



eNcounter™

User/Admin Manual



About GlobalMed	1
About eNcounter™	2
Installation Instructions	3
Registration, Upgrades, and Support	4
Launching eNcounter	5-6
Configuration	7-9
Patient Consult	10-14
Direct Patient Exam	14-17
Consult Screen - General Layout	18-20
Calibration	21-22
TotalECG	23-24
Total Vitals	25-27
CardioPerfect Spirometry	28-29
ClearProbe Ultrasound	30-31
Creating/Submitting a Report	32-33
Videoconferencing	34-37
Troubleshooting	38-39

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® line of Cameras, the most versatile and easy-to-use exam cameras on the market, eNcounter® 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 for applications.

Contact Info

GlobalMed Help Desk: www.globalmed.com/helpdesk

GlobalMed Help Desk: 1.800.886.3692



About eNcounter™

In an effort to streamline the telehealth consultation workflow, GlobalMed has developed eNcounter®, a browser-based software application that promotes ease-of-use and interoperability. eNcounter provides a secure environment in which patient health records can be created and exchanged, enabling effective physician collaboration and optimization of care delivery. Supported by emerging Real Time Communications (RTC) technologies, eNcounter's videoconferencing platform allows users to facilitate remote consultations, expanding upon GlobalMed's mission of making healthcare accessible to all.

System Requirements

Software Requirements:

- Windows 7 or 10 64-bit
- Google Chrome Web Browser

Hardware Requirements:

- Intel Core i5 Processor Haswell or greater
- Minimum of 8GB RAM
- Monitor with 16:9 aspect ratio
- USB 3.0 functionality

Network Requirements:

- Greater than 150 Kbps

Installation Instructions

This installation guide will outline two scenarios in which eNcounter can be installed on a 64-bit machine.

First Time Installation:

1. Download both the eNcounter Prerequisite Installer and the eNcounter 3.2.x Installer at www.globalmed.com/support/downloads.
2. Once downloaded, run the prerequisite installer. Allow all programs to install.
3. Run the eNcounter installer. Allow all programs to install.
4. Open the system tray and select the GlobalMed License Manager.
5. Select "Update license key."
6. Enter the GlobalMed-provided license key.
7. Select "Activate Now." Verify that the license status reads "Active."
8. Reboot the machine after the installation is complete.

Migrating from 3.1.x to 3.2.x

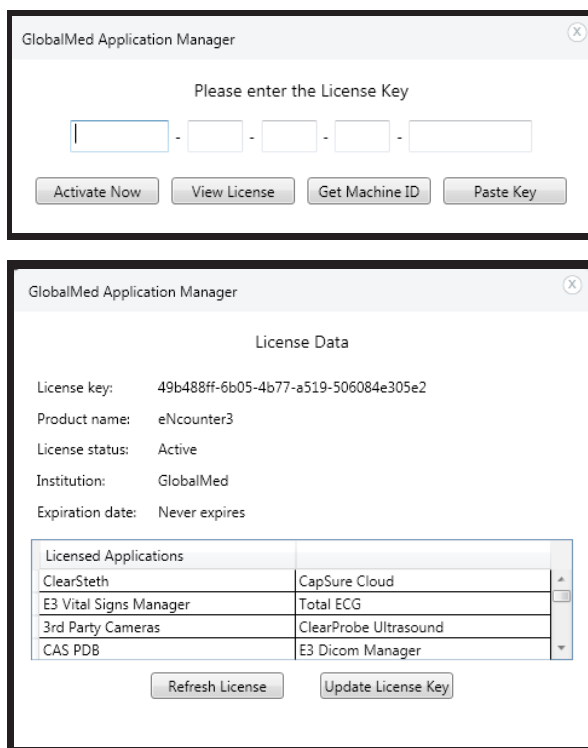
1. Download the eNcounter installer located on the GlobalMed Support page: www.globalmed.com/support/downloads
2. Once downloaded, run the installer. Allow all programs to install.
3. Reboot the machine.

Note: eNcounter 3.2.x will not run properly if GM Vitals Service or eNcounterConnect are installed on the local machine. If they are, uninstall these programs to ensure that eNcounter operates as intended.

Registration, Upgrades, and Support

Note: Do not register eNcounter on the PC if it is not the computer intended to be used permanently. The Software Activation Key cannot be used on more than one computer.

Registration is required to activate the software. A license key can be used to register the version of software and peripheral devices. To enter the GlobalMed-provided license key, access the GlobalMed License Manager by launching from the system tray or control panel. A window will appear upon initial launch of the GlobalMed License Manager that prompts entry of a license key. If the machine in use has been previously registered, the License Data window will appear.



GlobalMed Application Manager

Please enter the License Key

- - - -

Activate Now View License Get Machine ID Paste Key

GlobalMed Application Manager

License Data

License key: 49b488ff-6b05-4b77-a519-506084e305e2

Product name: eNcounter3

License status: Active

Institution: GlobalMed

Expiration date: Never expires

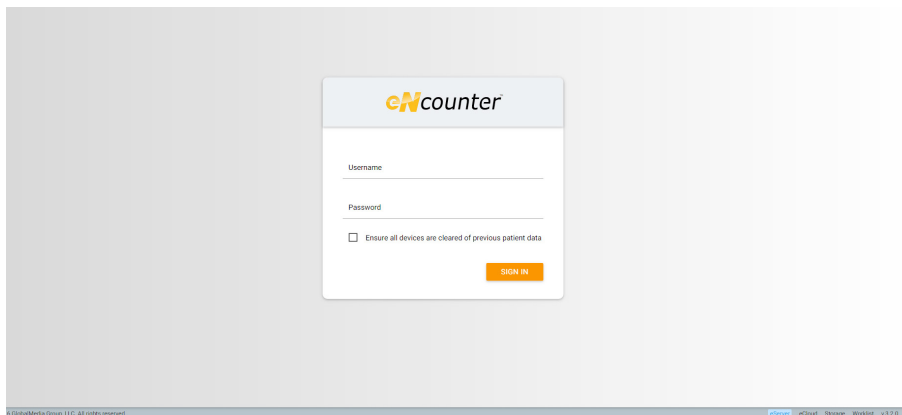
Licensed Applications	
ClearSteth	CapSure Cloud
E3 Vital Signs Manager	Total ECG
3rd Party Cameras	ClearProbe Ultrasound
CAS PDB	E3 Dicom Manager

Refresh License Update License Key

To keep this application current, GlobalMed encourages checking online for the latest announcements regarding upgrades, offers, and product revisions. This information can be found at www.GlobalMed.com.


Launching eNcounter

Once eNcounter has been installed, click the eNcounter desktop icon to launch the application.



Logging into eNcounter

To log into eNcounter, enter valid username and password credentials. Under the password field is a box labeled, “Ensure all devices are cleared of previous patient data.” This box must be checked in order to proceed. If left unchecked, the user will not be able to log into the application.



Username
support@globalmed.com

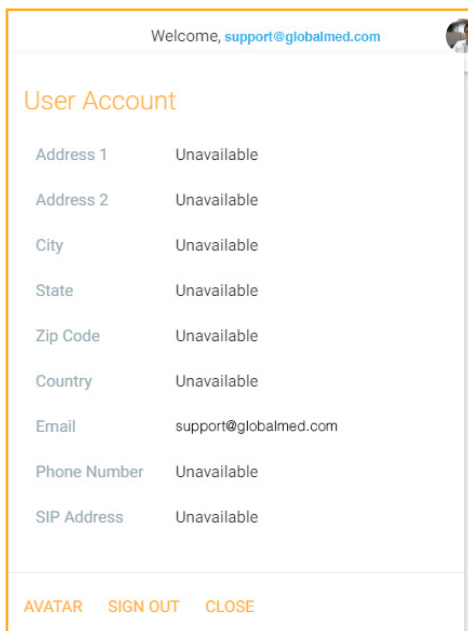
Password

☒ Ensure all devices are cleared of previous patient data

SIGN IN

Logging out of eNcounter

To log out of eNcounter, click on the user avatar icon adjacent to the username on the top right corner of the screen. From this screen, the user can sign out of the eNcounter application by selecting the “Sign Out” button.

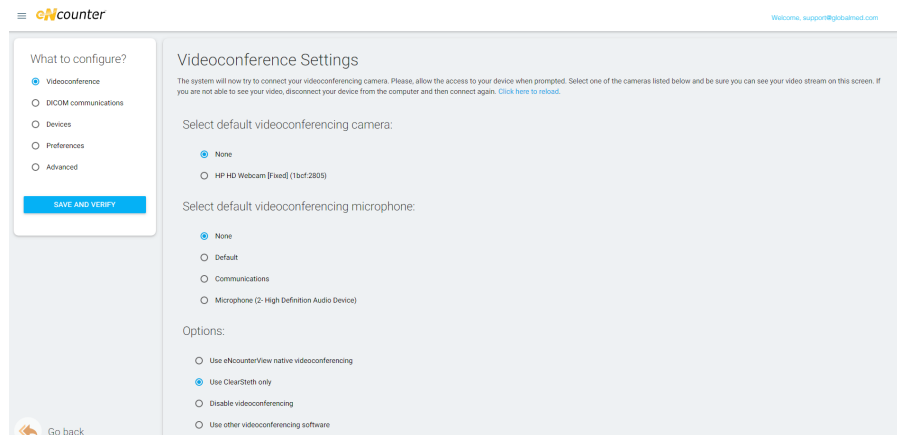


Account Avatar

Users have the option to use the default avatar or create their own. To do so, select Avatar from the bottom of the User Account menu.

Configuration

Click on the gear icon located at the bottom right side of the screen to bring up the Configuration page.



A tab labeled, "What to configure?" can be found on the left side of the screen. Users can toggle between settings for videoconferencing, DICOM communications, medical devices, preferences, and advanced settings.

Note: Changing any of the Advanced Settings fields may cause some features to stop working properly. The Advanced Settings tab should only be configured by qualified IT personnel.

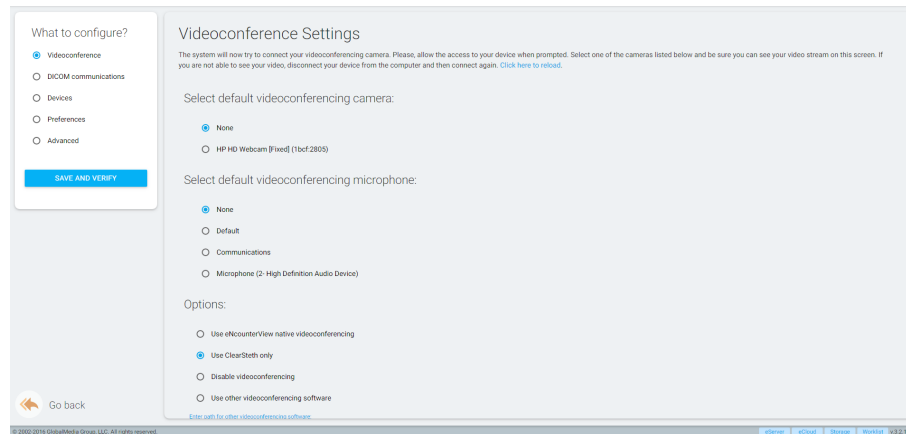
The Videoconference Settings tab allows users to select the videoconferencing camera and microphone. A live camera image will display when a videoconferencing camera is selected.

