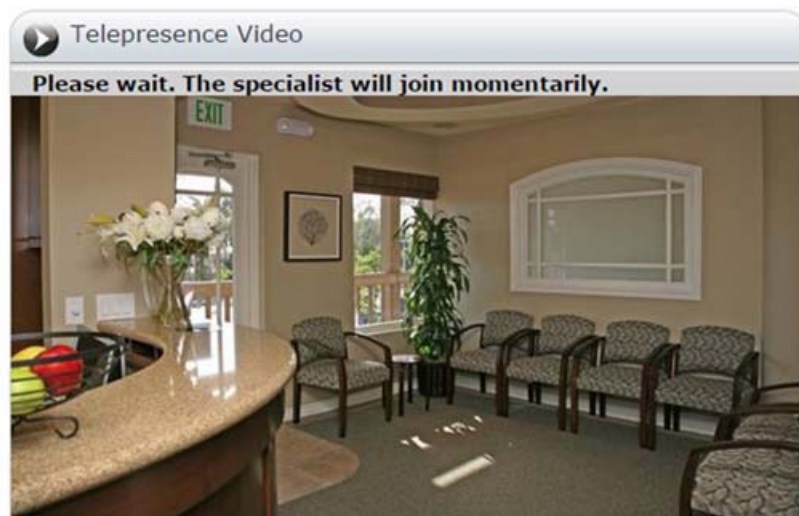


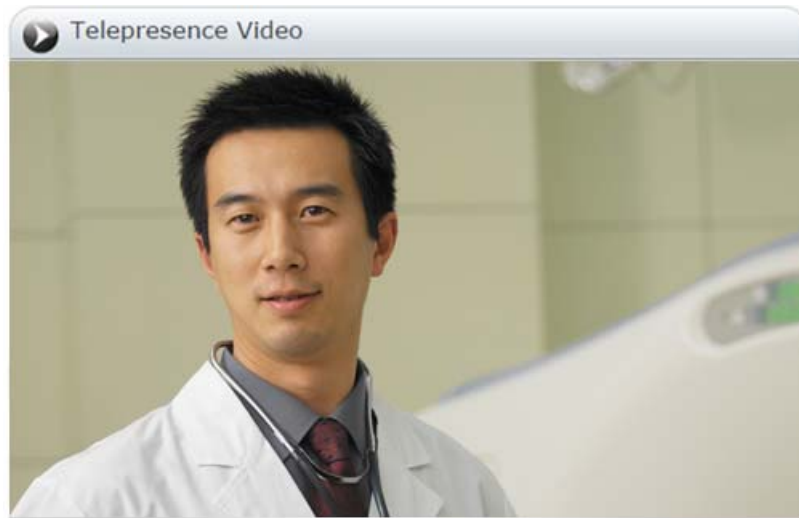


Cisco Extended Care will allow you to collaborate with your healthcare provider through the use of a two-way video (and audio) connection available on your computer, tablet, or smart phone. You may convene an ad hoc (unscheduled) appointment during on-call hours or you may convene an appointment you have previously scheduled with your healthcare provider office. The pictures below are examples of video conference windows.

The first picture shows an example of a virtual waiting room. Your healthcare organization may provide a different look and feel to the waiting room, but in all cases, this is where you will wait until your healthcare provider joins the video conference.



The next picture shows your healthcare provider talking to you. You may resize the video window or move it around your computer screen, at any time.



In a similar fashion, your healthcare providers will be able to see you in their own video window. The result for the both of you is a very personal, two-way virtual appointment.

Cisco Extended Care can provide you with the ability to manually input personally relevant health indicators (blood pressure, glucose levels, etc.) that you and your healthcare provider can share and discuss. Your healthcare provider may also offer you personalized health education videos through this healthcare connection. Some Provider Groups may also provide you with personal healthcare questionnaires that you and your healthcare provider can use to track your health care habits and trends.

All your video communications are secure and encrypted so only the participants of the visit can see and hear the meeting. The personal health data you record during your Extended Care experience is stored, managed, and secured by your healthcare organization.

