

QUICK REFERENCE USER GUIDE - RECEIVING PROVIDER SITE

Eko Duo Digital Stethoscope

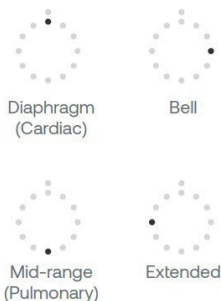
GETTING STARTED

1. Receiving live stream auscultation should be 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 on PC/laptop, go to **Control Panel**, click **Sound**, select the **Communications** tab and then select **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.



TO RECEIVE TRANSMISSION OF 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](https://dashboard.ekodevices.com/users/sign_in).
2. Sign in with the username 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 the transmission of the live auscultation.**
4. The Eko Duo has 4 audio filters as seen below that can be used to listen to different frequencies of sounds. You can request for the provider at the patient site to change the filter at any time during the auscultation.
5. Once the live auscultation is complete, click **Exit**.



Audio Filters

The Eko Duo has 4 different audio filters. **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

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