

General Guidelines

1. Before starting an exam, ask the patient to position their smartphone in such a way that you will be able to see the position of the Tyto Device on the patient's body.
2. Make sure the patient is in a quiet room, free of any distractions.
3. Although the Tyto exams are simple to perform, it's best to provide simple instructions to the user before beginning the exam and to guide them through the process.
4. If you are having difficulty with the streaming audio/video quality, try to record the exam and replay it from the Clinician Dashboard gallery.

Performing Exams on Babies and Toddlers

1. If possible, ask both parents to perform the exam together, that way one parent can hold or distract the child while the other performs the exam.
2. When examining a baby, ask one parent to hold him/her, to calm him/her down and make sure s/he doesn't move.
3. If the patient is a toddler, ask the parent to hold the head still during the throat or ear exam.
4. If needed, a parent can distract the child during the exam with a book, a toy, or by playing a (silent) video. Make sure the distraction is not noisy, which can interfere with the exam.



Ear Exam

1. A blurry image can be caused by dirt or cerumen stuck to the otoscope lens. If the image is blurry, ask the patient to clean it with alcohol on a cotton swab.
2. Before starting the exam, ask the patient to place a speculum on the otoscope, and swivel it to lock in place. The specula come in two sizes: for children (up to age 3), and for adults and children over age 3.
3. Instruct the user to pull the ear back and up to straighten the ear canal. Guide the user to follow the darker area of the image until the eardrum is in view.
4. If the view of the eardrum is too dark, or there is too much earwax, you can increase the exposure and brightness of the otoscope from your Clinician Dashboard.
5. Each ear exam is limited to 45 seconds. Only start the exam when the patient is ready. If the exam reaches the max time, you can restart it from your Dashboard.



Temperature Measurement

1. Point the Device at the center of the forehead (right above the bridge of the nose). Hold the Device 2-5 cm away from the skin surface. Make sure there is no sweat or hair at the measurement site.
2. The accuracy of IR thermometers is influenced by environmental conditions, as it is calculated as a result of both skin and room temperature. Make sure that the patient and the Tyto Device are in the same room before measuring, and that it is not done in direct sunlight, or under an air conditioner or heating vent.
3. The Device may ask you to calibrate for best results before taking a temperature. Ask the patient to hold the device 2-5 cm from an internal wall at approximately the height of the patient. Start the calibration only when the Device is positioned properly.



Skin Exam

1. Ask the patient to hold the Device 4-5 cm above the surface of the skin. This will allow the camera to auto-focus and obtain a sharp image.
2. Ask the patient to hold still as much as possible, and try to hold the Device still. Click on the 'Focus' button to improve the image sharpness. Once the picture is taken, review it from your gallery.



Heart, Lung, Abdominal Sounds, and Heart Rate Exams

1. Stethoscope exams should be performed in a quiet room. Due to the digital stethoscope's amplification, background noises may interfere with the exams.
2. Place the stethoscope directly against the skin, with full contact between the rubber tip of the stethoscope and the skin surface.
3. If possible, ask the patient to remove his/her shirt during the exam. This will help verify that the stethoscope is placed correctly.
4. When examining a child, ask the parent to hold the stethoscope steady against the skin, and keep the child as still as possible.
5. For the best sound quality, use "Delayed Sound Mode". This will buffer the audio and stream it in high quality with a delay of 4-7 seconds.
6. The Tyto digital stethoscope has a built-in amplifier. Background noises are amplified as well, so adjust your sound as needed:
 - a. Always listen to stethoscope exams using headphones.
 - b. Increase/decrease the volume using the volume slider on your Dashboard.
 - c. Increase/decrease the volume on your computer.
 - d. During lung exams, click on the 'Boost' button to amplify breathing sounds. This button is turned on by default but can be turned off if background noises are over-amplified.
7. At the start of a stethoscope exam the patient is muted by default, to prevent double sound inputs. The patient can still hear you, and you can unmute the patient at any time.



Throat Exam

1. Try performing the exam without the tongue depressor at first. If you cannot get a clear visual of the uvula and tonsils, or if the patient is an uncooperative child, connect the tongue depressor. Note that the tongue depressor comes in two sizes: for babies/toddlers and for adults.
2. If examining a wriggling child, try to record a video of the throat exam. You may be able to capture a clear image of the throat which you can see when replaying the recording.



Connectivity

1. If the patient can't hear you, ask him/her to increase their smartphone's volume.
2. If you cannot hear the patient when both of you speak at the same time, ask the patient to decrease the volume of their speaker.
3. **If you are experiencing slow connectivity, or if the video session gets "stuck":**
 - a. Ask the patient to move closer to the Wi-Fi router.
 - b. If the problem persists, refresh your browser (press F5).
 - c. If the problem persists, activate the "Slow Network Mode". The platform will suppress videos that aren't streamed from the device and the connection will take less bandwidth.
4. If the patient disconnects during a visit, or if the patient minimizes the app, please keep the visit open and allow a few seconds for the patient to resume the visit.
5. If you experience any issues using the Clinician Dashboard, please contact technical support.
6. If the patient experiences issues, please try to complete the examination if possible, and ask the patient to call customer support after the visit.
7. If an issue prevents you from completing the clinical examination, please cancel the visit and update your technical support.