

StarLeaf



USER GUIDE

Prepared by: Kathy Bedell

Mgr, Practice Operational Performance

Date: March 30, 2020

Contents

| | |
|--|----|
| Registrating a Patient:..... | 4 |
| Registration Website:..... | 4 |
| Select 'Meetings' on the Dark Side | 10 |
| The Patient's View:..... | 12 |
| Devices: | 13 |
| Android: | 13 |
| Setting up an Account: | 15 |
| iPhone: | 17 |
| Setting up an Account: | 18 |
| Loading from Desktop (Windows):..... | 20 |
| Setting Up an Account:..... | 23 |
| Providers: | 28 |

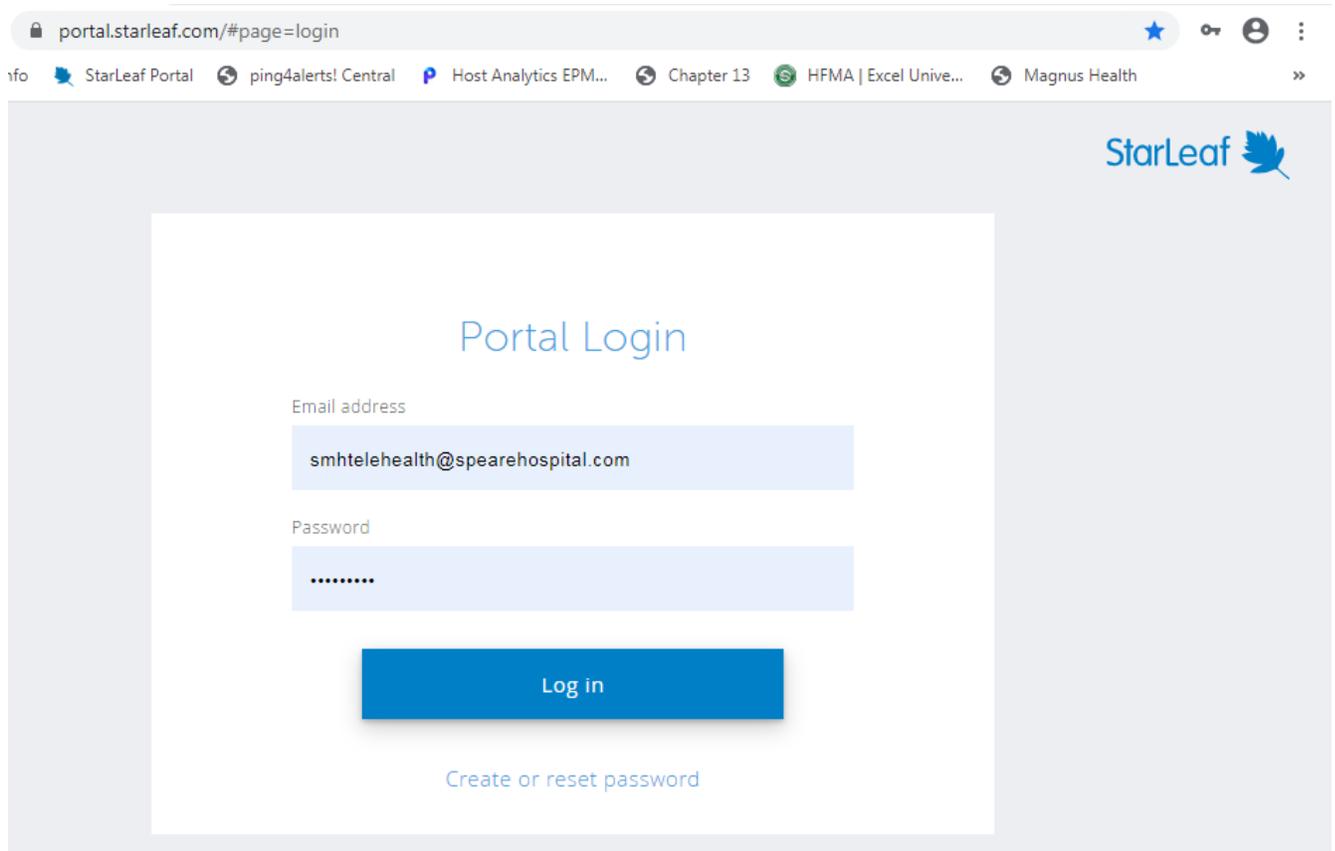
| | |
|---|----|
| Figure 1 - StarLeaf Portal..... | 4 |
| Figure 2 - Meeting Schedule | 5 |
| Figure 3 - Scheduling the Meeting | 5 |
| Figure 4 - Naming Convention..... | 6 |
| Figure 5 - Invitees Emails..... | 6 |
| Figure 6 - SMH Directory | 6 |
| Figure 7 - Set Date, Time (Start/End) | 7 |
| Figure 8 - View of Completed Scheduled Meeting..... | 8 |
| Figure 9 - Editing the Meeting..... | 9 |
| Figure 10 - Finding the Meetings..... | 10 |
| Figure 11 - Meeting Views..... | 11 |
| Figure 12 - Edit Function | 11 |
| Figure 13 - Calendar Reminder..... | 12 |
| Figure 14 - E-Mail Message | 12 |
| Figure 15 - Join Now..... | 13 |
| Figure 16 - Waiting Room..... | 14 |
| Figure 17 - Android..... | 15 |
| Figure 18 - Android Code Screen..... | 16 |
| Figure 19 - Android Meeting Screen | 16 |
| Figure 20 - Join Now..... | 17 |
| Figure 21 - Waiting Room..... | 17 |
| Figure 22 - iPhone | 18 |
| Figure 23 - iPhone Code Screen | 19 |
| Figure 24 - iPhone Meeting Screen | 19 |
| Figure 25 - Windows Download | 20 |
| Figure 26 - Installer | 20 |
| Figure 27 - "Run" Window..... | 20 |
| Figure 28 - Desktop/Laptop Launch App..... | 21 |
| Figure 29 - StarLeaf URL..... | 21 |
| Figure 30 - Join Now..... | 22 |
| Figure 31 - Waiting Room..... | 22 |
| Figure 32 - Windows StarLeaf | 23 |
| Figure 33 - Windows Security Screen..... | 24 |
| Figure 34 - User Profile..... | 24 |
| Figure 35 - User Mobile Info..... | 25 |
| Figure 36 - User's Organization | 25 |
| Figure 37 - Meeting Schedule | 26 |
| Figure 38 - List of Meetings..... | 27 |
| Figure 39 - Waiting Room..... | 27 |

Registering a Patient:

Registration Website:

Registration Staff will use the StarLeaf Portal to schedule meetings.

- Website: <https://portal.starleaf.com/#page=login> (Figure 1 below)
 - The e-mail address is: smhtelehealth@spearehospital.com
 - Password: Welcome1!



portal.starleaf.com/#page=login

StarLeaf

Portal Login

Email address

smhtelehealth@spearehospital.com

Password

.....

Log in

[Create or reset password](#)

Figure 1 - StarLeaf Portal

Upon Login, the user will see the following screen:

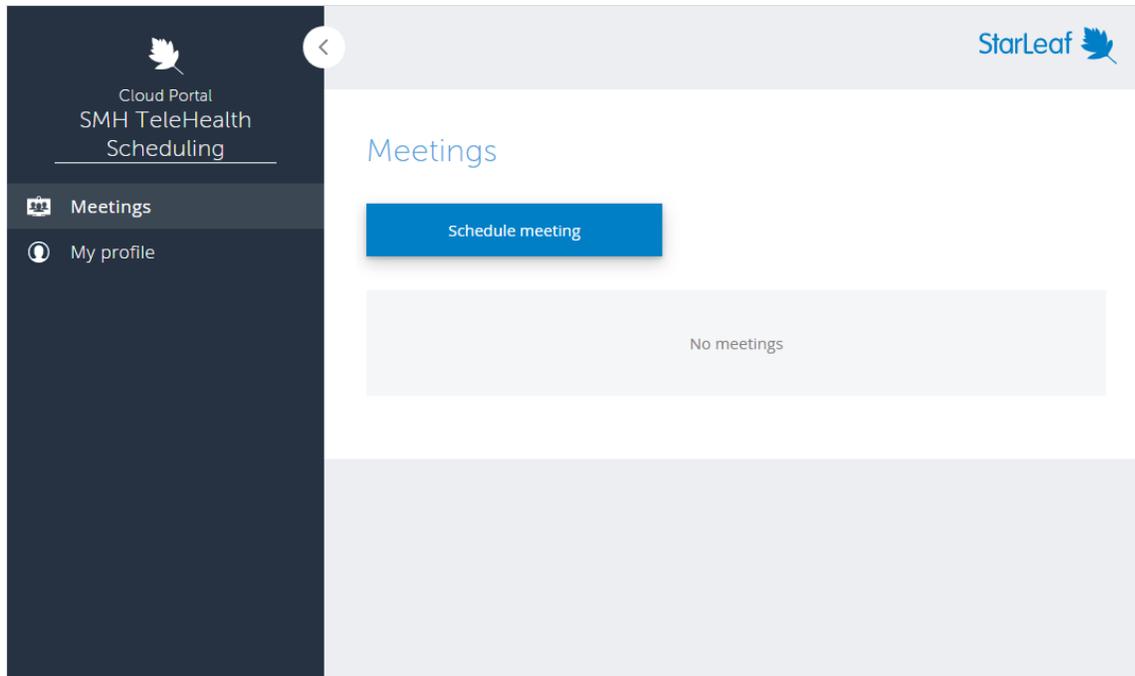


Figure 2 - Meeting Schedule

Select the blue 'Schedule meeting' button in the middle of the page. The Schedule Meeting page will display.

