

VA DENVER ACQUISITION & LOGISTICS CENTER

TELEHEALTH STANDARD OPERATING PROCEDURES

DISTRIBUTION MANAGEMENT SECTION

555 CORPORATE CIRCLE
GOLDEN, CO 80401

TABLE OF CONTENTS

TELEHEALTH PROCEDURES:	2
RESPONSIBILITIES:	2
PULLING TELEHEALTH ORDERS:	2,3
RESPONSIBILITIES:	2
PULLING PROCEDURES:	2,3
PROCESSING TELEHEALTH ORDERS:	4,5
RESPONSIBILITIES:	4
PROCESSING PROCEDURES:	4
VISTA SCANNING INSTRUCTIONS:	4,5
PROCESSING TELEHEALTH STATION STOCK ORDERS:	5
PACKING TELEHEALTH ORDERS:	6
RESPONSIBILITIES:	6
PACKING PROCEDURES:	6
SHIPPING TELEHEALTH ORDERS:	7
RESPONSIBILITIES:	7
PROCEDURES:	7
SHIPPING RETRIEVAL KIT ORDERS:	8,9
RESPONSIBILITIES:	8
PROCEDURES:	8
PACKING RETRIEVAL KITS:	8,9
DIRTY ROOM	10,11
RESPONSIBILITIES:	10
PROCEDURES FOR OUTSIDE DIRTY ROOM:	10,11
PROCEDURES FOR INSIDE DIRTY ROOM:	11
CLEAN ROOM	12
RESPONSIBILITIES:	12
PROCEDURES:	12

Telehealth Procedures

Responsibilities:

- Print Telehealth packing slips and attach the packing slips to the corresponding labels
- Pull and assemble Telehealth orders according to their packing slips and labels
- Register Telehealth item serial numbers into veteran records
- Pack and ship Telehealth orders
- File and date stamp completed summary sheets and place in the appropriate bin at the end of each shift
- Load all completed orders into UPS trailer for pickup at the end of each day
- Clean up and restock work area at the end of each shift

Pulling Telehealth Orders

Responsibilities:

- Print Telehealth packing slips and attach the packing slips to the corresponding labels
- Pull and assemble Telehealth orders according to their packing slips and labels

Printing Packing Slips:

- Open VISTA
- Select 'CON' (consolidate orders)
- Select product group name: type in 'T' and press enter to bring up Telehealth
- Select date: TODAY// press enter for today's date or type in appropriate date needed
- Select batch: type in appropriate line number and press enter
- Print packing slips: press enter
- Device: HOME// type in 'DMS' to bring up all listed printers
- Choose line for the printer to be used
- Example: 16 – DMS Workgroup
- Start time: NOW// press enter to send to printer

Label Break Down:

- Telehealth orders that only have a retrieval kit ordered will only need to attach the packing slip to the corresponding label and give to the employee who is responsible for processing retrieval kits
- Telehealth orders that have a retrieval kit and other Telehealth platforms or peripherals on the same packing slip will need to be processed by following the order below:
 - Scan retrieval kit label first and print UPS return label
 - Discard retrieval kit label

- Scan the platform or peripheral label to ship entire order
 - Scanning the retrieval kit label separate helps track the return package back to the DALC and prevents reverse tracking from being posted
- Highlight the labels and packing slips of the orders listed below
 - PO Box address labels
 - PO Box address will ship out GENCO only
 - PO Boxes with a physical address can ship UPS but needs to be edited and taken out before printing UPS label
 - Puerto Rico, Guam, Virgin Islands, American Samoa, and North Mariana Islands
 - Puerto Rico and other US territories ship out UPS and are placed on UPS Next Day Air cart unless it is a PO Box then it will ship GENCO
 - Colorado addresses
 - Colorado orders are shipped out UPS Ground

Pulling Procedures:

- Pull items from shelves using summary sheets
 - Orders print every three hours beginning at 0545
 - Emergency orders print out at 0600, 0900, 1200, 1500, 1800, 2100
 - Priority orders print out at 0545, 0845, 1145, 1445, 1745, 2045
 - Routine orders print out once daily
- Verify and initial that the whole order is pulled correctly according to the summary sheet before proceeding
 - Notify leadership if a packing slip has two or more platforms and is going directly to veteran's home address
- Items are pulled and separated into three areas
 - Peripherals that need to be prepped are separated and placed on a separate cart
 - Items that need to be registered are placed on all additional carts
 - Items that do not need to be registered are placed on the Telehealth packing workstation area table
- Prep Telehealth items that require installing batteries, setting of time and setting of dates according to the time zone where the veteran lives
 - Scale Digital 813 requires inserting batteries, scale instructions, and switching the back switch setting from kilos to lbs.
 - Scale Digital UC-321PL-A&D scales require inserting batteries
 - Blood Pressure Monitors require inserting batteries and setting the time and date according to the time zone where the veteran lives
- Assemble Telehealth orders by matching the corresponding packing slips and labels
- Organize Telehealth items to match each packing slip and place on carts for processing
 - Initial packing slip and place unfolded packing slip underneath items
 - Ensure registered items are placed with bar codes facing out

