

# Deployment Process Requirements

There are a number of steps required for a Teledermatology deployment. Each of these steps has specific goals and objectives that are required for a successful deployment and to sustain the Teledermatology process at each remote facility.

Typically three site visits are required to get a site completely operational. These steps can be performed in separate or combined visits and include:

1. **Command Visit and Briefing** *(this is a hot link)*
2. **Technical Site Review and Preparation** *(this is a hot link)*
3. **Training Sessions** *(this is a hot link)*

Select the above link for goals and objectives of each visit.

For a complete list of required equipment please see:

**Equipment Requirements** *(this is a hot link)*

For a summary of Deployment Lesions Learned, please see:

**Deployment Lesions Learned** *(this is a hot link)*

# **Command Visit & Objectives**

**The first introduction of Teledermatology to a new site is during the Command visit.**

**Participants in the Command visit typically include the NARMC Telemedicine Director with the Telemedicine Technicians / Trainers. The objectives of the Command visit are:**

- 1. Explain what Teledermatology is and its effectiveness.**
- 2. Explain what NARMC Telemedicine provides to a new site:**
  - Digital Camera**
  - Technical Support for Set Up**
  - Teledermatology Training**
- 3. Explain local site requirements for Teledermatology:**
  - Work Space**
  - Consult Manager**
  - WINTEL PC**
  - Laser Printer**
  - Internet Access**
- 4. Explain the role of the Consult Manager.**
- 5. Explain the consult flow process.**
- 6. Discuss the selection of Consult Manager(s).**
- 7. Acquire Command commitment for a Consult Manager and name if possible.**
- 8. Tour the local facility.**

# **Technical Visit & Objectives**

**The technical visit is designed to prepare the site technically to use Teledermatology.**

**Participants in the technical visit typically include one or two Telemedicine Technicians / Trainers. The objectives of the technical visit are:**

- 1. Review the area selected for conducting Teledermatology.**
- 2. Ensure Internet Access.**
- 3. Review the WINTEL PC for:**
  - Enough Disk Space**
  - Adequate Horsepower**
  - Appropriate Browser**
  - Appropriate Cache Size**
- 4. Load Digital Camera Software.**
- 5. Identify Image Download Options (PCMCIA Card Reader | Direct Cable)**
- 6. Test Digital Camera and Download Procedures.**
- 7. Test Teledermatology Consult Generation.**
- 8. Load software for removing old digital images.**

## **Training Visit & Objectives**

**The training visit is designed to train the Consult Managers and Referring Physicians on how to use the Teledermatology system.**

**Participants in the training visit typically include one or two Telemedicine Technicians / Trainers and may include a physician from the medical center. The objectives of the training visit are:**

- 1. Transfer Digital Camera to New Site Property Book.**
- 2. Train Consult Managers on the Digital Camera.**
- 3. Train Consult Managers on how to take Dermatology Images. (Guide Provided)**
- 4. Train Consult Managers and Referring Physicians on Consult Flow Process. (Consult Folder Provided)**
- 5. Train Consult Managers on the Teledermatology Web-Based Application. (Guide Provided)**
- 6. Register Consult Managers and Referring Physicians on Web-Based Application.**

# **Equipment Requirements:**

## **PC Recommendations:**

**Operating System: Windows 2000 | XP**

**Internet Browser: Explorer 6.0 (with 128-bit encryption)**

**20 MB Cache Area**

**Memory: 64 MB**

**PCMCIA Card Reader**

**17" Monitor (1024 x 768)**

## **Printer Support:**

**Laser Printer (to print out project forms)**

## **Digital Camera Support:**

**Recommend the Nikon CoolPix 950 | 990 | 995 | 5700**

*NOTE: NARMC TMED provides the initial digital camera.*

## **Deployment Lessons Learned**

- 1. Develop an equipment set up check list to ensure that all aspects of the set up are standardized as much as possible.**
- 2. The newer the equipment the better the performance. A site can use a 486/66, but a Pentium IV 2 GHz machine is much better.**
- 3. The software has been optimized for Microsoft Explorer 6.0 and other browsers may be used however, not all features are operational.**
- 4. Ensure the machine running the Teledermatology System has adequate space on the hard drive as it will collect and process a number of image files over a period of time. The image files may be erased once the consult is complete, however, most people do not perform routine file maintenance on their PCs.**
- 5. Ensure that the browser cache size is at least 20 megabytes to allow for browser images to be stored readily. The cache file should be erased regularly to keep the system working at its best performance.**
- 6. Ensure that the remote site computer support personnel are in support of the project as you will need their support for simple types of problems the user may have later on. Make sure you get their names and phone numbers for later use if need be. You may want to include them in the Teledermatology News Briefs to help keep them informed of the project.**
- 7. The camera storage card will need to be reformatted after high usage and eventually replaced. Fort Myer who has done over 200 live consults is having problems with their card. Upon reformatting the card, the problems were taken care of and the reformat did identify several sector errors. The card will need to be replaced eventually which is the responsibility of end user.**