

TeltoCare First Start

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TeltoCare system

TeltoCare system



TeltoCare is used to display ECG and HR data collected by TeltoHeart and transmitted by TeltoHeart mobile application for further analysis and interpretation by qualified clinicians. TeltoCare system is reachable via: <https://teltocare.com>

How to identify that you are entering a legitimate TeltoCare website

How to identify that you are entering a legitimate TeltoCare website

Check the URL: Look at the website URL to ensure that it is spelled correctly and matches the website you intended to visit. Phishing scam websites often use similar-looking URLs to trick users into thinking they are on a legitimate website.

Check for SSL encryption: Look for the padlock icon or "https" in the website address to indicate that the website is using SSL encryption to secure your connection. Phishing scam websites often do not have SSL encryption or may have invalid SSL certificates.

Look for branding inconsistencies: Check for any inconsistencies in the branding, logos, or design of the website, as phishing scam websites often use inaccurate or outdated branding to appear legitimate.



Caution:

If the system is unable to communicate with the server, try again later.

Compatibility

Compatibility

Computer or any device with a web browser is compatible with:

- Mozilla firefox browser v114 or newer
- Google chrome browser v100 or newer
- Safari browser v16.5 or newer

Please note:



• Using a browser version earlier than specified might result in reduced functionality or compatibility issues.

• If you are using a different browser not listed here, you might experience compatibility issues. We recommend switching to one of the supported browsers for a better experience.

• Always ensure that your browser is up-to-date for the best security and performance.

Data Transfer to TeltoCare Web Platform

Data Transfer to TeltoCare Web Platform

When the TeltoHeart mobile application is running in the background, data collected by the TeltoHeart smart wearable is scheduled to transfer to the TeltoCare web platform automatically on an hourly basis. This automatic transfer ensures that your health data remains up-to-date and readily available for analysis and management on the TeltoCare platform.

Additionally, users have the option to manually initiate a data sync through the TeltoHeart mobile application. By tapping the **Force Sync** button within the app, users can trigger an immediate transfer of collected data to the TeltoCare web platform. This feature provides users with control over the timing of data transmission, allowing them to ensure that their latest health information is promptly uploaded, regardless of the scheduled hourly transfer.



TeltoCare hierarchy

TeltoCare hierarchy

TeltoCare hierarchical structure outlines the different roles and responsibilities within the TeltoCare ecosystem, from high-level administrative functions to specialized roles tailored to specific organizational levels and user types.



TeltoCare permissions

Permission	Distributor Admin	Distributor Sales	Distributor Support	Hospital Admin	Hospital Support	Doctor	Patient
Create/delete/suspend/unsuspend/restore/edit permissions for users	Admin Users	Sales Users	Support Users	Admin Users	Support Users	N/A	N/A
Edit information (including mandatory and non-mandatory)	Distributor Admin	Distributor Sales	Distributor Support	Hospital Admin	Hospital Support	Doctor	N/A
Suspend, delete, unsuspend, and restore distributors	Yes	No	No	No	No	No	N/A
Suspend, delete, unsuspend, and restore hospitals	Yes	No	No	No	No	No	N/A
See internal users	Yes	Yes	Yes	Yes	Yes	Yes	No
See the list of distributors (all)	Yes	Yes	Yes	No	No	No	No
See the list of hospitals (all)	Yes	Yes	Yes	Yes	Yes	His	No
See the statistics dashboard	Distributors	Distributors	Distributors	Hospitals	Hospitals	Hospitals	No
Get usage history	Telemedic & Distributor	No	No	Hospital & Distributor	No	Hospital	No
Edit patient information	No	No	No	No	No	Yes	Own
Edit doctor information	No	No	No	No	No	Yes	No
View/download personal and medical information	No	No	No	No	No	No	Yes
Delete personal and medical data	No	No	No	No	No	No	Yes

TeltoCare login

TeltoCare login



Open a web browser and go to the URL: <https://teltocare.com>



Enter your password in the login field.



If it is your first time using the app, sign-in by entering e-mail address and the password, which has been sent to your e-mail.



TeltoCare will prompt you to change temporary password to your preferred one.



When preferred password is set up, you will be able to login to TeltoCare distributor's environment.

Register as a patient



Visit <https://teltocare.com>



Click **Register**.



