



BlueEye Direct Video Service Instruction Manual for HSE Doctors

1. What is BlueEye Direct Video?

BlueEye Direct is a video call system enabling a healthcare professional at a laptop to access the video camera of a patient's smartphone and initiate a video call between the patient and the medical professional. The medical professional can conduct a secure virtual consultation with the patient on their own smartphone remotely.

2. Setup and laptop compatibility

Prior to using the BlueEye Direct Video, please check your laptop is compatible for use.

Please check your laptop has:

| | |
|----|---|
| a. | Been cleared by your IT department to use this service (e.g. no corporate firewall block) |
| b. | Either a Windows 7 or 10 or Mac Operating System |
| c. | Chrome or Firefox web browser |
| d. | working web camera |
| e. | working microphone and speakers |
| f. | good connection to the internet |



My laptop has been checked for compatibility with the BlueEye Direct Video service

3. How do I start to use the service?

| | |
|----|---|
| a. | You have been put forward for a user account with BlueEye Direct |
| b. | You will receive an email from RedZinc with the approval for the service and instructions "Welcome to BlueEye Direct". |
| c. | Once your email has been provisioned, you will receive an email from BlueEye Direct Video service with your login details and instructions as given in this sample email. |

Sample Email:

From: BlueEye <no-reply@blueeye.video>
Sent: Thursday 19 March 2020 17:16
To: \$\$your.email\$.ie
Subject: Welcome to BlueEye Direct

Welcome to BlueEye Direct video service

Connecting you to your patient's smartphone by secure video

Use the following link to go to your BlueEye Direct Video portal using a **Chrome** web browser on Windows 7/10 or MacOS laptop: <https://hse.blueeye.video> using these Details:

- Your Username is: **\$\$your.email\$.ie**
- Your Password is: **\$\$Password\$\$**

Part 1 - Set Up Instructions:

1. Use a Chrome web Browser to connect to <https://hse.blueeye.video>
2. Login using the credentials given above
3. Run a Test Call to check your camera, microphone and speaker are working correctly (this will also check your internet is sufficiently good for video streaming)

Part 2 - Video Call Instructions (only AFTER completion of Set Up Instructions):

4. Enter the Smartphone Number to contact
5. Click "Call"
 - a. The patient will receive an SMS message with a link
 - b. When the patient clicks on the link the video call will be initiated
 - c. The patient needs to consent to the video call by authorising access to their microphone and camera
6. When the patient consents to the video call the video stream will start instantly
7. Remember to turn up your sound to hear the patient
8. Click "End Call" to close the connection with the patient.

