



# Cisco HealthPresence Release Notes

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## Version 2.1

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## Overview

Cisco HealthPresence allows the elements of a telemedicine appointment within a single telemedicine interface, hiding the complexity of the underlying architecture from the Attendants and Providers that use the system. From one appointment window, Attendants can enter (or retrieve, if supported) patient information, select a Provider, and start an appointment. The next window provides a tab interface to view:

- patient vitals
- output from attached medical devices
- provider notes



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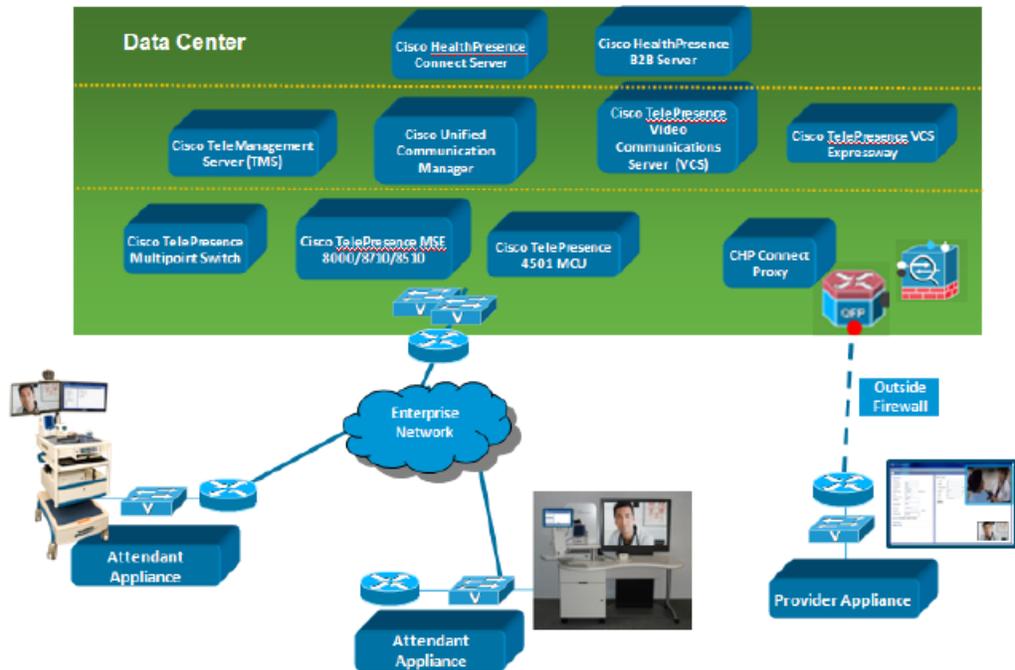
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- portals to third party applications (optional)

Providers see a similar tab interface and can access similar content as Attendants by clicking on the appropriate tab.

Behind the scenes, Cisco HealthPresence supports a number of video components and other Cisco HealthPresence components that pull the solution together. The architectural overview of Cisco HealthPresence Version 2.1 is illustrated in [Figure 1](#).

**Figure 1 Architecture of Cisco HealthPresence Release 2.1**



## Important Safety Information

Cisco HealthPresence is intended to allow health care providers or specialists to evaluate patients remotely.

Cisco HealthPresence is not intended for use in emergency situations. In the event of an emergency, call 911 or your local emergency response system.

Cisco HealthPresence is not for use in situations involving real-time patient monitoring or alarming.

For a complete list of safety information, refer to the *Cisco HealthPresence Specifications, Warnings and Precautions*, which can be found at:

[http://www.cisco.com/en/US/products/ps11966/products\\_user\\_guide\\_list.html](http://www.cisco.com/en/US/products/ps11966/products_user_guide_list.html).

# New Features

Cisco HealthPresence Version 2.1 is an incremental version and builds on the features provided by Cisco HealthPresence Version 2.0. New features in Cisco HealthPresence Version 2.1 include the following:

- User interface enhancements:
  - Provider Groups - allow an attendant to queue an appointment to a group of providers rather than to a single provider.
  - Provider Notes - an optional tab that lets a provider to enter Subjective, Objective, Assessment and Plan (SOAP) notes. The Attendant can view them and either side can print them.
  - Auto join for Attendant - a configurable option that automatically joins the Attendant end to the TelePresence video conference as soon as the appointment is Ready. (The Provider always has to click Join.)
  - Auto share when Ready - shares vital information with the Provider as soon as Ready is clicked.
- Open interfaces enable third-party applications to be integrated to work with Cisco HealthPresence.



