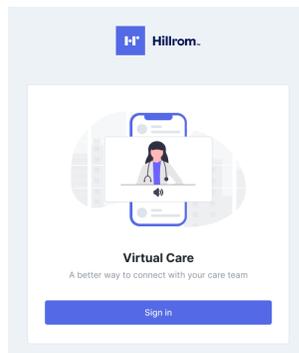


## 1. Log in.

- As a virtual care requester, you can use the Virtual Care Solution on an iPad or on the web.
- To log in the VCS mobile application, tap **Sign In**
- Enter your username and password.\*
- Log in.
- From the VCS standalone application, click **Sign In**.
- Enter your username and password.

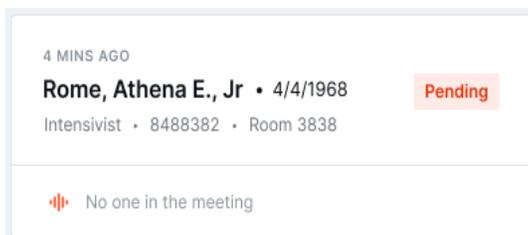


## 2. Create a Virtual Care Request.

- Click **Create new request**.
- From the **Create a virtual care request** panel, select a facility.
- Search for a patient using the **Patient Search** field.
- Select a **Request Type**.
- Enter an optional **Request Summary**.
- Click **Submit Request**.

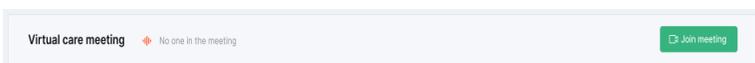
## 3. View open requests.

- Click the **Open requests** tab.
- The request you just submitted is displayed, along with other open requests.
- The status of the request is displayed, as well as other information, including the patient's name and date of birth, and the names of any providers currently in the virtual care meeting.



## 4. Join a Virtual Care meeting

- From the **Open requests** tab, click the newly created request.
- The join meeting page opens.
- Click **Join meeting**. Be sure that audio and video (if desired) are enabled. Orient your camera using the preview window. Once the remote provider accepts the request and joins the meeting, you will automatically be connected.
- When you are finished with the virtual care session, click
- After the meeting ends, the remote provider will complete and close the request. It will then be displayed on the **Completed requests** page..



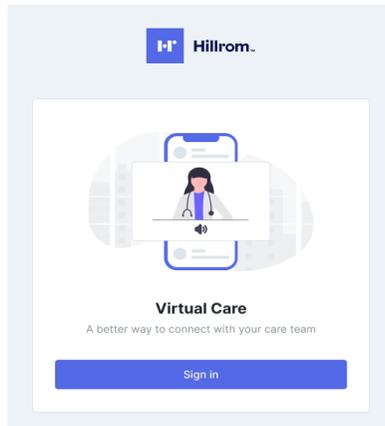
# Hillrom Virtual Care Solution

## Getting Started Guide

For remote providers

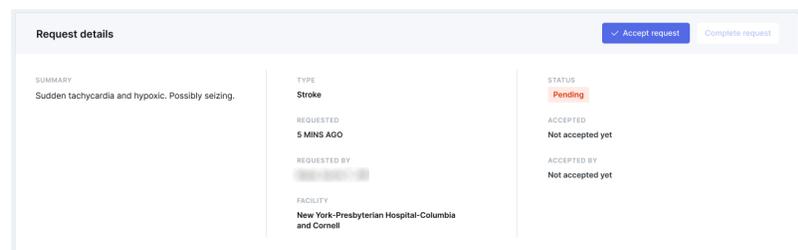
### 1. Log in

- From the VCS standalone web application, click **Sign In**.
- Enter your username and password.
- Log in.



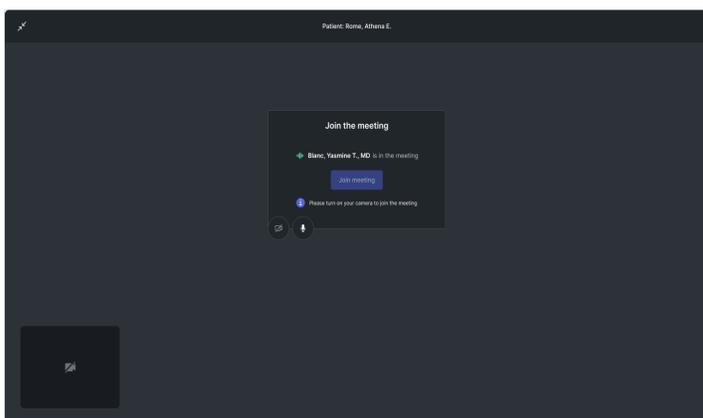
### 2. Accept a request

- When you log into the application, the **Open requests** tab, which displays your current, active requests.
- Click an active request card. The patient details page opens.
- Click **Accept request**.
- The button changes to **Request accepted** and the **Status** changes to **Accepted**.



### 3. Join the virtual care meeting

- Click the green **Join meeting** button.
- The meeting room area opens.
- Ensure the video and audio buttons are enabled. If there is a slash through the icon (🔇) it is disabled. Click the icon to turn it on.
- Click the blue **Join meeting** button.



### 4. Complete the virtual care request

- When you are finished with the virtual care session, click .
- In the **Request details** area, click the **Complete request** button.
- A message is displayed, asking you if you are sure you want to complete the request. Click **Yes, complete this request**.
- A message is displayed in the top right of the page, stating that the request has been successfully completed. Additionally, that request will be displayed on the **Completed requests** tab, rather than the **Open requests** tab.

Are you sure you want to complete this request? ✕

Close

Yes, complete this request

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