The Options section allows users to choose from multiple videoconferencing configurations. More specifically, users can select eNcounterView or any other videoconferencing application for use with eNcounter.

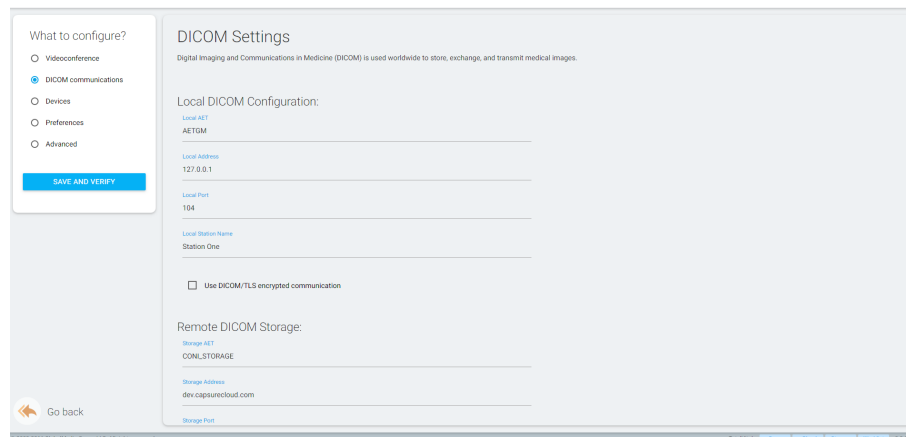
Note: eNcounterView is the only videoconferencing application that is embedded within eNcounter. Use of ClearSteth while configured to a third-party videoconferencing application will be disabled.

Users also have the option to configure their system in ClearSteth Only mode. This is applicable for those who would prefer to leverage ClearSteth along with a third-party videoconferencing application.

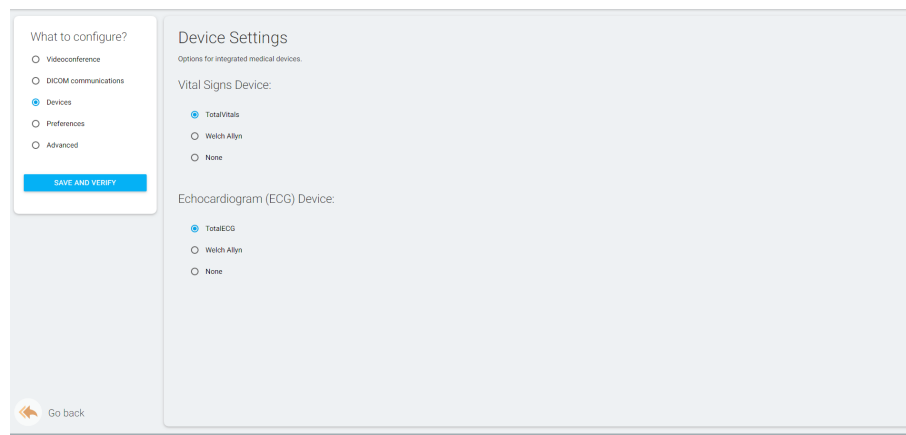
Note: Users must not select an exam camera that is connected to the system. Any camera selected on this page as the default videoconferencing camera will not be available for selection on the Consult Screen Device Panel.



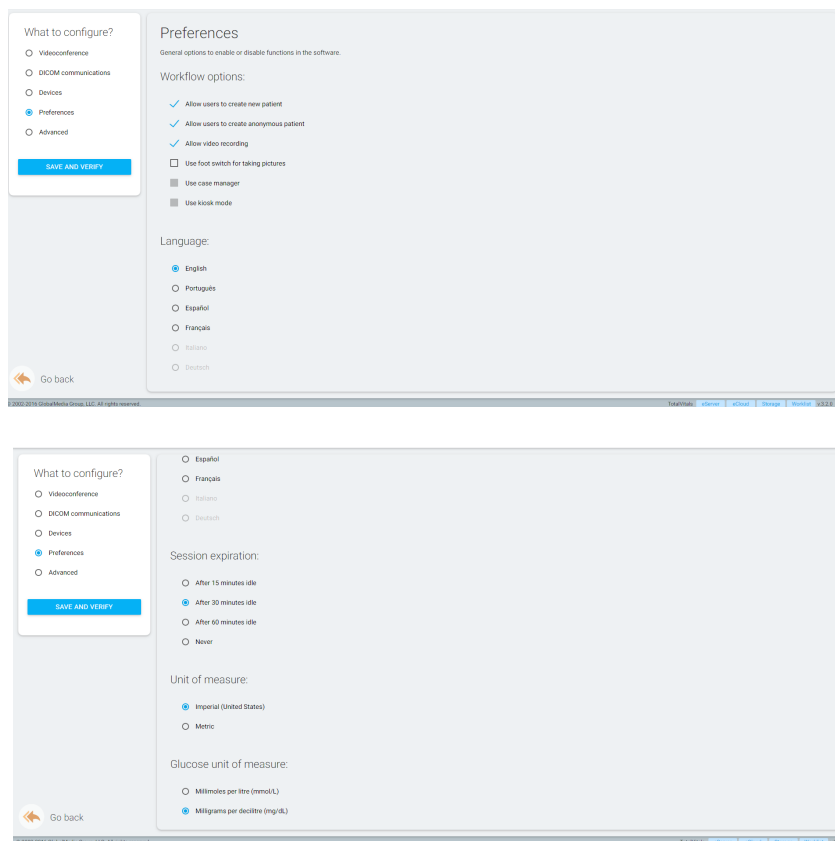
The DICOM Settings tab allows users to configure DICOM settings to enable the storage, exchange, and transmission of medical information.



The Device Settings tab allows users to select a vital signs and ECG devices.



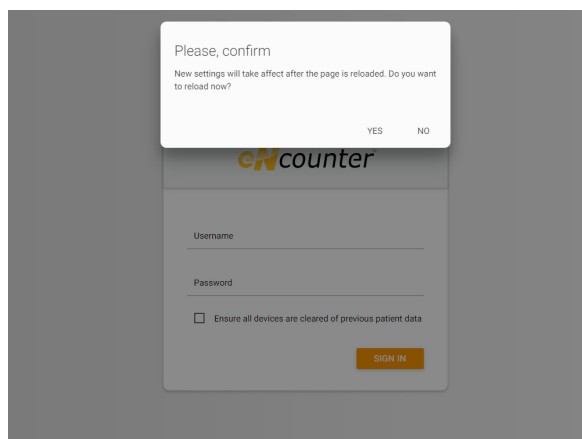
The Preferences tab allows users to adjust settings that affect software functionality, including language selection, workflow configuration, session expiration, and units of measure.



The application footer, located at the bottom of the screen, displays connectivity status to the eNcounter Cloud server, eNcounter Server, PACS DICOM Worklist, and storage capabilities.

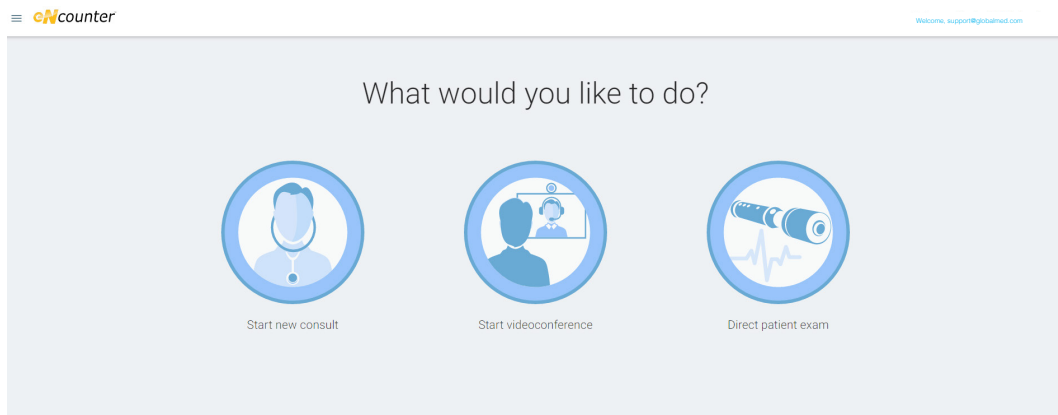
Once settings are configured to the user's preferences, click "Save and Verify."

A notification will appear prompting the user to confirm the new configuration settings. Selecting "Yes" will initiate a page refresh and redirect the user to the login page.



Patient Consults

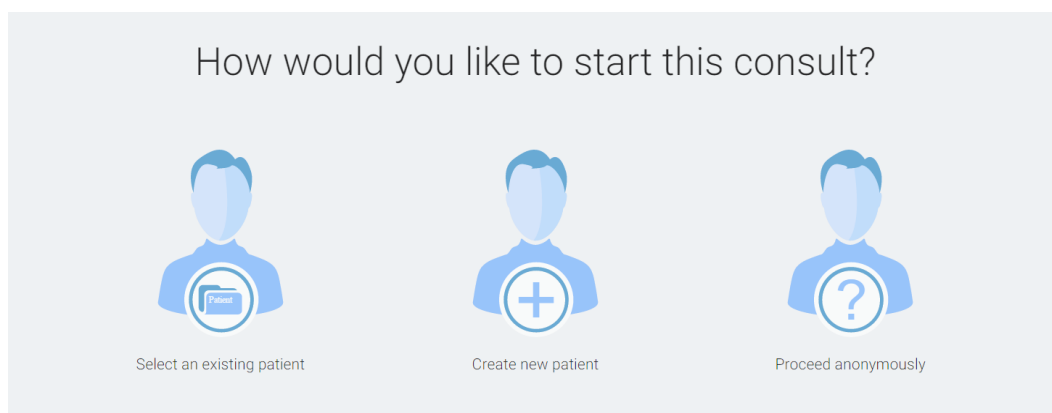
Once logged in, a screen titled “What would you like to do?” will appear. From this screen, the user has the option to start a new consult, start a videoconference, or proceed directly to a patient exam.



Start New Consult

To start a patient consult, select the “Start new consult” button. eNcounter will prompt selection of one of three options:

- **Select an Existing Patient:** Choose from a list of existing patients with records stored in eNcounterCloud or another PACS.
- **Create New Patient:** Enter new patient information to proceed.
- **Proceed Anonymously:** Proceed anonymously without patient-specific information. This will create an anonymized patient record that can be edited during/after the initial consult.



Select an Existing Patient

Search for the patient by entering known patient information. Selecting the DICOM Worklist checkbox will prompt a scheduled Worklist search. If eNcounter is licensed and configured for use with eNcounterCloud, leaving this box unchecked allows users to search for existing patients within their institution. Leaving search fields blank and selecting, “Search” will display institution-specific results that list existing patients.