**Warning**

---

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

---

## Getting Ready to Connect to the Extended Care Experience

Before you can access Extended Care, you will need to be sure your desktop computer, tablet, or smartphone is capable of communicating with Extended Care. Your device will need a compatible web browser to access the Extended Care application and also specific video capabilities in order to access the video appointments. Your Extended Care advisor at your healthcare provider organization will help you with that.

**Note**

---

If you wish to use a mobile device like a tablet or smartphone, be sure to ask if your healthcare organization supports mobile connection. If it does, someone from that organization will advise you regarding compatible devices and special configuration instructions to support your connection to Extended Care.

---

# Preparing Your Internet-Connected Device for the Extended Care Experience

- If you will be using a mobile phone or a tablet, your device will require a front-facing camera.
- If you will be using your computer, you will need an external or built-in web-cam and a microphone. Most web-cams include a built-in microphone.
- In all cases, it will improve your audio experience if you use a quality headset

## Find and set up your browser from the following directions

### Internet Explorer

- 
- Step 1** Click **Tools**.
  - Step 2** Click **Internet Options**.
  - Step 3** Click **Security** tab.
  - Step 4** Click **Internet** in the zone selection.
  - Step 5** Click **Custom** dialog box.
  - Step 6** Set the **Display mixed content** option to Enable.
- 

If you are using any version of Internet Explorer browser in compatibility mode, the browser's compatibility setting needs to be turned off.

#### Follow these steps:

- 
- Step 1** In the Internet Explorer browser, click **Tools**.
  - Step 2** Click **Compatibility View** settings.
  - Step 3** Uncheck the **Display all websites in Compatibility View** tab.
  - Step 4** If the Cisco Extended Care website is listed under the **Websites** you have added to **Compatibility View** tab, select it and click **Remove**.
- 

### Firefox

- 
- Step 1** In the **browser URL** field, enter about:config.
  - Step 2** A page loads with the message **This might void warranty!**
  - Step 3** Click **I'll be careful, I promise!**
  - Step 4** In the search field, search for security.mixed\_content.block\_active\_content and set its property to false.
  - Step 5** Restart browser.
-

## Safari browser on Apple Macintosh

- 
- Step 1** In the Safari browser, click **Preferences**.
  - Step 2** Select **Privacy**.
  - Step 3** In Block Cookies, select the **Never** tab.
  - Step 4** Restart browser.
- 

## Safari browser on an Apple Ipad

- 
- Step 1** Choose **Settings**.
  - Step 2** Select **Safari**.
  - Step 3** Select **Accept Cookies** in the **Privacy** section.
  - Step 4** Select the **Always** option.
  - Step 5** Restart browser.
- 

## Get Your Personalized Connection Data

Contact your healthcare provider office and ask them for the following personal connection data and record it below. Be sure to keep this information confidential.

Web page Address: \_\_\_\_\_

Your Username: \_\_\_\_\_

Your Password: \_\_\_\_\_

Your healthcare organization's Extended Care advisor: \_\_\_\_\_

Your healthcare organization's phone number: \_\_\_\_\_

## Scheduling a Video Appointment

Each healthcare organization will have their own procedures for scheduling an Extended Care video appointment, When requesting a video appointment, it may be helpful to [Get Your Personalized Connection Data](#).

## How To Connect to Extended Care

To log in to Extended Care, follow these steps.

- 
- Step 1** [Get Your Personalized Connection Data](#) and your Extended Care compatible device.
  - Step 2** Open your web browser and enter the webpage address you were given for logging in to Extended Care.

- Step 3** When you see the Cisco Extended Care log-in screen, enter your username and password.
- Step 4** Click **Login**. The Home page will display, as shown in [Figure 1-1](#).

**Note**

For support and troubleshooting with regards to Extended Care log-in issues or with regards to the device you use to access Extended Care, please contact the Extended Care advisor for your healthcare organization. For general troubleshooting advice regarding video and audio performance, see [Audio-Video Troubleshooting, page 1-19](#).