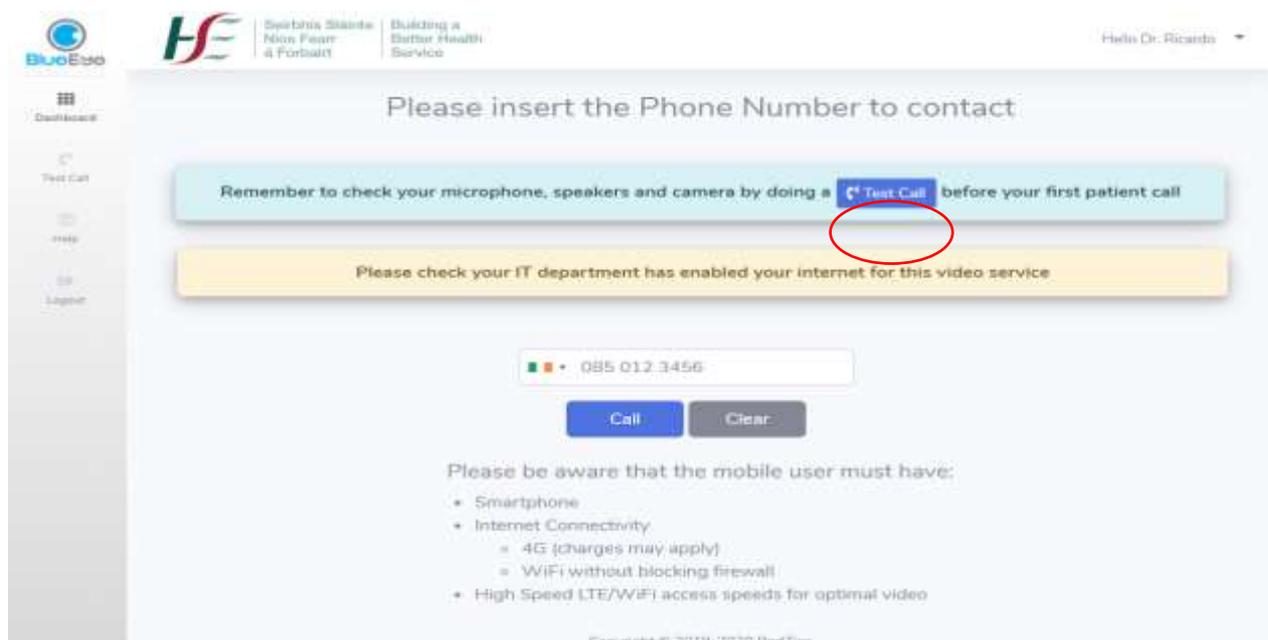
Thank you,
The BlueEye Team

4. To get onto the service homepage dashboard:

| | |
|----|---|
| a. | Enter the HSE BlueEye Link https://hse.blueeye.video - Chrome is the preferred web browser |
| b. | Login with the username and password sent by email from BlueEye Direct Video service. |
| c. | <p><i>Other browsers that may work include:</i></p> <ul style="list-style-type: none"> • On Windows 7 Operating System, the browsers which are tested and working are: Chrome V56 or later, Firefox V56 or later and Microsoft Edge V80 • On Windows 10 Operating System, the browsers which are tested and working are: Chrome V61 or later, Firefox V54 or later and Microsoft Edge V80 • On MAC Operating System, the browsers which are tested and working are: Chrome V80 or later, Safari V12 or later. (We haven't fully tested Firefox on Mac) |

Note: NEVER use Internet Explorer as a browser as this old web browser from Microsoft does NOT support BlueEye Direct Video (or standardised real time web video).

You will see this screen of the main dashboard:



Test Call – check your audio and speakers and camera are working

Do a **Self Test Call** by pressing on the “Test Call” button (circled in red above) provided

You will see this screen:

Seirbhís Sláinte Níos Fearr a Forbairt | Building a Better Health Service

Hello Dr. Ricardo

This is a Video Call Test, during this test you will be calling yourself via the Video Service.

- On the "Your Video" you will see a direct video capture from the camera
- On the "Remote Video" you will see a playback of your video (as would be seen by a mobile user).
- During the Call Test you will hear your audio as would be heard by a mobile user

If you have trouble with audio:

- Please check your microphone access is turned on and your microphone is uncovered
- Please check your speaker volume and speakers are uncovered
- Make sure you have **accepted audio permissions** on the page if requested

If you have trouble with video display on "Your Video"

- Please check your camera access is turned on, the camera is uncovered and facing you
- Make sure you have **accepted video permissions** on the page if requested

If you have trouble with video display on the "Remote Video"

- Please check you have 5Mbps (download and upload) of internet speed available

Please check your IT department has cleared any internet block/firewall before using the service

Your Video

Remote Video

End Test

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5. Troubleshooting Remote Video on the Test Call

If you are having trouble with the remote video, it is likely to be one of two problems

- The internet is not good enough where you are located (less than required 5mbps)
- There is a network connection (HSE) blocking the video stream

This is what you will see if there is a problem with your remote video:

The screenshot shows a web interface for a video call test. At the top, there are logos for BlueEye and HSE (Health Service Executive), along with the text 'Seirbhís Sláinte Níós Fearr a Forbairt' and 'Building a Better Health Service'. The user is identified as 'Hello Dr. Ricardo'. On the left, there is a navigation menu with 'Dashboard', 'Test Call', 'Help', and 'Logout'. The main content area contains the following text:

This is a Video Call Test, during this test you will be calling yourself via the Video Service.

- On the "Your Video" you will see a direct video capture from the camera
- On the "Remote Video" you will see a playback of your video (as would be seen by a mobile user).
- During the Call Test you will hear your audio as would be heard by a mobile user

If you have trouble with audio:

- Please check your microphone access is turned on and your microphone is uncovered
- Please check your speaker volume and speakers are uncovered
- Make sure you have accepted audio permissions on the page if requested

If you have trouble with video display on "Your Video"

- Please check your camera access is turned on, the camera is uncovered and facing you
- Make sure you have accepted video permissions on the page if requested

If you have trouble with video display on the "Remote Video"

- Please check you have 5Mbps (download and upload) of internet speed available

A yellow banner below the text reads: "Please check your IT department has enabled your internet for this video service".

There are two video windows:

- Your Video:** Shows a live video feed of a man with a beard and a headset. Below the video are two blue buttons: a download icon and a video camera icon.
- Remote Video:** Shows a black icon of a video camera with a diagonal slash through it, and the text "No remote video available" below it.

At the bottom center, there is a red button labeled "End Test".

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Mobile Telemedicine with real time interactive video needs good bandwidth. By good bandwidth we mean speeds in the range 5-10mbps uplink and downlink.