Please, enter the patient search criteria

Last Name

First Name

Patient ID

☒ Search in DICOM Worklist

SEARCH **CLEAR**

A USPATIENT
ID: 1, Gender: Other, Age: 0 years old, Accession #: 34534534

SUZIE QUEUE
ID: SQ98765, Gender: Female, Age: 39 years old, Accession #: dyje5u5u6

John Doe
ID: BB123456, Gender: Male, Age: 66 years old, Accession #: 1234456635

Go back

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Before proceeding, verify that the correct patient was selected.

[Welcome, support@globalmed.com](#)

Have you verified with the patient that this information is correct?

Selected Patient

Patient ID: 12345678
Accession #: 0
Last Name: DOE
First Name: JOHN
Gender: Male
Date of Birth: 10/04/1974
Age: 42 years old
Street Address: N/A
S.S.N.: N/A

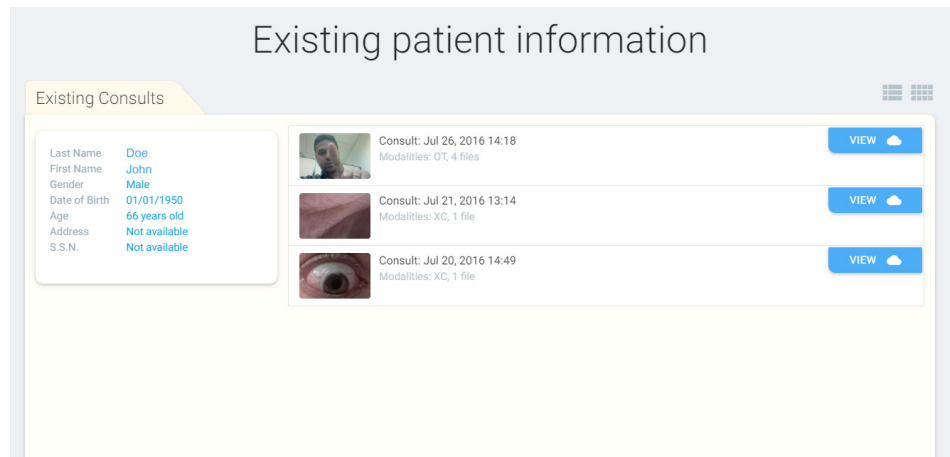
Yes, proceed with consult

Yes, review existing consults

Go back

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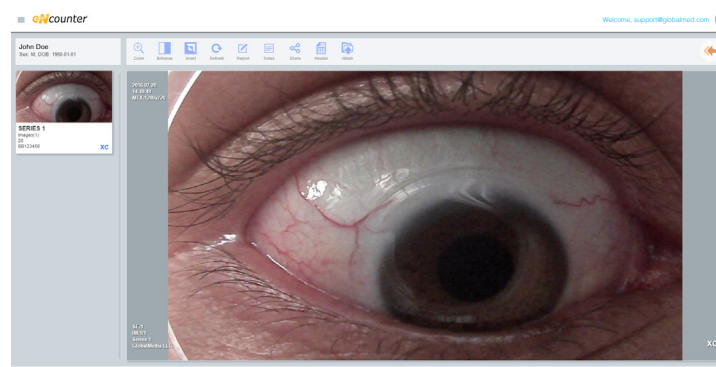
Upon selection of "Yes, proceed with consult," the user will be directed to the Chief Complaints page. To review past consults, click on the button labeled, "Yes, review existing consults." Existing consults will appear, listed in order of the initial upload.




Click the View button to view the images and reports from past consults. On this screen, the user has the ability to:

- **Zoom:** Adjust the scope of focus of the selected frame
- **Enhance:** Adjust image contrast and brightness
- **Invert:** Reverse the image colors
- **Refresh:** Reset the image to its original state
- **Report:** Write reports from pre-assigned templates that include: HPI Report, Radiologist Report, SOAP Report, Case Documentation Report, and Discharge Summary
- **Notes:** Write case specific notes associated with each study
- **Share:** Share studies with a PACS-configured destination institution or directly refer the study to an end user for review
- **Header:** Provide technical data specific to the DICOM header
- **Attach:** Attach a PDF file to the study

Note: File must not exceed 5 MB.



To exit the DICOM Image Viewer, select the orange back button  to navigate to the previous page.

Create New Patient

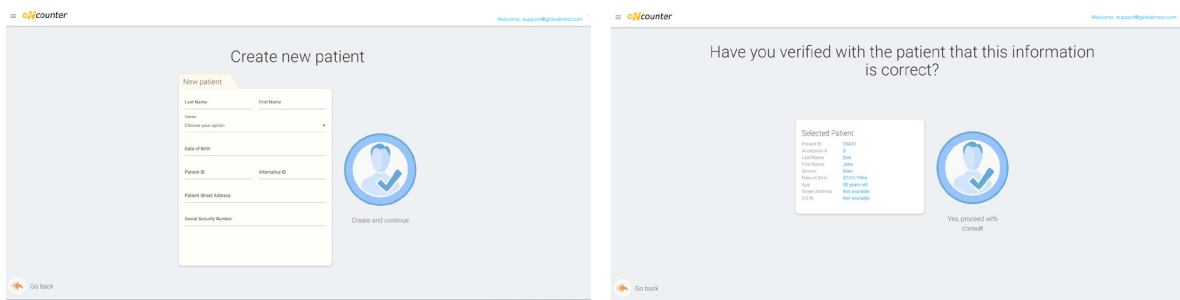
Upon selection of the Create New Patient button, several fields will appear. The fields that are required to proceed are:

- Last Name
- First Name
- Date of Birth
- Patient ID

Optional fields include:

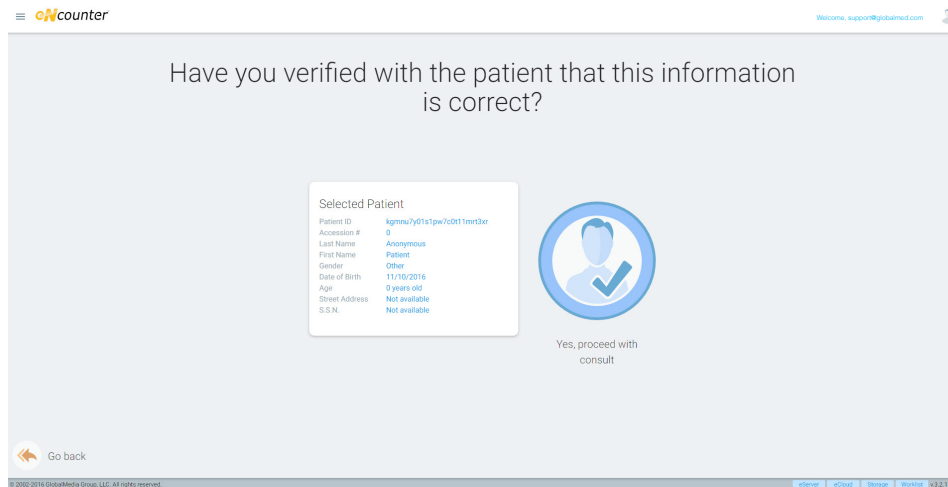
- Gender
- Alternative ID
- Patient Street Address
- Social Security Number

After all necessary information is entered, select “Create and continue.” A new window will appear asking if the user has verified the patient information. Click “Yes, proceed with consult” to begin or go back to edit, as necessary.



Proceed Anonymously


The Proceed Anonymously option enables users to quickly begin a telemedicine consult in the event that patient information is not available. eNcounter will automatically populate each patient field with generic data that can be edited during or after the consult.



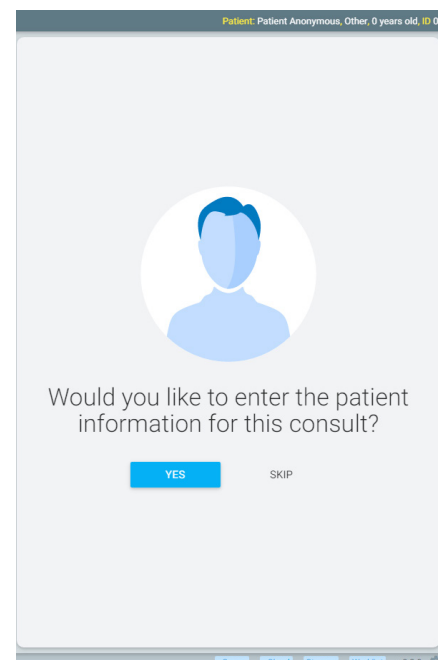
After an anonymous patient is created and patient information is confirmed, the user will be directed to the Chief Complaints page.

Direct Patient Exam

The Direct Patient Exam option allows the user to skip through the patient information and move directly to the Consult Screen.

After all images and reports are gathered, the user still has the ability to enter patient information. Select the Write Reports icon  on the Device Panel. A screen will appear asking, “Would you like to enter the patient information for this consult?”

At this time, the user can select “Yes” to add the patient’s name, gender, date of birth, and ID; or the user can skip and leave the patient as anonymous.



Chief Complaints

On this screen, the user has the option to record chief complaints, duration of symptom presentation, and any personal history relevant to the consult. To do so, select from the provided list of symptoms or check “Other” and provide a description of the symptom(s).

Note: eNcounter will allow the user to skip this step in the event that a chief complaint does not need to be recorded.

After chief complaints have been recorded, select “Yes, record values and continue.”

The image displays two screenshots of the eNcounter application interface for recording chief complaints.

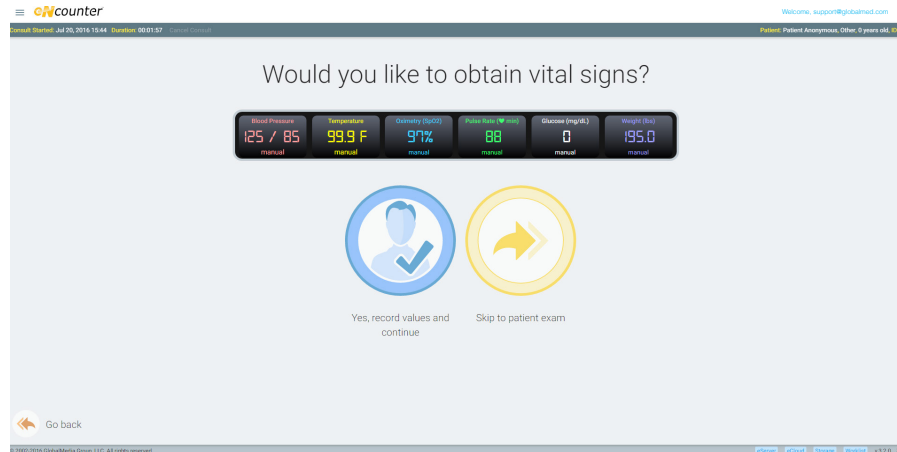
Top Screenshot: The screen is titled "Would you like to record chief complaints?". It features a "Chief Complaints" section with a list of symptoms, each preceded by a checkbox. The symptoms are arranged in two columns: Abdominal pain, Anaphylaxis, Changed behavior, Chest pain, Diarrhea, Dizziness, Dyspnea, Dysuria, Epistaxis, Fever, Headache, Itch, Lumbalgia, Malaise, Nasal congestion, Nausea, Not applicable, Ophthalmological, Otalgia, Other, Skin lesion, Sore throat, and Syncope. To the right of the list are two large circular buttons: a blue button with a checkmark icon labeled "Yes, record values and continue" and a yellow button with a right-pointing arrow icon labeled "Skip".

