eVisit®

PTZ (Pan, Tilt, Zoom) Camera Control For Clinical Team

What is it?

eVisit will now support PTZ (pan, tilt, zoom) cameras. PTZ cameras allow care team members to remotely control a physical camera on the patient's end, such as an admitted ICU patient's hospital room. This feature will automatically be available during core video visit interactions where a PTZ camera is connected to the device in the visit.

Why is this particular feature useful?

PTZ cameras help healthcare clinicians improve care by allowing for stronger assessments of patient conditions that require high definition images and videos. Some of these benefits include ultra-high definition quality, quick auto-focusing, and superior color clarity. This is essential for use cases that require a clinician to mimic the close-up perspective and visual clarity that's possible when in the same room as the patient.

When should I use it?

This feature will be available during all core video visit interactions where a PTZ camera is connected to the device in the visit. Consider using this when:

- Conducting in-patient care such as emergency care, urgent care, teleneuro and virtual nursing

- Conducting general bedside care where consulting a remote specialist is important

- A specialist is virtual such as during rural care at smaller facilities

How does it work?

1 In order for PTZ controls to appear, the video stream from the PTZ device must be positioned in the "main window." To maintain the video feed inside the main window, it is recommended that users "pin" the PTZ feed. (Videos can be pinned by either hovering over it on desktop, or by tapping on it if using a mobile device).

2 Once the video has been pinned, users will see controls appear in the bottom right corner of the video area.

3 Clicking the controls on the screen will move the camera left, right, up, down. Clicking the zoom in and out adjusts the camera accordingly.

Additionally, eVisit supports keyboard input to control the camera. Single keyboard presses can be used for incremental movements (in order to be more precise) or pressing, and holding keyboard controls will allow long sweeping movements (to pan, tilt, or zoom more quickly).

Keyboard Commands:

Left: left arrow
Right: right arrow
Up: up arrow
Down: down arrow
Zoom in: Command (Mac) or Control (Windows) + up arrow
Zoom out: Command (Mac) or Control (Windows) + down arrow

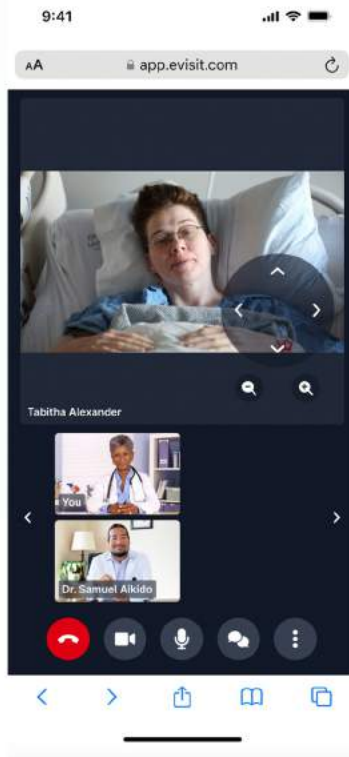④ Pinning a different video feed or screen sharing will close the PTZ camera controls.

⑤ Access to PTZ controls are granted as follows:

The user with the PTZ camera will be able to access and use controls for their own device (i.e. local control)

Clinicians will be able to access PTZ controls for other users (i.e. remote control)

Other invited guests or participants (like family members, interpreters, etc.) will not be able to access PTZ controls

PTZ is also available on tablet and mobile devices, following the same rules described above.

Additional Information

This feature is currently available for USB Video Class (UVC) PTZ cameras. Currently supported devices include:

- Polycom EagleEye IV USB

- PTZ Optics PT20X-USB

- AVer CAM520 Pro2

This feature is currently available on Chrome and Edge browsers starting with Chrome version 87. It is not currently compatible with Chrome 120.