

QUICK REFERENCE USER GUIDE - RECEIVING PROVIDER SITE

Eko CORE

Digital Stethoscope

GETTING STARTED

- The live stream auscultation should be accessed via a PC or a laptop. Mobile devices are not recommended.
- To enhance the sound of the live auscultation/live stream on the PC/laptop go to **Control Panel**, click **Sound**, select the **Communications** tab and then select **Do nothing**.
- Use of a headset is required. Listening through the computer speakers is not recommended. Please reach out to your Regional Virtual Care Coordinator for a list of vendor-approved headsets.
- The provider at the patient site must mute the audio of the Jabber call so that there is no audio interference during the live stream.



TO RECEIVE TRANSMISSION OF LIVE STREAM AUSCULTATION (RECEIVING PROVIDER SITE)

1. To access the live stream auscultation from an Eastern Health computer, complete the following steps:
 - a) Sign into the Eko dashboard:
https://dashboard.ekodevices.com/users/sign_in. This page will be bookmarked and password saved on the EH device. **Please note: Use of a headset is required.**
 - b) Once on the Eko dashboard, click **Live Stream** from the left side menu.
 - c) Under the 'Sites' tab, identify the applicable site from the list of sites and click the **Join Live Stream** button. If the live stream has not started, you will see **Waiting for participant**.
 - d) Request that the provider on the patient-end adjust the sound filter on the digital stethoscope, if needed.
2. Once the virtual visit is complete, click the **X** at the bottom of the screen to end the call.
3. Complete necessary documentation related to the visit.

ALTERNATIVE WORKFLOWS FOR THE DIGITAL STETHOSCOPE

You may also join and access the live stream from your email. To do this complete the following steps:

- a) Request that the sending provider (patient site) send the live stream to your email address.
- b) Click **Listen Now** in the no-reply email received from Eko.

If the live stream has not started, you will see **Waiting for participant**.

SUPPORT

Eko Support Desk: By phone, chat, and e-mail Monday – Friday from 9:30 am – 9:30 pm.
By chat and e-mail (**not telephone**) on Saturday and Sunday; 11:30 am – 9:30 pm.
Phone: 1-844-356-3384
Chat: Accessible by any page on Eko Website (**Chat** icon in bottom right hand corner)
Email: support@ekohealth.com

Detailed Info: <https://support.ekohealth.com/hc/en-us/articles/8694345139483-Eko-CORE-digital-attachment-2nd-gen-overview-and-care>

For further information or assistance with any issues, contact your Regional Virtual Care Coordinator:

Central Health: alex.elliott@centralhealth.nl.ca

Eastern Health: lauren.sinclair@nlchi.nl.ca

Labrador-Grenfell Health: lorne.coombs@lghealth.ca

Western Health: karentulk@westernhealth.nl.ca