Processing Telehealth Orders

Responsibilities:

- Register Telehealth item serial numbers and warranty dates into veteran record
- Ensure Telehealth orders have been selected and assembled according to their packing slip and shipping labels prior to registering
- Process retrieval kits

Processing Procedures:

- Verify the Telehealth items based on the packing slip
- Scan the veteran address label to begin the registration process
 - Enter 'Yes' if a privacy record screen appears
- Locate serial number barcode on item and make sure not to confuse part numbers or other package barcodes for serial numbers prior to scanning
- Register identified Telehealth items serial number barcodes and warranty date bar codes into veteran's record.
- Print Telehealth item information screen
- Place Telehealth item information screen printout with order for packers to verify, pack and initial

VISTA Scanning Instructions:

- From VISTA main menu choose 'DIS' (Display Veteran Information)
- Scan or type in the veteran's name
- Select 'D1': for disability AO/DIS
- If needed, select D2, D3, D4 if patients record has more than one disability page
- Select '4': Telehealth order history screen
 - Choose 'O' for orders.
- Identify correct line item to register and select 'R' for register and the corresponding line number
 - i.e.: R1, R2, R3 etc.
- Register each required line item and follow prompts
 - Only Telehealth platforms, blood pressure monitors, scales, blue tooth or other directed items require registering and warranties
 - Refurbished items that require registering do not require warranty dates
 - Bluetooth items require MAC addresses and need to be scanned when prompted
 - The Pulse Oximeter Bluetooth 9560 requires PIN number in addition to MAC address
- Enter 'issue date' (defaulted to current date, press return for next line)
- Battery type (press return)

- Enter MAC address (blue tooth items only)
- Enter PIN# (if required)
- Enter or scan warranty date
- Press enter to display 'Telehealth items information'
- Verify that serial numbers have been scanned to the correct line item
- Press Enter to bring up Telehealth item information screen
- Print screen using the function key F2 on your keyboard and place with complete order
 - Edits on any registration errors can only be made by leadership
 - Put the order items on a separate cart and inform leadership if a registration error is discovered
- Fold packing slip in order to notify the packer that the order is complete and is ready to be verified and packed

Processing Telehealth Station Stock Orders:

- Open VISTA
- Select 'WTH' (Warehouse Telehealth Menu)
 - Press enter
- Select 'THM' (Enter Telehealth Serial #'s into VISTA)
 - Press enter
- Select ordering clinic
 - Type in clinic name and press enter
- Select model of device to be serialized
 - Type in description and press enter
 - Select # and press enter
- Scan serial number
- Scan warranty date
- Repeat for each item
- Register all of the same type of devices and then move to the next device until order is complete
- Highlight the screen of all items registered from the station name until last registered item
- Right click the mouse and print
- Create two screen prints
- File one of the screen prints for tracking information and file records
- Place the second screen print with the packing slip to be sent with the order for clinic verification of serial numbers

Packing Telehealth Orders

Responsibilities:

- Verify items on pack slip are accounted for before packing
- Confirm Telehealth serial numbers have been scanned correctly according to patient record sheet
- Initial patient record sheet next to the serial numbers and item description to verify that the Telehealth order is correct prior to packing the order
 - Once you initial the order then you are responsible for packing the order
- Clean and prep your area workstation as needed prior to next shift
 - Stock package instruction sheets and print as needed
 - Stock appropriate size boxes, battery cards, tape, UPS labels, and air pouches

Packing Procedures:

- All Telehealth orders will include the items listed below inside the package:
 - Packing slip
 - Program support instructions (instructions on how to re order batteries as needed)
 - Retrieval kit instruction letter (if needed)
 - Puerto Rico orders will get Spanish instruction letter
 - Postage paid battery reorder card
 - Do not send card with Medtronic orders unless there is an additional items on order that require batteries
- Pack Telehealth orders according to their packing slips and labels
 - Ensure labels match the name and number of items on the packing slip
 - Verify Telehealth serial numbers match the line item and device before initialing patient record sheet
 - All cables and smaller items are placed inside yellow plastic bag along with packing slip to avoid being discarded in error
- Package items using provided packaging material to prevent damage during transport
 - Place packing slip on top of items inside package if there are no cables or smaller items on the order
 - Place packing slip inside yellow plastic bag if there are cables and smaller items on the order
 - Discard all excess shipping labels
- Attach the barcode label to the top of box
- Seal packages and place signed patient record sheet with package
- Move completed packages to UPS processing area