Bottom Screenshot: This screen also has the title "Would you like to record chief complaints?". It includes a "Complaints Duration" section with radio buttons for: Between 12 and 24 hours, Between 2 and 12 hours, More than 24 hours, Less than 2 hours, and Not Applicable. Below this is a "Personal History" section with checkboxes for: Drug Allergy, Asthma, Diabetes, Discopathy, Drinker, Hypertension, None, Other, and Smoker. Similar to the top screenshot, it has the same two large circular buttons: "Yes, record values and continue" and "Skip".

Note: Navigating to this page after selecting or creating a patient will initiate a consult and start the consult timer. The user can end the consult at any time by selecting the Cancel Consult button that appears adjacent to the consult timer.

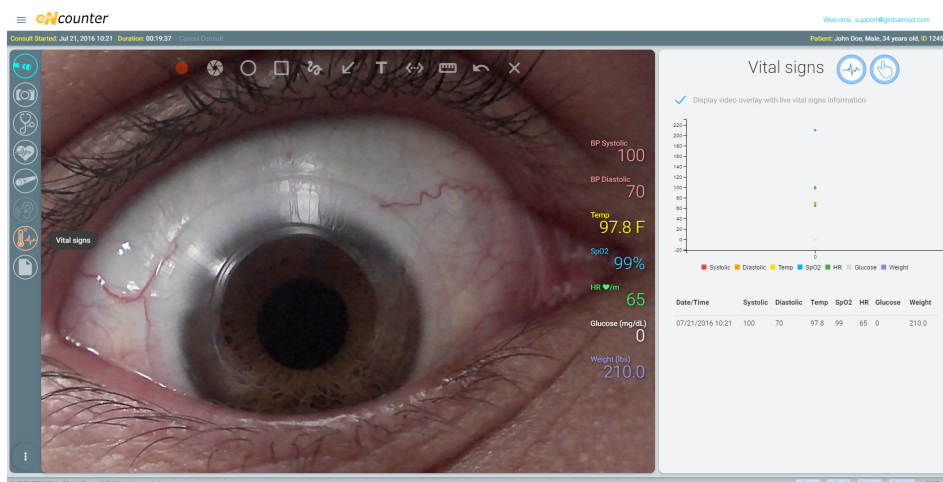
Vital Signs


Navigation to the Vital Signs screen will allow the user to record vital signs data.

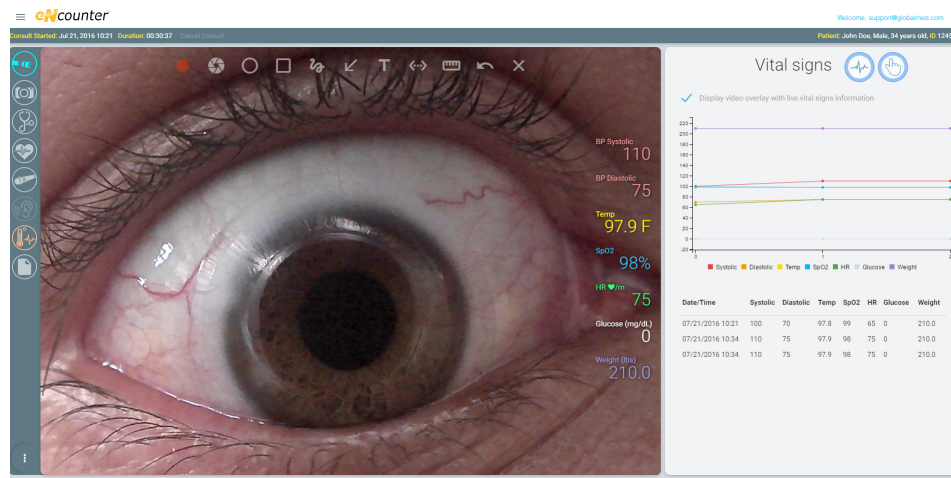


eNcounter will display a vital signs panel with the following information: systolic and diastolic blood pressure, temperature, oxygen saturation, pulse rate, glucose level, and weight. Each field will automatically populate if eNcounter is connected to a compatible vital signs device. If eNcounter is not connected to a compatible device, values can be entered manually. After values are entered, select “Yes, record values and continue” to save the vitals data and navigate to the Consult Screen.

Vitals information can also be recorded from the Consult Screen. To gather new vitals data, select the Vital Signs button on the Device Panel. The Vital Signs slide-out window will appear.



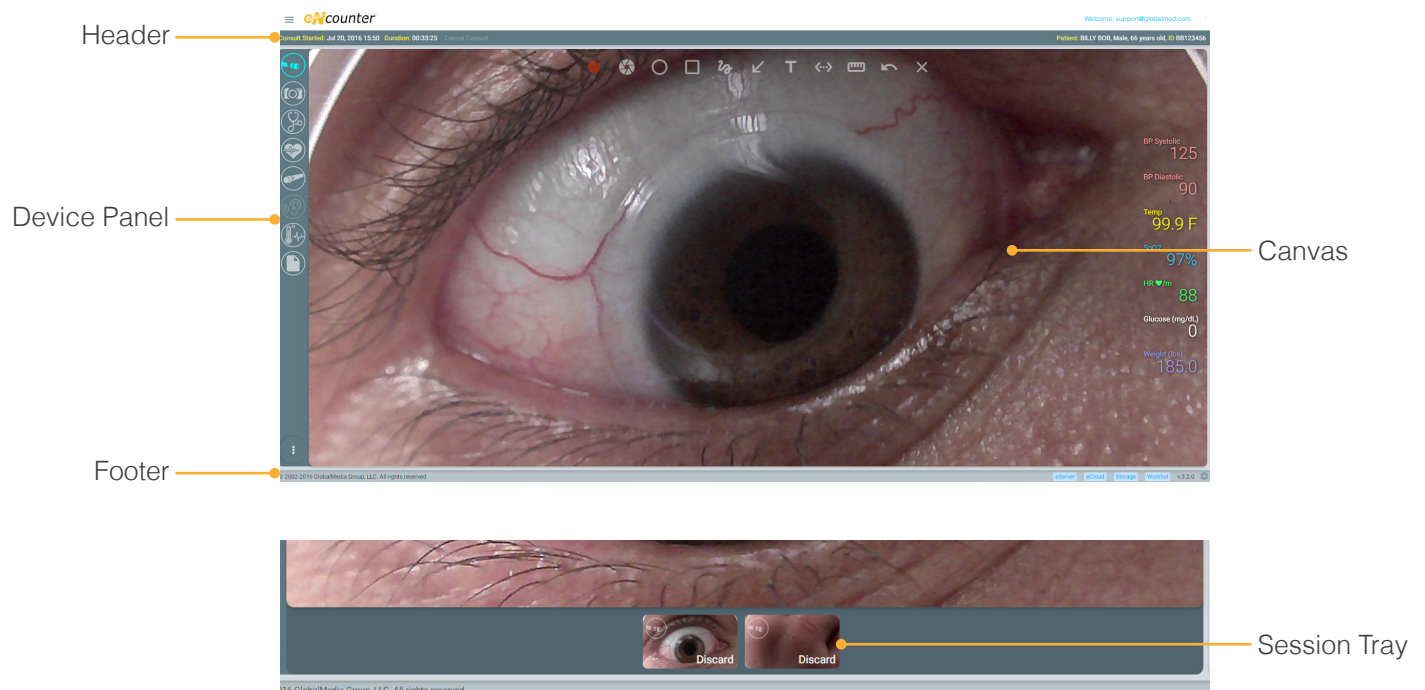
The Vitals Overlay will display data as it is received. To save vitals snapshots, select the Take Snapshot button.  The vital signs data will appear as new plot points on the graph and will be listed in the table below the graph. Selecting the hand button on the Vital Signs slide-out window will allow users to manually enter and record a new set of vitals data. Select Record and Continue. The new set of vitals data will populate both the graph and table. This can be done as many times as needed throughout the consult.



Consult Screen - General Layout

Acting as a device aggregation center for consult report creation and upload, the Consult screen allows users to draft a consult report with data gathered from integrated devices. The Consult screen is split into five sections.

- **Header:** Displays the date and time of the consult initiation, as well as the consult duration. Displays patient-specific information, including name, gender, age, and ID. Also serves as the area where the “Cancel Consult” button resides, which allows users to discard all consult information and return to the eNcounter landing page.
- **Device Panel:** A collapsible panel that lists all integrated devices that have been licensed for use with eNcounter. Also houses the “Write Reports” and “Vitals” buttons, which when selected render each respective window.
- **Canvas:** Display area where all video feeds, images, and reports appear.
- **Session Tray:** Appears upon image capture. Allows users to manage the images and reports captured during the consult.
- **Footer:** Displays copyright information, as well as the current software version number. Also contains connectivity status indicators and a gear icon that when selected, redirects the user to the Configuration Page.











(Only visible when image is taken)

Consult Screen - Device Panel

eNcounter is compatible with a number of medical devices that can be used to supplement the patient medical record. All compatible devices present within the system are displayed on the left side of the screen in the Device Panel.



Device Panel buttons:
















	TotalExam 3 camera. Only shows if plugged into workstation.
	TotalExam HD 2. Only shows if plugged into workstation.
	3rd party cameras (non-GlobalMed). Only shows if plugged into workstation.
	Otoscope camera. Only shows if plugged into workstation.
	Start stethoscope. Only enabled if licensed.
	Start ECG. Only enabled if licensed.
	Start ultrasound. Only enabled if licensed.
	Start audiology. Only enabled if licensed.
	Start spirometry. Only enabled if licensed.
	Renders the Vital Signs slide-out window.
	View/generate reports.

Device Panel - Top Toolbar

Located on top border of the Consult Screen Canvas, the Top Toolbar displays several buttons that can be used to take snapshots, annotate, record video, and apply measurements to images.


Captured images and videos can be annotated using the Top Toolbar. After annotating an image, select the Take Snapshot button to save the image with the new annotations.