Once you have successfully carried out a Test Call, go back to the main dashboard.

6. Before making a video call to the patient

| | |
|----|---|
| a. | The patient must have a smartphone and good internet. |
| b. | The patient must consent to video call (not recorded). |
| c. | The patient must have a confidential location in their house for the call with the clinician - ideally in the same room or close to their Wi-Fi router box. |
| d. | The patient must ensure the Wi-Fi is not being used by others for heavy usage (e.g. for Netflix, YouTube, PlayStation, Xbox or other heavy WiFi usage). |
| e. | The patient should be advised of the appointment time and be ready for the SMS text on their smartphone at the appointment time. |

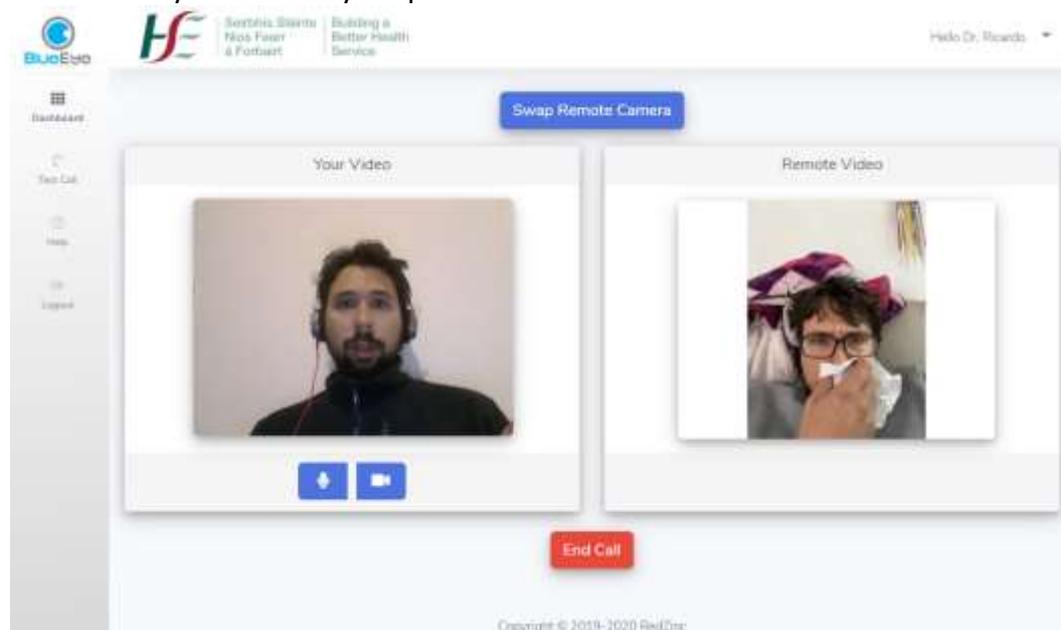
7. How to make a video call to a waiting patient's smartphone

Quick Instructions for starting a call

| | |
|--|---|
| | Go to the HSE BlueEye Link https://hse.blueeye.video on a modern browser e.g. Chrome . |
| | Login with the username and password sent by email from BlueEye Direct Video service. |
| | Check the audio and speakers using the Self "Test Call" on the dashboard. |
| | Enter the Patient's Smartphone Number to contact and click "Call". |
| | <ul style="list-style-type: none"> a. The patient will receive an SMS message with a link b. When the patient clicks on the link, the video call is initiated c. The patient needs to consent to the video call by authorizing access to their microphone and camera (and GPS location on some services) |
| | When the patient accepts the call the video stream will commence instantly. |
| | Remember to turn up the sound on the laptop to hear the patient. |

Please note: If someone is holding the phone for the patient you may need to use the "Swap Remote Camera" button to see the patient instead of the person holding their phone.

You will see yourself and your patient on the screen as shown here:



Please note:

Do not click on BlueEye logo, dashboard, test call, profile during the call as it may result in loss of video transmission with the patient.

Do not refresh the browser during an ongoing call as it will result in loss of video transmission.

If you have any issues please contact Andrew Lynch at Andrew.lynch2@hse.ie in the first instance and RedZinc will also provide support through emailing support@blueeye.video and give the details.

8. Ending the call

When the consultation with the patient is complete, the doctor can advise the patient that they are ending the call and say goodbye before clicking the “End Call” button. The patient does not have the ability to end the call (but may inadvertently end the call by pressing the home button, receiving a network call or hitting the refresh button on their web browser).