Shipping Telehealth Orders

Responsibilities:

- Scan or type UPS Labels correctly
- PO boxes will ship through Genco (USPS) and not through UPS
 - Process PO boxes separately and put into Genco Gaylord boxes to prevent mixing with UPS packages
 - PO boxes with a physical street address can be shipped through UPS but the PO box needs to be edited off the label before printing the label
- Verify that patient name and address on the label matches patient serial record sheet
- Load all completed orders into UPS trailer for pickup at the end of each day
- File patient record sheets in appropriate monthly record file

Procedures:

- Generate UPS label in following manner:
 - Open UPS world ship
 - At the bottom right select your assigned profile from the profile drop down menu
 - At the top of UPS select 'Import/Export Data'
 - From this menu select 'VA_Denver' This will bring up a secondary scanning screen
 - Scan label into the scanning screen. This will populate your address into UPS
 - Routine and Priority orders are shipped *2nd Day Air*
 - Emergency orders ship Next Day Air
 - Colorado orders are shipped *UPS Ground*
 - 40lb weight limit on each package being shipped
 - Verify that the address and UPS service is correct and then process your shipment
- Apply the UPS label firmly and smoothly over the barcode label to avoid accidental removal during shipment
- Attach the UPS tracking label to the patient record sheet to be filed
- PO box address packages will be placed in GPCs for Genco pickup

Shipping Retrieval Kit Orders

Responsibilities:

- Verify labels and packing slips correspond
- Package and seal all Telehealth Retrieval kits into the appropriate size box
- Place return label inside plastic bag of the retrieval kit package and place UPS shipping label on outside of box
- Load all completed orders into UPS trailer for pickup at the end of each day
- Stock and prep workstation area with the following items for the next shift:
 - Retrieval Kit Packages with English instruction letters
 - Retrieval Kit Packages with Spanish instruction letters for Puerto Rico
 - Packing tape, boxes, and air pouches

Procedures:

- Scan label into the scanning screen and populating the address into UPS Worldship
- Enter appropriate weight based on type of retrieval kit ordered
- Click on the with 'return services box'
- Enter appropriate return weight based on type of device being returned
 - All Priority and Routine Retrieval kit orders are shipped *UPS Ground*
- Use designated weight and size for each type retrieval kit (identified by the last two letters of the name)
 - Retrieval kit - BL 3lbs/8lbs (3 pounds out/ 8 pounds return)
 - Retrieval kit -HH 3lbs/8lbs (3 pounds out/ 8 pounds return)
 - Retrieval kit -VC 3lbs/8lbs (3 pounds out/ 8 pounds return)
 - Retrieval kit -VT 3lbs/8lbs (3 pounds out/ 8 pounds return)
 - Retrieval kit - Cell Modem 3lbs/8lbs (3 pounds out/ 8 pounds return)
 - Retrieval kit -Cardiocom – 3lbs/15lbs (3 pounds out/ 15 pounds return)

Shipping retrieval kits:

- Use pre-designated box sizes for each retrieval type:
 - 14x14x8 size box
 - Health Hero (Health Buddy)(When supplies are limited use 15x11x7)
 - Viterion (V100)
 - Cardiocom commander/scales
- Retrieval kit packages include:
 - Re-closable plastic bag
 - Retrieval kit instructions:
 - Retrieval kit instruction UPS/USPS(English)
 - Retrieval kit instructions UPS/USPS (Spanish)

- 2 Strips of 30” packing tape
- Load all completed retrieval kits into UPS trailer for pickup
 - Puerto Rico retrieval kits go on the UPS Next Day Air Cart
- Generating UPS return labels:
 - All UPS return labels will be ground
 - Place the return label along with the appropriate return instructions (UPS/USPS) into the plastic bag of the retrieval kit package
- Retrieval kit for RMAs:
 - Used for retrieving monitors to be returned to vendor for repair
 - Verify patient record to see what type of device is being returned and determine appropriate size of retrieval box
 - Create a priority ‘3-day select’ return UPS label in order to easily identify upon return
 - 3 Day selects will be given to the return section in the clean room

Dirty Room

Responsibilities:

- Initial cleaning of Telehealth monitors being returned
- Clear patient data from all Telehealth devices
- Complete updates on devices as required
- Use of VISTA to send email messages notifying clinicians that devices have been returned to the DALC
- Maintain supplies for refurbishments

Procedures for outside the dirty room: (Break down)