Fill in the required information.



Click **Register** to finish the registration.



After registration, fill in login details in TeltoHeart mobile application to **Log in**.

Distributor's environment

Distributor's environment

Within the TeltoCare platform, distributors have the ability to create accounts for hospitals. As part of their environment, distributors facilitate the onboarding process for healthcare professionals who will be providing medical services through the platform. This involves creating accounts for hospitals, granting them access to the necessary features and functionalities of the TeltoCare platform.



Distributor - Navigation bar

Navigation bar



Distributor - User list

User list

The User list provides the ability to view contact details, including their names, surnames, phone numbers, emails, and affiliated hospital.



Click ... and select **Details** button to view hospital's patient list.



Distributor - Create a Hospital environment

Create a Hospital environment

Click on "Create Organization" button on top right side to create a Hospital account.



Enter the required information and, when done, click "Create" to establish a Hospital account. Once created, an invitation email to TeltoCare will be sent.



Hospital environment

Hospital environment

Hospital environment has ability to view a full list of Hospital's doctors and patients, create new doctor accounts, view assigned patients and their medical data such as events, electrocardiogram, atrial fibrillation events and heart rate.




Hospital - Navigation bar

Navigation bar




Hospital - Create user


Create user

 Click the **Create** button to set up a new patient or doctor account.



 Enter the required information and, when done, click **Create** to establish a Patient or Doctor account. Once created, an invitation email to the provided email will be sent.



 Select the permissions that the user is able to have.



Doctor environment

Doctor environment

Doctors within the TeltoCare platform have access to specific patient information and data for medical purposes. They are authorized to view patients' medical records, personal information, and ECG measurement data. This access allows doctors to provide comprehensive and informed medical consultations, make accurate diagnoses, and offer appropriate treatment recommendations.




Doctor - Navigation bar

Navigation bar




Doctor - Create user


Create user

 Click the **Create** button to set up a new patient or doctor account.



 Enter the required information and, when done, click **Create** to establish a Patient or Doctor account. Once created, an invitation email to the provided email will be sent.




 Select the permissions that the user is able to have.



Doctor - Patient list

Patient list

 The patient list provides the ability to view patient's contact details, including their names, surnames, phone numbers, emails, and country.




 Click on the first tab to view patient's contact details.




Doctor - Time interval

Time interval

 Choose a time frame to view data. You can select by hour, day, week, month, or year or press on "<" or ">" icons.



 You can also manually select the time interval and choose a date.



Doctor - Edit patient's information

Edit patient's information

Tap on the pencil icon to edit patient's information. Click **Edit** to confirm the changes.




Doctor - Delete a patient

Delete a patient

If you wish to delete a patient's account, click on the gear icon and click **Delete Patient** button.



Please note:

 If there has been a mistake or you wish to restore your account, please contact your provider or Teltonika Telemedic and within 14 days support can restore account if required. After 14 days patient will be deleted from database permanently.

Doctor - Patient events

Patient events

Click on the **Events tab** to view the patient's heart rate events. To configure heart rate events and add thresholds, tap on the gear icon and click the "Add Thresholds" button.



Doctor - Patient's electrocardiogram

Patient's electrocardiogram

Review the ECG recordings displayed on Electrocardiogram tab to access the relevant data related to the patient's electrocardiogram.



Doctor - Caliper tool

Caliper tool

Caliper Tool is a feature designed to streamline the analysis of ECG waveforms. With this tool, users can effortlessly measure the time interval between two chosen points on the ECG waveform. This tool simplifies beat-to-beat interval measurement and enhances the precision of ECG feature analysis.

To begin, open your Electrocardiogram tab and select the desired ECG waveform. Locate the ECG Caliper Tool and position the calipers on the two points you want to measure, typically R-waves for RR intervals. The tool will automatically calculate and display the time interval in a readable format. To start a new measurement, simply use the reset function.



Doctor - Heart rate

Heart rate

Heart rate tab lets user to view both minimum and maximum heart rates, as well as the date on which these measurements were taken. Heart rate is measured in beats per minute (BPM).



Doctor - Atrial fibrillation

Atrial fibrillation

TeltoCare offers a dedicated Atrial Fibrillation Monitoring feature, designed to assist you in managing your atrial fibrillation condition effectively. This feature provides a detailed overview of your atrial fibrillation episodes and allows you to access critical information related to each episode.