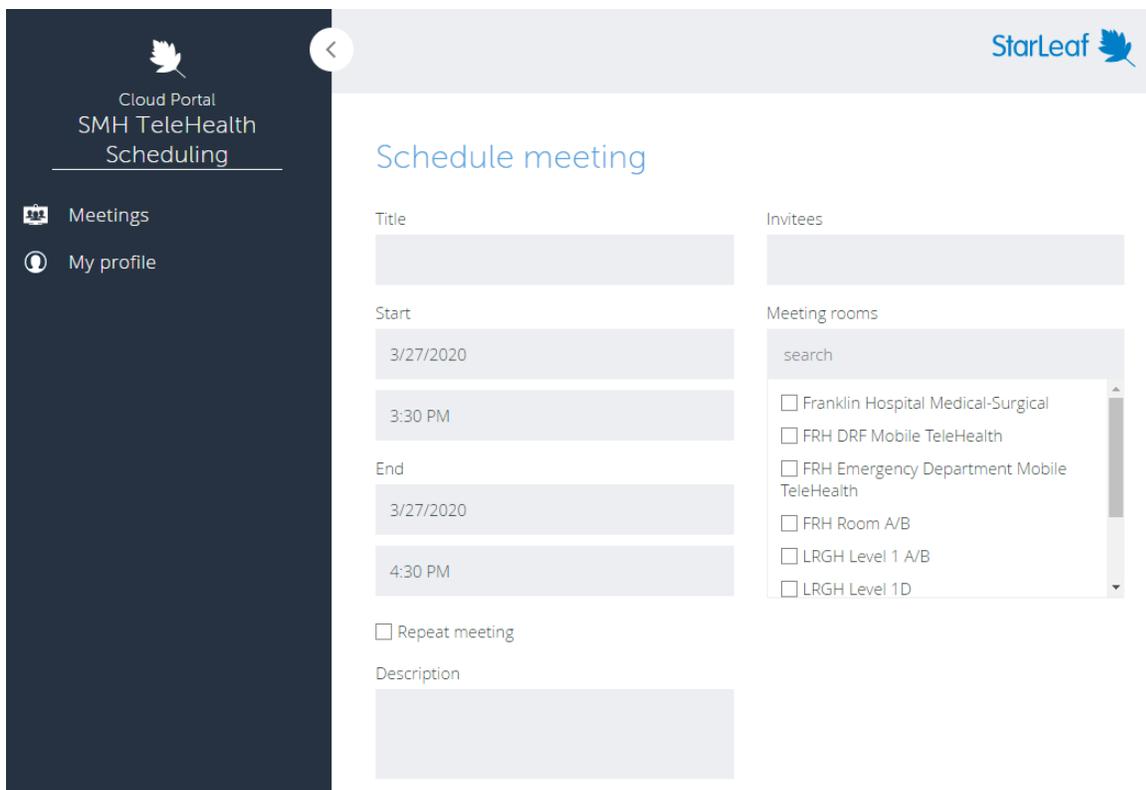


Figure 3 - Scheduling the Meeting

Enter the **Title** in the 'Title' box as follows:

Provider initials – Patient first initial, last name (i.e., TC – J. Doe)

Schedule meeting

Title

TC - J. Doe

Figure 4 - Naming Convention

Under the **Invitees**, enter the e-mail addresses of the patient and the provider

Invitees

| | |
|--|---|
|  <input data-bbox="349 661 527 697" type="text" value=""/> @gmail.com |  |
|  telemedsmhipad02@spearehospital.com |  |

Figure 5 - Invitees Emails

NOTE: SCHEDULES WILL NEED TO KNOW WHICH TABLET THE PROVIDERS WILL USE WHEN SCHEDULING PATIENT APPOINTMENTS. SELECT FROM THE DIRECTORY BELOW.

Directory

Telemed SMH 01
<telemedsmhipad01@spearehospital.com>

TeleMed SMH 02
<telemedsmhipad02@spearehospital.com>

Telemed SMH 03
<telemedsmhipad03@spearehospital.com>

TeleMed SMH 04
<telemedsmhipad04@spearehospital.com>

Telemed SMH 05
<telemedsmhipad05@spearehospital.com>

Telemed SMH 06
<telemedsmhipad06@spearehospital.com>

TeleMed SMH 07
<telemedsmhipad07@spearehospital.com>

Telemed SMH 08
<telemedsmhipad08@spearehospital.com>

Telemed SMH 09
<telemedsmhipad09@spearehospital.com>

Figure 6 - SMH Directory

The next step is to set the **Date** and **Time** for the **Start** and **End** of the Meeting:

Start

3/27/2020

3:30 PM

End

3/27/2020

4:30 PM

Figure 7 - Set Date, Time (Start/End)

The recommendation from the practices is to start the meeting 10 minutes before the visit time, and end the meeting 15 minutes after the scheduled end of the visit.

NOTE: All visits for Speare Primary Care are to be scheduled for a minimum of 45 minutes. The time will be revisited later. Plymouth Orthopedics and Sports Medicine will begin with 30 minute appointments.

Enter the reason for the visit in the 'Description' box:

For example: Visit with Dr. Capron – BP Check **(Brief description only as visibility to all meetings is available to all users).**

Once all of the information has been entered, select 'APPLY' to schedule the meeting:

Schedule meeting

Title
TC - J. Doe

Start
3/27/2020
3:30 PM

End
3/27/2020
4:30 PM

Repeat meeting

Description

> [Advanced settings](#)

Invitees

E-mail addresses would be displayed here:

Meeting rooms

search

- Franklin Hospital Medical-Surgical
- FRH DRF Mobile TeleHealth
- FRH Emergency Department Mobile TeleHealth
- FRH Room A/B
- LRGH Level 1 A/B
- LRGH Level 1D

OK Apply Cancel

Figure 8 - View of Completed Scheduled Meeting

Once complete, the user will have the option to edit it before leaving the page:

Edit meeting

Title
TC - J. Doe

Start
3/27/2020
3:30 PM

End
3/27/2020
4:30 PM

Repeat meeting

Description

Invitees
E-mail addresses would be displayed here:

Meeting rooms
search

- Franklin Hospital Medical-Surgical
- FRH DRF Mobile TeleHealth
- FRH Emergency Department Mobile TeleHealth
- FRH Room A/B
- LRGH Level 1 A/B
- LRGH Level 1D

> [Advanced settings](#)

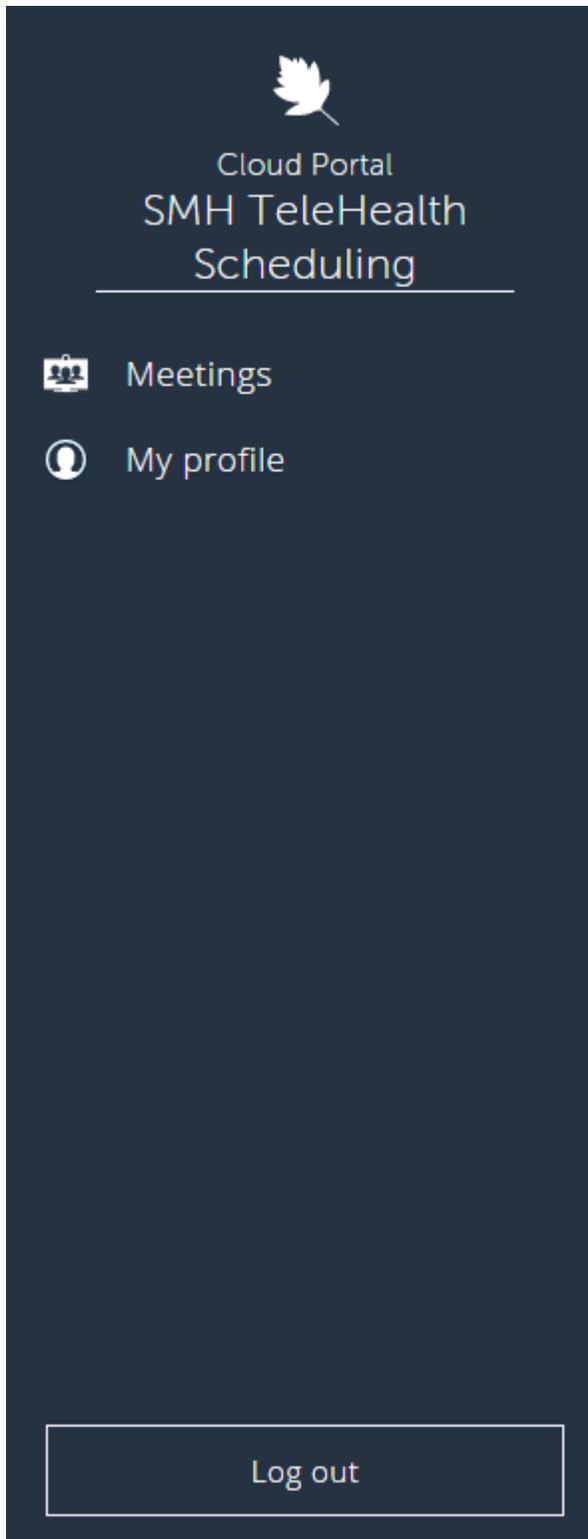
Dialing information

[Find out how to join this meeting](#)

Figure 9 - Editing the Meeting

Editing can occur by simply changing the information. If you leave the page, you can select 'Meetings' from the dark side and a list of meetings will be displayed.

