



Procedure for remote Eyegaze Edge® evaluations for ALS clients

Having the ability to communicate remains critically important even while we adjust what we're doing around COVID-19. A number of our customers have rapidly deteriorating communication skills that require a solution now. Eyegaze Inc. has been performing demonstrations remotely for many years under certain circumstances and is using what we've learned on a larger scale to facilitate remote evaluations. This document explains this procedure.

First, it's important to know that there is no requirement from Medicare for the speech-language pathologist (SLP) writing the communication evaluation to be physically present during the client's device trials. Most SLPs do want to observe the client running the system, but the observation can be of a video, or they might watch the client live via video conferencing software (e.g., Skype, Zoom, Facetime, or Google Hangouts). In March, 2020, Health and Human Services released the following notice:

"During the COVID-19 national emergency, which also constitutes a nationwide public health emergency, covered health care providers subject to the HIPAA Rules may seek to communicate with patients, and provide telehealth services, through remote communications technologies. Some of these technologies, and the manner in which they are used by HIPAA covered health care providers, may not fully comply with the requirements of the HIPAA Rules.

OCR will exercise its enforcement discretion and will not impose penalties for noncompliance with the regulatory requirements under the HIPAA Rules against covered health care providers in connection with the good faith provision of telehealth during the COVID-19 nationwide public health emergency. This notification is effective immediately."

Source: <https://www.hhs.gov/hipaa/for-professionals/special-topics/emergency-preparedness/notification-enforcement-discretion-telehealth/index.html>

You can organize a remote demonstration with proper planning, following the checklist that accompanies this document. You'll need to contact the family to find out if the client has been evaluated by an SLP, then contact the SLP to see if they are amenable to a remote assessment. If the SLP agrees, ask for specifics regarding what they'd like to see the client do during the assessment so you can be prepared to assist. Once you've scheduled with the SLP and family, be sure to send them the user manual and set-up videos to review. Also be sure you have TeamViewer on your own computer (Lori can help you install TeamViewer). You'll be using TeamViewer to remotely facilitate the demonstration. The family should also have a phone,

iPad or computer with video conferencing software installed so they'll be able to see the client as well as the screen.

You'll be delivering your demo system to the client's home without personal contact. Clean it thoroughly – alcohol is best because it evaporates quickly and is less likely to damage electronics. Take care to not get alcohol in any ports or anywhere on the back of the camera. Dip a Q-tip in alcohol to clean around those vulnerable ports and plugs. A review of cleaning the Eyegaze Edge can be viewed here: <https://tinyurl.com/cleaneyegaze>

On delivery day, leave the system by the front door, making sure in advance that someone is home to take it inside. Leave it in a case that can be cleaned afterward, or a regular cardboard box will do. You'll need an overbed table ([\\$50 on Amazon.com](#)) to leave as well – they're easy to clean, and work well. Leave the table with the clamp already attached in the correct location, simplifying set-up for the already stressed family member. Place the Eyegaze Edge in its box or bag on top of or next to the table, with the instruction sheet on how to set up the system in the box or bag, at the top. It's likely the family member will be able to set up the system without help, but they can call you if necessary for help with equipment set-up. You may need to deliver the system without a table, or even ship it to the client, but these methods increase the work load for the family to get it set up correctly.)

Next, schedule a time with the family to orient them to the system before the scheduled demonstration (with SLP viewing) occurs. Ideally, they will set it up and try it immediately after you drop off the Eyegaze Edge. Using TeamViewer and your video conferencing software, you'll be able to set up the client to be sure the screen is well positioned (families often put the screen too high), and also be able to share their screen. Performing this trial run before the SLP is watching will be helpful to the family and Eyegaze communicator. Some people will need almost no help, others may struggle a bit. Ask the client to close their eyes or ask the family member to put their hand in front of the camera if you need to change a setting like dwell time without the client accidentally making selections.

During the SLP evaluation (ideally a day or two later so the client has had a bit of practice) use TeamViewer to assist, and the SLP should be connected with you via videoconferencing software. The SLP may want to use Zoom, as some already use it for telehealth services. With the SLP observing, go through the standard evaluation procedure:

1. Calibration first. Be sure to press the space bar on your computer to freeze their screen at the end of calibration. You'll want the family member to move closer to the screen with their phone so the SLP can see the calibration accuracy number.
2. Next, go to Phrases. Ask the client to go across the rows left to right then look at Exit to go back to the main menu when they feel like they're doing well with Phrases.
3. Go next into the Alpha keyboard. Ask the client to go across each row of letters, following your cursor or a family member's finger the first time if they seem to be struggling, then go across the rows independently. Have the client type a 3-letter word by following your cursor once or twice, then doing it independently until they've typed

the word 10 times. They should not back-space and correct, just keep going forward, hitting the space bar after each word.

4. If the client is comfortable with the system, ask them to type a short sentence while the SLP observes. If the SLP has TeamViewer, you may offer to disconnect to give them the ability to connect to Team Viewer to see the screen as the client is typing.

When the SLP evaluation is done, review the process for returning the system. The caregiver should put the system back in its bag or box, and leave the arm attached. Arrange a time to pick up the system from outside their home. When you get home, wipe the computer and camera down with alcohol. The table and arm can be cleaned with any good household cleaner.