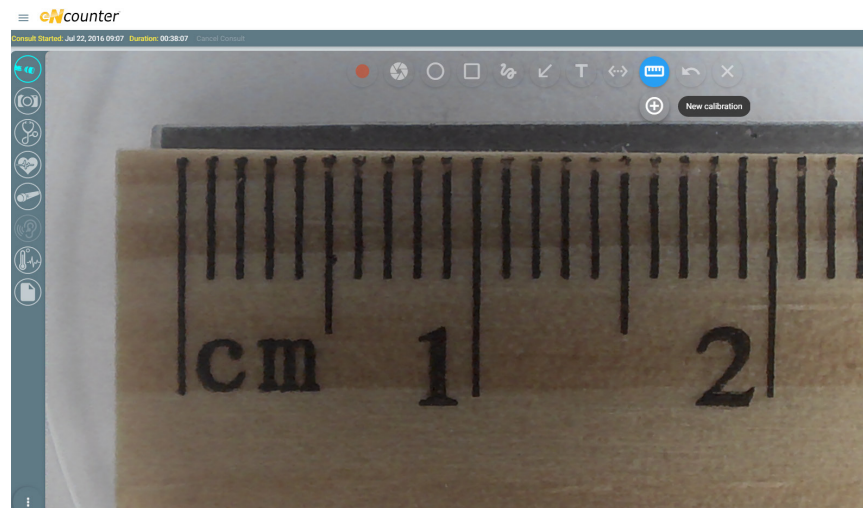
Top Toolbar buttons:

	Take a snapshot of the visible area (includes any annotations and measurements). If viewing a captured image, selecting the Take a Snapshot button will create a new snapshot in the session tray with any newly added annotations and measurements.
	Annotation: Draw a square/rectangle on the video or captured image.
	Annotation: Draw a circle/ellipse on the video or capture image.
	Annotation: Draw a free-form line on the video or captured image.
	Annotation: Draw a single-headed arrow on the video or captured image.
	Annotation: Add text on the video or captured image.
	Measurement selection.
	Measurement: Draws and measures the calibrated distance using a double-headed arrow.
	Measurement: Draws and measures the calibrated distance using a capped line.
	Measurement: Draws and measures the calibrated distance using a capped gap.
	Measurement calibration selection.
	Calibration: Add new calibration.
	Calibration: Displays current list of saved calibrations (10 max), including the current default.
	Erases the last annotation(s) = If viewing a captured image, will only erase newly added annotation(s).
	Erases all annotations. If viewing a captured image, will only erase newly added annotations(s).

Calibration

Prior to calibrating eNcounter for measurements, determine which unit of measure (e.g., mm, cm, in, etc.) will be used.

1. Position the camera against a ruler or other measuring device that reflects the desired units.
2. Freeze an image of the measuring device using the Take Snapshot button.
3. Click the Calibration button  on the Top Toolbar and select "New calibration."



4. Draw a line that represents one unit of measure by clicking and dragging the cursor along the canvas.

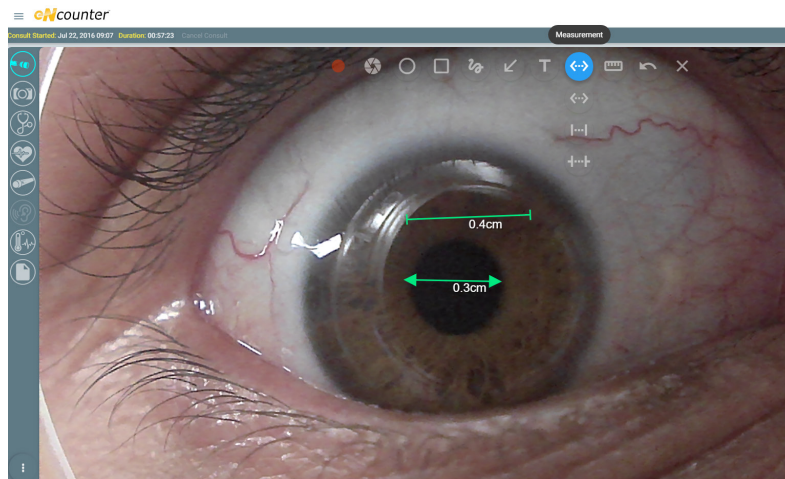
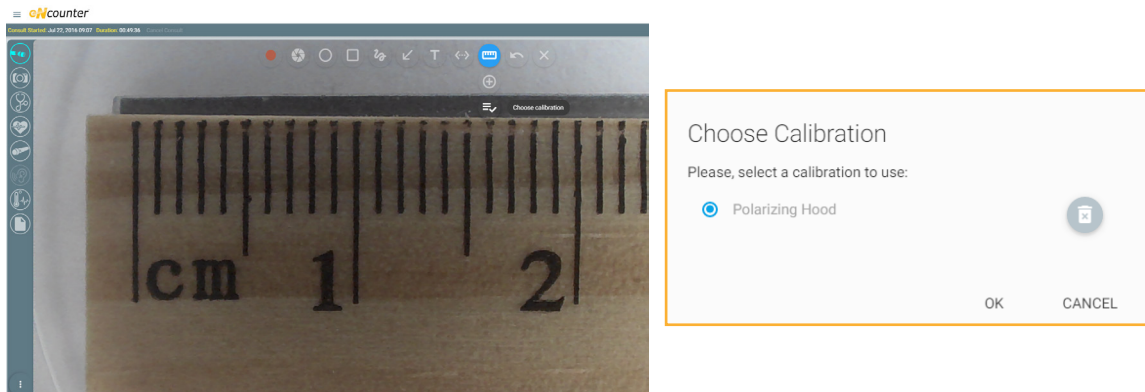


5. Enter a name for the calibration, a real-world value for the drawn calibration line, and specify the units.

6. Repeat steps 1-5 to create additional calibration options if desired.

Note: eNcounter allows for up to 10 unique calibrations. Each new calibration must be uniquely named.

To use the desired calibration, click the Calibration button on the Top Toolbar and select “Choose calibration.” A dialog box will appear, allowing the user to select from the established calibration options.



For accurate and precise measurements, calibrations should be established for each attachment intended to gather images at varying focal distances. For example, on the TotalExam 3 camera, calibration can be completed with a polarizing hood attachment, a 10 cm tongue depressor attachment, or a 15 cm tongue depressor attachment.

Note: Once established, eNcounter’s measurement tool will default to the last calibration used or added.

Integrated Medical Devices

For more information regarding integrated devices, please visit www.globalmed.com.

TotalECG

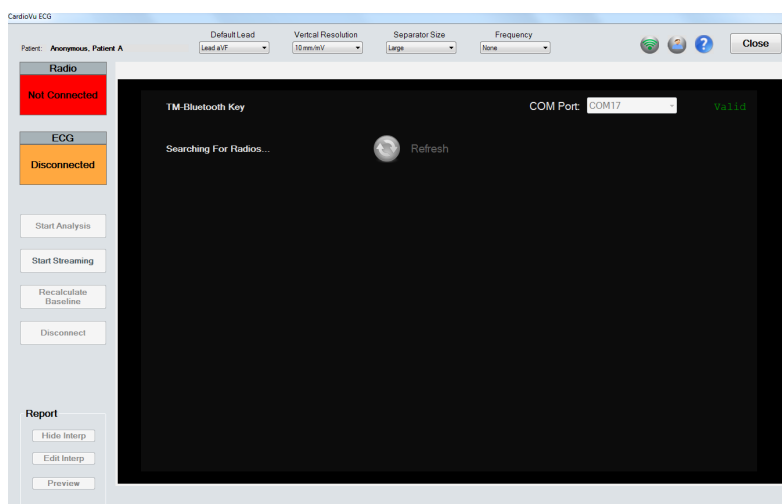
Step 1 - Ensure the TotalECG has 2 AA batteries and the Bluetooth dongle is attached to the station via USB.

Step 2 - Attach the leads to the patient as necessary.

Step 3 - Power on the TotalECG by pressing any button.

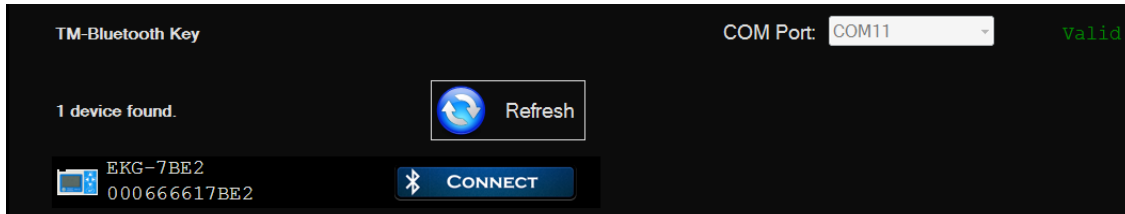
Step 4 - Run the TotalECG software by clicking on the ECG button  in eNcounter.

If the COM port is valid, the software will begin searching for an available ECG device.

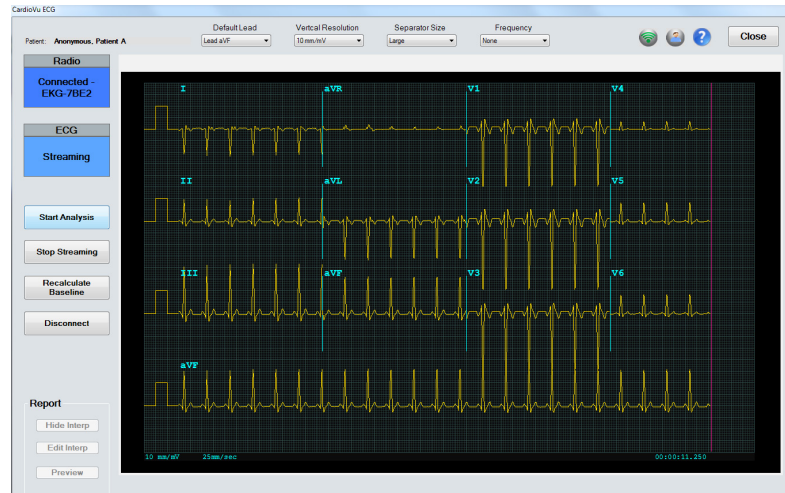


Step 5 - Once TotalECG is located, the device information will populate the screen. Click the “Connect” button. Once paired, the software will begin streaming live ECG data.

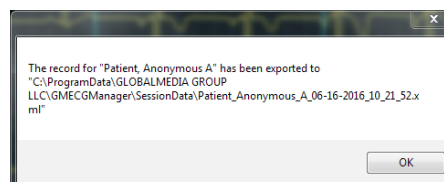
Note: Device pairing with software may take a few moments.



Step 6 - To generate a report, click “Start Analysis.” The software will take a ten-second reading to generate a report.



Once the report has been generated, a window will appear stating that the record has been exported.