## What Can I Do in My Extended Care Experience?

Most of your Extended Care resources are available from a tab bar that runs across the top of all your web pages. On your Home page you will also find appointment options, as well as your latest healthcare provider messages. In the screen shot of the home page, shown below, these features are tagged. For a brief explanation of each feature, refer to [Resource Tabs](#) and [Appointment Options](#).

**Figure 1-1** Home page and Resource tabs

The screenshot shows the Cisco Extended Care Home page. At the top, there is a navigation bar with the Cisco logo and the text "Cisco Extended Care". To the right of the logo, there are six resource tabs labeled [A] through [F]: Home, Calendar, Messages, Education, Readings, Questionnaires, and Healthy Living. Below the navigation bar, the page is divided into several sections:

- Quick Connect:** A section with a "Contact My Provider" form, a "Fill out questionnaire" link, and a "Get in Touch" button. A note below the form states: "Note: If this is an emergency, hang up and call the local emergency number. Hours of Operations: (Configure hours of operation. Example Mon-Fri 9a-5p CST)".
- Messages:** A table showing recent messages from healthcare providers.
 

From	Subject	Received
Kim Doctor	Second follow up	09/25/2013 12:10 PM
Kim Doctor	Follow up	09/25/2013 11:39 AM
Kelly Doctor	2nd follow up	09/11/2013 03:34 PM
Kelly Doctor	Follow up	09/11/2013 02:50 PM
- Education:** A section featuring a video titled "Spirometer Device Usage" with a timestamp of 09/03/2013 02:03 PM.
- Appointments:** A section showing upcoming appointments for September 25th.
 

Date	Doctor	Time	Location	Appointment Type
SEP 25	Doctor, Kim	03:59 PM	homecare	Endpoint-1 Regular Weekly checkup for diabetes
SEP 25	Doctor, Kelly	04:49 PM	homecare	Endpoint-2 Weekly checkup for BMI plan

Labels [G] and [H] point to the "Quick Connect" and "Appointments" sections, respectively, under the heading "Appointment Options".

## Resource Tabs

These tabs run across the top of all your Extended Care web pages.

- [A] **Calendar** - This tab displays a list of all your scheduled appointments. You may use this screen to review your scheduled appointment details or to start a selected appointment from your calendar. For more details, see [Attending Your Scheduled Appointment](#).
- [B] **Messages** - Messages are a one-way email from your healthcare provider to you. The messages are stored in a history window so you and your healthcare provider can review them.
- [C] **Health Education Videos** - If your healthcare organization chooses, they may provide you with health education videos. You may access them from your home screen and from this tab.
- [D] **Personal Health Status Readings** - If your healthcare organization supports personal health status readings, you will be able to record personal readings. Click on this tab to record your readings or to review previous readings. For more details, see [Inputting & Reviewing Personal Health Status Readings](#).
- [E] **Personal Healthcare Questionnaires** - These questionnaires are created by your doctor to help the both of you to track your health care habits and trends. If your healthcare organization supports questionnaires, then you may click on this tab to answer the latest questionnaire or review a history of your answers. For more information, see [Finding and Viewing Your Stored Questionnaires, page 1-17](#).
- [F] **Healthy Living** - The Extended Care system allows healthcare organizations to add other healthcare services or applications to the Extended Care screens. Healthy Living is a sample label for such a resource.

## Appointment Options

There are two ways to connect with your healthcare provider for a video conference. Each is described below.

- [G] **Quick Connect** - This feature allows you to request an unscheduled video consultation with any available healthcare provider who is on-call and available when you are ready to get in touch. For details, see [Making an Unscheduled \(Quick Connect\) Appointment](#).
- [H] **Appointments** - The Appointments window connects you to your previously scheduled video consultations. You may also find all your scheduled appointments by clicking on the **Calendar** tab.

## Log Out of Extended Care

The top right corner of most Extended Care screens provides your log-out.

# Attending Your Scheduled Appointment



**Note** Always start your healthcare connection ahead of schedule so you allow yourself enough time to fill out any posted healthcare provider questionnaires, read emails from your healthcare provider, or to review your historical wellness readings (the health indicators you recorded for blood pressure, etc.).

