# ALASKA NATIVE TRIBAL HEALTH CONSORTIUM

**AFHCAN** Telehealth Solutions

**TELEHEALTH**
https://anthc.org/telehealth/

# ANTHC Telehealth News Bulletin: November 2023

## ANTHC Telehealth News:

◊   **AFHCAN upgrades :**

    ◊   We **highly** encourage your organization to upgrade to the most current version of AFHCAN v8.4.3.35 for the following reasons:

1.  Software integration with telehealth equipment on AFHCANcarts:

    **Biologic AuDx** and **Sentiero Path** device models used for **Tympanometry, Audiometry and Otoacoustic Emissions (OAE)** tests <u>will not work</u> unless on AFHCAN v8.4.3.35

    Many organizations will be receiving the Biologic AuDx via the National Telecommunications and Information Administration (NTIA) grant and will need to upgrade ASAP in order for the equipment to work.

2.  AFHCAN optimization:

    Opportunity for EHR integration (including EHR-fed patient demographics)

    Correct known issues/bug fixes

<center>For questions or to schedule an upgrade, contact:</center>

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<center>HIT Project Manager</center>

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◊   **AFHCANcart Patient Response Hand Trigger Solution:**

Users with AFHCANcarts that have been upgraded to Windows 10 have reported that their patient response hand triggers stopped working after the upgrade.  Here is the solution:

    ◊   **Reason for failure:**

Identified cause of failing devices using Prolific Serial-to-USB adapters.

    ◊   **Solution:**

Resolution to Windows 10 is to replace Prolific adapters with those successfully tested with Windows 10:

Insignia - 1.3' USB-to-RS-232 (DB9) PDA/Serial Adapter Cable - Black (insigniaproducts.com)

The reason is that Prolific brand adapters are not plug-and-play with Windows 10, and updated drivers were never released into the Microsoft Driver Store.

| Operating System | Release Date | X86 (32-Bit) | X64 (64-Bit) | ARM | MIPS | SH4 | Comments |
|---|---|---|---|---|---|---|---|
| Windows (Desktop)* | 2021-07-15 | 2.12.36.4 | 2.12.36.4 | 2.12.36.4A***** | - | - | WHQL Certified. Includes VCP and D2XX. Available as a setup executable. Please see the Release Notes and Installation Guides. |
| Windows (Universal)**** | 2021-11-12 | 2.12.36.4U | 2.12.36.4U | - | - | - | WHQL Certified. Includes VCP and D2XX. |
| Windows RT | 2014-07-04 | 1.0.2 | - | 1.0.2 | - | - | A guide to support the driver (AN_271) is available here |

Click on link to download driver for adapter.

https://ftdichip.com/wp-content/uploads/2021/08/CDM212364_Setup.zip

For questions please contact afhcansupport <afhcansupport@anthc.org>

## For questions call 729-2260 or email AKA-TelehealthPS@ANTHC.ORG