**Warning**

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### **Third-party applications must be tested and verified as compatible by Cisco before being used with Cisco HealthPresence**

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The integration tools include connectors, i-frame portlets and add-ons. Depending on which of these integration tools are implemented, capabilities such as the following are possible:

- third-party applications can be accessed through a portal on the Cisco HealthPresence telemedicine window
- patient data can be retrieved from or saved to an Electronic Medical Records (EMR) system
- Cisco HealthPresence users can be authenticated external third-party application directories
- third-party applications can be notified of certain events within Cisco HealthPresence.
- The Open Device Aggregator feature allows a third-party to build a Vitals-only Device Aggregator that supports vitals signs readings. The third-party creates a Device Aggregator Description XML definition of the Device Aggregator that defines what readings are available, what labels and units are displayed for those readings, and what order the readings are displayed on the Vitals page. At system installation/configuration time the implementation team uploads this Device Aggregator Description File and configures End Points to use this type of Device Aggregator. When a user starts an appointment on an endpoint that uses this Device Aggregator, the Portal dynamically builds the Vitals screen based on Device Aggregator Description File.
- Ability for a Provider endpoint residing outside the firewall to join an appointment with an Attendant Endpoint inside the firewall.
- Additional Video Conferencing software and endpoints are now validated for use with Cisco HealthPresence. The additions include the following:
  - Expanded UC Versions (to reduce the cost of the solution and enable native interoperability.)
  - VCS Expressway (used to register endpoints that are located outside of the firewall)
  - Cisco TelePresence Management Suite (TMS) (where TMS is used for configuration, authorization, monitoring of video endpoints, primarily Jabber)
  - Expanded Video MCUs
  - Cisco Jabber Video for TelePresence

**Warning**

**Jabber Video software may freeze if using a metallic-body Precision HD camera. To avoid this problem, use a plastic-body camera with Jabber Video.**

## System Requirements

### Cisco HealthPresence Connect Server

Cisco HealthPresence Connect Server runs on the following platforms:

- Cisco UCS C200 M2 Server
  - Processor: 2.4GHz Xeon E5620
  - Minimum Hard drive: Gen 2 500GB
  - Minimum Memory: 4GB DDR3, 13333 MHz
- A partition of the Cisco UCS C250 M2 Server<sup>1</sup>
  - Processor: 3.33GHz Xeon 5680
  - Minimum Hard drive: 600GB
  - Minimum Memory: 2X8GB DDR3, 13333-MHz

### Multi-Tenancy

Additional components required for Multi-tenancy:

- VMware vSphere Hypervisor (ESXi) 4.1 on a UCS C250 Server.
- Vsphere Client 4.1. This runs on a Windows platform.

### High Availability

Additional components required if implementing the high availability design option:

- VMware vSphere Hypervisor (ESXi) 4.1 on a UCS C200 or UCS C250 Server.
- Vsphere Client 4.1. This runs on a Windows platform.
- NetApp FAS2040 Network File System
- vCenter Server 4.1. This runs on a 64 bit Windows platform.

### Proxy Server

Additional components required if accessing Cisco HealthPresence from outside the enterprise network:

- A separate Cisco UCS C200 M2 Server to act as the Reverse Proxy server.

1. The UCS C250 M2 Server is required for the Service Provider option. Multi-tenancy is only supported with the Service Provider option.

# Supported Video Components

## Video Conferencing Data Center Components

Cisco HealthPresence has been validated with a variety of Unified Communication Servers and multipoint bridges that typically reside in a data center.

### Unified Communication Servers

Cisco HealthPresence V2.1 have been validated with the following Unified Communication servers:

- Cisco Unified Communication Manager (CUCM)
- Cisco TelePresence Video Communications Manager (VCS) (Both Control and Expressway)
- TelePresence Management Suite (may be required when using Cisco Jabber Video for TelePresence)

### Multi-point Control Units

Cisco HealthPresence V2.1 has been validated with additional multi-point control units (MCUs). These MCUs are used for multipoint calls or calls that require interoperability. They are configured as a meeting resource to Cisco HealthPresence. The the following multipoint control units<sup>1</sup> can now be used with Cisco HealthPresence:

Cisco TelePresence™ Multipoint Switch (CTMS) – Solutions using Cisco TelePresence-only endpoints can use the CTMS.

Cisco TelePresence Media Services Engine (MSE) 8000, Cisco TelePresence Server MSE 8710 and the Cisco TelePresence MCU MSE 8510 - combine to provide a high-capacity voice and video conferencing media services engine that supports conference bridging, interoperability, gateway, management and recording functions.