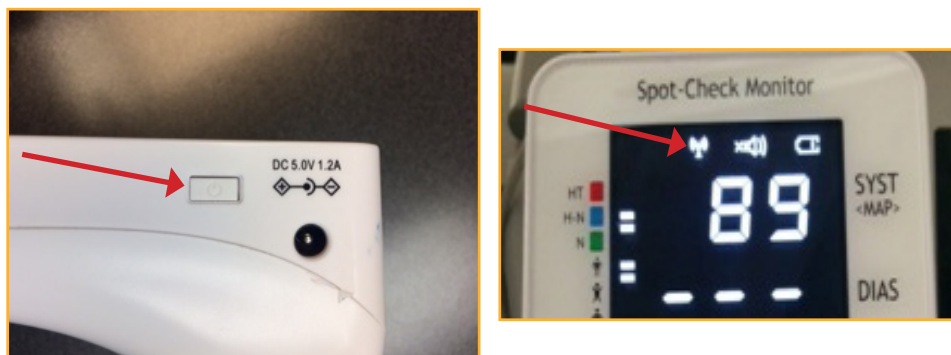
Once exported, the report will appear in the Session Tray for potential inclusion in the Consult Report.

TotalVitals

In order to use TotalVitals within eNcounter, the application must be configured properly. To do so, navigate to the Configuration page by selecting the gear icon that appears on the bottom right hand corner of the application footer. Within the Configuration page, navigate to the device settings tab by selecting “Devices.” Ensure that TotalVitals is selected as the configured vitals device. Click “Save and Verify” to confirm configuration changes.

A TotalVitals connectivity indicator will appear when a consult has been initiated. When the application is actively seeking to pair with a TotalVitals device, a scrolling status bar will appear directly above the TotalVitals connectivity indicator. Follow the steps below to begin using TotalVitals.

Step 1 - Turn on TotalVitals by pressing and holding the power button located on the top right side of the device. Take note of the blinking connectivity indicator on the device itself. The device is not connected to eNcounter until the connectivity indicator appears as a solid image and stops blinking.

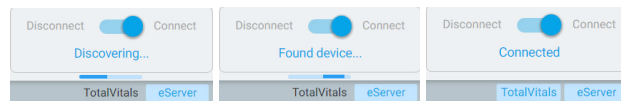


Step 2 - Pair the device with the Windows operating system. Note that the device will appear in the bluetooth devices as a headset with the title, “PC_300SNT.”

Step 3 - With the device powered on, initiate a consult. The TotalVitals device connectivity indicator will appear in the application footer. Selecting the indicator will render the connectivity status. The three connectivity states are:

- Discovering: Appears when the application is searching for a bluetooth radio signal
- Found Device: Appears once the application has discovered a bluetooth radio signal
- Connected: Appears when the application has successfully connected to the TotalVitals device

At this point, any vitals taken will automatically be uploaded into the eNcounter vitals screen.



Step 4 - To take a blood pressure reading, connect the cuff tube to the connector labeled “NIBP.”



Step 5 - Press and release the blood pressure button to begin the measurement. The eNcounter vitals data fields will reflect any vitals data registered on the device.



Step 6 - To take a patient's pulse, connect the oximeter probe into "PORT 1" or "PORT 2" and insert the patient's finger into the clip of the probe. Measurement will begin automatically. The eNcounter vitals fields will reflect any vitals data registered on the device.

Note: TotalVitals will continuously read the patient's pulse. If the oximeter is removed from the patient's finger, the readings will reset to 0.

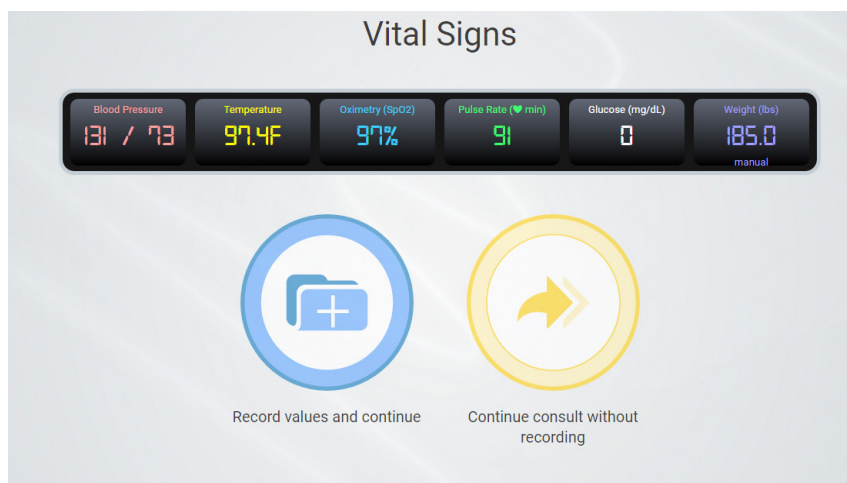


Step 7 - To take a patient's temperature, connect the probe into either "PORT 1" or "PORT 2."

Step 8 - Remove the tip cover, insert the tip into the ear canal, and press the scan button on the top side of the probe to begin reading. The eNcounter vitals fields will reflect any vitals data registered on the device.




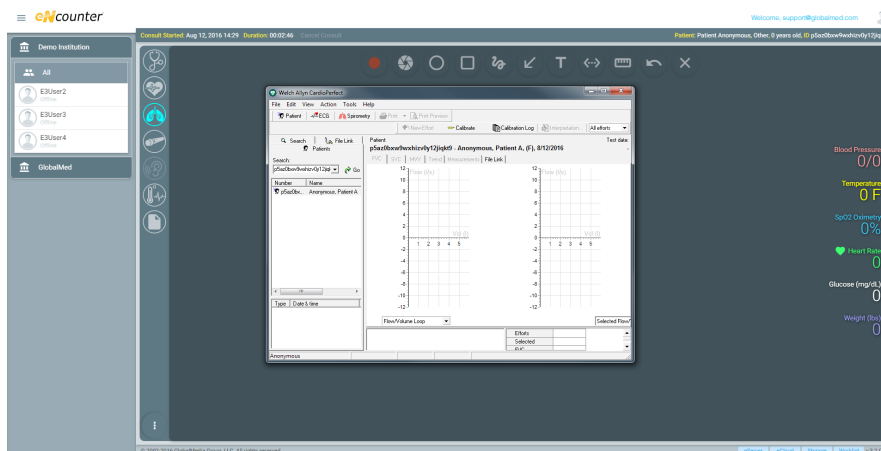
Step 9 - After all desired measurements have been acquired, select "Record Values and Continue" to save the data.



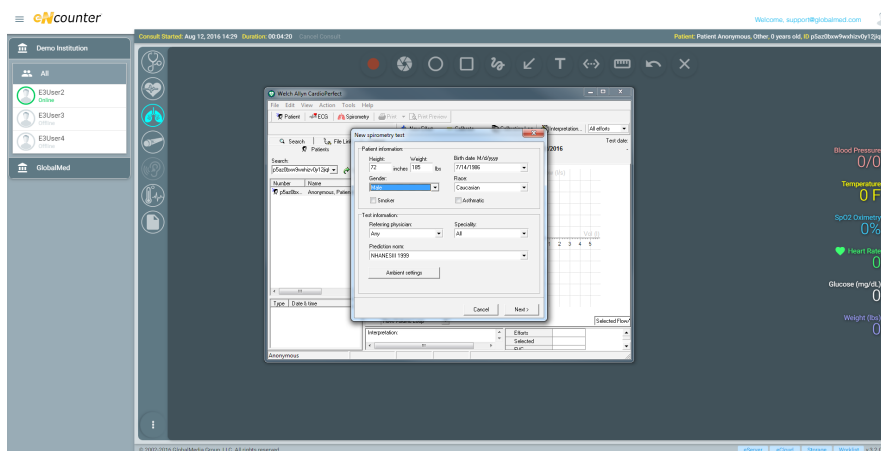
CardioPerfect Spirometry

Step 1 - Insert the spirometer into a USB port.

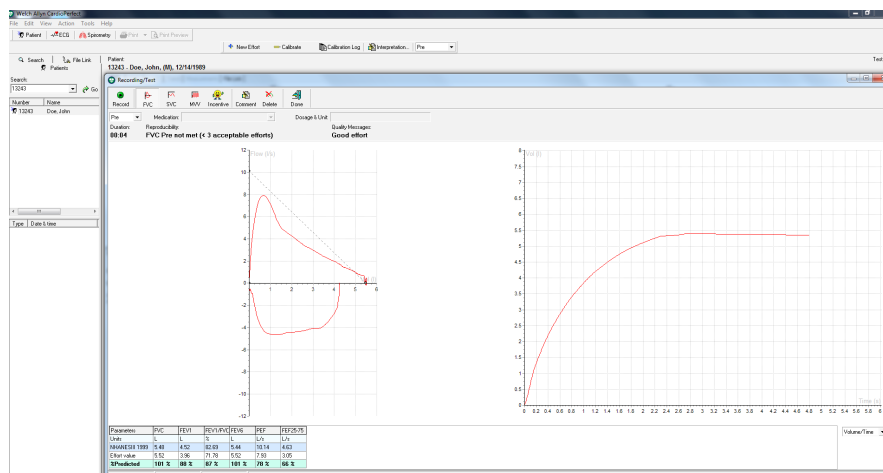
Step 2 - Run the CardioPerfect software by clicking on the Spirometry button  within the eNcounter Device Panel.



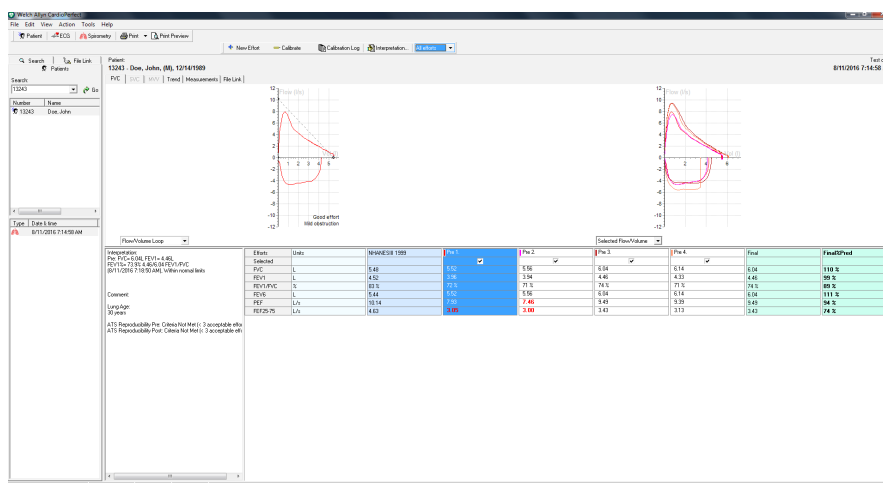
Step 3 - Select the Spirometry tab and enter the required patient information.



Step 4 - Select the Record button and advise the patient to inhale deeply and exhale as hard as possible. When the patient has finished, select Stop.




Step 5 - After three satisfactory efforts, select Done. The Spirometry view will display the spirometric measurements.