Select 'Meetings' on the Dark Side:



Select 'Meetings'

- To see the list of the meetings, select the "Meetings' on the dark side.

Figure 10 - Finding the Meetings

The meeting list will populate the middle of the page as follows:

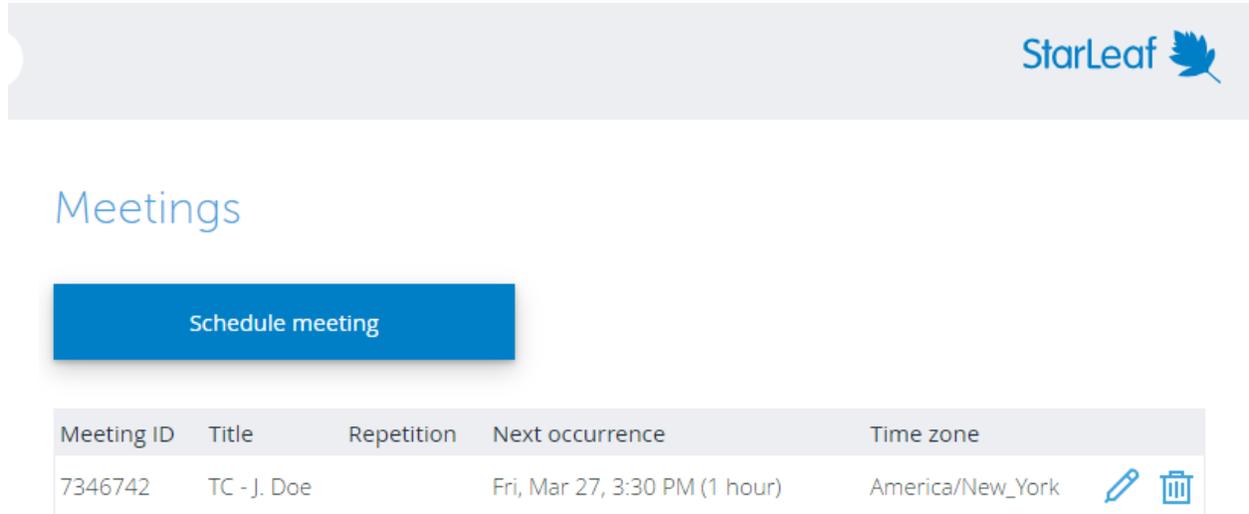


Figure 11 - Meeting Views

The pencil can be used to edit the meeting if you should need to after the fact:



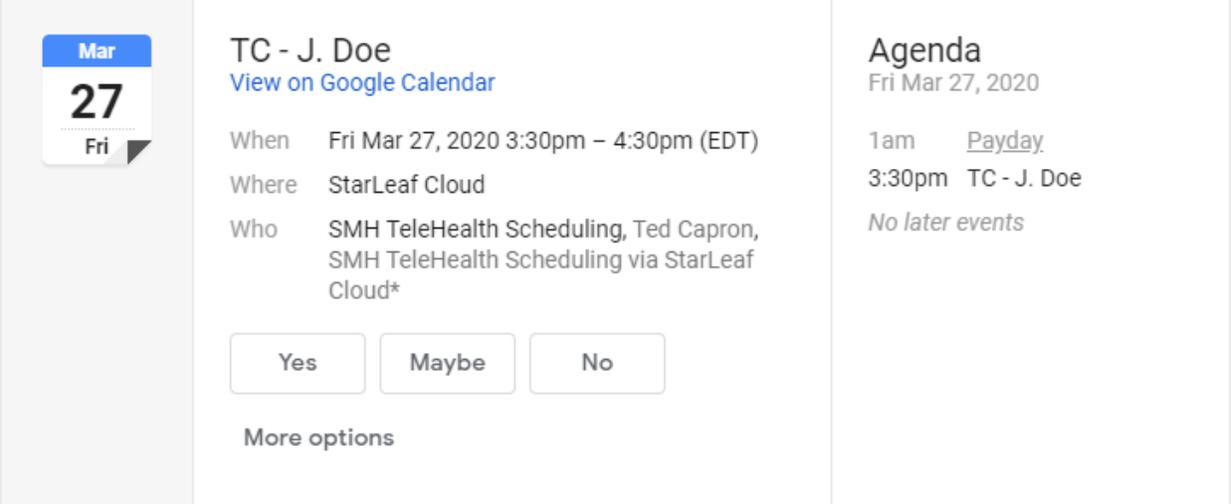
Figure 12 - Edit Function

After scheduling in Starleaf, return to Cerner and make the necessary modifications to align the visit. If the visit pre-existed in the system as a 'Follow-up', please cancel the visit, then reschedule as a 'Virtual' visit.

The Patient's View:

The patient will receive an e-mail with the following information:

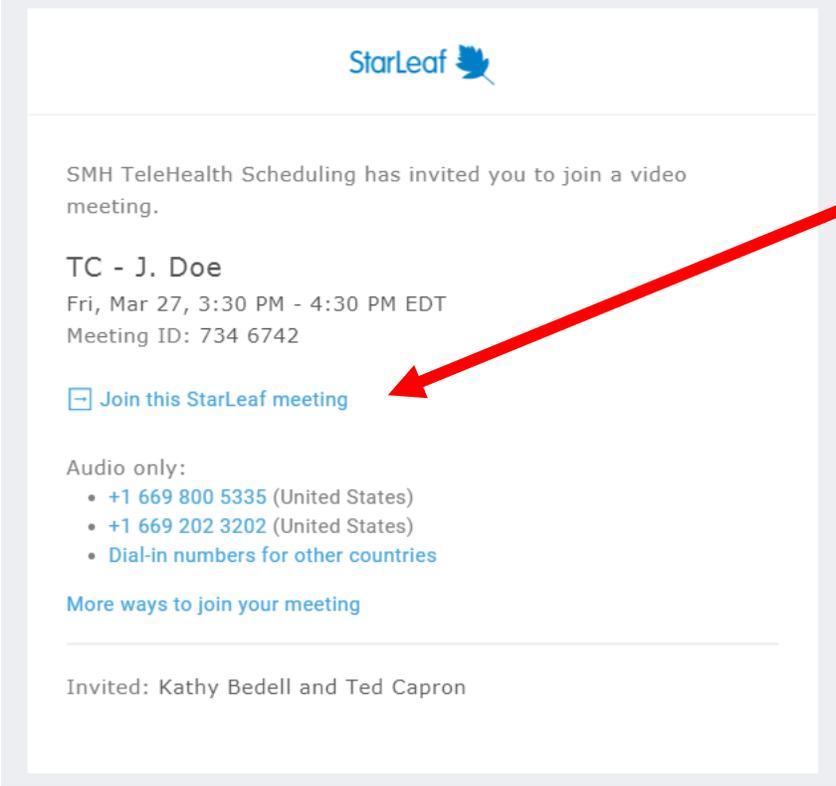
The top section will include a calendar invite:



The screenshot shows a calendar reminder for a video meeting. On the left is a calendar widget for March 27, Friday. The main content area is titled "TC - J. Doe" with a link to "View on Google Calendar". Below this, the meeting details are listed: "When: Fri Mar 27, 2020 3:30pm - 4:30pm (EDT)", "Where: StarLeaf Cloud", and "Who: SMH TeleHealth Scheduling, Ted Capron, SMH TeleHealth Scheduling via StarLeaf Cloud*". At the bottom of this section are three buttons: "Yes", "Maybe", and "No", along with a "More options" link. To the right is an "Agenda" section for "Fri Mar 27, 2020" showing a "1am Payday" event and a "3:30pm TC - J. Doe" event, with a note "No later events".

Figure 13 - Calendar Reminder

The bottom of the e-mail will contain the invitation:



The screenshot shows an e-mail invitation from StarLeaf. The header features the StarLeaf logo. The main body of the email contains the following text: "SMH TeleHealth Scheduling has invited you to join a video meeting." followed by "TC - J. Doe", "Fri, Mar 27, 3:30 PM - 4:30 PM EDT", and "Meeting ID: 734 6742". A blue button with a calendar icon and the text "Join this StarLeaf meeting" is highlighted with a red arrow. Below this, the "Audio only:" section lists three options: "+1 669 800 5335 (United States)", "+1 669 202 3202 (United States)", and "Dial-in numbers for other countries". A link "More ways to join your meeting" is also present. At the bottom, it says "Invited: Kathy Bedell and Ted Capron".

