remains constant.

— Effort 1 (Pre)

**X:** Tap to exit out of the artifact

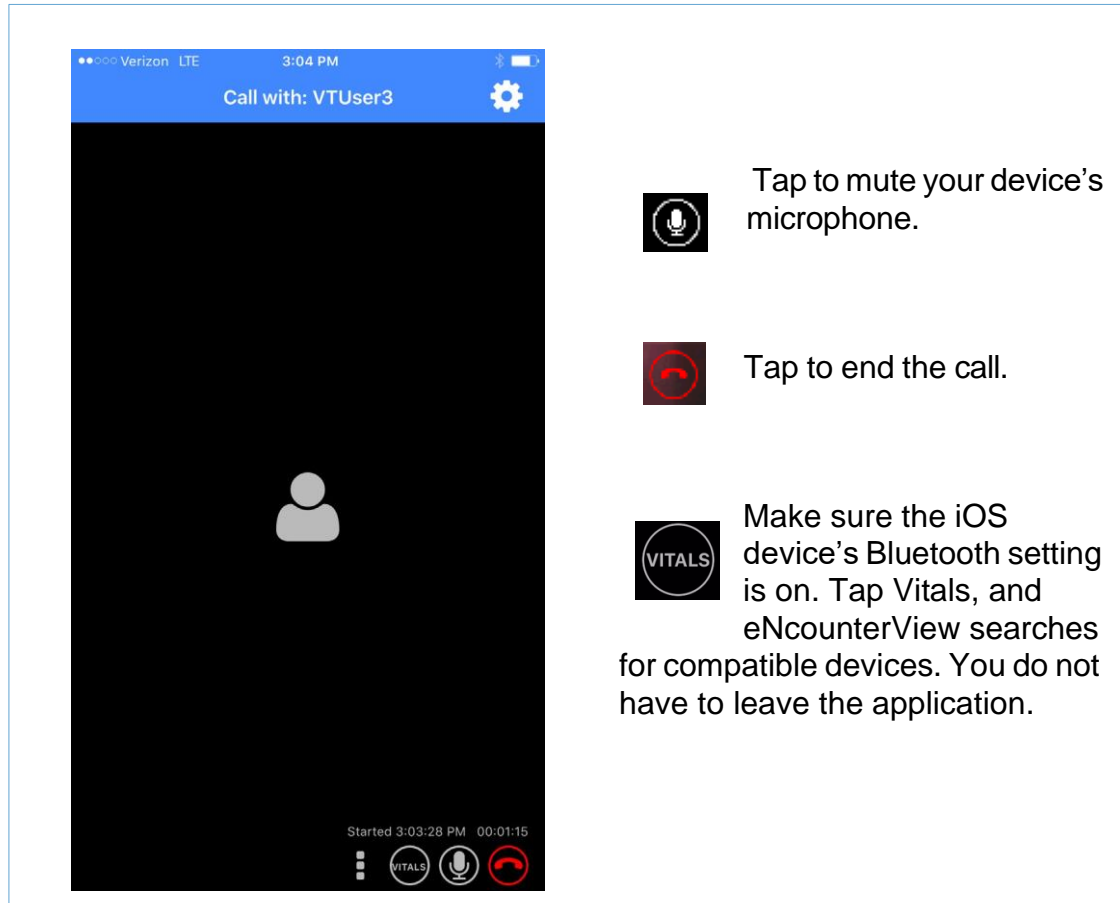
Swipe left or right through the artifacts to view each one.



## 2.2.6 Audio-only Call Functions

*Figure 10* shows the available functions during an audio-only call.

*Figure 10 eNcounterView Conference settings*



## 2.2.7 Emails and Text Messages

*Figure 11* shows how to send emails and text messages.

*Figure 11 eNcounterView Conference settings*

To send an email to a contact, after tapping the Email icon:

1. **Subject line:** type a subject.
2. **Message:** type a message.
3. Tap **Send**.

To send an SMS (text) message to a contact, after tapping the Text icon:

1. **Message:** type a message.
2. Tap **Send**.