

PEDS™ SCORE

Pediatric Evaluation of Digital Solutions

September 2021 Issue

TytoCare for School Telehealth

In this issue, we reviewed TytoCare in the School Telehealth setting. The School Nurse uses TytoClinic (see image) with the Pre-K to 12th grade patient, connecting to an offsite Children's Health provider for low-acuity pediatric telemedicine examinations.

Children's/School configuration:

Single Sign-On (SSO) for Children's clinician, but (by choice) not for school nurse

School Clinician: iPad, TytoCare Scope



TytoClinic: TytoCare's solution for clinics

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HIGHLIGHTS

- **10/10: Low cost vs. traditional telehealth carts!!**
- **Easier to use vs. traditional telehealth carts**
- **School clinicians can practice using on their own without initiating a real visit**
- **High- Def camera: Resolutions**
 - Still image: 1920 x 1080
 - Video: 640 x 480



CHILDREN'S CLINICIAN PERSPECTIVE

Workflow Integration: 9 / 10

Technology is easy to integrate into workflow, compared to traditional telehealth carts. However, TytoClinic runs in separate window and not available within the EMR (Epic) workflow.

Design and Experience: 8 / 10

Technology demonstrates good design, with a few opportunities to improve:

- No low-cost option to mount TytoCare tablet, allowing hospital clinician to remotely control left/right panning and zooming.
- Otoscope auto-focuses on small debris on lens, even if on edge of lens and not obstructing view.
- By design, school nurse is muted and cannot hear stethoscope sounds; this can impede communication between parties.

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SCHOOL CLINICIAN PERSPECTIVE

Design: 9 / 10

Technology has an extremely intuitive design, simplifying positioning when using on patients.

However, otoscope times out after 45 seconds, causes clinician to restart it and slow process. Otoscope camera focuses on very small specks on lens (vs. on patient), even if small speck is on edge of lens and does not obstruct view.

Ease of Use: 9 / 10

Consumers mentioned how “quick and simple” it is to work and detach equipment. Easily portable. Despite ease of use, it still requires re-training if not used for a while.



COST

Compared to traditional telehealth carts

Initial Cost: 10 / 10

Low cost while providing high value via comprehensive features.

Ongoing Cost: 10 / 10

Utilizes lease-only model. Low reoccurring license, maintenance, and support fees. Leasing model preferred for school telehealth IT team, reducing total cost of ownership and overhead costs.



PEDS APPROVED

Features specifically designed with pediatrics in mind

- ✓ Pediatric-sized:
 - Blood Pressure cuffs for 6th grade (approx.) and up
 - Child Tongue Depressor
- ✓ Children patients thoroughly enjoy participating in the process of taking care of their health and immediately seeing their exam results



OPPORTUNITIES FOR IMPROVEMENT

- Embed TytoCare within EMR workflow so Children’s clinicians don’t have to toggle two windows.
- Provide low-cost option mount iPad so Children’s clinician can remotely pan and zoom
- Provide small child blood pressure cuffs for child sizes Pre-K through 5th grade (approx.)
- Otoscope should auto-focus on patient, not debris (that doesn’t obstruct view)
- Allow School Clinician to hear stethoscope sounds
- Allow Children’s Clinician to unmute School Nurse during stethoscope session
- Further explore lighting technology that can be used for 120 seconds before turning off (45-sec timer too soon for some exams)

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TECH CHECKLIST

Durability: 9 / 10

Minimal hardware breakage, very durable.
Minimal failure with equipment.

Single Sign On: 10 / 10

School clinicians not on Children's network.
Children's providers leveraging SSO. Not implemented.

Network Uplink: 10 / 10

Current-state technology is backwards compatible, easy to integrate. Tech is compatible with both 2.4 and 5.0 GHz Wi-Fi.

Security: 10 / 10

Data stored on Amazon Web Services (AWS) and HIPAA compliant services. Uses AES 256-bit encryption for recordings and metadata. Has a BAA with Amazon and is willing to sign one with customers. Regularly conducts 3rd party penetration testing.

Vendor-provided Clinicians : N / A

We currently do not utilize TytoCare-provided clinical staff.

Support Model: 10 / 10

Support team is very easy to work with and goes above and beyond to be available. 24/7 support.

Infection Control: 10 / 10

Anti-microbial, anti-germicide, and alcohol wipes are used to sterilize the equipment. Our school nurses sterilize after each visit, and before the next child is seen. No extra or special materials required to clean.

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