**Step 1** Open your browser and use your personalized connection data to log in to Extended Care. The Home page will display, as shown in [Figure 1-1](#).

**Step 2** Make sure your device is ready for video conferencing. If you use special accessories to support your audio or video experience, have them plugged in and ready to go.

If you have any audio or video problems during your appointment, you may consult [Audio-Video Troubleshooting, page 1-19](#).



**Note** If you are using Cisco Jabber™ for iPad, make sure you log in to Jabber before starting/joining the appointment.

**Step 3** If you wish, you may check for healthcare provider messages (Message tab) or you may review your historic wellness readings (Readings tab).

**Step 4** When you are ready for your appointment:

- Find an appointment in the Appointments window or from the Calendar tab.
- Click **Start**.
- You will be placed into the virtual waiting room.



**Note** If this is the first time you have ever attended an Extended Care video appointment, Extended Care may download some safe and secure software to get you set up for your video connection. If this occurs, the download process should provide you with instructions. If you experience any problems, contact your Extended Care advisor.

**Step 5** If the questionnaire option is present on the screen, you may click **Skip**, or you may answer the questionnaire.

**Step 6** When your healthcare provider connects to the video appointment one of the following actions should occur on your end.

- The healthcare provider will automatically appear in your video window.

OR

- You will hear a ring that indicates the provider is “calling” you.  
At that point, click **Answer**.

**Step 7** To end the appointment, click **End**.



**Note** When using Cisco Jabber™ for Apple Ipad, clicking **End** will just end the appointment but not the video connection. Please use the Jabber controls to stop the video.

**Step 8** To exit from the Extended Care system, click **Logout** at the top right of your screen.

---

**During the appointment, the following screen resources will help you:**

- **Status** window.  
This window displays your connection status with regards to the video connection.
  - **Waiting** status: This is the status you will see while you are still in the virtual waiting room. The system will notify if your provider has been detained on a previous video conference call.
  - **Connected** status: The End button is available to end the video connection and close the appointment.
  - **Disconnected** status: The Try Again button is available to try a reconnect with your provider.
- **Participants** window.  
This window lists all participants that are video connected to the appointment.
- **Chat** window.  
This window displays real time chat for sending text messages to anyone participating in an active appointment. You can use the chat feature to clarify communication if you are experiencing a language barrier.
- **Consultation Questionnaires** window.  
If your Extended Care installation has been configured to support questionnaires, this window displays all the questionnaires answered inside the appointment. Click **Questionnaire** to view the results in the pop-up screen. Click **Done** to close the questionnaire pop-up screen.
- **Readings** window.  
If your Extended Care installation has been configured to support readings, this window allows you to review your historical wellness readings.

## Making an Unscheduled (Quick Connect) Appointment



**Warning**

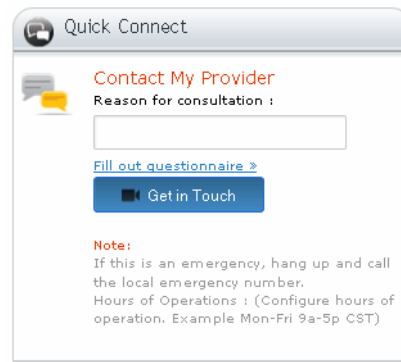
The Quick Connect appointment is not intended for use in emergency situations. In the event of an emergency, call 911 or your local emergency response system.

---

The Quick Connect window ([Figure 1-2](#)) allows you to request an unscheduled video consultation with any available on-call healthcare provider belonging to your Patient Group. This window is available from your Home screen ([Figure 1-1](#)) and on every start screen that displays when you click one of the Resource tabs that span the top of most Extended Care screens.



**Figure 1-2 Quick Connect window**



It is always possible to simply try a Quick Connect appointment and see if a healthcare provider is on call; however, it is advisable to check with your Extended Care advisor ahead of time to determine if your care team has regularly scheduled on-call hours.