Figure 14 - E-Mail Message

NOTE: It is highly recommended that whomever is scheduling the visit with the patient request that the patient select the link, while they have the patient on the phone. Having the patient on the phone will help to ensure the patient is able to download the application to their device.

Devices:

Android:

If the patient has an Android Phone, when they select 'Join this StarLeaf meeting' within the e-mail, they will see a message to **Download StarLeaf to Join your Meeting** – **Download from the Play Store**

Select **Install**

For quicker access, the patient does not need to hit the 'open' button. Have the patient return to their e-mail, after the application has been installed – (do not hit open), and re-select the 'Join this Starleaf Meeting' link. This action will take the patient to the 'Join Now' screen. The patient's camera should be active and they should be able to see themselves.

The patient will need to enter their name, and then select the 'Join Now' button. (Their view may be slightly different).

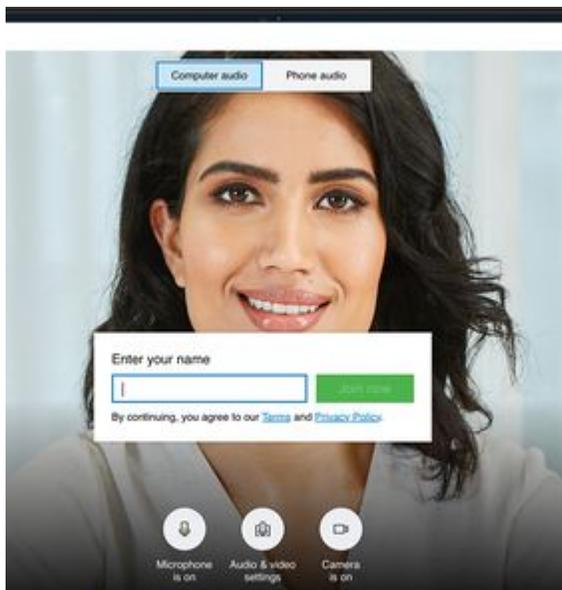


Figure 15 - Join Now

After selecting 'Join Now', they will be placed in the 'Waiting Room' – soft music should be heard through their connection.

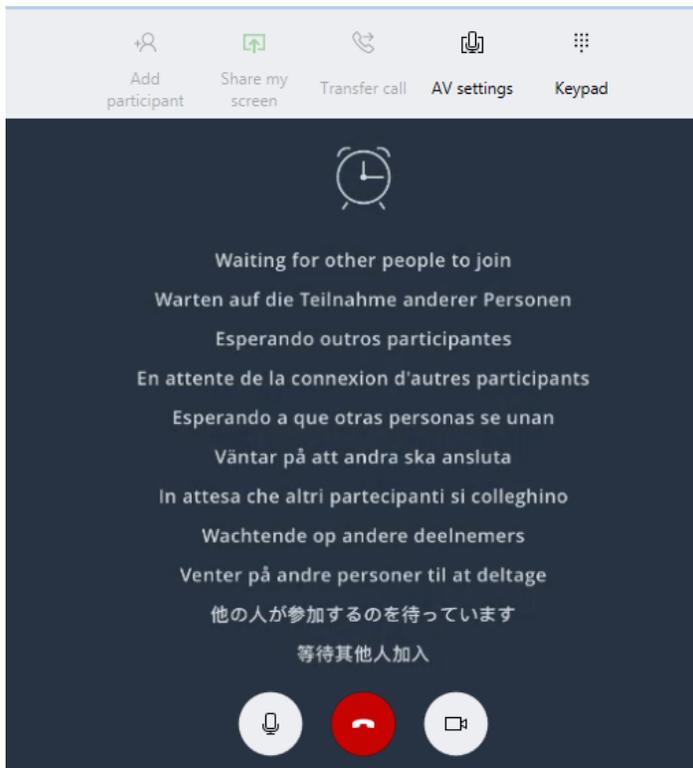


Figure 16 - Waiting Room

Setting up an Account:

If the patient selects the 'Open', they will have the opportunity to create an account (outlined below). Creating an account is not necessary!

After the Install is complete, select 'Open'

The user will then see the following screen:



Figure 17 - Android

The patient will need to enter their e-mail address in the 'Type your work e-mail' box, and select's 'Let's Go' or Continue

The code will be send to their e-mail.

After entering their work e-mail, they will then be sent a 6-digit code:

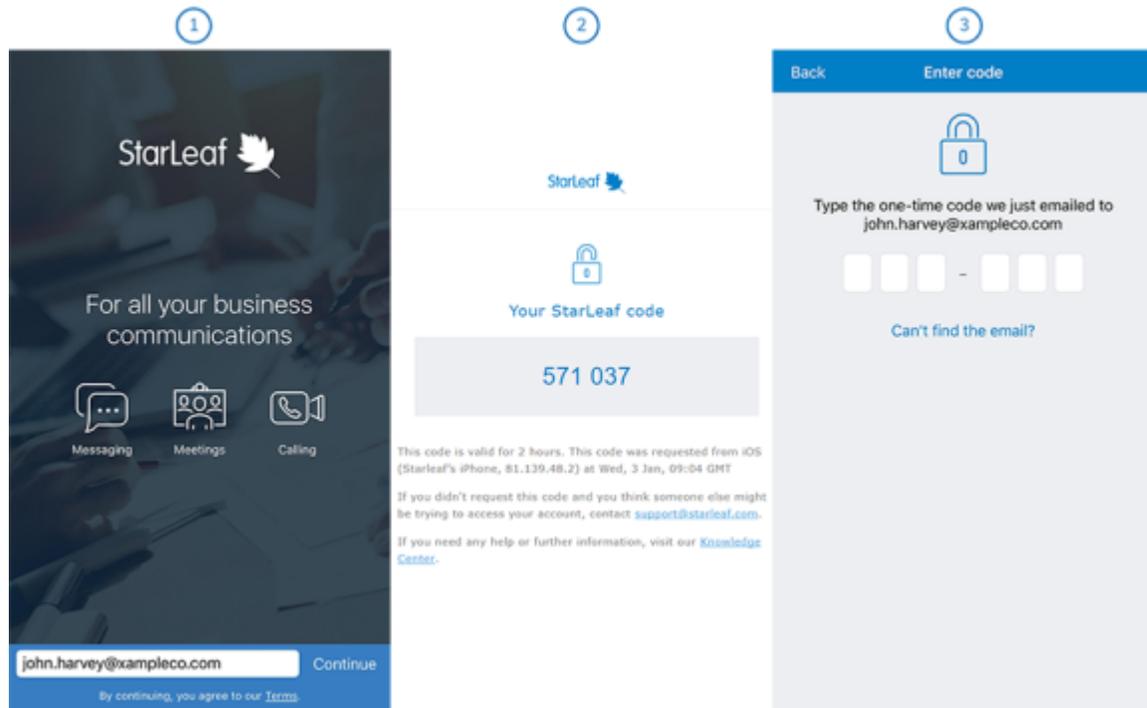


Figure 18 - Android Code Screen

The patient enters the code in the appropriate screen.

In the next screen, select 'Give Permissions' to allow access to the camera and audio controls.

The patient should now be in the meeting screen and should see the invitation.

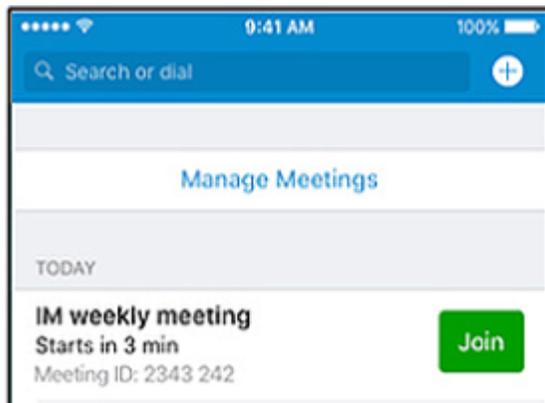


Figure 19 - Android Meeting Screen

On the day of the appointment, the patient has two options to join the meeting. They can select the 'Join' button noted above, or they can select the 'Join the StarLeaf meeting' from their e-mail.

Upon selecting the 'Join', the patient will be placed in a waiting room. They should hear soft music. The provider will complete the connection when he / she joins the meeting.

NOTE: If the patient is using their phone, please make sure the settings for the speaker are set to handset and not speaker.

iPhone:

For quicker access, the patient **does not** need to hit the 'open' button. Have the patient return to their **e-mail**, after the application has been installed – (**do not hit open**), and re-select the **'Join this Starleaf Meeting'** link. This action will take the patient to the 'Join Now' screen. The patient's camera should be active and they should be able to see themselves.

The patient will need to enter their name, and then select the **'Join Now'** button. (Their view may be slightly different).