- Use protective equipment when dealing with Telehealth returns
 - Protective gloves must be worn at all times. An apron is also provided with safety masks and face shields if desired
 - Box cutter knife
 - Antibacterial sanitized wipes
- Remove Telehealth device and associated cables and manuals from the returned box using a safety box cutter knife
- Discard packing material and place in trash, separating cardboard and air pouches for recycling
 - Cardboard is put into a green plastic bin and dumped into compactor when full
 - Air bubble pouches are to be recycled and are deflated using a box cutter knife before putting in recycling trash can
 - All other trash are placed in the trash bins
- All manuals and set up guides do not need to be saved
 - Keep personal letters that veterans send placing them into the letter folder on the side of the breakdown work station
- Wipe devices down from top to bottom using the provided antibacterial wipes and place on cart for data deletion
 - Separate the different monitor devices on the cart shelves
 - Scales are put onto a separate cart with cables left hanging
- Personal items that are not standard Telehealth equipment (CPAP equip, and other items not sold by DALC) are to be collected, logged and returned to veteran
 - Cut the address label from the box and rubber band it to the personal item
 - Give personal item to clean room personnel to log and ship back to veteran
- eCycle pallet/Gaylord:
 - Build Gaylord onto pallet and wrap with shrink wrap to reinforce
 - Shrink wrap the top of the box and place in the appropriate area for pickup when the Gaylord is full

Procedures for inside dirty room:

- Locate excel spreadsheet in J:\TELEHEALTH\Dirty Room
 - Use a new spreadsheet for each month using the same format
 - Scan each serial number into appropriate column (Good, Bad)
 - RMA procedures must be followed if an error message pops up when a serial number is scanned
 - Initial beside each entry
- Organize Telehealth devices on carts based on the condition of the device
 - Plug in devices at designated areas and carefully follow clearing/updating procedures found in the 'retrieval kit instruction manual' for each device
 - Place a green removable sticker on the monitor after the Telehealth device has been cleared and/or updated
- Cellular modems:
 - Collect and wipe down modems using antibacterial wipes
 - Modems will be scanned and eCycled
- eCycle (Auto return process):
 - Open VISTA
 - From the main menu type 'THS'
 - Input/Scan serial number and an email will be sent for returned Telehealth device
 - All monitors must have an email message sent via VISTA regardless of condition
 - From VISTA main menu type 'ARR'
 - Type or scan the monitor type using the pre-made barcode sheets
 - **Always** use new device, **not** refurb
 - Press enter to default to quantity of 1
 - Press enter to default to today's date
 - Enter or scan serial number
 - Is this item in condition to be re-used or re-sold? Enter 'NO'
 - Repeat for each item

```
Select Warehouse User Menu Option: ARR  AUTO RETURN PROCESS

Select INVENTORY PRODUCT ITEM NAME: HEALTH BUDDY
1  HEALTH BUDDY 1-HH  [BOD]
2  HEALTH BUDDY 2-HH  [BOD]
3  HEALTH BUDDY 3-HH  [STK]
4  HEALTH BUDDY-REFURB  [STK]
CHOOSE 1-4: 3  HEALTH BUDDY 3-HH [STK]

Quantity being returned: 1//
Enter the date returned: TODAY// (JUN 01, 2013)
Serial number: 0000148A5E8A
Is this an unused item (box sealed)? No// NO
Is this item in condition to be re-used or re-sold? Yes// NO
```

Clean Room

Responsibilities:

- Maintain refurbished stock items which include:
 - Viterion- V100 BGMs
 - Medtronic/Cardiacom- scales, monitors (Sm, Med, Large)
- Maintain supplies and cables for refurbishment
 - Power cables (for each device)
 - Phone cables
 - Two prong telephone adapters
 - Pulse oximeters (Cardiacom)
 - New BP Cuffs
- Process three day select returns and vendor RMAs

Procedures:

- Refurbishment procedures:
 - Determine which devices need refurbishment
 - Refurbish items according to the refurbishment configuration guide located in the clean room
- Supplies:
 - Replenish Telehealth supplies needed for refurbishment by cleaning necessary items and placing them into the appropriate bin
 - Determine what items need to be kept at the beginning of the shift
 - Wipe down cables and power cords that are in good condition to be used for refurbishment
 - Anything new will be kept
 - Telehealth cables and supplies may be discarded and placed in Gaylord box for eCycle if they are not needed
- Return all devices as new by typing or scanning barcode sheets into VISTA
 - Follow the prompts in VISTA
- Verify that returns were entered correctly and added into inventory
 - From the VISTA main menu enter ITR
 - Scan or type item type that was returned
 - i.e. Health Buddy III refurb
 - Count the number of items recently returned and determine if the inventory matches
 - Place refurbished items into the correct location when completed