Cisco TelePresence 4500 Series Multipoint Control Units (MCUs) – solutions using only non-CTS-500 video endpoints can use the 4500 Series MCUs.

## Video Endpoint Components

The following video endpoints have been validated to work with Cisco HealthPresence:

- Cisco TelePresence Codec C20/C40
- Cisco TelePresence System EX60/EX90
- Cisco Jabber Video for TelePresence

Legacy video endpoints are video endpoints that are validated but can no longer be purchased from Cisco. With the exception of the CTS-500, legacy video endpoints can be used with Cisco HealthPresence if they are currently being used with a prior version of Cisco HealthPresence and the site is upgrading. Legacy video endpoints include the following:

- Cisco TelePresence System 500 (CTS 500) (with a 37 inch display)
- Cisco Unified IP Phone 7985G

1. Cisco HealthPresence V2.0 supported the Cisco Unified Video Conferencing (CUVC) MCU to support interoperability between diverse video endpoints. In V2.1, CUVC is no longer required for interoperability and is not supported.

- Cisco TelePresence Edge 95 MXP
- Cisco Unified Video Advantage used in conjunction with the Cisco IP Communicator

**Note**

With the exception of Jabber Video, all validated video endpoints are fully integrated. That is, the telepresence video conference is started by clicking on the **Join** button and ended by clicking on the **Leave** button. With Jabber Video, **Join** starts the video conference, but the Attendant or Provider must use Jabber video controls to end the telepresence video conference.

## Interoperable Medical Devices

Cisco has validated certain third party medical devices (the “Interoperable Medical Devices”) as interoperable with Cisco HealthPresence. Interoperable Medical Devices should be used according to the instructions for use prepared by the manufacturers of those Interoperable Medical Devices. See the Cisco HealthPresence Specifications, Warnings and Precautions for a list of Interoperable Medical Devices. This document can be found in the support section of the Cisco HealthPresence Product page: <http://www.cisco.com/en/US/products/ps11966/index.html>

**Note**

Interoperable Medical Devices are available only from the manufacturer of such devices or its authorized resellers and distributors. Cisco is not a reseller or distributor of such devices. Interoperable Medical Devices are not available in all countries. To find out if the Interoperable Medical Devices are available in your country, contact the manufacturer or the seller of the Interoperable Medical Device.

## Installing and Upgrading to a New Software Version

Refer to Cisco HealthPresence Data Center Installation Guide for instructions on Installing Software for the Cisco HealthPresence Data Center. This document also provides instructions for upgrading existing Cisco HealthPresence Version 2.0 installations.

Refer to Cisco HealthPresence End Point Installation Guide for instructions on Installing or Upgrading the Cisco HealthPresence Endpoint components. This document also provides instructions for upgrading existing Cisco HealthPresence Version 2.0 installations.

## Issues and Known Limitations

[Table 1](#) below explains the outstanding issues and known limitations of the Cisco HealthPresence Version 2.1.

**Table 1**      **Open Issues and Workarounds**

<b>Bug ID</b>	<b>Headline</b>	<b>Explanation / Workaround</b>
CSCtw65175	Telemetry video streaming dropped frames.	Exam Camera video streaming loses frames when received across a T1 connection. This results in a blank/gray frame being inserted in video every couple of seconds (roughly 2-3 times a minute). To work around this, choose the low resolution option when configuring this endpoint.
CSCtx89152	Multiple Vitals readings do not get updated on Oneplace Portal	Only occurs when using OnePlace with Cisco HealthPresence. After Vitals are initially shared with OnePlace, subsequent updates to the Vitals on the Cisco HealthPresence side do not get updated in OnePlace. The workaround is to type in the new Vitals into the appropriate place in OnePlace.
CSCtx91672	Jabber B2B/Multi-point call, rejoining fails	On a B2B multi-point call, once the End button is clicked from the Jabber client, a Provider cannot click join to re-enter the video conference (a the system error message displays). The work around is for the Provider to click <b>Exit Appointment</b> and to reselect the appointment and then click <b>Join</b> .
CSCty19434	Exam camera with low resolution specified is not working at 512 Kbits of bandwidth	When an Attendant is streaming video (from either the exam camera or a scope) and low resolution is set, after some time the video quality degrades, pixeling occurs and the image freezes.

## Service and Support

For a complete description of the service and support offered for Cisco HealthPresence V2.1, refer to the Cisco HealthPresence Solution Design Guide.

## Related Documentation

All related documentation can be found at <http://www.cisco.com/en/US/products/ps11966/index.html>.