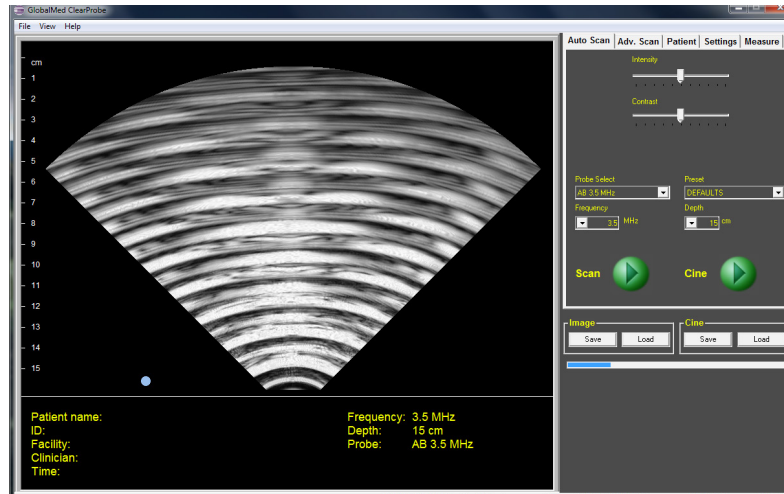


Once complete, the spirometric data will automatically upload to the Consult Report and can be viewed as a thumbnail in the Session Tray.

ClearProbe Ultrasound

Step 1 - Insert the ClearProbe into a USB port.

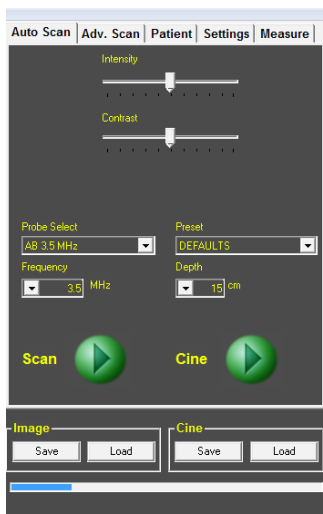
Step 2 - Select the Ultrasound button  within the Device Panel of the Consult Screen. The corresponding software will open.



Step 3 - Apply the ultrasound gel to the probe.

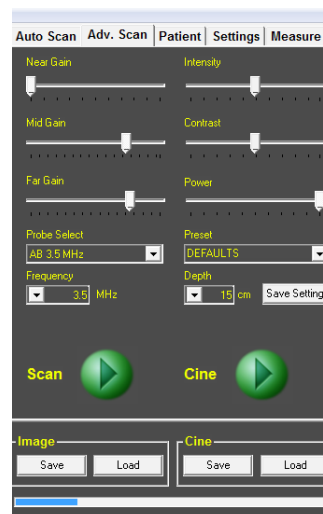
Step 4 - Press the button on the probe or select the Scan button within the software to begin an ultrasound reading.

There are five tabs in the User Interface Window:



Auto Scan Tab -

- Select presets
- Adjust basic functions such as depth, frequency, intensity, and contrast



Advanced Scan Tab -

- Adjust the image's gains
- Adjust the pulse power
- Save presets

Patient Tab -

- Create and select patients prior to starting an exam
- New patient information can be typed over current information
- Select Clear Fields to remove all information without deleting a patient from the database

Settings Tab -

- Configure the software functions
- Set the image storage location

Measure Tab -

- Measure and annotate an image
- Perform any desired calculations

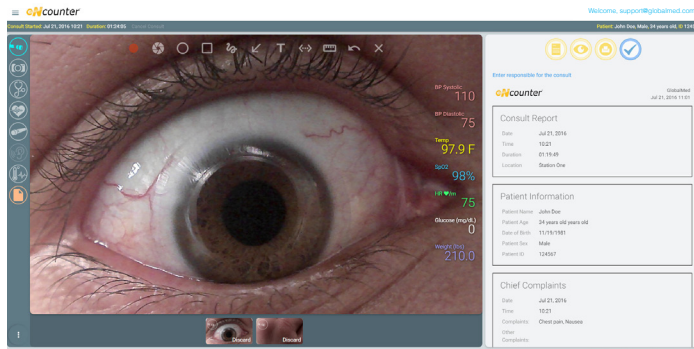
To upload sonograms into the Consult Report:

- Gather the desired images and select Save
- The saved images are displayed in the Session Tray of the Consult Screen and can be viewed in the Consult Report

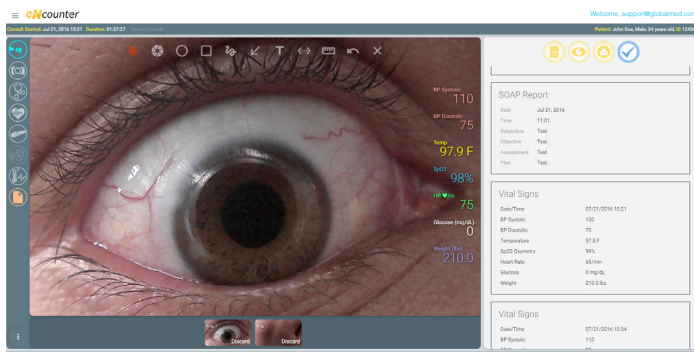
Creating and Submitting a Report

After all desired patient data has been gathered, select the Write Reports icon on the Device Panel to open the Consult Report.

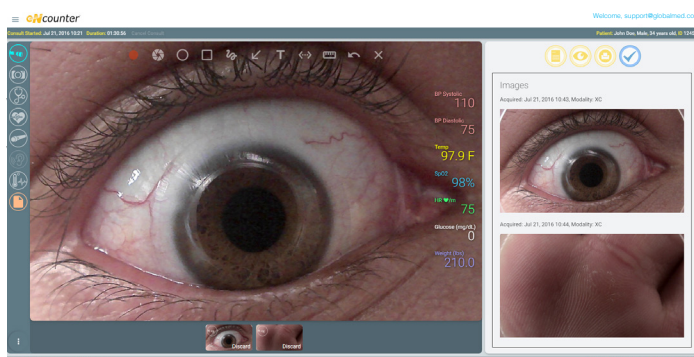
The consult report will show:



- Date, time, duration, and location of the consult
- Patient information
- Chief complaints

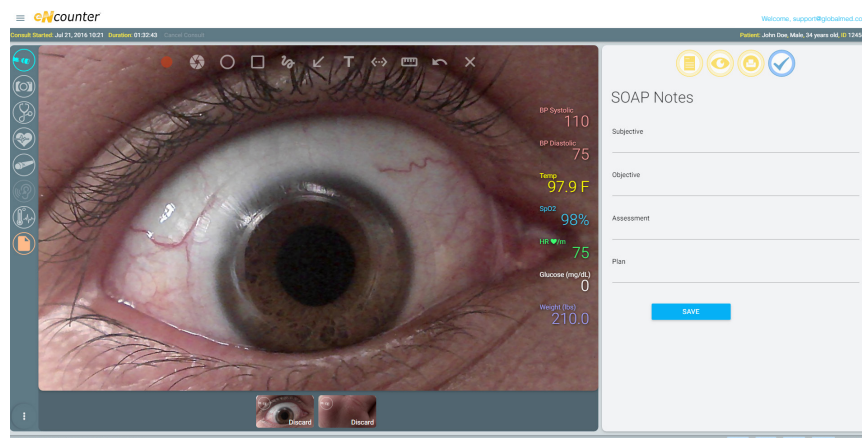


- SOAP report, if created
- Vital signs data



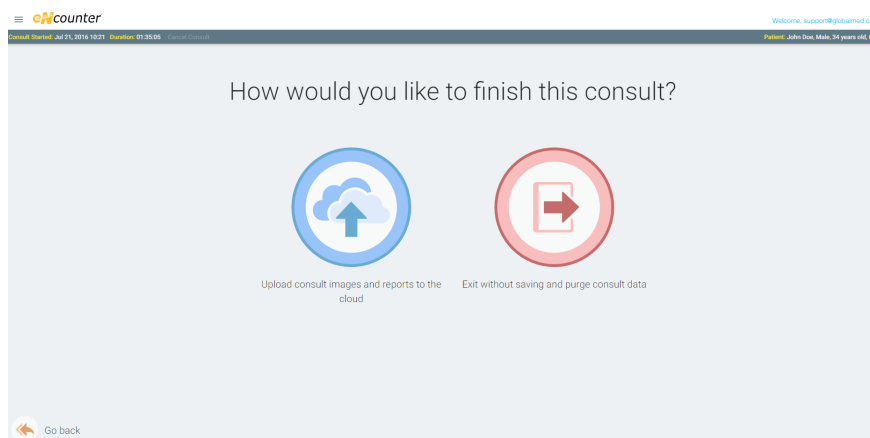
- Images (including sonograms)
- Responsible party (Patient side and provider side)

To add a SOAP report to the Consult Report, click on the “New report” button in the Device Panel. Selection will render the SOAP report template. Once pertinent report information has been recorded, select “Save” to add to the Consult Report.



To print a hard copy of the consult report, select the print button to save the report as a PDF and print.

If eNcounter is configured to a PACS, select the Finish Consult button. Selecting this button will prompt the user to either upload the consult to the configured PACS or to exit without saving and purge the consult data. The option to quit without saving is recommended for use when eNcounter is not configured to a PACS.



Videoconferencing

eNcounter has a built-in videoconferencing solution called eNcounterView. eNcounterView can be used to connect participants for live-stream videoconferencing. Using the GlobalMed Screen Sharing plugin, eNcounterView enables real-time sharing of medical images, as well as visible and non-visible light images, including feeds from connected exam cameras. In addition to image sharing, eNcounterView prompts consult-specific communication between parties by allowing users to annotate images and live video feeds throughout the videoconference.

Launching eNcounterView

There are multiple ways to initiate a videoconference within eNcounter.

1. Upon initial login, select the Start Videoconference button. A panel will appear with all the contacts in the user's institution.

2. Select a contact by clicking on their name.

The user will have the following options:

- Start a video call
- Start an audio call
- Send an email invitation to the contact
- Send an SMS message to the contact's phone number
- Schedule a meeting

3. From any screen, select the hamburger button located on the upper left of the display. Selection of this button will either expand or collapse an institution-specific contact list.

