

QUICK REFERENCE GUIDE

Eko Duo Digital Stethoscope

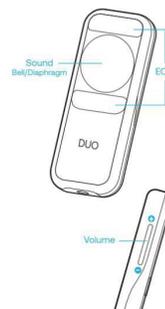
GETTING STARTED (PATIENT SITE):

1. Ensure Eko device is **fully charged** prior to using. To charge, use provided USB charging cable and connect to the charger. Place black side of Eko Duo down on the charging pad. All lights will light up when the device is fully charged.

If using an iPad ensure it is charged and **connected to Wi-Fi**.

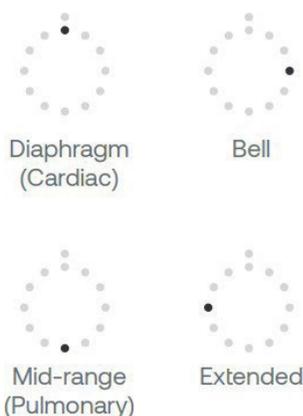
2. If using an iPad tap on the Eko app, if using a laptop/PC go to the Eko website: <https://www.dashboard.ekodevices.com>.
3. Log in with the provided credentials if prompted. **Username:** **Password:**
4. Ensure the Eko device is turned on by pressing and holding the center button until a white flashing light appears. The flashing white light will appear until the EkoDuo is paired with the Eko app/website. **Flashing = not paired; Solid = paired.**
5. If using the 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 **Duo** from the list that appears.

If using a laptop/PC, click **Eko Devices** from the left side panel. Click **Connect** to open the pairing device window and select **Duo** from the list that appears. Click **Pair**. The device will then be paired to the laptop/PC.



TO TRANSMIT LIVE STREAM TO RECEIVING PROVIDER SITE

1. After pairing the Eko device 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 Live Stream** is toggled **ON**. This will be located in the upper right 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 auscultation.**
3. Place the diaphragm of Duo digital stethoscope as appropriate/directed by the health care provider at the receiving site:
 - 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 side of the Duo digital stethoscope.
 - c) Select the appropriate filter as seen below.
4. When finished click **Exit** in the top right corner of the screen and power off the Eko device.



Audio Filter

The Eko Duo has 4 different audio filters. If using an iPad you can change to a different filter by tapping '**Audio**' located to the left or right of the record button on the iPad screen and selecting the appropriate filter. If using a laptop/PC click on '**Filter By**' in the lower right corner of the screen and select a filter from the drop down menu.

You can also manually change the filters by clicking the center button on the stethoscope 3 times. The image to the left displays the filters as seen on the digital stethoscope.

Diaphragm and **Bell** modes are better suited for lower frequency sounds (i.e. cardiac and bowel); **Mid-range** and **Extended** are best for higher frequency sounds (i.e. lung).

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 Jabber chat.

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.

CLEANING THE DEVICE

1. Wipe entire surface with an alcohol wipe after each use and allow to dry completely.
2. Clean earpieces between each use with an alcohol wipe (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 from 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

Instructional Videos: <https://vimeo.com/582571594>

Detailed Info: <https://support.ekohealth.com/hc/en-us/articles/8694590696987-Eko-DUO-ECG-Digital-Stethoscope-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