Prior to initiating the video connect with a healthcare provider, you may wish to check for healthcare provider messages (Message tab) or review your historic wellness readings (Readings tab).

When you are ready to initiate a Quick Connect appointment, locate a Quick Connect window on any of your Extended Care screens and follow these steps:

- 
- Step 1** Complete any of these option:
- Fill out the **Reason for consultation** box.
  - Click the **Fill out questionnaire** link (if this feature was installed by your healthcare organization). This asks you questions that will give the healthcare provider some advance information about your health situation.

- Step 2** Make sure your device is ready for video conferencing. If you use special accessories to support your audio or video experience, have them plugged in and ready to go.

If you have any audio or video problems during your appointment, you may consult [Audio-Video Troubleshooting, page 1-19](#).




---

**Note** If you are using Cisco Jabber™ for iPad, make sure you log in to Jabber before starting/joining the appointment.

---

- Step 3** Click the **Get in Touch** button to notify all on-call healthcare providers that you are ready for a video consultation. You will be placed into the virtual waiting room.

If you initiate a Quick Connect appointment, and no provider is scheduled to be on-call at that time, Extended Care will notify you that no one is currently available. Contact your Extended Care advisor and ask if there are regularly scheduled on-call hours for your Patient Group.




---

**Note** If this is the first time you have ever attended an Extended Care video appointment, Extended Care may download some safe and secure software to get you set up for your video connection. If this occurs, the download process should provide you with instructions. If you experience any problems, contact your Extended Care advisor.

---

- Step 4** When an on-call healthcare provider connects to joins your video appointment, one of the following actions should occur on your end.
- The healthcare provider will automatically appear in your video window.
- OR
- You will hear a ring that indicates the provider is “calling” you. At that point, click **Answer**.
- Step 5** During your appointment, your healthcare provider may view your historic wellness readings, questionnaires, or past messages.
- Step 6** When you are ready to end the appointment, click the **End button**.

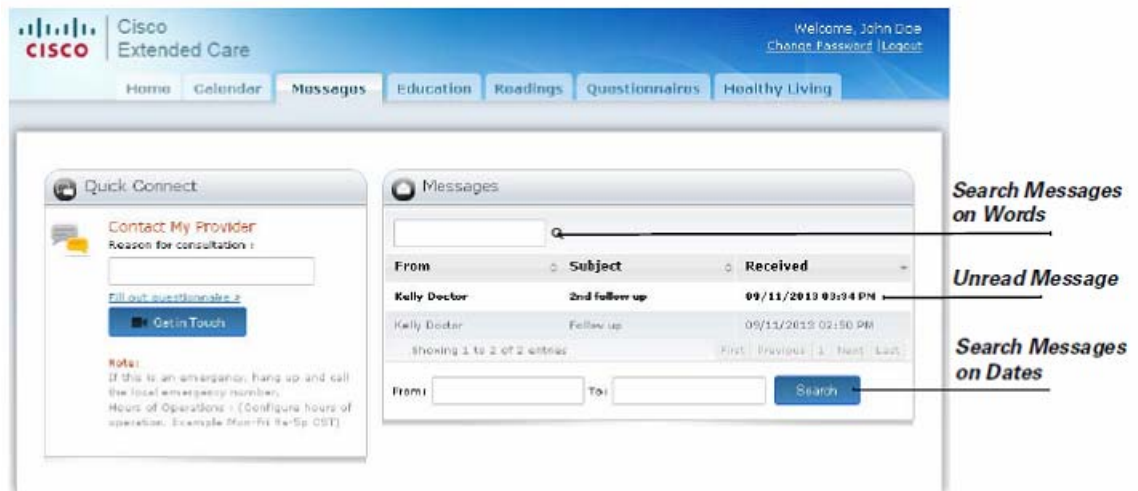
**Notes:**

- When using Cisco Jabber™ for Apple Ipad, End will just end the appointment but not the video connection. Please use the Jabber controls to stop the video.
- If more than one healthcare provider is attending your video call, the call will get terminated only when all the participants in the appointment end the call.