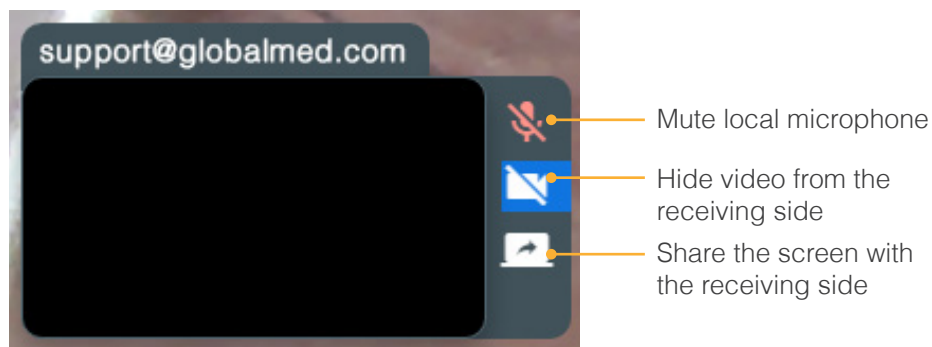


Videoconference Window

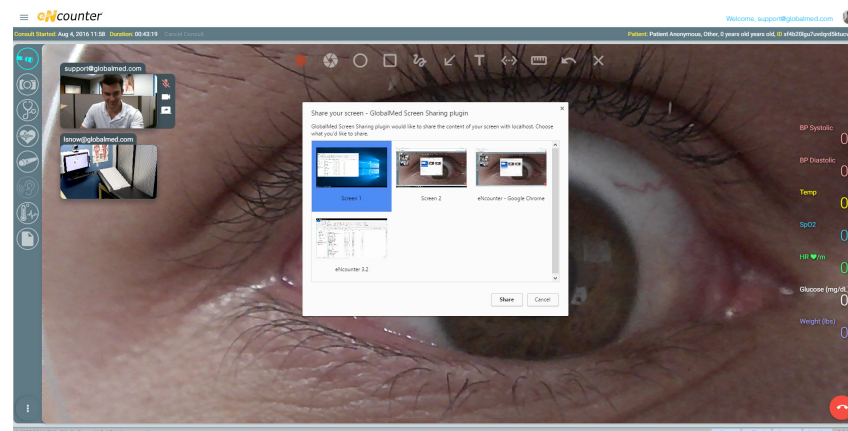
Once a videoconferencing connection has been established, eNcounter will display two floating windows showing the remote video connection and the local camera view. While on a video call, added video sources will be displayed in new floating windows.

Sending Side Options

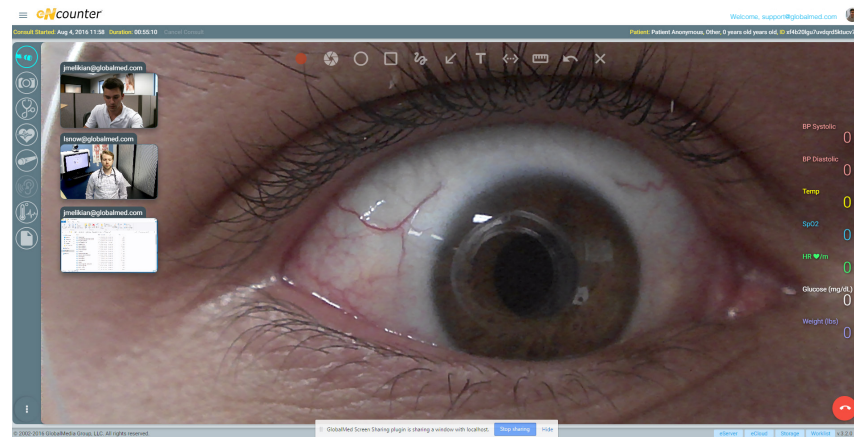
The user has the ability to mute the microphone, hide the video, and share selected windows. To do this, scroll over the local camera view window. Three buttons will appear to the right.



Once the Screen Share button is selected, windows available for screen sharing will appear. Select the desired screen and click Share.

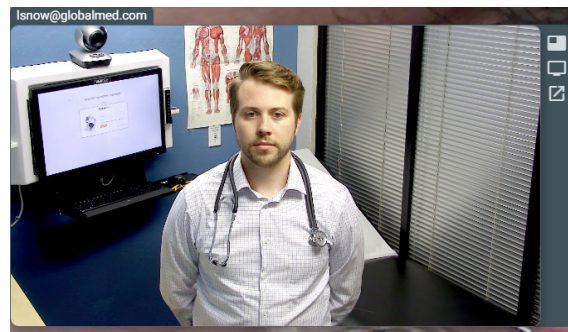


The shared screen will display in another floating window. The user also has the ability to move the floating windows to different areas of the screen. Click and hold the name on the window then drag and drop to the desired location.

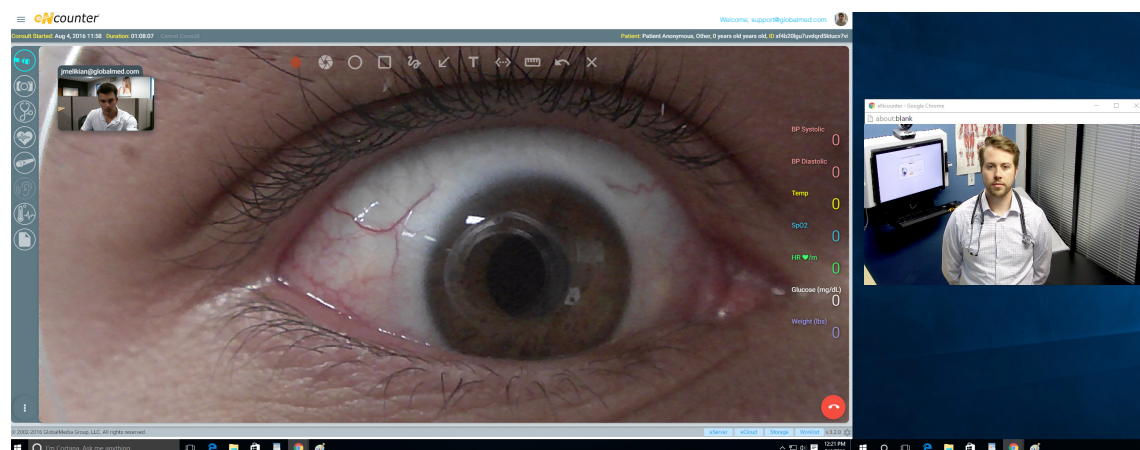


Receiving Side Options

The local user has the ability to maximize and move the videoconferencing screen onto another monitor.

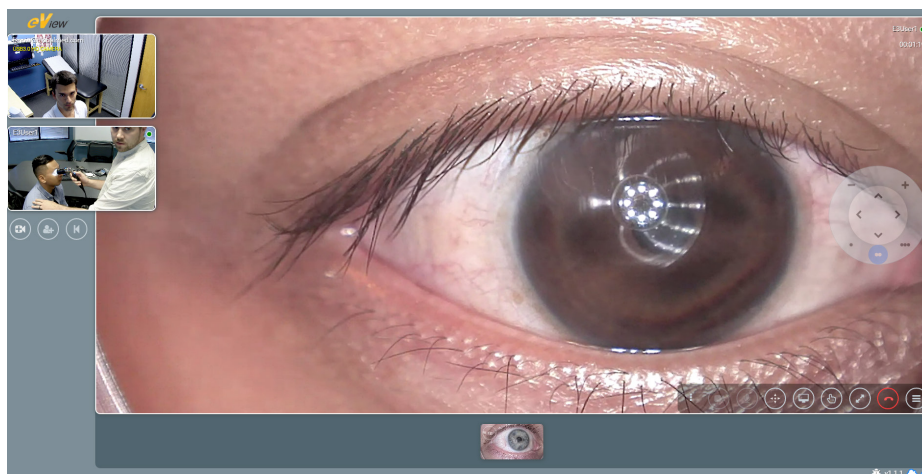


To do this, scroll over the far side video. Select the bottom button, to view as a web page that can be minimized, maximized, and dragged from screen to screen.

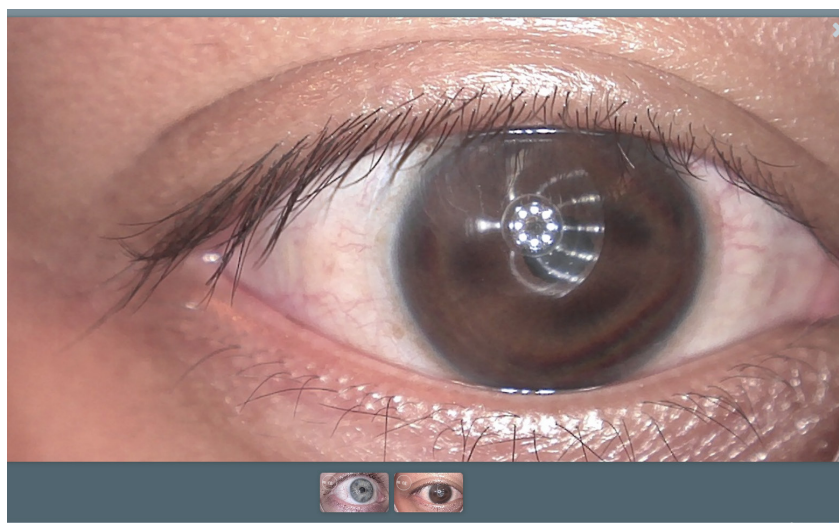


Sharing Exam Camera Images

Connected devices will appear in their own distinct window. This means that live video from the camera will automatically stream to the far-end user.



Images, videos, or PDFs collected during a consult will appear in real-time to the receiving user as image thumbnails that can be selected and viewed in full screen mode.



Troubleshooting

Note: Additional troubleshooting instructions can be found on the GlobalMed Support website located at <https://globalmed.desk.com/>

Application does not appear to have updated upon overinstall.

Clearing the browser cache is recommended when migrating from 3.1.x to 3.2.x. To do so, navigate to the Google Chrome Web Browser Settings page.

1. Select "History"
2. Clear browsing data
3. Check the fields that read "Hosted app data," "Cookies and other site and plugin data," and "Cached images and files."
4. Select "Clear browsing data."

Ensure that these items are cleared from "the beginning of time."

Selecting the eNcounter Desktop icon renders a blank, gray browser window.

Using the eNcounter application requires a GlobalMed-provided license key. Ensure the application is appropriately licensed by adhering to the following steps:

1. Open the system tray and select the GlobalMed License Manager.
2. Select "Update license key."
3. Enter the GlobalMed-provided license key.
4. Select "Activate Now." Verify that the license status reads "Active."

A connected exam camera does not appear on the device panel of the Consult Screen.

Verify that the exam camera is not selected as a videoconferencing camera on the Configuration page.

To do so:

1. Select the gear button that appears in the application footer, adjacent to the version number.
2. In the Configuration page, render the Videoconferencing Settings tab by selecting "Videoconference" in the What to Configure window.
3. If the connected exam camera is selected, it will not show up on the device panel and instead will be used specifically for videoconferencing. In order to display the desired camera in the Device Panel, deselect it as the videoconferencing camera and click, "Save and Verify." It will now appear in the Device Panel as an exam camera.

After selecting "Stop Sharing" while in a videoconference, the shared window does not disappear, leaving a black window.

In order to remove an artifact from a shared screen, hover the cursor over the blank window. An X will appear. When selected, the window will disappear.

The TotalVitals device will not connect.

If the TotalVitals device will not connect upon consult initiation, first ensure that the device is paired to the machine's operating system. After verifying that the device is paired to the machine in use, power off TotalVitals and click "Disconnect" in the application. Wait for 5 seconds, allowing the connectivity indicator to display, "Disconnected."

Once fully disconnected, power the TotalVitals device back on and verify that the connectivity indicator on the device itself is blinking. In the eNcounter application, select connect. Allow the device to connect.

If after following these steps the device will not connect, power the TotalVitals device off and cancel the consult (or close the browser). Initiate a consult again and power on the TotalVitals device. Allow the device to connect.



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 Authorization ("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.



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