



2C31 NIB Box 0402
300 North Ingalls
Ann Arbor, MI 48109-0402
734.615.8278
734.647.3329 fax

General Information

The following are things to be aware of when utilizing the Polycom system. When placing a call and depending on the type of interaction that is to take place certain protocols are used.

ISDN: ISDN lines (integrated services digital network) are dedicated telephone lines (example: 734-647-5555). Three lines are needed to place the standard 384kbps call for quality video and audio. The telephone charges that occur for an ISDN videoconference call are that of a typical UMHS long distance charge. Charges are incurred for each line. Since a typical call utilizes 3 lines the charges equal, 3 lines @ .09 cents x minutes = telephone charge. For example a call to Marquette that lasted 15 minutes the telephone charge would be .27 cents x 15= \$4.05. This charge would only occur if you place the call. If the remote site dials the ISDN number to the Polycom they would incur the charges.

When placing an ISDN call enter the area code + the number and the dialing speed of 384kbps. Turn to the “How to use the Polycom Viewstation H.323” for step-by-step instruction on placing a call.

Internet/IP: The internet protocol from the world wide web (example: 208.10.138.38) can be used for all administrative meetings and conferences that do not transmit patient information. There are no charges involved with using the internet. Turn to the “How to use the Polycom Viewstation H.323” for step-by-step instruction on placing a call via the internet.

Intranet: The Intranet is using an IP address (Internet protocol, example: 208.10.138.38) within a specific network (i.e.: UofM). The Intranet is a secure environment for the transfer of patient information. For example, if you wanted to see a patient that was located at Brighton Health Center from your office using the Polycom you could because they are apart of the UofM network and any information that was transferred about the patient would be secure. There are no charges involved with using the Intranet. Turn to the “How to use the Polycom Viewstation H.323” for step-by-step instruction on placing a call via the Intranet.

Patient Consults:

When using the Polycom for a patient consult, 3 ISDN lines will be utilized in making the call. The Intranet can also be used in for a patient consult provided it is within UMHS network (i.e. Hospital and Health Centers).

Patient Confidentiality

Patient confidentiality is the reason for using ISDN lines for a patient consult. The telephone lines secure the transmission of data and video images being sent to and from each site. The one exception to this is using the Intranet.

Conferences/Administrative meetings

When using the Polycom for a conference or administrative meeting, the method for placing a call is dependent upon the remote site capabilities. When contacting the remote site to schedule a videoconference you will need to ask them what their capabilities are ISDN or IP. If the remote site only has ISDN, then the call would have to be placed via ISDN. If the remote site has IP capabilities then a call maybe placed via IP.

In addition, the Polycom has the additional capability of using various peripheral equipment to supplement a conference, administrative meeting or patient consult.

Document Camera: The document camera can be used as a view box for x-ray images or documents that are not in electronic form. Detailed instructions on the use and setup of a document camera with the Polycom are further explained in this manual.

Examination Camera: The examination camera is a small handheld camera that combines power zoom, auto focus, freeze frame capture, and electronic image polarization in one diagnostic device. This multi purpose camera has wide applications in primary care, emergency medicine/trauma care, dermatology, ophthalmology, wound care and is an excellent device to document sexual abuse or child abuse.

Laptop: The laptop can be used to present PowerPoint presentations for conferences or meetings. The laptop must have an S-Video connection outlet, cable, and Internet Explorer 5.0 or higher. Detailed instructions on how to connect and display PowerPoint presentations are explained further in this manual.

Capturing images: With the Polycom it is possible to capture an image from the remote site or local site. Example: During a patient consult the physician asks the nurse/physician at the remote site to zoom in on a wound or surgical site and capture the image. The physician at the local site using a few simple steps can capture the image and save it to a file for future reference. Detailed instructions on capturing images are explained further in this manual.

PolySnap:

Scheduling a videoconference with the TRC

- Make sure that you provide the TRC with a contact name and number of the site(s) that you wish to connect with as well as your own contact information.
- Provide the date, time, type of videoconference (educational, administrative or clinical), and number of people who will be attending the videoconference.
- Conference rooms and classrooms should be scheduled 1/2 hour before and 1/2 hour after the actual time of the scheduled videoconference. This is to allow for room setup, dial-in, and troubleshooting if problems should arise or if your videoconference should run over it's allotted time.

Further information regarding Telemedicine and the TRC can be found at www.umich.edu/telemedicine.

For problems using the Polycom, please call the TRC at 5-8278.