DoctorFlow

INSTALLATION STANDARD OPERATING PROCEDURE

Electrician / Installer SOP & Checklist

DEPARTMENT	VERSION	AUDIENCE
Operations / Installations	1.14	Electricians & Third-Party Install Teams

PREPARED BY
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SUPPORT CONTACT
DoctorFlow Operations before installation if questions arise: marketing@doctorflow.com · (905) 515-9094

1 Purpose & Scope

This SOP standardizes how DoctorFlow iPads, TVs, and their power infrastructure are installed at every clinic site.

2 Roles & Responsibilities

ROLE	RESPONSIBILITIES
DoctorFlow Operations (Tae / Dr. K)	Delivers and configures devices.
Clinic Owner / Manager	Marks with an "X" every iPad location, on the door-handle side of each exam room door. A walkthrough with DoctorFlow is recommended for this.
Electrician / Install Team (You)	**Installs power, mounts devices, confirms charging, and submits photos.**

3 What DoctorFlow Provides

Confirm the equipment count matches what the clinic was sent, and confirm you can see the clinic's wall markings ("X") showing where each unit installs.

- iPads (pre-configured)
- iPad wall mount cases
- USB-C to Thunderbolt charging cable
- TV + wall mount bracket
- Mounting hardware (screws, anchors, brackets)

4 What the Electrician Provides

- Recessed electrical box, single-gang (we use: Arlington "Indoor IN BOX," model DVFR1W). The recess lets the USB-C cable plug in while the tablet still mounts flat to the wall (see photos F and G).
- USB-C wall outlet rated for 9V Power Delivery, 25–30W (we use: Leviton Duplex USB Charger/Tamper-Resistant Outlet)

- A standard 5V USB-C outlet will not keep the iPad charged.

5 How Do I Get the Power There

Run power to the recessed box location using whichever of these is more accessible for the room, confirmed code-compliant for the site before wiring:

- Tap into the nearby ceiling light circuit, or
- Tap into the light switch near the exam room door

6 How Do I Install

Devices arrive pre-configured — install and power them only, do not log in or configure them. Room assignment happens automatically when clinic staff log in after install.

Mount each iPad on the same side as the door handle, approximately 67–79 inches high — this varies slightly by clinic layout, so match the reference photos below rather than a fixed number.

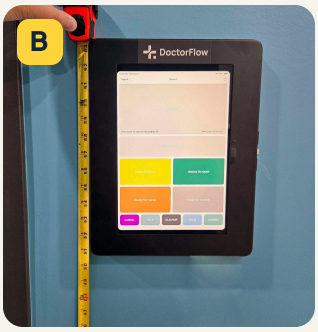
- [ ] Cut the wall opening at the clinic's marked "X" and install the recessed box + outlet (wiring: see Section 5)
- [ ] Confirm the outlet is live before mounting anything over it
- [ ] Mount the iPad case over the outlet — secure, no rattle or tilt
- [ ] Insert the iPad, connect with the provided USB-C to Thunderbolt cable only, and confirm the charging indicator is on
- [ ] Repeat per room — confirm the final count matches the order
- [ ] Mount the TV using the provided wall bracket — level and secure — and connect it to power

Reference Photos — Correct Tablet Placement

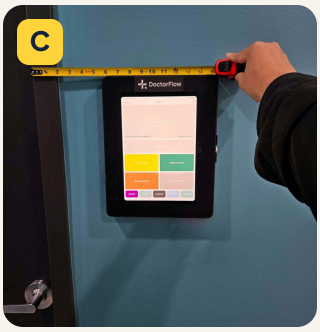
Exam Room 7 example. Use these as the visual standard for placement, height, and clearance when mounting each iPad.



A — Side of the door handle
Tablet mounts on the same side as the handle, in line with the door.



B — Mounting height
Approx. 67–79 in. from finished floor — varies by clinic layout; use as a visual reference.

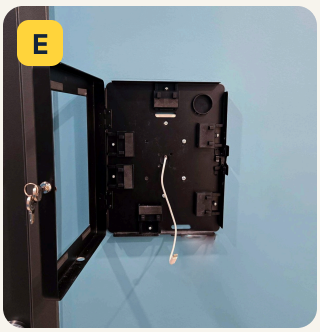


C — Clearance from the door frame
Horizontal offset from the frame — keep consistent with this reference.



D — Full context, alternate angle
Confirms alignment relative to the door and room signage.

Reference Photos — Outlet & Cable Routing



E — Route the cable before mounting
Feed the cable through the mount's center hole before installing the case over the outlet. (Older case shown — illustration only.)



F — Recessed outlet, cable connected
Confirm the outlet is live and the cable is seated before covering it. (Older outlet batch — illustration only.)



G — Recessed box depth
The box must be deep enough for the cable to sit behind the case without bulging. (Approximate — illustration only.)

Shown on an older case/outlet batch for illustration only.

Route the cable through the mount before installing it, confirm the outlet before covering it, and recess the box deep enough for the cable to clear the case.

7 Final Walkthrough — Before You Leave

This walkthrough is mandatory before the installation is considered complete.

- [ ] All iPads are mounted, in their case, and charging
- [ ] All iPads are locked into the mount without rattle or tilt
- [ ] iPad count matches the number of exam rooms on the order
- [ ] TV is mounted and powered
- [ ] No loose cables, debris, boxes or packaging left behind. Cables are routed cleanly and all packaging leaves with the install team
- [ ] Clinic key (if issued) handed over to clinic management

Installation isn't complete until this walkthrough and the photo report below are both done.

8 Photo Documentation — Required

Photo documentation is mandatory. Send all photos to DoctorFlow Operations at **marketing@doctorflow.com** before leaving the site.

- Every installed iPad — showing mount position relative to the door/wall, plus the outlet and cable routing (see the reference photos in Section 6 for the standard)
- TV installation showing mount position
- Any non-standard placements or deviations from the approved layout

Organize photos by room (e.g., Room 1, Room 2, TV) and send as a complete photo report to DoctorFlow Operations upon completion.

9 Contacts & Support

CONTACT	DETAILS
DoctorFlow Operations (Tae Bounmy)	**marketing@doctorflow.com** · (905) 515-9094 Send your photo report to this email.
Support Page	**www.doctorflow.com/support**
Learn / Training	**www.doctorflow.com/learn**