## Read Your Messages

Messages act like an internal email system specifically for Extended Care. You access your messages from the Resource tab bar that spans the top of your Home screen (Figure 1-1) and most Extended Care screens. When you click the Messages tab, the screen shown in Figure 1-3 displays.

**Figure 1-3** Messages Quick Link Screen



You may access your messages in the following ways:

- Use the search box to find a message by entering the name of the sender or by entering a word that may be contained in the Subject line. Click on the message that appears in the list below. The search does not include words in the body of the text.
- Click on any message listed. Unread messages are bolded.

- Use the last search method, which allows you to search by date. Click in the **From** and **To** boxes to select dates from a calendar window.

# Inputing & Reviewing Personal Health Status Readings

Extended Care provides a means for inputting and graphing historical health status readings. Examples of health status readings that your healthcare provider might want you to track are blood pressure or blood glucose levels. But a reading could be as simple as how many glasses of water you drink per day. The readings you enter into the Extended Care system are saved for later review by yourself or by your healthcare provider.



---

**Note** Health status Readings are an optional feature. They will only be available if your Extended Care installation has been configured to support them.

---

You can record or review your health status readings from within a Readings window that is available in the Appointment screen or by clicking on the Readings tab you will see at the top of your Home screen ([Figure 1-1 on page 1-7](#)) and most of the other Extended Care screens.

The Readings window is divided into the following four parts, as labeled in [Figure 1-4 on page 1-16](#).

- **A** - Record a reading.
- **B** - View a graph that plots reading values by date recorded.
- **C** - Search for a reading by key word.
- **D** - Search for readings using a date range.

If your healthcare organization has configured more than one type of reading for you, then you will see extra tabs at the top of the Readings window that give you access to those additional reading types.

Figure 1-4 Health Status Reading window

The screenshot shows the 'Readings' window with tabs for BMI, BP - Systolic, and BP - Diastolic. The 'Reading Source' is 'Local Datastore'. There is an input field for BMI with a 'Save' button. Below is a line graph of BMI values over time. At the bottom, there is a search bar and a table of readings.

**A. Record a reading** points to the 'Enter BMI' input field and the 'Save' button.

**B. Readings graphed by date** points to the line graph showing BMI values over time.

**C. Search by key word** points to the search bar.

**D. Search by date** points to the 'From' and 'To' date input fields and the 'Search' button.

Date	BMI
09/03/2013 03:49:25 PM	23.5
09/03/2013 03:49:22 PM	23.7
09/03/2013 03:49:19 PM	23.6
09/03/2013 03:49:17 PM	23.4
09/03/2013 03:49:12 PM	23.5
09/03/2013 03:49:08 PM	23

## Inputing Your Health Status Readings

There are two ways to make your personal wellness readings available to Extended Care.

- Your healthcare organization may automatically load readings into Extended Care from some readings repository that they maintain.
- If your healthcare organization chooses, they can set up your wellness readings window so that you can type in wellness data that you've collected using a healthcare device or some other means for tracking your health.



### Note

Healthcare devices are not provided by Cisco Extended Care. If you will be using a device to take readings, you must acquire that device under the guidance of your healthcare provider.

To record your reading value, follow these steps:

- 
- Step 1** If you have more than one reading type, click the appropriate Reading tab at the top of the window.
- Step 2** Collect your data and enter it into the input fields located at the top of the Readings window (label A).
- Step 3** Review your entries for accuracy, then click **Save**.



### Note

If the reading data you entered is out of allowable range, an error message with instruction details displays in a pop-up screen.

## Finding and Viewing Your Health Status Readings

To find and view one of your stored readings, follow these steps:

- 
- Step 1** If you have more than one reading type, click the appropriate Reading tab at the top of the window. A graph will display that plots the most recent reading values by date recorded.
- Step 2** To search for a reading that has a specific value, go to the section labeled (C) and enter search words in the search box next to the magnifying glass. If your search word finds a match, that reading will display in the list below.
- Step 3** To view historic wellness readings between specific dates, go to the section labeled (D.) and enter dates in the **From** and **To** fields, and then click the **Search** button.
-

# Finding and Viewing Your Stored Questionnaires



---

**Note** Questionnaires are an optional feature. They will only be available if your Extended Care installation has been configured to support them.

