

Stethoscope Troubleshooting Steps

On GALE (point-of-care operator)

1. Navigate to the Clinics and select a Clinic
2. Complete Intake if required
3. Select "Start Visit"

On Call Center (remote Provider)

1. Log in to: <https://identity.19labs.com/login/cc>
 - a. If you don't have credentials, contact your administrator, or support@19labs.com
2. Select the **Insights** from the left side of the incoming call
 - a. If you don't see the incoming call, contact your administrator to ensure you are subscribed to receive calls from the clinic they are calling.
3. Select "Stethoscope" from the left side menu
4. Instruct the GALE operator to
 - a. Place the stethoscope for the test
 - b. Turn it on (hold down the power button for 2-4 seconds)
5. Press "Start" on Insights when the operator indicates they are ready
6. Listen live and note quality on test
 - a. Tips for listening live:
 - i. Use good quality headphones
 - ii. Turn off reduced volumes during conferencing, or request the participants to be as quiet as possible
7. Take a recording
 - a. Select Heart, Lung, or Abdominal above the graph
 - b. Select an area from the list
 - c. Press the record button
 - d. Sit still and quietly for about 10 seconds
 - e. Stop the recording
 - f. Press the "Save" icon to the right of the recording
8. Review the recording and note the quality on the test below
9. Download the encounter

Tests

At minimum, each GALE device and stethoscope should be tested at 2 different locations, both using a wifi connection and a hotspot. If a hotspot cannot be used, try a 2nd network.

Recommendation is to listen to and record all areas (heart, lung, abdominal) that will be applicable for your deployment. **At a minimum, please record results for Heart Sounds.**

Perform a separate test for each GALE and Stethoscope combination. Copy the test below. For more tips and details, please visit <https://support.19labs.com/troubleshooting-insights>

Test

1. **Health Center:**
2. **GALE name & Device ID:**

On GALE, open Menu > Dashboard > and record Device Name, and Device ID

Location 1 (specify):

Wifi (specify):		Hotspot (specify):	
Area	Audio Quality	Area	Audio Quality
Heart - Live	Select ▾	Heart - Live	Select ▾
Heart - Recording	Select ▾	Heart - Recording	Select ▾
Lungs - Live	Select ▾	Lungs - Live	Select ▾
Lungs - Recording	Select ▾	Lungs - Recording	Select ▾
Abdominal - Live	Select ▾	Abdominal - Live	Select ▾
Abdominal - Recording	Select ▾	Abdominal - Recording	Select ▾

Location 2 (specify):

Wifi (specify):		Hotspot (specify):	
Area	Audio Quality	Area	Audio Quality
Heart - Live	Select ▾	Heart - Live	Select ▾
Heart - Recording	Select ▾	Heart - Recording	Select ▾
Lungs - Live	Select ▾	Lungs - Live	Select ▾
Lungs - Recording	Select ▾	Lungs - Recording	Select ▾
Abdominal - Live	Select ▾	Abdominal - Live	Select ▾
Abdominal - Recording	Select ▾	Abdominal - Recording	Select ▾

Additional notes:

Add any other thoughts or notes here