

# QUICK REFERENCE USER GUIDE FOR PATIENT SITE

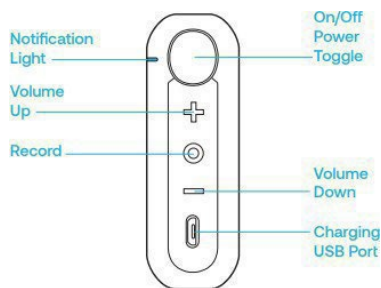
# Eko Core







# Digital Stethoscope

## GETTING STARTED

1. Ensure the Eko device is **fully charged** prior to using. To charge, use provided USB charging cable and connect to the digital attachment using the **Charging USB Port**. The Notification Light will be **orange** when charging and **green** when fully charged. If using an iPad ensure it is charged and **connected to Wi-Fi**.
2. If using an iPad tap on the Eko app, if using a laptop/PC go to the Eko website <https://www.dashboard.ekodevices.com>.
3. Log in with the provided credentials if prompted. **Username:**                      **Password:**
4. Ensure the Eko device is turned on by pushing the On/Off toggle so that the flat side of the toggle is flush with the front side of the digital attachment (a flashing white light should appear when the device is on and waiting to be paired with the Eko app/website). **Flashing** = not paired; **Solid** = paired.
5. If using Eko app on iPad the device may automatically pair. If this does not occur, tap **MENU** at the bottom left of the screen and tap **CONNECT**. You will be prompted to select your device. Select **CORE** from the list that appears. A pop up window '**Eko Core would like to pair with your iPad**' may appear. Click '**Pair**'.

If using the Eko website on a laptop/PC, click **Eko Devices** on the left side panel. Click **Connect** to open the pairing device window, click **CORE** from list that appears and click **PAIR**. The device will be paired if the white light is solid and no longer blinking.



CORE Modes and Corresponding LED States	
	CORE is on and seeking device
	CORE is on & connected
	CORE is recording
	CORE is low on battery
	CORE is off & charging
	CORE is fully charged

## TO TRANSMIT LIVE STREAM TO PROVIDER SITE

1. After device pairing is complete on iPad, tap **Record** or **Listen** at the bottom of the screen depending on the version of the Eko app being used.

If using the Eko website on Laptop/PC, the main screen will automatically appear once the device is paired.

2. **Ensure** that **Live Stream** is toggled **ON**. This will be located in the upper or lower right corner of the screen. **Please note: The provider at the patient site should start the live stream auscultation before the receiving provider joins the live stream. This will avoid delays in transmission of the live stream.**
3. Place the diaphragm of Core digital stethoscope as appropriate or as directed by the health care provider:

- a) Press firmly on bare skin to avoid extraneous sounds.
- b) Volume can be increased or decreased during auscultation using the **Volume Up** and **Volume Down** buttons located on the Core digital attachment.
- c) Selection of audio filters are available when using the Eko website and some versions of the Eko app.

If using iPad, tap on the heart/lung image located on the bottom right of the screen and select the appropriate filter from the list that appears.

If using the Eko website on Laptop/PC, click **Filter By** located in the bottom right corner of the screen and select the appropriate filter from the drop down menu.

4. Please note that the **Record** button located on the digital attachment **DOES NOT** need to be pushed in order to transmit a live stream auscultation.
5. When finished click **Exit** in the top right corner of the screen and power off the Eko device.

## ALTERNATIVE WORKFLOWS FOR THE DIGITAL STETHOSCOPE

The provider at the receiving site can also join and access the live stream from their email. To do this complete the following steps:

- 1 The provider at the patient site will send the live stream link to the email address of the provider at the receiving site.
- 2 If using the Eko app on iPad, the provider at the patient site should tap **Live Stream** and select **Email live stream link** to send the live stream link via email. Enter the email address of the provider at the receiving site and tap **Send**.

The provider at the patient site can also share the live stream link within the Jabber call by copying and pasting the link into Jabberchat.

If using the Eko website on a Laptop/PC click the **Live Stream Link** located in the bottom right corner of the screen and paste the copied link into an email to the receiving provider.

- 3 The provider at the receiving site can then click **Listen Now** in the no-reply email received from Eko.  
If the live stream has not started, the provider will see **Waiting for participant**.

## CLEANING THE DEVICE

1. Wipe entire surface with alcohol wipes after each use and allow to dry completely.
2. Clean earpieces between each use with alcohol wipes (avoid tip of connector) and allow to dry completely.

## 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).

Detailed Info: <https://support.ekohealth.com/hc/en-us/articles/8694345139483-Eko-CORE-digital-attachment-2nd-gen-overview-and-care>  
Email: [support@ekohealth.com](mailto:support@ekohealth.com)

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

Central Zone: [alex.elliott@centralhealth.nl.ca](mailto:alex.elliott@centralhealth.nl.ca)

Eastern Zones: [lauren.sinclair@nlchi.nl.ca](mailto:lauren.sinclair@nlchi.nl.ca)

Labrador-Grenfell Zone: [lorne.coombs@lghealth.ca](mailto:lorne.coombs@lghealth.ca)

Western Zone: [murrayblanchard@westernhealth.nl.ca](mailto:murrayblanchard@westernhealth.nl.ca)