9. What should I tell my patient to prepare for a video call consultation?

Quick Instructions for the patient:

| | |
|----|---|
| a. | The patient must have a smartphone and good internet |
| b. | The patient must consent to video call (not recorded) |
| c. | The patient must have a confidential location in their house for the call with the doctor - ideally in the same room or close to their Wi-Fi router box |
| d. | The patient must ensure the Wi-Fi is not being used by others for heavy usage (e.g. for Netflix, YouTube, PlayStation, Xbox or other heavy WiFi usage) |
| e. | The patient should be advised of the appointment time and be ready for the SMS text on their smartphone at the appointment time. |

Explained Instructions for the Patient

Contact your patient in your normal manner by phone call, text or email to prepare the patient for a video consultation.

Before booking a video call, check that the patient has

- a modern Smartphone with a camera
- good Internet Speed
- a location providing an adequate level of privacy for a confidential video call
- a location next to the Wi-Fi router to get the best signal for the video connection

Ask your patient if they **consent** to a secure and confidential video consultation

Record the video call consent has been given for this patient in your notes (the consent will be asked again when the video call is set up).

Advise your patient to take the call in the room with their WiFi router box. If anybody in the patient's house is using the WiFi (e.g. for Netflix, YouTube, PlayStation, Xbox or other heavy WiFi usage), please ask them to pause the usage until the consultation is finished, as this will impede the quality of the video call.

Mobile Telemedicine with real time interactive video needs good internet bandwidth. (This means speeds in the range 5-10mbps uplink and downlink.)

The patient should be advised of the appointment time and **be ready for the SMS text on their smartphone at the appointment time.**

Inform your patient that you will send them a link by text message for a video consultation at the time of the appointment. When the patient receives the text message, they simply click on the link to be directed to the video service. Having clicked on the link, the patient will be asked to consent to the video call by authorizing the BlueEye Direct Video service to use their microphone and camera. Once the patient authorizes the service to access their microphone and camera, the video stream to the doctor is opened up instantly.

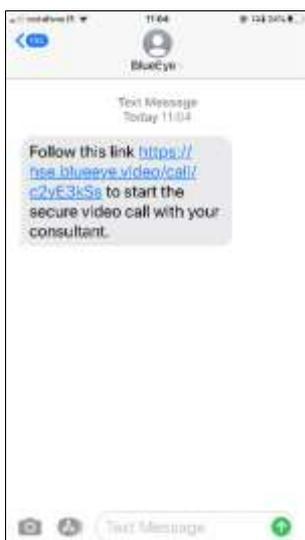
Important points to note:

| | |
|--|---|
| | The patient may incur extra charges if they are on public 4G network and not Wi-Fi. |
| | Only the clinician has the “End Call” option button. |
| | However, the video transmission will be interrupted if: <ul style="list-style-type: none"> a) The patient moves from 4G to WiFi (or from Wi-Fi to 4G) during the video call or b) The patient clicks on the home button during the video call or refreshes the mobile browser. c) The patient receives a standard network call during the video call. This is normal network behaviour. The video call should recover when the patient ends the incoming network call. |
| | If the video transmission is interrupted the doctor can send a fresh link and will need to inform the patient to look for a new link if the transmission is interrupted. |
| | Should the patient not see an incoming text, the clinician can wait <u>a suggested length of time</u> but may need to end the call and move onto the next patient. |
| | Should the patient click on the link after the clinician has ended the call, they will receive a message on their smartphone to say that the call is no longer available. |

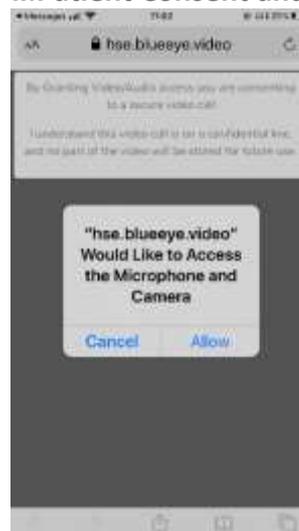
What will my patient see on their smartphone?

These are the screens your patient will see on their smartphone - SMS message, patient consent and permission request, video call, call ended.

i.SMS message from BlueEye



ii.Patient Consent and permissions request



iii.Patient on their smartphone in video consultation

iv.The call has ended screen



10. DEVICES

Can the clinician use a smartphone or tablet instead of a laptop?

The service has not been evaluated yet on Tablets and it is not yet supported. However there is tentative support for:

- On an iPad it may work with Safari
- On an Android Tablet it may work with Chrome.

Note: Cameras and headsets will be made available for those who wish to use this system on the Personal computer from the HSE.

For more information go to:

<http://www.hsedigitaltransformation.ie/content/mental-health>

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End of Instructions.