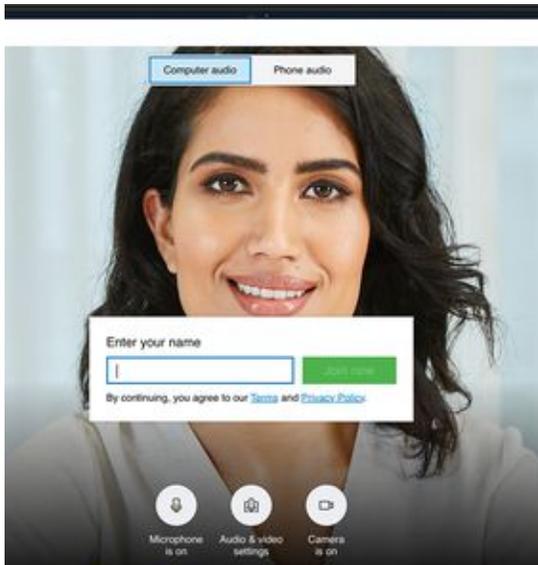


Figure 20 - Join Now

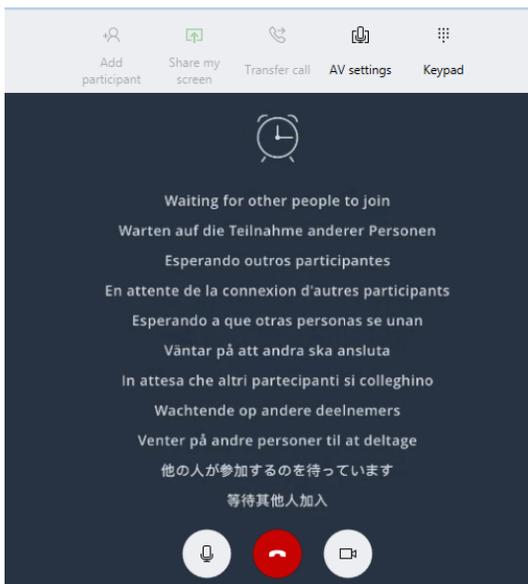


Figure 21 - Waiting Room

After selecting **'Join Now'**, they will be placed in the 'Waiting Room' – soft music should be heard through their connection.

Setting up an Account:

If the patient selects the 'Open', they will have the opportunity to create an account (outlined below). Creating an account is not necessary!

If the patient has an iPhone, when they select 'Join this StarLeaf meeting' within the e-mail, they will see a message to **'Download StarLeaf to Join your Meeting – Download from the Play Store'**

Select **Install**

After the Install is complete, select 'Open'

The user will then see the following screen:

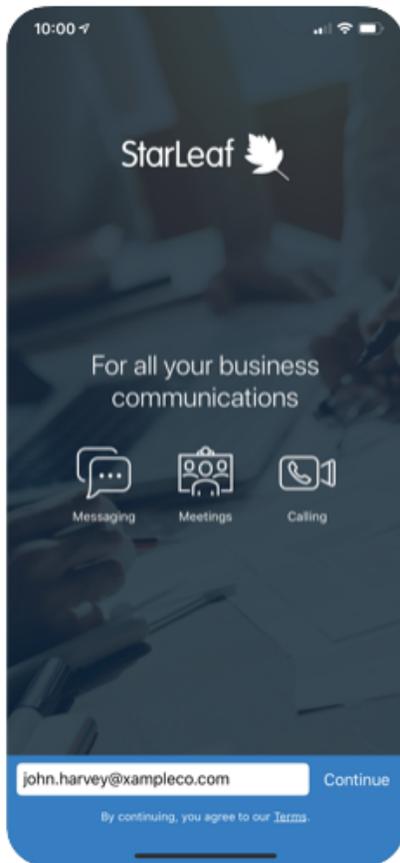


Figure 22 - iPhone

The patient will need to enter their e-mail address in the 'Type your work e-mail' box, and select's 'Let's Go' or Continue

The code will be send to their e-mail.

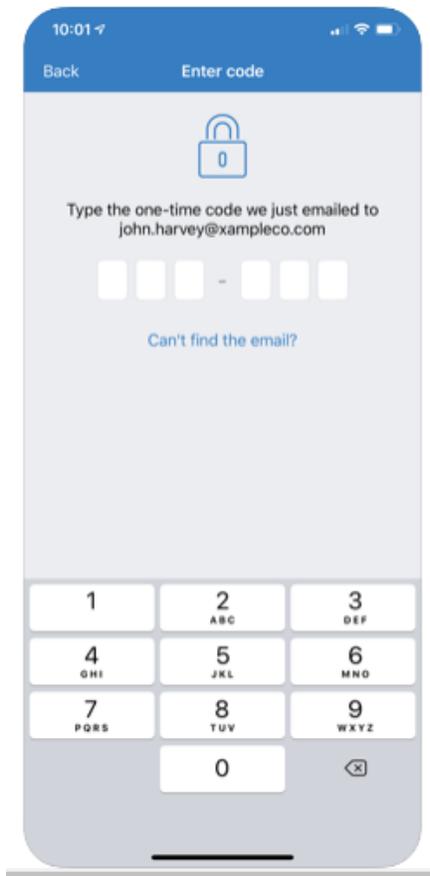


Figure 23 - iPhone Code Screen

The patient enters the code in the appropriate screen.

In the next screen, select 'Give Permissions' to allow access to the camera and audio controls.

The patient should now be in the meeting screen and should see the invitation.

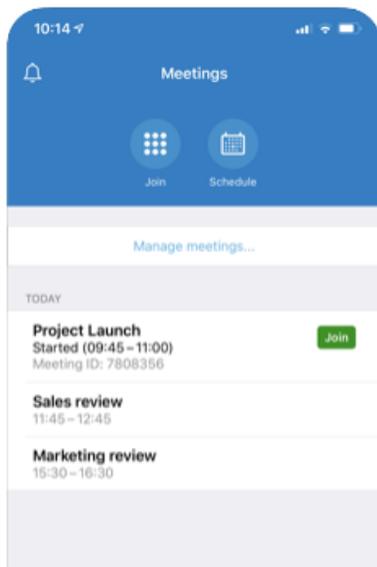


Figure 24 - iPhone Meeting Screen

On the day of the appointment, the patient has two options to join the meeting. They can select the 'Join' button noted above, or they can select the **'Join the StarLeaf meeting'** from their e-mail.

Upon selecting the 'Join', the patient will be placed in a waiting room. They should hear soft music. The provider will complete the connection when he / she joins the meeting.

NOTE: If the patient is using their phone, please make sure the settings for the speaker are set to handset and not speaker.

Loading from Desktop (Windows):

If the patient uses a laptop or desktop that has a camera and microphone, select the below link:

<https://www.starleaf.com/downloads/windows/>

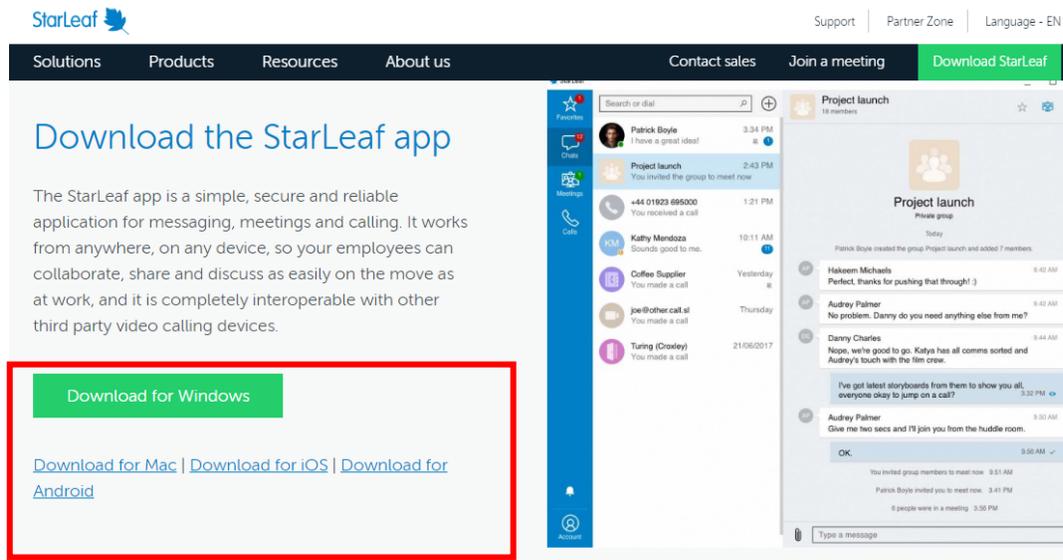


Figure 25 - Windows Download

Select the appropriate operating system:



Figure 26 - Installer

Select 'Run':

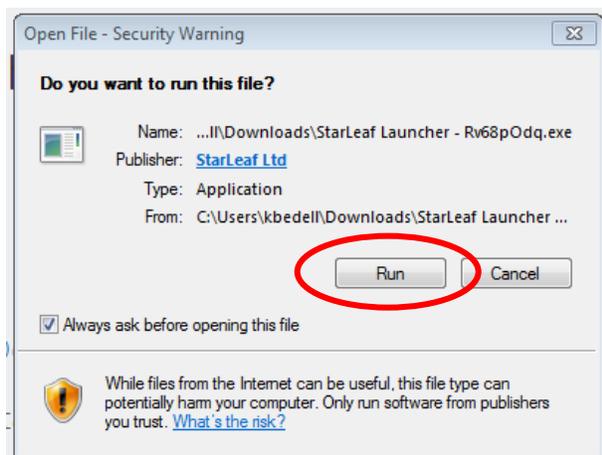


Figure 27 - "Run" Window

After the install,

For quicker access, have the patient return to their [e-mail](#), after the application has been installed and re-select the [‘Join this Starleaf Meeting’](#) link. This action will take the patient to the ‘Opening your Starleaf App’ screen (below). The patient should then select ‘Launch Now’.