Atrial fibrillation features When you access the Atrial Fibrillation tab, you will find essential information about your atrial fibrillation episodes:

- **Date:** The date on which each episode occurred is listed, helping you track the timing and frequency of your episodes.
- **Duration:** This field displays how long each atrial fibrillation episode lasted, giving you insights into the severity of each event.
- **Min Heart Rate:** You can view the minimum heart rate recorded during each episode, which is vital in understanding heart rate fluctuations.
- **Max Heart Rate:** The maximum heart rate during each episode is presented, aiding in gauging the intensity of these episodes.
- **Heart Rate Average:** This field provides the average heart rate during each episode, offering a comprehensive view of your heart's performance during atrial fibrillation

Enabling Atrial fibrillation




On your TeltoHeart, tap side button to open up a menu and select AFib function.



Tap **Active** to activate atrial fibrillation function.



Accessing detailed records

 Each episode listed comes with a dedicated button. By clicking on this button, you can directly access the corresponding ECG record. This feature enables you to visually examine and analyse the electrical activity of patient's heart during atrial fibrillation episodes, enhancing understanding of these events.



TeltoCare markings

Symbol	Description
	<p>Manufacturer TELTONIKA TELEMEDIC UAB Ukmergės g. 120-1, LT-08126 Vilnius info@teltonika.lt https://www.teltonika-telemedic.com</p>

Additional information

[Product page](#)

<https://teltocare.com>

Update changelog

Latest update changelog can be found on: [Update changelog](#)

TeltoHeart first start

TeltoHeart first start can be found on: [TeltoHeart First Start](#)

Frequently asked questions (FAQ)

[TeltoHeart \(FAQ\)](#)

- [TeltoHeart is not turning on](#)
- [TeltoHeart is not sending data](#)
- [Incorrect time or date](#)
- [Heart Rate signal missing](#)
- [Failure to detect wrist](#)
- [Paired device prior to registering/logging in](#)
- [Failed to pair the device](#)
- [How to turn on TeltoHeart?](#)
- [Where can I see the data?](#)
- [How to change the language?](#)
- [How to set the heart rate frequency?](#)
- [Why is my ECG bad, unreadable?](#)
- [Why are there no data on the TeltoCare platform?](#)
- [What to do if it shows an AFIB message?](#)
- [Why does the battery drain quickly?](#)
- [Why did the ECG recording stop by itself?](#)
- [How to set notifications?](#)
- [Does the bracelet automatically record ECG?](#)
- [How does the bracelet notify about AFIB?](#)
- [TeltoHeart application cannot find a firmware update.](#)

[TeltoCare \(FAQ\)](#)

- [How to create a patient account?](#)
- [Where to see patient data?](#)
- [How can a patient create an account?](#)
- [How to verify a patient?](#)
- [How to print/download ECG?](#)
- [Is there a caliper function?](#)
- [Where to see AFib notifications?](#)
- [Does the bracelet automatically record ECG?](#)
- [How does the bracelet notify about AFIB?](#)
- [Will I see all patients or just my own?](#)
- [How to delete a patient?](#)
- [Are patient data saved after deletion?](#)
- [How to transfer a patient to another doctor or clinic?](#)
- [How to restrict patient visibility to other doctors within the clinic?](#)
- [How to delete an "unreadable ECG"?](#)
- [Can a patient be assigned to multiple clinics?](#)
- [How to filter patient ECGs by indication \(selected after ECG recording\)?](#)
- [How to filter pulse display chart \(time interval setting\)?](#)
- [How to see weekly, monthly, yearly data \(ECG and pulse\)?](#)
- [Can I log in to TeltoHeart application with a doctor, hospital and distributor accounts?](#)
- [Cannot see my data](#)
- [Incorrect ECG data](#)
- [Forgot password for TeltoHeart mobile application or TeltoCare platform](#)
- [No Atrial fibrillation data](#)

Certificates

Certificates	Links
CE/RED (EU)	Yes
UKCA (UK)	Yes
FCC (USA)	Yes
CE MDR (EU)	Yes
RoHS	Yes
REACH	Yes

All newest certificates may be found in our Wiki page¹.

¹ [Certifications and Approvals](#)