

# TytoCare Frequently Asked Questions and Contact Information

## Children's Health TeleSchools Program

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This document is intended to answer frequently asked questions regarding Children's Health TeleSchools Program, specifically, for the TytoCare/TytoPro devices deployed to CHST-partnered school districts. These questions and answers are designed for the following audience(s); school nurses, CHST trainers, CHST analysts, and any support staff that help maintain the implementation, roll-out, and support of the program and its technology.

For all new inquiries (for districts or systems that are **not yet** integrated with CHST), please contact :

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For training and instructional assistance (for districts **already** integrated with CHST), please contact :

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Rachel Zimmerman BSN, RN – Virtual Health Consultant

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For technical support for TytoCare devices (for districts **already** integrated with CHST), please contact :

TelemedCore Technical Support

[TelemedCore@childrens.com](mailto:TelemedCore@childrens.com)

Phone : 1-844-4TELEMED (1-844-483-5363) Option 2, then Option 2 again

Children's Health Service Desk

[ServiceRequest@childrens.com](mailto:ServiceRequest@childrens.com) \*NOTE – this is for non-emergency issues, ONLY

Phone – 214-456-HELP (214-456-4357)

## Frequently Asked Questions

For immediate support for all issues, please call 1-844-4TELEMED (1-844-483-5363)

Q: How do I request a translator 3 <sup>rd</sup> party to be added to the TytoCare visit?	A: Please inform the provider at the start of the visit that translation services are needed. Once the visit has started, the provider will confirm the requested language and initiate the call (audio only). <b>*NOTE – ASL is not supported at this time.</b>
Q: How do I request a parent/guardian 3 <sup>rd</sup> party to be added to the TytoCare visit?	A: Please inform the provider at the start of the visit that a parent/guardian would like to participate. Once the visit has started, the provider will initiate the call either by way of a phone call (audio only) or sending an email invitation (audio and video).
Q: Can I add a translator AND a 3 <sup>rd</sup> party (parent/guardian) to the TytoCare visit (multiple 3 <sup>rd</sup> party participants).	A: Yes. Please see above for adding a 3 <sup>rd</sup> party.
Q: What is the PIN for my TytoCare iPad?	A: Your iPad PIN should always be 0819. <b>*NOTE – if prompted to change the PIN on the iPad, please click <a href="#">HERE</a>.</b> <b>DO NOT CHANGE THE PIN TO ANYTHING OTHER THAN 0819</b>
Q: What is my username and/or password?	A: Your trainer will give you this information during training and/or mock consult. If you have forgotten your username and/or password, please contact the TeleSchools support hotline at 1-844-4TELEMED (1-844-483-5363).
Q: I am being asked to change my TytoCare password. What should I do?	A: <b>DO NOT</b> reset this password. Please contact the TeleSchools support hotline at 1-844-4TELEMED (1-844-483-5363). The password should always be “Telehealth19”, and your support team will reset the password for you.
Q: My TytoCare device or iPad will not power on.	A: The TytoCare device power button is located on the top of the device (a small “pill” shaped button). Press and hold the button for 3 seconds to power on the device. The iPad power button is located on the top of the iPad, on the upper, right-hand side. Press and hold the button for 3 seconds to power on the device.
Q: My TytoCare camera (or scope) will not display any video or data.	A: Please make sure the device is powered on and <u>synched with the TytoCare app</u> . Check the icon in the upper-right corner. Red = device is not paired. Orange = device is waiting to pair, please wait. Green = device is paired.
Q: I do not have ear/nose/otolaryngology specula or tongue depressors.	A: Please contact your trainer.

Q: I cannot hear the provider, or the provider cannot hear me.	A: Ensure that you are connected to WiFi (nurse and provider) and ensure that the volume settings are turned up. For Nurse's iPads, use the volume controls located on the upper-right side of the TytoCare iPad. <b>*NOTE - you may need to look for the volume buttons around the edges of the metal kiosk.</b>
Q: The iPad prompts for allowing location, notifications, or other settings.	A: ALWAYS accept and allow all prompts from your TytoCare iPad. Again, please make sure to "Accept", "Allow", or "Continue" any time you are prompted for settings changes or allowances.
Q: The TytoCare scope prompts me to update.	A: See above. Always allow updates, prompts, or permissions presented to you on your TytoCare scope, or the iPad app.
Q: My TytoCare scope camera is stuck, non-responsive, isn't focusing, image is not bright enough, or is showing low/high contrast.	A: You may need to manually power off, power on your TytoCare scope. Do this by pressing the top-most button on the TytoCare scope for 7-10 seconds. The scope will power off. Release the button. Clean the outer lens and front screen of the scope with an alcohol pad or soft cleaning cloth. Press the top-most button again for 3 seconds, and this will power up the TytoCare scope. Make sure the scope is paired and try again (this may take 30-60 seconds). If this does not resolve the problem, please contact the TeleSchools support hotline at 1-844-4TELEMED (1-844-483-5363). <b>*NOTE – DO NOT manually power off the TytoCare scope unless directed to do so.</b>
Q: What should I do with the iPad and TytoCare equipment during an extended leave, vacation, or summer?	A: Please leave your TytoCare iPad and kiosk plugged in at all times. If this is not possible, please make sure the iPad and TytoCare equipment is plugged in and powered on at least 30 minutes before your next visit or training session.
Q: How do I use "Practice Mode"?	A: Once logged in to the TytoCare app, search for a test student, click on the "Continue" option at the bottom of the screen, and select "Practice Mode" on the next screen. This will allow you to use the TytoCare device and practice each assessment without a student present.