The patient will need to enter their name, and then select the [‘Join Now’](#) button. (Their view may be slightly different).

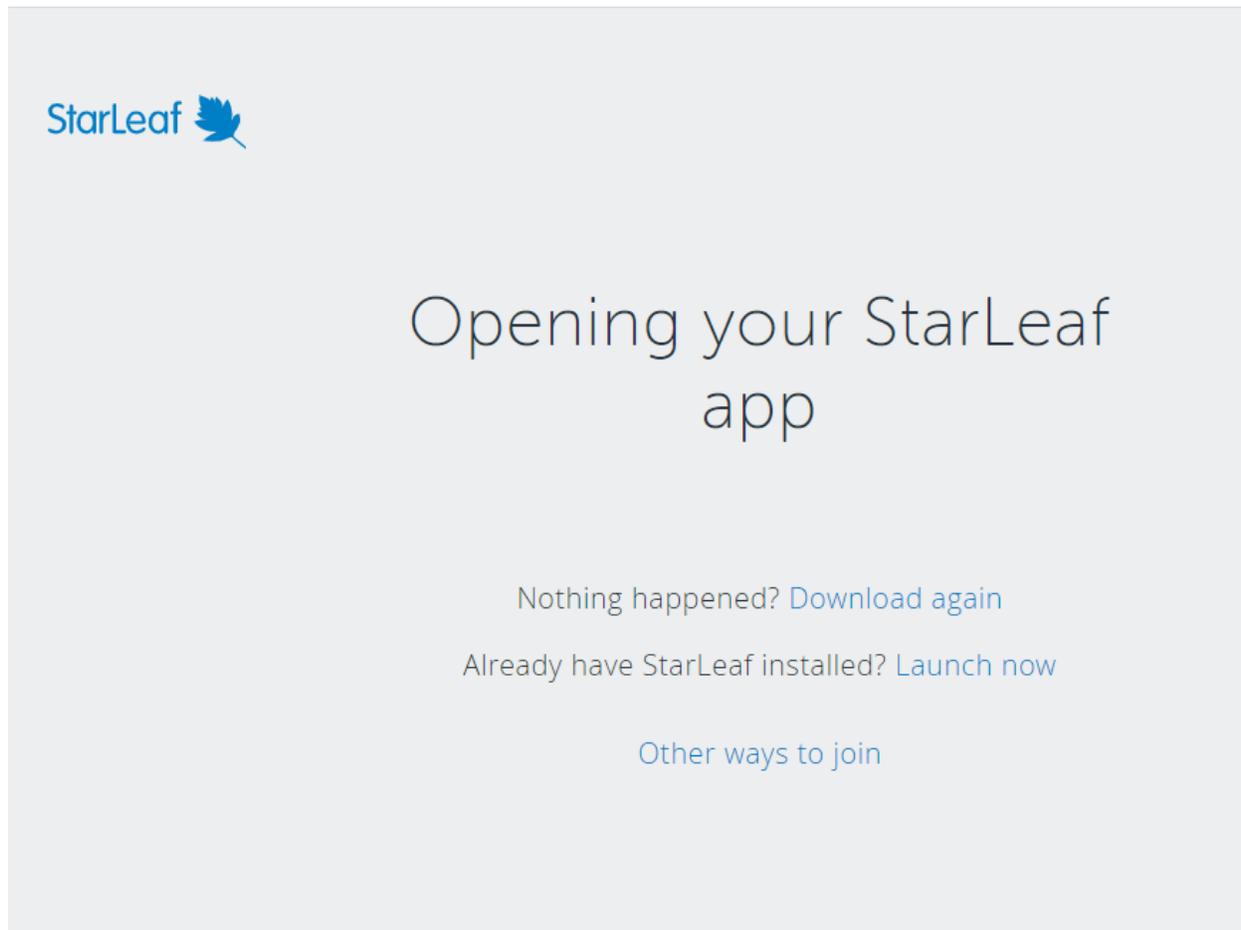


Figure 28 - Desktop/Laptop Launch App

The patient may have a pop-up window appear:

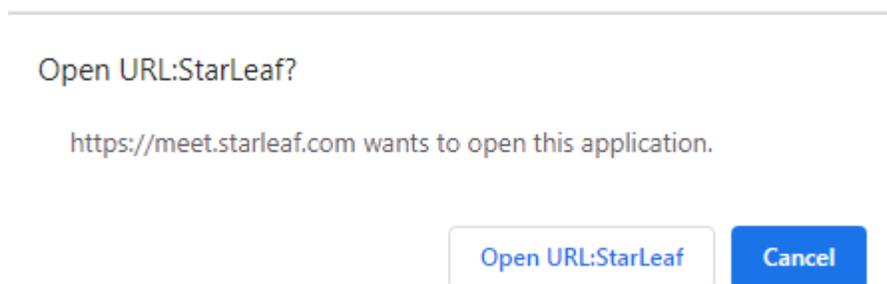


Figure 29 - StarLeaf URL

Select ‘Open [URL:Starleaf](#)’ to execute the action.

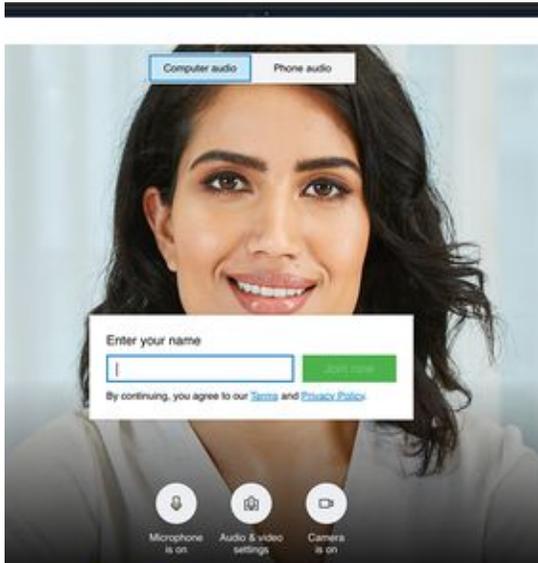


Figure 30 - Join Now

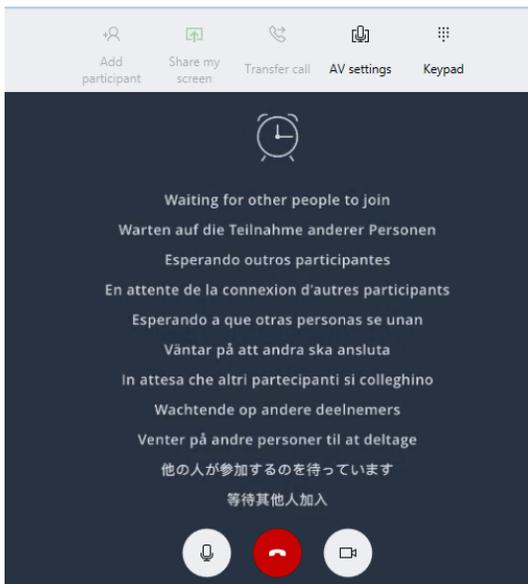


Figure 31 - Waiting Room

The patient will need to enter their name, and then select the **'Join Now'** button. (Their view may be slightly different).

After selecting **'Join Now'**, they will be placed in the 'Waiting Room' – soft music should be heard through their connection.