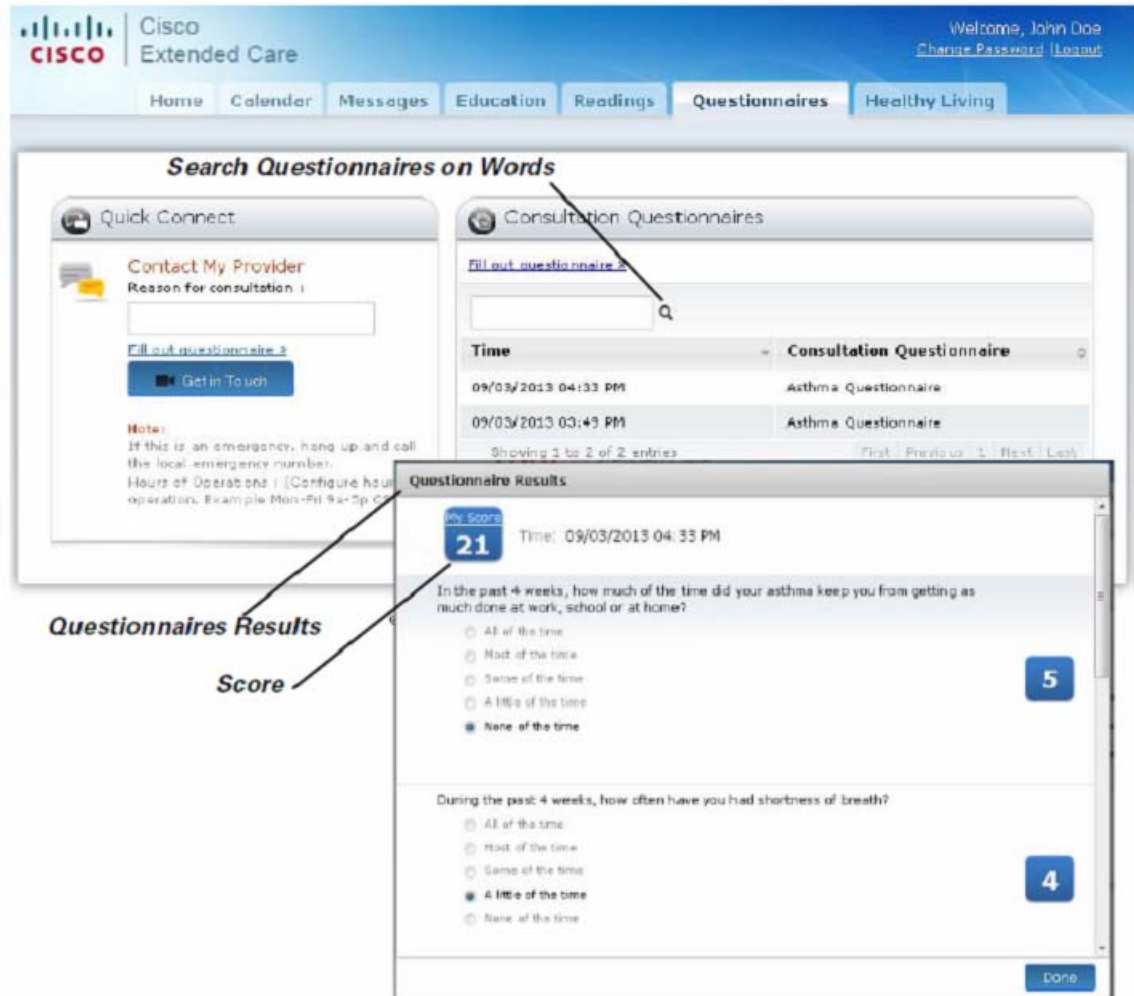
---

Questionnaires are created by your healthcare provider to help the both of you to track your health care habits and trends. You can find and view your stored questionnaires by clicking on the Questionnaires tab located on the Resource tab bar that spans the top of your Home screen ([Figure 1-1 on page 1-7](#)) and most Extended Care screens. When you click the Questionnaires tab, the screen shown in [Figure 1-5](#) displays.

