

Eko CORE Digital Stethoscope

GETTING STARTED

1. Receiving live stream auscultation should only be done using the Eko website on laptop or PC. IPads and other mobile devices are not recommended.
2. 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 click **Do nothing**.
3. Listening to live auscultation through computer speakers may affect the quality of sound received, noise cancelling headsets are recommended. Please reach out to your Regional Virtual Care Coordinator for a list of vendor-approved headsets.
4. 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.



QUICK REFERENCE USER GUIDE - RECEIVING PROVIDER SITE

TO RECEIVE LIVE STREAM AUSCULTATION (RECEIVING PROVIDER SITE)

1. To listen to the live stream auscultation in real time go to https://dashboard.ekodevices.com/users/sign_in.
2. Sign in with the user name and password provided.
3. Click **Live Stream** from the left side panel and identify the appropriate patient site from the list. Click **Join Live Stream**. **Please note: before joining the live stream, the provider at the patient site should have started the live stream auscultation. This will avoid delays in transmission of the live auscultation.**

If the provider at the patient site has not yet started the live stream, you will see **Waiting for participant**.

4. Request that the provider at the patient site change the audio filters on the digital stethoscope, if required.
5. Once the live auscultation is complete, click **Exit**.

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:

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

If the provider at the patient site has not yet started the live stream, you will see **Waiting for participant**.

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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 Zone: alex.elliott@centralhealth.nl.ca

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

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

Western Zone: murrayblanchard@westernhealth.nl.ca