Setting Up an Account:

If the user would like to set up an account, they will see the below screen:

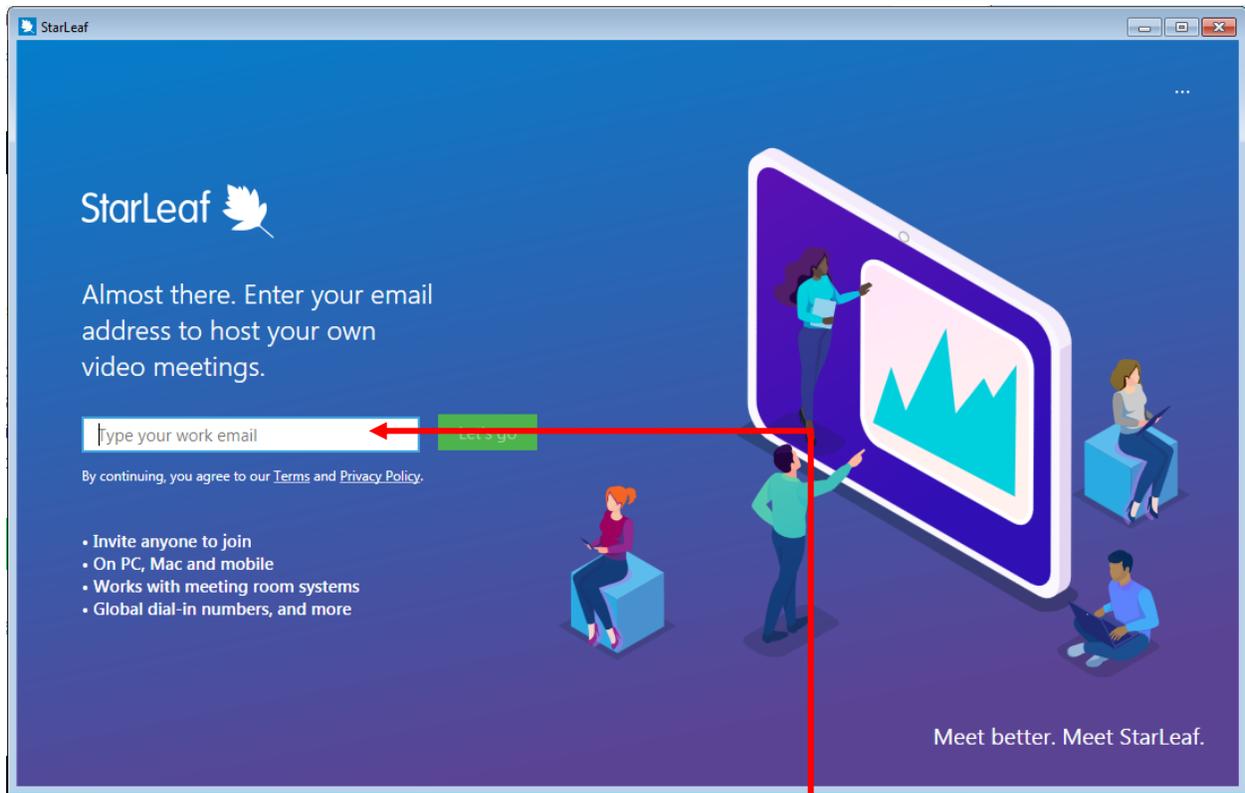


Figure 32 - Windows StarLeaf

Enter the e-mail address used for the meeting: _____

A security code will be sent to the e-mail address. Enter the security code on the next screen:

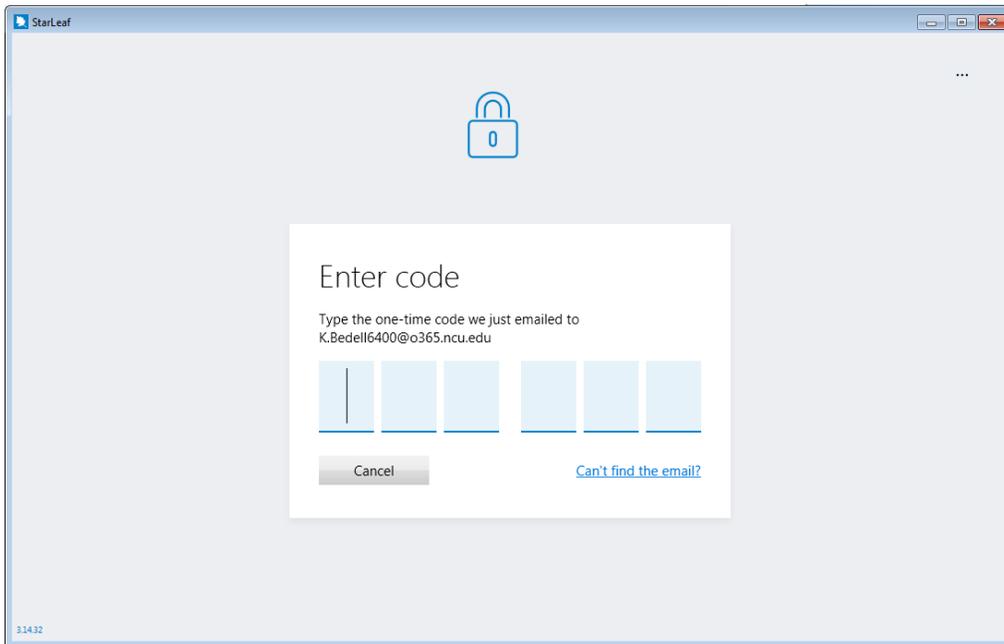


Figure 33 - Windows Security Screen

The patient may be asked to set up their profile.