To find and view a specific questionnaire:

1. Use the search box to enter date and time information or to enter descriptive words that may be contained in the title of the questionnaire.
  - Titles are listed under the screen heading Consultation Questionnaire
  - The date and title for your search results displays below the search box.
2. Click on the appropriate search result and a pop-up window will display your answers to that questionnaire.

Figure 1-5 Questionnaires screen



## Changing or Recovering Your Connection Password

To change your existing password, follow these steps.

- 
- Step 1** Click the **Change Password** tab located at the top right of any Extended Care screen.
  - Step 2** Type **Current Password**, **New Password** and **Retype Password** in the boxes provided.
  - Step 3** Click **Save**.
- 

If you've forgotten your existing password, contact your Extended Care advisor.



# Audio-Video Troubleshooting

**Note**

For support and troubleshooting with regards to Extended Care log-in issues or with regards to the device you use to access Extended Care, please contact the Extended Care advisor for your healthcare organization.

## Audio Solutions

- 
- Step 1** If you are using an external desktop microphone, speaker, or headset, ensure they are plugged in correctly.
- Step 2** Increase the volume of the healthcare provider and the patient microphones.
- Step 3** Adjust the speaker volume, if you are using a desktop computer with external speakers.
- Step 4** Check your Internet connection. Slow Internet connection also causes audio problems.
- Step 5** Speak loud and clear, to minimize any background noise.  
Use a headset to enhance your audio experience.
- 

## Video Solutions

- 
- Step 1** Ensure that you have a stable Internet connection. Slow Internet connectivity leads to video issues.
- Step 2** If you are using a web-cam, check all of the following.
- Ensure that your web-cam is plugged
  - Most web-cams turn on automatically, but if your web-cam has an external power switch, ensure that it's switched-on.
  - If you have connected multiple web-cams, use the settings menu to choose the right web-cam for your video.
  - Ensure that no other pre-installed applications in your system use the web-cam, while you are connecting to Extended Care.
  - If you are already in an appointment and you have plugged in the web-cam later, refresh your browser window. This will refresh the video device connection.
- 

## General Troubleshooting

### Blank Web Page When Using Cisco Jabber

If you are using Internet Explorer, Firefox or Safari browser with Cisco Jabber Video, a blank web page is displayed, to mixed content browser setting. You need to change the browser settings to allow content display.

For more information, see [Internet Explorer, page 1-5](#).

### Compatibility Mode

If you are using any version of Internet Explorer browser in compatibility mode, you must turn off the compatibility setting in the browser.

For more information, see [Find and set up your browser from the following directions, page 1-5](#).

### Consult Call Termination

In-order to terminate a consult call, with more than one healthcare provider in an appointment, all participants need to end the call, without which the call will not get terminated.

### Cookies Settings for Apple Ipad and Apple Macintosh system using Safari Browser

For more information, see [Safari browser on Apple Macintosh, page 1-6](#).

### Cisco Jabber™ for Apple Ipad Issue With Appointment Call

Cisco Jabber™ for Apple Ipad has problem joining the appointment call. If you are using Cisco Jabber™ for Apple Ipad, ensure you log in into the Jabber before starting/joining the appointment.

### Cisco Desktop Video/Jabber SDK Issue Appointment Call

Cisco Desktop Video/Jabber SDK takes multiple attempts to join the appointment call when experiencing poor network connectivity.

If you want to know more about Jabber SDK ports, protocols, and open issues, See Jabber SDK Release Notes: <http://developer.cisco.com/web/jabber-developer/release-notes-3.0.1>



---

**Note**

If you are using Cisco Desktop Video/Jabber SDK with Safari browser on a Apple Macintosh, the video conference pop-up window will not show the self view video.

---

Contact support if you are unable to resolve problems on your own.