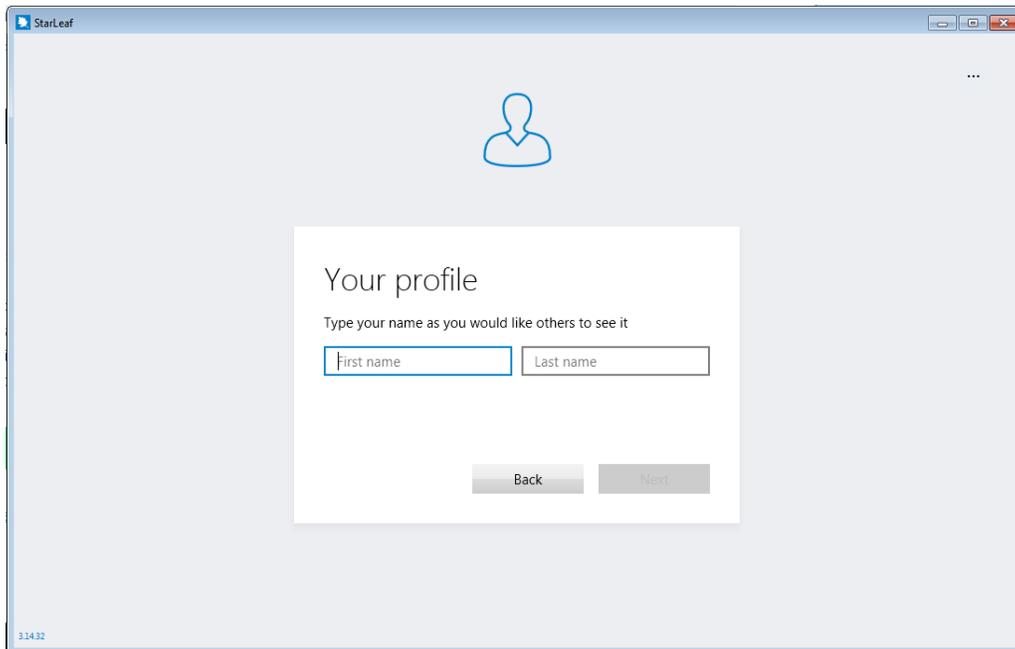


Figure 34 - User Profile

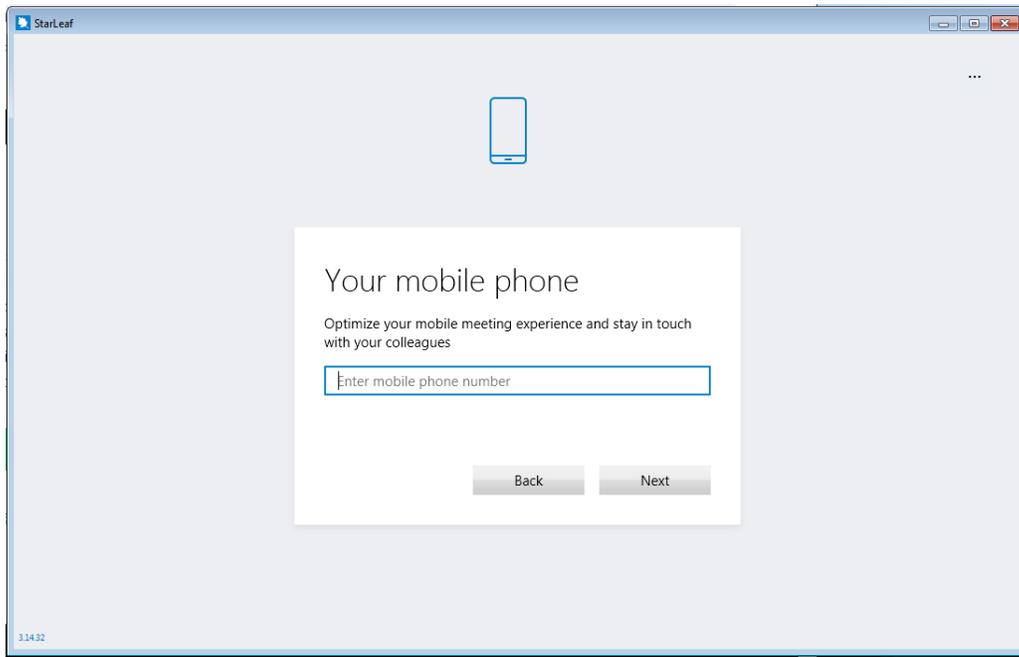


Figure 35 - User Mobile Info

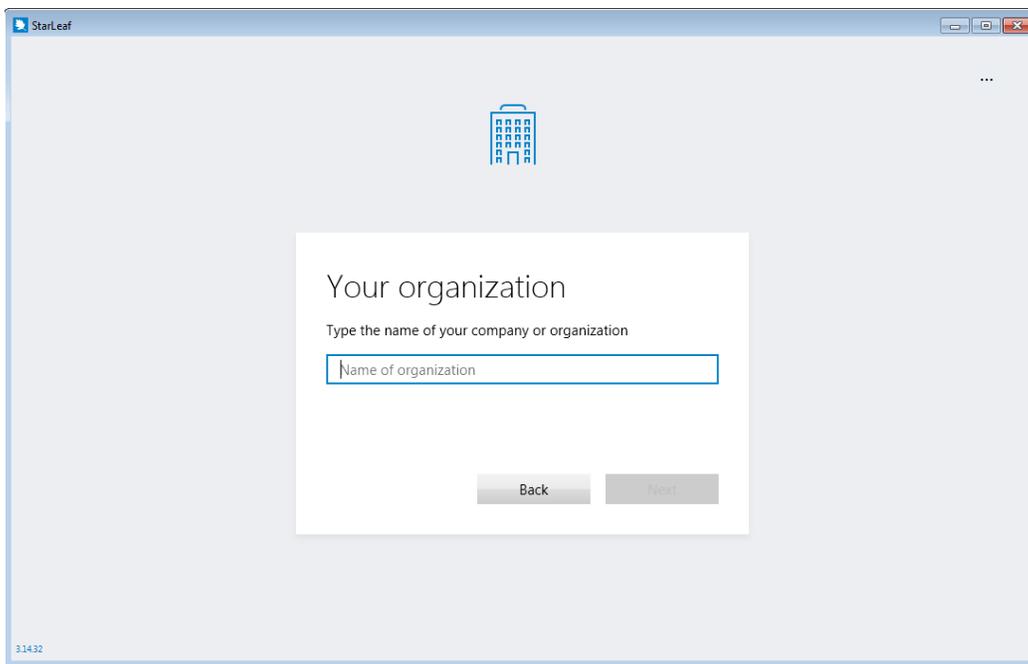


Figure 36 - User's Organization

If the patient is prompted with the 'User's Organization's screen – enter their Last Name to satisfy the request.

Once complete, the patient will enter the 'Meeting' room.

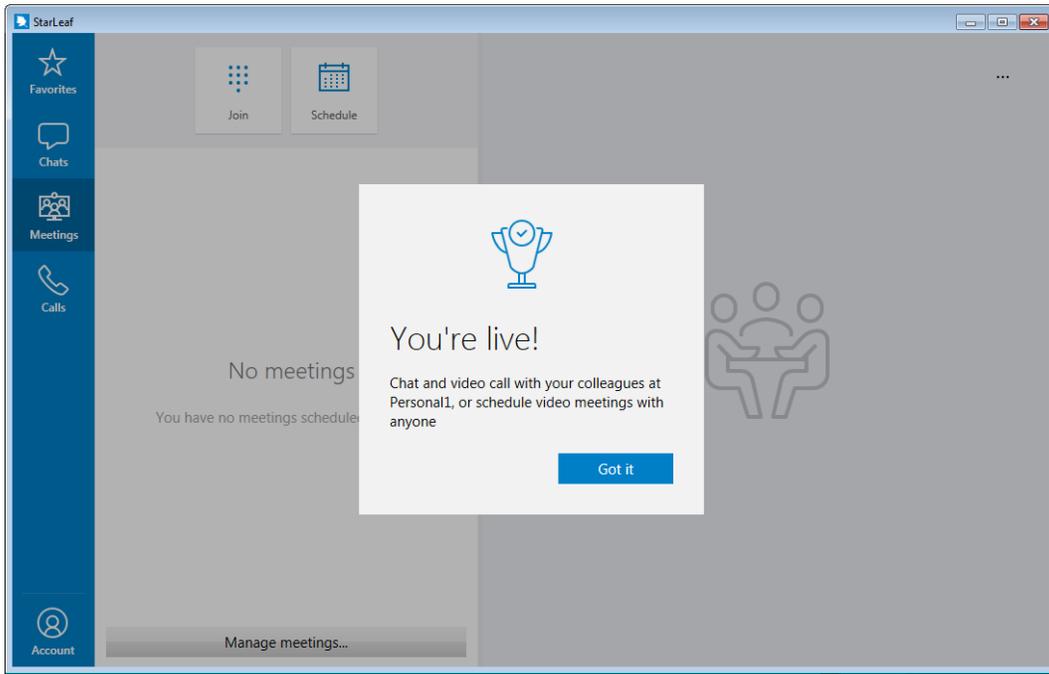


Figure 37 - Meeting Schedule

The meeting will appear as follows:

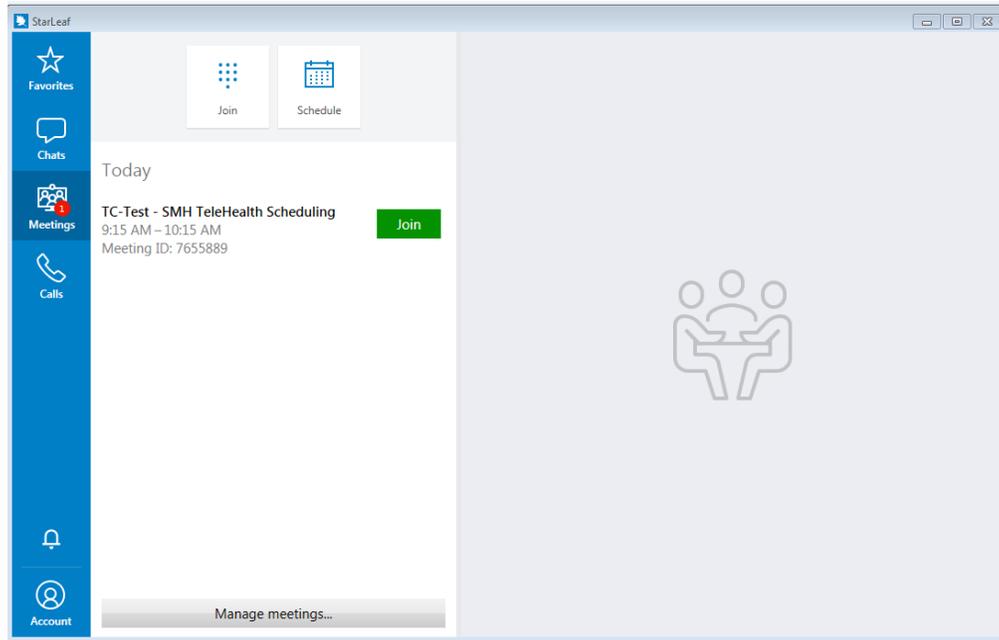


Figure 38 - List of Meetings

The patient can test their access by selecting 'Join'. Once selected, the patient will be taken to the 'Waiting Room'. They should be able to hear soft music and the screen will be displayed as follows:

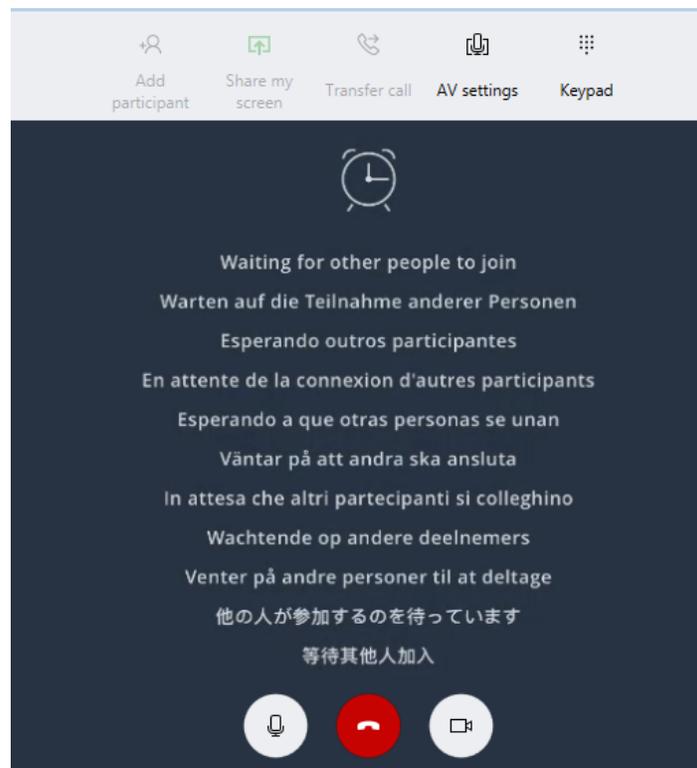


Figure 39 - Waiting Room

The patient is now ready for their visit with the provider.

Providers:

The provider will be set up by IT. StarLeaf will be automatically launched (or they can click the icon on the desktop) and it will take them directly to the 'Meeting's Tab' from the device to be used:

